

Langstane Place, New Elgin	KEY for tenants:	NOTE This is a specific list of actions which are being addressed by staff after the recent walkabout	
22 May 2026	HO = Housing Officer PO = Property Officer TPO = Tenant Participation Officer GA = General Assistant DOH = Director of Housing DOP = Director of Property DLOS = Direct Labour Organisation Supervisor HLD = Highland Landscape Design LHA = Langstane Housing Association CARDO = formally Heatcare Oil & Gas		
Staff attended: 4 Tenants attended: 4			
LOCATIONS	ISSUES	NOTES	PLANNED ACTION
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Gardening across scheme including scrub bushes in main car park and shrubs and ivy in the back car park.	PENDING	Some planned works have been completed by HLD; however, their contract is coming to an end and LHA are completing the tendering process for a new gardening contractor. Once we know who the new gardeners are then we can work together to continue with the plan made in 2025.
	Condition of pathways across scheme.	ONGOING This is part of the ongoing issue regarding the general appearance of the scheme.	Work has been completed to tackle this issue and moss has been reduced. GA will continue to monitor and work on this issue to keep it under control.
	Dog fouling across scheme.	ONGOING This issue will continue to be monitored, and we will look to get the dog fouling removed as soon as possible until the new gardening contractors are appointed.	Bins have been installed across the development. HO is monitoring and will continue to contact tenants with dogs to remind them of their responsibilities. Tenants are encouraged to report anyone they see not picking up after their dog to the council dog warden who can issue fines. A designated area for exercising dogs was suggested, and this will be factored into the improvement proposal from HLD and future gardening contractor.
	Tenants would like more colour and attractive planting around the scheme to cheer it up.	PENDING	As above – this programme will continue with new gardening contractors.

	ISSUES	NOTES	PLANNED ACTION
CLEANING	Tenants across the scheme not happy with condition of cleaning of the communal areas.	PENDING	Due to the reduction in complaints, we have put the options appraisal on hold. We will continue to work with tenants and Perfect Clean. When the next walkabout is arranged Perfect Clean will be invited so they can hear from the tenants directly.

	ISSUES	NOTES	PLANNED ACTION
EXTERNAL BUILDING CONDITION including GUTTERING	Moss growing on roofs across the scheme.	COMPLETE UNTIL BUDGET AVAILABLE	PO has had this job added to Property Services 'wish list'. As soon as there is budget this will take priority.
	Overall appearance of the scheme.		The Association has decided not to paint the walls across the scheme. The reason is that it would need re-painting every 5-7 years and this is not affordable, and that the fabric of the building is sound so other planned maintenance work must be prioritised over the painting, such as, leaking windows and roof repairs. More consideration will be taken regarding the other option discussed which is to power wash the walls.
	Missing ridge tiles to rear of block 25-28.	PENDING	PO has raised order with John G Bairds to repair.

	ISSUES	NOTES	PLANNED ACTION
REPAIRS: INCLUDING FENCING and GATES	Loose fence at drying area next to bin area.	PENDING	PO has raised order for Cardo to repair.

	ISSUES	NOTES	PLANNED ACTION
TRIPPING HAZARDS PAVING ETC	Raised slabs and uneven paving stones	COMPLETE however he has advised we may need to lift more in the future due to the root system.	The slabs have been repaired by Ricky Ross contractor in front of blocks 6-11 and rear of 40-45.

	ISSUES	NOTES	PLANNED ACTION
ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING			

	ISSUES	NOTES	PLANNED ACTION
VANDALISM/ GRAFFITI (offensive/non-offensive)			

	ISSUES	NOTES	PLANNED ACTION
CAR PARKING AREAS including UNTAXED /ABANDONED	Abandoned cars and vans	HO is working with Moray Council to remove any abandoned vehicles or those which do not have tax or an MOT.	CCTV has been installed across the scheme to aid staff to tackle this ongoing issues.
	Request for car parking lines to made clearer to help tenants park	PENDING	PO will request for this to be completed.

	ISSUES	NOTES	PLANNED ACTION
BIKE STORE, BIN STORES/RUBBISH/ FLY TIPPING and LITTER	Bin area is constantly overflowing, and rubbish bags are not being put in the bins. Non-residents are also using the bins which is adding to the issue.	ONGOING	HO and GA will continue to try and identify who is dumping rubbish outside the bins. GA will continue to complete one-off cleans to remove rubbish, dog fouling and uplift any fly-tipping as noted by residents and HO.

	ISSUES	NOTES	PLANNED ACTION
MISCELLANEOUS	College students and other members of the public are consistently walking through the scheme to access the co-op, dropping rubbish on route.	BIN INSTALATION COMPLETE BUT STILL AN ONGOING ISSUE ON SCHEME Staff are also planning to contact college directly to ask they assist in educating students on effect of littering and cutting through scheme.	A bin has been installed at the bottom of steps at back of block 40-42. This is to assist with littering from the students walking through. Possible discussion about installation of another bin at front of scheme to aid with littering in this area.
	Drainage outside blocks 29-33 and 47-54.	COMPLETE	29-33: there was no issue with the drain itself identified. It was established that non-flushable items were being

			flushed causing the blockages. HO has issued letters to all residents to advise not to flush items that can cause this issue. HO will continue to monitor this issue. 47-54: Drainage survey identified issues in the chamber which were repaired. No issues have been reported since.
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NEXT STEP:

Elgin staff will continue to visit the scheme and monitor the conditions relating to:

- Landscaping
- communal bins
- abandoned cars
- dog fouling and;
- rubbish