

APPENDIX 1A– IMPROVEMENT ACTION PLAN 2023/28

Action	Reason:	Outcome:
Carry out refreshed fire risk assessments for all blocks and action any identified safety enhancements.	It is vital our homes are compliant with fire safety standards.	We will receive the current FRAs this year 2023 and it is important that we action any identified enhancements, potentially as part of wider works programme, as soon as possible.
Scope and procure building fabric surveys for all blocks.	Residents complained about dampness, mould and poor ventilation. We need to understand the cause. They will also provide a foundation for future investment.	The survey will give us detailed information about the building fabric of our homes and allow us to target any repairs or remediation.
Install damp and mould sensors in tenanted properties as a priority	Damp and mould and sensors will help tenants maintain a healthy home whilst providing us with information about which homes are experiencing problems so we can take action to help.	Tenants will be empowered to manage moisture in their homes and we will have information about homes experiencing problems with ventilation. This will support the building fabric survey. As per the capital programme paper, we ask that multi storey properties are prioritised.
We will carry out a heating and hot water options appraisal for all blocks	Residents, particularly with electric storage heaters, expressed dissatisfaction with their heating systems.	This will put in place a longer term strategy for heating and hot water for the blocks. This will align with net zero ambitions and may for example see some blocks connected to the district heating system at Queens Quay. Heating and hot water budgets will require budget to be identified for the appropriate investments.
Install Connected Response smart switches in tenanted	Residents with electric storage heating told us the heating and hot water was expensive	The smart switches move tenants off the radio tele switch which allows them to get smart meters, access better tariffs and have more control over

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properties to improve tenant experience of electric storage heaters.	and was not available when needed due to charging periods.	their heating and hot water. The switches can be deployed relatively swiftly and offer numerous benefits.
Review asset investment in kitchens, bathrooms and windows	Residents expressed a wish for upgraded kitchens and bathrooms, including the installation of showers instead of baths.	These are on cyclical programme but we will review to ensure that homes have kitchens and bathrooms which meet the required standards.
Pilot noise insulation in homes (initially void properties)	Noise from other residents and whilst some noise is to be expected we will pilot noise insulation options either in void properties in partnership with residents.	This pilot will see us investigate and pilot noise reducing insulation in our homes. If successful then the pilot could be extended to more homes in the blocks.
Investigate improving Wi-Fi choice in the blocks	Residents expressed frustration with their current Wi-Fi options.	We are not responsible for utilities such as WIFI but we will investigate means to improve tenant choice and connection speed and opportunities for the Council to become more involved in provision.
Investigate options to refurbish foyers and closes	Foyers and closes are high traffic areas which also provide the vital first impression of a home and residents identified refurbishment as a priority alongside improvements to stores and laundry.	Ultimately this will need to be developed with residents but the initial scoping works will seek to understand possible improvements based upon initial suggestions e.g. laundry, store rooms, welcoming.
Scope and procure a deep clean contract for all the blocks on a 2 year pilot basis initially	Residents expressed an ambition for closes and foyers to be cleaner and suggested that deep cleans would be beneficial.	We will pilot deep cleaning the common areas of the blocks a couple of times per year and review if this improves satisfaction. Caretakers will still be responsible for day to day cleaning.
Scope works contract for CCTV and emergency lighting	In addition to refurbishing common areas, residents expressed ambitions for improved	This will require a specialist design and build contract to supply and fit these systems safely and

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	CCTV coverage and lighting in their blocks to make them feel safer and discourage ASB.	thus it may benefit from being tied into other works such foyer refurbishment.
Develop in conjunction with residents plans to improve the immediate greenspace/ parking around their blocks.	Residents expressed ambition to improve their immediate greenspace or parking but each block has specific needs so this will need to be developed in conjunction with residents.	We will work to develop options with tenants per block identifying appropriate budgets and outcomes.
Instigate a working group to improve waste management and investigate new solutions.	The bin chutes in the flats whilst convenient were identified in the survey as being smelly, noisy and susceptible to blocking.	Working with colleagues across WDC we will develop a waste options appraisal but as per below the first steps are to improve recycling at the blocks. However we will actively look at alternative solutions to the chute system
Supply more recycling bins to the multi storey blocks	Residents at a number of blocks expressed a desire for more recycling facilities.	We will work with the waste team to supply additional recycling bins for tenants. This may require investment in bin stores or similar to ensure they are housed safely.
Review housing management policies in relation to resident identified areas of concern such as laundry etiquette, ASB, dogs.	The behaviours of other residents were identified as the source of dissatisfaction amongst residents. Whilst we cannot control individuals we can work to encourage respectful behaviour through management and policy.	We will review our policies and utilise communication methods to remind residents of our policies such as how to report ASB, the lift protocol. Meanwhile other reviews will be undertaken that may require additional investment e.g.; controlled access to laundry rooms or additional staff during evenings and weekends.