

Tarling Close action plan 22/23

Star survey top 3

Communication and Information
Staff directory, Sheltered Scheme Manager is keeping residents updated regularly regarding any changes/events by displaying notices in the lounge and using the notice boards and sending out newsletters.

Communal areas

We appointed a new gardener and a new window cleaner, both of which have been successful.

Communal areas

We are aware we had some issues with one of the lifts a while back but repairs were carried out and the lift has been kept in good working order since.

You said, we did

You asked for a staff list including photos.

Staff list with photos and individual details now on display.

You asked for more activities to be held at Tarling Close.

Deborah has reintroduced coffee mornings and various activities and events throughout the year.

Better homes, better neighbourhoods

- New plants.
- New bench.
- New notice board.

Estate walkabout

- New items needed for the guest room.
- All ordered, just waiting for the window upgrade and then we will order a curtain.

Resident meeting

- Appointed a new gardener which has been successful.
- New Sheltered Scheme Manager Deborah has joined us.
- Newsletters now going out regularly.
- Pull cords being checked 6 monthly.