

Tarling Close action plan 23/24

Star survey top 3 2023

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

Unhappy with the cleaning service
Rachel our permanent cleaner has been recruited.

Benches

One bench was replaced. Others were repaired and re-varnished.

Obstructions

Large garden storage box was relocated so there is no ongoing obstruction to the pathway.

Guest room

Blinds and curtains were installed after the new window installation.

Better homes, better neighbourhoods

- 1 bench purchased through BHBN.
- Trolley purchased to assist residents with their shopping.

Estate walkabout

Not applicable.

Resident meeting

- Residents were not happy with the cleaning service which at the time was provided by an agency.
- Benches at the back of Tarling need to be repaired or replaced.
- Residents reported paths were obstructed.