



Action Plan 2024 – 2026

Sandra 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
Increase engagement and visibility of Neighbourhood Coordinators.	Surgeries to be put in place and communication to be sent to residents	Neighbourhoods Team	2025	Drop in sessions to be held on site.	Not start
Updates on progress across the neighbourhood to be shared with residents regularly.	Monthly updates to be provided via the Neighbourhoods website and QR code to website and copy of action plan to be put on our website.	Neighbourhoods Team	April 2025	Action plan will be sent to website once signed off.	In progress

Increase engagement and visibility of Neighbourhood Coordinators.	Regular visits to be carried out across the neighbourhood.	Neighbourhoods Team	April 2025	Site visits and inspections are carried out across the neighbourhood on a regular basis, and this aids daily engagements with our residents.	In progress
Neighbourhood Management	To improve the standard of the grounds maintenance across this site so that the standard is more consistent from our contractors throughout the neighbourhood.	Contracts and Partnership Team	Ongoing	Have regular contact with Just Ask (site contractor to provide feedback and suggested improvement where needed).	In progress
Neighbourhood Management	TSM surveys - surveys - September 2024 - Good opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's services and behaviours.	Neighbourhoods Team	September 2024	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Completed
Neighbourhood Management	TSM surveys - surveys - September 2025 - Good opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's	Neighbourhoods Team	September 2025	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Completed

	services and behaviours.				
Neighbourhood Improvement Project	To resolve any outstanding repairs on the site that could lead to complaints.	Neighbourhoods Team/ Repairs	Throughout 2025-2026	To continue to work with repairs to make sure repairs are dealt with more quickly and efficiently	In progress
Neighbourhood Management	Onsite meeting with cleaning contractors – Wetttons	Contracts and Partnership Team	2025	Have regular contact with Wetttons – cleaning contractor to provide feedback and suggested improvement where needed.	In progress
Neighbourhood Improvement Project	Installing / updating CCTV on Sandra Close Block, Flats 5-10	Building Services	2025	Installing / updating CCTV on Sandra Close Block, Flats 5-10	Completed
Neighbourhood Improvement Project	Fixing broken EV charger within carpark	Repairs / Building services	October 2025	Works have been carried out to replace the broken EV charger	Completed
Neighbourhood Improvement Project	Installing of parking bollard for each parking space within the carpark	Contracts and Partnership Team	2025/2026	Installing of parking bollard for each parking space within the carpark, to prevent incorrect parking	In progress