

Forbes Court, Elgin	KEY for tenants:
01 October 2026	HO = Housing Officer
Staff attended: 4 along with rep from Perfect Clean	PO = Property Officer
Tenants attended: 1	GA = General Assistant
	TPO = Tenant Participation Officer
	NL = Nurture Landscapes

LOCATIONS	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
GARDEN CONDITION/GRASSED/OPEN AREAS/FOOTPATHS	Gardening	HO monitoring quality under new contractor Nurture Landscapes.	ONGOING & being monitored	HO has requested a schedule from the new contractor however this cannot be provided from them. However, HO states that gardeners will attend and carry out 13 cuts from April to October. This works out to a cut every 2-3 weeks, then with minimal cuts throughout winter (November-March) weather permitting but during this time they are also expected to keep grit bins stocked.
	Dog fouling	HO aware of the persistent issue on scheme and will continue to work with residents to encourage tenants with dogs to pick up fouling.	ONGOING & being monitored	GA will also continue to visit the scheme and pick up fouling when required.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
CLEANING	Communal block cleaning Tenants reported lack of cleaning within communal areas and that dirty water is being used to mop the floors.	HO will continue to speak with those tenants who have made past reports and work with cleaners to make sure they are using hot water when cleaning.	ONGOING & being monitored	Received positive feedback during walkabout showing an improvement.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Broken glass in front door of number 22.		COMPLETE	Glass has been cleared.
	Gulls are nesting on roofs. Tenants have informed staff about the aggression of the birds towards them while they are in the car park area. They have requested that once the breeding season is over that nests are	PO will look at the options for removing the nests and advised it would be a specialist contractor so we would need to consider this and budget.	PENDING	Tenants were advised about the birds being a protected species. The Association is looking at options to help with this issue during the breeding season. HO & PO will keep the tenants updated when more information is available.

	removed from the roofs in an attempt to deter the birds from using them in future.			
	Moss on roofs. This is being thrown off by the gulls and is lying all over the scheme.		PENDING UNTIL BUDGET AVAILABLE	PO has had this job added to Property Services 'wish list'. As soon as there is budget this will take priority. Tenants were advised that we do not have a date for when this work will be carried out.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES	Block door repair.		COMPLETE	The PO has advised that if any of the communal doors do not lock it may be that it has been jammed open. If so, then the system will not lock automatically when closed. When this happens, the open button needs to be pressed to reset the lock. After this has been done, the door will lock.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
TRIPPING HAZARDS PAVING ETC	Loose slab outside number 12 behind the grit bin.	PO has raised order with Ricky Ross and Roughcasting to complete repair.	COMPLETE	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING	Loose manhole covers outside of 21/22.	PO has raised order with Ricky Ross and Roughcasting to complete repair.	COMPLETE	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
VANDALISM/ GRAFFITI (offensive/non-offensive)				

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
CAR PARKING AREAS including UNTAXED /ABANDONED	Van reported parking in scheme car park from a neighbouring scheme.	HO has contacted landlord	COMPLETE	The other landlord will ask tenants not to use Forbes Court parking however as the vehicle parks there after opening hours they have no way of policing this and can take limited action. As there are ample spaces for residents to park and

				no damage is being caused Langstane is unable to take any formal action.
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BIN STORES / RUBBISH / FLY TIPPING & LITTER	Bin stores were highlighted as one of the main issues. It is constantly overflowing, untidy and smelly. It is also used consistently by those passing by along with non-tenants using it for fly-tipping. There has also been instances of bin raiding.	HO will be in contact with landlords of a neighbouring scheme whose tenants are using the bins but not disposing of rubbish properly. HO will also work with tenants on scheme to make sure the bins are being used properly and offer support where needed to tackle the current issues and improve the condition of the bin area. GA will continue to be a valuable resource for tenants to make sure the area is kept clean and tidy.	ONGOING	Tenants are asked to please report any branded company vehicles they see fly-tipping so that staff can contact their employers. Tenants were also informed that Langstane so do not have direct control over the number of bins and that they would need to contact The Moray Council regarding this. HO has contacted The Moray Council and as Forbes Court has the maximum allocation of bins for the number of flats on sites there is no more action that can be taken.
	Gulls also attack the bins causing more problems.	After the 2025 walkabout a request was raised for netting to be erected to deter the birds. However, it was decided netting would not help solve the problem as the areas needs to left open for access.	COMPLETE	Although the action is marked as 'Complete' staff are aware that the issue persists and will continue to clean area and look for solutions to the problem.
	Broken bin lid in main bin area.	Repair completed	COMPLETE	

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MISCELLANEOUS	CCTV This has been requested to help monitor the ongoing issues detailed in this action plan with specific focus on the condition of the bin area, dog fouling and fly-tipping.	HO has requested CCTV be erected on scheme and is awaiting approval.	PENDING	
	Ants on scheme. Tenants reported that there is a high number on the pathways outside number 1, 2, 3, 12 and 13. Also, that they are starting to get into the properties and communal areas.	PO has inspected the area and found no specific issues as they are minimal and external.	COMPLETE	PO will continue to monitor.

Next step:

TPO issued letters / emails to all tenants stating that the October walkabout was the last one she would attend. Any future walkabouts will be arranged by Elgin staff, who will continue to visit the scheme and monitor the conditions relating to the issues detailed in the action plan.