



# Action Plan 2024 – 2026

## Crothorne Avenue – LE5 4PZ – LE5 4QL

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-in sessions and communications sent to residents via text.	Aquib Mahamed	Present and Ongoing	Monthly drop in session take at Coleman Lodge Community Centre, on a Monday at beginning of the month from 10am-2pm.	Complete
Increase Engagement and Visibility of Neighbourhood Coordinator – building relationship with residents	Once every two weeks door knocks are being made to keep engagement going and also meet and greet residents so I personally would know who is living behind the doors in the property. I	Aquib Mahamed	Present and Ongoing	Carried out fortnightly, residents made aware of dates via text.	Complete

	believe this will help build a good relationship with residents who will see my face and know I can be the person they can come to with any issue.				
Repairs – The outside communal lights around the alleyways and some communal blocks all to be working.	Emailed repairs team to raise to have all the lights checked on this scheme.	Repairs Team	July 2024	Lights are all now working but will monitor when carrying out quarterly inspections and ad hoc visits.	Complete
Grounds maintenance of this entire scheme	Monitor quality of grounds maintenance at Cropthorne. Will facilitate the improvement grounds maintenance standards (where necessary) through regular liaison with contractors and PA's Contract Managers including escalation at contractor meetings where necessary.	Aquib Mahamed	Ongoing	Recently had a walk around with the grounds maintenance supervisor help understand what is expected. Continually monitoring the scheme through quarterly inspections.	In progress
Cleaning maintenance of the block	Monitor quality of cleaning at Cropthorne avenues blocks. Will facilitate the	Aquib Mahamed	Ongoing	Will monitor on visits and quarterly inspections.	In progress

	improvement grounds maintenance standards (where necessary) through regular liaison with contractors and PA's Contract Managers including escalation at contractor meetings where necessary.				
Neighbourhood Improvement	To replace old damaged meter cupboards door in each block.	Aquib Mahamed	July 2023	Had new meter cupboards installed in every block.	<b>Complete</b>
Resurfacing of the communal car parks	Have contacted Programme Delivery team as this part of their planned major work	Programme Delivery	Planned for the year 2025/2026	Awaiting an official date for the work to start.	<b>In Progress</b>
Upgrade the Optic fibres at this scheme to increase broadband speeds	Contacted Building services to give expected dates for works to start.	Building services	Started Nov 2024 – Continuing to year 2025.	As this is a large scheme open reach come out on given dates and work on 4 blocks at a time.  Some blocks have already been provided with the upgrades and now the connection speed is brilliant when on site.	<b>In progress</b>
Repairs – During the quarterly inspections	Have contacted building services to get	Building services	Jan 2025	I had got in touch with building services who sent	<b>Complete</b>

<p>some door entry systems were not working. The intercom system would not let me in with a key on some blocks.</p>	<p>an engineer out to fix this.</p>			<p>out an engineer to have a look at the intercom systems.</p> <p>Was provided with a set of new key fobs for residents which I handed out to them. Removed stones from the door entry and now residents are feeling a lot safer.</p>	
<p>Resident engagement</p>	<p>I will organise a community fun day for families and children on this site. Inviting other staff members from different teams to come and join, giving opportunity for our residents to meet other members of staff.</p>	<p>Aquib Mahamed</p>	<p>June/July - 2025</p>	<p>I have been having meetings with resident and discussed that a neighbourhood activity day would be ideal for a scheme like Cropthorne. It will help bring the community together as well as building relation with customer. To organise this I have also reached out to Coleman lodge community centre who run a food bank for those in need. And they are happy to participate and offer assistance when needed. I would also need to wait for the next budget to drop so I can plan this accordingly.</p>	<p><b>In progress</b></p>