



Action Plan 2024 – 2026

Canada Court and Clifton Lodge

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.	Weekly surgeries to be implemented and communications to be sent to residents.	Neighbourhoods Team	November 2024	Weekly surgeries are in place every Wednesday at 10-12 in the reception area.	Complete
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		In progress

	action plan to be put on noticeboards.				
Neighbourhood Improvement project	Bike racks to be installed in front of large wall area outside Canada Court.	Neighbourhoods Team	December 2024	Bike racks installed.	Complete
Neighbourhood Improvement Project	Install pigeon netting and spikes.	Neighbourhoods Team	December 2024	Scheduled for w/c 11 November. This has been confirmed completed as of w/c 16 December 2024.	Complete

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.	Complete
Designated surveyor from the repairs team to progress works and post inspect completed works.	Surveyor to attend to progress repairs and post inspect works.	Repairs	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	In progress

				are in the process of arranging a repairs action day in the new year.	
Jet washing of courtyard and walkways of Clifton Lodge.	Jet wash pigeon faeces following installation of pigeon proofing.	Contracts and Partnership Team	January 2025	<p>Jet washing has been completed for the metal walkways at Clifton Lodge.</p> <p>Courtyard area to be completed in January 2025.</p>	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	<p>Deep clean was completed on internal carpet stairways on the 20 and 21 November.</p> <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>	Complete with follow on actions
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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
Lifts	Lift replacement	Building services	25/26	Lifts scheduled to be replaced in 25/26.	Not started
Rainwater Goods	Rainwater goods repairs.	Building services	December 2024	Work has been completed.	Complete
Heat build-up in Canada Court (Communal Temperature control)	Building services are reviewing the heat build-up in Canada Court.	Building Services	2025/26	Temperature monitoring was completed and confirmed that the pipe	In progress

				<p>insulation is inadequate.</p> <p>Remedial work will be completed in the new financial year.</p> <p>These costs will not be recharged to the leaseholders.</p>	
Internal fire doors	Adjust doors that require repair.	Assets	January 2025	<p>It has been confirmed fire doors have been repaired and adjusted and a inspection was completed in December 2024.</p> <p>Roof Riser door in block 1-33 Canada</p>	In progress

				<p>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 installed once these areas have dried out.</p>	
Hot water pipe lagging and damaged pipes	Repair and replace hot water pipe lagging	Assets	TBC	<p>The assets team that they are just waiting on a quote from contractors and will then arrange for them to go</p>	In progress

				back to site to fit missing lagging.	
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