

Nethewode Court action plan 23/24

Star survey top 3 2023

Home Improvements – Stock condition surveys are due to take place 23/24.

Neighbourhood Problems – Residents reported concerns about the car park. We have reviewed the car parking and created a waiting list.

Customer contact – We have robust service standards which we aim to uphold at all times.

You said, we did

Repairs
Maintenance issues raised at the walkabout have been actioned.

Staffing
Nigel has settled in well to his role as caretaker.

Better homes, better neighbourhoods

- Works agreed to continue improvements to the bank at the front of Nethewode Court.
- New notice board installed.

Estate walkabout

- All maintenance issued raised were actioned.

Resident meeting

- No residents attended.