

Charlotte Gardens, Aberdeen	KEY for tenants:	NOTE This is a rolling action plan with actions updated after each walkabout			
25 April 2025	EA = Estates Assistant HO = Housing Officer PO = Property Officer CPO = Customer Participation Officer CSM = Customer Service Manager HM = Housing Manager DH = Director of Housing DP = Director of Property PM = Property Manager DLOS = Direct Labour Organisation Supervisor				
Staff attended: 3 Tenants attended: 5					
LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Tenants enquiring about action being taken regarding dog fouling on scheme.	Discussed at April 2025 walkabout. HO updated the group stating that two extra bins are being fitted at either end of the scheme.		On-going	EA and HO aware of this and working with tenants to reduce levels of dog fouling on scheme.
	Weeding throughout the scheme.	EA and HO aware of the issues and will be working with the contractors to improve this issue.		On-going	Schedule for weeding started in April.
	Dog fouling reported outside the entrance to block 90A-90G John Street.	HO and EA aware and will work with the gardening contractors to try and change the ground structure so that tenants are not affected by the smell of urine.		Pending	

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CLEANING	Tenants happy with cleaning however deep cleans are required in various blocks.	On-going with tenants reporting issues to HO who arranges deep clean.		On-going. Tenants confirmed this is still on-going.	HO fully aware and working with tenants to deal with this issue.

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EXTERNAL BUILDING CONDITION including GUTTERING	Guttering is leaking on Charlotte Street side of block 61-89.	Repair request logged.		Pending	EA aware. Discussed at April 2025 walkabout.
	Weeds growing from guttering on Charlotte Street side of properties.	Repair to be logged.		Pending	
	Wood broken underneath the underpass leading from the front car park to rear car park near block 26-32.	Repair to be logged.		Pending	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES	Bin store near block 69-89 needs slats on door replacing.	HO to organise the repair.		Complete	Panel fitted to cover slats.
	Metal trellis in grassed area at back of block 39-44 needs to be removed and replaced.	Inspection requested with request for replacement.		Complete	DLO will be removing, and it will not be replaced.
	Fencing around drying area outside blocks 1-60 is rotten.	This fence has blown over since October walkabout. Now sitting at the side of drying area.		Complete	Order has been raised to remove the wood.

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TRIPPING HAZARDS PAVING ETC	Grid outside block 69-89 has been turned upside down and is now a trip hazard.	Repair has been requested by CPO.		Complete	Drain is blocked with weeds etc. and will be cleared.

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ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING	Lighting has been installed in the walkway between John Street and Charlotte Gardens.	No action – just observation of what’s already been completed.		Complete	Included to highlight tenants are happy with this.
	No light under the underpass at beside block 39-44.	Request to be submitted for light to be fitted.		Pending	

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VANDALISM/ GRAFFITI (offensive/non-offensive)	CCTV signage on John Street side of scheme has been vandalised with spray paint.	Signage will be replaced along with more signage planned for doors and walls around scheme to increase awareness of the recently installed CCTV.		Complete	
	Graffiti is on the windows & one balcony on the Charlotte Street side of scheme outside block 69-89.	Request for graffiti to be removed. CPO to log repair after October walkabout.		On-going	Discussed at April 2025 walkabout and another order will be raised to have it removed.

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CAR PARKING AREAS including UNTAXED /ABANDONED	Wall in front car park is damaged.	Repair request logged after April walkabout.		Complete	Noted at the April 2025 walkabout that this has been completed.
	There is a boarded up window at the back of the underground car park beside block 69-89.	Repair request logged.		Complete	
	Car park gate lock is broken and therefore out of use.	Repair is being dealt with by DLOS.		Complete	On-going issue dealt with on a responsive repair basis. Discussed at April 2025 walkabout and HO was able to help tenants and gate working during walkabout.
	Tenants have requested pot holes in back car park are repaired.	Will be raised with Property Team.		Pending	Tenants were informed there not be immediate budget however it will be completed as soon as possible.
	Tenants requested white lines painted in front car park as people are parking in more than one space.	This request will be sent to our Property Team.		Pending	

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BIN STORES/RUBBISH/ FLY TIPPING & LITTER	Bin store near block 69-89 needs slats on door replacing.	HO to organise the repair.		Complete	Panel fitted to cover the slats.
	Fly-tipping of large items such as flooring, sofa's, and toilets.	HO and EA aware and quickly arrange for items to be removed.		On-going	Tenants happy with action being taken by HO. EA aware.

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MISCELLANEOUS	Front door on block 69-89 was considered for replacement to tackle issue of it constantly being forced.	HO has discussed with tenants affected and stated the door will not be replaced and that the CCTV and the installed gate on John Street is having the effect hoped for.		Complete	Will review and monitor in future.
	Tackling people walking through the scheme to access flats and Charlotte Street.	Installation of a gate on John Street.		Complete	This is a locked gate, and the decision has been made that it will not be fob access.
	Drug dealing in underpass in rear car park along with main throughfare on scheme.	HO aware and working with Police to tackle the problem. Update on May walkabout from HO is that not as many incidents reported recently.		On-going	Not a quick or easy issue to deal with, however if any tenant witnesses any drug dealing, please contact Police on 101 to report this activity.

