# Note of meeting held 15 October 2026

**Subject:** Charlotte Gardens / John Street tenant group – meeting six
**Venue:** Fraser Court community room
**Time:** 4.45pm till 6.45pm

| People present | Apologies |
|---|---|
| Samantha Hough (SH) Tenant Participation Officer | Johanne Hay (JH) Housing Team Leader |
| Martin Toward (MT) Housing Manager | Kathleen Birnie (KB) Housing Officer |
| Jennifer Watson (JW) Housing Officer | Colin Hay (CH) Property Officer |
| CM – tenant, Aberdeen | KR – tenant, Aberdeen |
| DO – tenant, Aberdeen | NN – tenant, Aberdeen |
| | Police representative for the area |

## Overview of the meeting

A further meeting so that tenants and staff can come together to discuss the action being taken on the ongoing issues occurring in their neighbourhood. The meeting focussed on the neighbourhood walkabout action plan along with actions from the previous meeting. After that it was an open session where tenants could discuss updates on what action Langstane is taking to make improvements.

This was also an opportunity for tenants to meet their new housing officer who will be attending future meetings and bid farewell to the tenant who inspired and help found the group. He leaves the group to move to another Langstane property and will remain an involved tenant.

| Item discussed | Notes |
|---|---|
| Welcome and housekeeping | All were welcomed by staff and offered refreshments.<br><br>Hard copies of the agenda, previous meeting notes and walkabout action plans were provided. |
| Introductions & apologies | Introductions were made as some staff and tenant members had not met before and apologies received were relayed as per list on page one. |
| Review of the actions of recent walkabout | We discussed items from the action plan, focussing on what progress has been made as well as future plans for tackling issues. These include but are not limited to:<br>• CCTV – number of cameras and signage and how the Association monitors the footage<br>• Gardening and cleaning<br>• Dog fouling<br>• Block doors<br>• Repairs<br>• Abandoned cars<br>• Bins – rubbish and dog waste<br><br>The question was also posed as to whether the tenants feel any value from the ongoing walkabout activities. The response was positive and tenants said that they do feel there is value and that the action plan is useful for providing tenants with updates on the issues being highlighted and discussed. |
| Discussion about neighbourhood issues | Further discussion focussed on a variety of issues in the area and was really an extension to the review of the action plan.<br><br>Issues discussed included:<br>• Update from MT regarding the overgrown land at the side of the John Street block<br>• Issues relating to the car park barrier<br>• The safety of the scheme<br>• Introduction of the ASB app. Tenants were advised they can read more in the winter newsletter in December<br>• Receipt of letters from external organisations regarding buying the flats - advice was that these should be disregarded<br><br>Another point for discussion was the community days that staff are in the process of planning and completing. One of these projects is being led by our Direct Labour Organisation (DLO) supervisor and his team will be working in Charlotte Gardens to complete some improvements within the scheme including painting within selected blocks.<br><br>SH also raised the rent setting survey, which was live at the time of the meeting. Tenants were urged to complete it and look out for follow up information in the winter newsletter. The annual consultation will take place in January 2027. |
| Next meeting and walkabout | Next meeting will take place in January 2027.<br><br>SH will again liaise with those involved tenants about suitable dates. SH will then inform all residents to make sure everyone knows about the meeting, giving them the opportunity to take part. Poster will also be developed for advertisement via noticeboards. |

| Item discussed | Notes |
|---|---|
| Any other business | None |

**Outcome of the meeting:**

- Facilities continue to be suitable for this group.
- Again, good networking and relationship building between tenants and staff, with discussions taking place in a respectful and productive manner.
- Tenants and staff continue to be happy with the direction of the groups planned activities and actions with an appetite for recruitment of new tenants.

**Next / future steps for staff:**

- Create draft meeting notes detailing what was discussed at this meeting. Then circulate to group and staff to approve before finalising.
- Arrange another neighbourhood walkabout to be completed before the end of year.
- Create a poster for the next meeting and work with housing staff to get information about the meetings up on noticeboards.
- Make edits to the existing action plan to remove some very old actions that have been noted as 'completed' for a long time.
- Invite DLO supervisor to next walkabout to discuss community day work planned for Charlotte Gardens.
- Catch up with tenant who was unable to make meeting and inform when next meeting will take place.

**Links to useful websites:**

- Police Scotland – calling 101 for non-emergencies or using the 'contact us' online form Contact Us form | Police Scotland
- Community safety in Aberdeen | Aberdeen City Council
- Dog wardens | Aberdeen City Council
- Scotland's Leading Animal Welfare Charity - Scottish SPCA
- Dog fouling | Aberdeen City Council – Information via Aberdeen City Council relating to the Dog Fouling (Scotland) Act 2003.