

NEIGHBOURHOOD WALKABOUT ACTION PLAN

(MAINWAY)

WELCOME TO YOUR WALKABOUT ACTION PLAN

We know you take pride in your neighbourhood, and we want to make sure the work we do and the services we provide are helping to improve the things that are important to you. This is the action plan resulting from the walkabout that took place on 17/06/2026.

Lancaster City Council:ng | chreception@lancaster.gov.uk

Neighbourhood Information

Your Neighbourhood team

Housing Officer: Graeme Milce

Community Safety Officer: Jo Perry

Income Management Officer: Paul Fraser

Community Engagement Officer: Christian Horrocks

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The action plan includes details of what was picked up on the walkabout relating to the communal areas of the estate such as paving/pathways, street lighting, grounds maintenance of communal areas, vehicles/parking, bin store areas, communal stairways/lifts, security doors, play areas – the general appearance of the estate. We also pick up on issues at individual properties such as messy gardens but specific details of those will not appear in the action plan.



ESTATE WALKABOUT INSPECTION		DATE: 17 th June 2026	PREVIOUS INSPECTION DATE:
PRESENT		Graeme Milce (Housing Officer), Paul Fraser (Income management Officer) & Nicola Howard (Tenant Liaison Officer)	
	Comments	Actions	Date actioned
Paving/pathways	appeared to be in a good condition	No action required	
Communal Grounds	During a management walkabout, on 08/06/26, concerns were raised about overgrown grass and fly-tipping, within the Heras fencing around the high-rise blocks.	It was agreed that a risk assessment would be completed, by the Housing Development Manager, to allow the Council's Public Realm Department to mow the grass, as part of their contract, and the Estate Stewards to remove the rubbish as part of their daily duties.	08/06/26
	There are a lot of weeds and self-seeded shrubs, growing from the base of the external walls of several blocks.	GM met with a contractor, LCD, who are going to provide a quote for the clearance of these weeds and shrubs.	18/06/26
Streetlighting	appeared to be in a good condition	No action required	
Alleyways	Not applicable	No action required	
Vehicles/parking/garage sites	Some of the garages on Captains Row are missing their roofs and have damaged doors. Bricks are dropping out of the bottom of the wall on the end garage at Park House and some of the garages to the rear of Stewart Court are in a state of disrepair and not lettable.	These issues have been reported to RMS. They were also raised during a management walkabout on 08/06/26	17/06/26



Bin stores	Some of the bin-stores on the estate have fallen into a state of disrepair and they are not big enough to accommodate the new bins.	There is currently a rolling programme, to replace these bin-stores.	On-going
Communal stairways/lifts	The walls and ceilings in the external stairwell at Greenwater Court are in a poor state of repair. This was pointed out, to RMS, during a management walkabout, on 08/06/26. The walls and flooring in the communal areas at Rigg House are in a poor state of repair. There is also a boarded window on the stairwell. This was pointed out, to RMS, during a management walkabout, on 08/06/26.	RMS will raise orders to repair and will chase up the rota painting of this stairwell. RMS were chasing up the replacement window. There are currently a few empty properties in this block. Once work to them is finished, RMS will look at painting the walls and replacing the flooring, as day-to-day repairs.	08/06/26 08/06/26
Security doors	During a management walkabout, on 08/06/26, it was noted that some of the glass panels in security doors were broken. A few other doors have faults on them.	RMS advised that these panels will be replaced with metal panels. An order has been raised for the contractor to carry out works to all doors, to bring them back to a good, secure standard. It was suggested to RMS that a regular maintenance/service contract needs to be in place for these doors.	08/06/26 08/06/26
CCTV	CCTV on the estate, as with other estates, has been regularly out of order.	This was reported to Paula Shakespeare, who has raised the on-going issue with the Council's ICT Dept.	17/06/26
Play areas	The play area to the rear of Skerton House has been out of use for years.	No action required	



Other	The windows of a void property at Rigg House were wide open.	Reported to Void Team, who closed windows.	17/06/26
	There was an extension lead hanging out of the window of a property, which had been used to charge a mobility scooter outside.	GM advised tenant that they could not do this.	17/06/26
	There was a fridge fly-tipped next to the bin-store at Lune House	GM raised an order for this to be removed.	17/06/26
	During a management walkabout, on 08/06/26, it was noted that some of the gutters and down pipes on the blocks of flats need clearing.	GM met with a contractor, LCD, who are going to provide a quote for the clearance of the gutters and downpipes.	18/06/26

