

Bob Tait Court, Aberdeen	KEY for tenants:				
27 September 2023	EA = Estates Assistant HO = Housing Officer PO = Property Officer CPO = Customer Participation Officer TLMW = Team Leader Major Works DLO = Direct Labour Organisation DLOS = DLO supervisor				
Staff attended = 3 Tenants attended = 2					
LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
CLEANING					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
TRIPPING HAZARDS PAVING ETC					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING	Tenants asked about lights in car parking which do not come on at night.	PO to find contractor and get the lighting in place.	n/a	Complete	Lights now on all day and night and tenants pleased with outcome.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
VANDALISM/ GRAFFITI (offensive/non-offensive)					

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CAR PARKING AREAS including UNTAXED /ABANDONED					

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BIKE STORE, BIN STORES/RUBBISH/ FLY TIPPING & LITTER	There can be issues with bin bags left on the ground by the bins.	EA is aware of this issue.	n/a	On-going	Langstane are not responsible for the collection of bins and are aware of the on-going issues with the mess at the bin area.

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MISCELLANEOUS	Request that washing lines are lowered as tenants can have issues putting washing out as lines are quite high.	Request put on the system by CPO.	n/a	Pending	
	Tenant reported trees across from scheme are very high. There is a fear they will come down during a storm.	No action can be taken as they are not on LHA land.	n/a	Complete	PO provided advice to tenant that because not on scheme we could not take any action. Tenant would need to contact Local Authority or the owner of the land.