

Templar House Estate Action Plan from Estate walkabout 16-11-22

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Red – No update from the officer assigned to action. Immediate action needs to be taken to address the Issue.

Yellow- Officer has updated the action. We are on track. However, it is still not complete.

Green- Action has been completed.

No.	Desired outcomes	Actions	Review & Progress update	Responsible Office & Target Date
1	Traffic control measures to reduce speeding cars	We will explore measures to mitigate the problem including completing the installation of gates and increasing the size of speed bumps. Anything implemented will be in consultation with residents.	Gate has been installed but left unlocked in the open position as there was a second resident consultation undertaken. Results of survey are currently being reviewed before decision on closing gate is taken on 31.3.2023.	Jayne Seaman / Andy Foster
2	Reduced bulk item dumping by people not living on the estate.	Residents will be consulted on the potential for installing gates. It is acknowledged that though this might help reduce the inconsiderate driving and rubbish dumping, there is some concern about how gates might impact deliveries and visitors.		Jayne Seaman / Andy Foster
3	Covered Biffa bins with a lock to reduce rubbish being scattered around the estate.	We will explore how we can improve the refuse storage facilities across the estate and discuss them with residents. Contact	Veolia have been asked to ensure emptied bins are returned to their housings following collections. The	Marcio Rodrigues

		<p>Veolia to ask them to ensure that emptied bins are placed back in their housing.</p>	<p>caretaker will also be checking on this to ensure it happens and will report as necessary.</p> <p>The refuse bins owned and used by Chelsea Crecent will be relocated from the estate to their bin rooms. This is being co-ordinated by Senior Area Monitoring Officer.</p> <p>Principle caretaking manager has spoken with the Chair of the TRA regarding additional recycling bins but those would need to be outside on the estate as the bin rooms do not have additional capacity. There is currently a dedicated recycling facility which works well.</p>	
4.	<p>Look into a number of individual flat repair issues and repair leak into the TRA hall.</p>	<p>A Council repairs operations manager will visit to look at problems including hot water issues, damp and mould problems, problems with vents and blocked sinks, hot water issues and will arrange for the TRA hall leak to be rectified.</p>	<p>Repairs operatives have accessed the flat above TRA hall to repair rainwater pipe that is now complete. Repairs and operations team leader visited the TRA hall mid-January – there were no further issues. A sweep of the gutter and gulley to roofs was also carried out</p>	Noel Curran
5	<p>General improvements to flats and communal areas of the estate.</p>	<p>The Council will provide and update on plans around the windows replacement programme and the Better Homes Programme and plans for painting of the external areas. This will be in the form of a newsletter to residents that will include</p>	<p>Window replacement 2023/24 Repairs team carried works to all properties to ensure all windows are operating effectively.</p>	Noel Curran

		<p>information about how heat metering works.</p> <p>The Green Spaces Team will work with the TRA on a potential DMC funded gardening project to enhance the area facing Shoot up Hill.</p>		
6	Lighting improvements.	<p>A lighting audit will be carried out to improve dark areas. The Council will look into the feasibility of installing lighting in the children's play area and discuss with the TRA how funding might be obtained to achieve this.</p>	<p>Officers advised a feasibility exercise was carried out in 2021. Following the feasibility report the issue around the bin area and carpark was resolved with new lamp posts and lighting installed. An extra lamp post was fitted to the side at the time with extra wall pack lights and extra flood lights to light this area up.</p>	John Sawyer / John Stow
7	Improved security.	<p>The newsletter will provide an update on the digital CCTV roll out and where Templar House is in the programme. More routine security patrols will be requested.</p>	<p>CCTV survey has been carried out with TRA reps and Cllrs. The technical plans are being completed now. Templar House is part of the network of transmitter sites and work is due to commence in 2 weeks time on the rooftop transmitter. When the transmitter is fully operational then work can start on installing the new cameras.</p>	Graeme Dyson
8	Fobs allowing access to blocks where people live only.	<p>We will only issue key fobs enabling access to individual blocks and in future we are moving to a cloud-based system providing more fob security.</p>	<p>No date yet for an upgrade to Cloud based fob system however it will be in the 2023/2024 financial year.</p>	John Sawyer / John Stow