	Request for a rolling programme of walkabouts was requested at second walkabout.	CPO to arrange follow up walkabouts, communicating with tenants and staff.		Complete/ On-going	
	Tenant question: Has the service button been changed from 12 o'clock to 2pm?	CPO took note to forward question to HO.		Complete with tenant informed.	HO responded saying repair has been raised so issue should now be completed.
	Tenant question: Does the CCTV cover the front car park?	CPO took note to forward question to HO.		Complete with tenant informed.	HO responded to say that the camera does not cover the car park, only the entrance. A new dual angle camera will be installed. We are waiting for delivery of the camera and then installation.
	Idea from tenant about the intercom function for blocks that suffer a lot of loitering from non-tenants. Could we investigate a system which is monitored and manned 24/7 so that only authorised people i.e., tenants, legitimate visitors, postman and Association staff can gain access.	This added to action plan for management consideration.		Complete	Explained that this may not be possible however tenant is trying to work with us to find solutions to the problem therefore idea noted and taken back to Association for consideration.
	Bird feeders need removing at the grassed area behind blocks 39-44.	EA communicated to all tenants asking if these feeders are in use.		Complete	Bird feeders are to stay in place as tenants responded to letters to say they are in use.

	Community Garden – what help can we provide the three involved tenants who are interested in working with the Association. CSM happy to help tenants with this and will be taking it to DH.	CSM liaised with DH and HM regarding approval.		Complete	Tenants and staff attended to discuss on 17 May. Tenants decided to leave it for now. This action can be revisited at another date. Tenants happy with outcome.
	Tenant requested for erection of bat boxes.	CPO liaised with DP to see if this can be allowed.		Complete	DP states that under the correct conditions boxes can be erected. However, once occupied they can only be opened/moved or handled by licenced bat workers. If interested tenant wants to move this forward he needs to contact the Association to discuss.
	Check with DP about the impact of the development behind the grass area. Tenants reporting that there are holes where people and their dogs are getting through. Possibly homeless who are sleeping there. Rubble is becoming a hazard when dogs, children and adults are walking along side of block 33-36.	CPO liaised with DP about this issue.		Complete – boards have been erected to block access.	DP has provided update about site and location of information on Aberdeen City Council (ACC) website (see below). Regarding the rubble – PO will take pictures on next visit so DP can assess what measures

					<p>Langstane can take to try and make the boundary line less hazardous.</p> <p>ACC weblink is: 230514/DPP Erection of student accommodation (circa 383 beds) with associated infrastructure and landscaping 92-126 John Street City Centre Aberdeen AB25 1LE (aberdeencity.gov.uk)</p>
	Handrail outside of 61 wobbles and needs tightening. EA aware and agreed it looks as though it needs to be tightened.	Repair request logged for this item.		Complete	
	Tenants would like to request that gates are fitted beside block 33-36 to stop people walking through and letting their dogs run around.	This request was discussed with the HO who explained the cost and reasons required for authorisation of this level of work.		Complete. Included on action list for information only.	Tenants happy with explanation and happy for this to just stay on the action plan.
	Tenant enquiry about communal lights in blocks – are there any plans to change from Halogen bulbs to motion sensor lighting with LED lights. This would apparently avoid charges when tenants will not switch out the lights, therefore creating large electricity costs.	Enquiry sent to PM.		Pending	

	Tenant was enquiring why there are no 'Fire Exit' lit signs at the doors. Heard from the fire service that this is good practice.	Enquiry to be sent to PM for feedback.		Complete	
	Query about dates for bathroom replacements in block 69-89.	CPO to enquiry with asset management team.		Complete	Individual tenant updated.
	Request for yellow lines to be added to bin area steps as they are difficult to see in the dark and a trip hazard.	CPO to request this be re-painted.		Completed initially however needs re-doing as it's faded.	DLO completed. This was raised again at the April 2025 walkabout.
	Tenant has requested lighting at the back of scheme.	Property and Housing team aware of this. HO discussed with tenant during 2024 walkabout.		On-going discussion about lighting	
	Tenant requested hand rails at three points in the scheme. Steps near number 61, outside block 9-17 and near store cupboard at back of block 39-44.	Repair request to be logged.		Pending	This is to help those who struggle with the stairs and who have in the past stumbled and potentially fallen.
	Window boarded at numbers 72 & 74.	HO aware of both and is dealing with them.		Pending	
	Boarded window in communal main door of 90A-90G John Street.	HO aware and dealing with this.		Pending	

Next steps: We will continue to visit the scheme as often as possible to work with tenants on some of the on-going issues.

Main concerns for tenants at the moment (April 2025) are as below:

- Gardening and general condition of scheme in terms of dog fouling and gardening
- Fly tipping and bins
- Some general issues which were discussed with housing officer on a 1:1 basis