Fraser Court, Aberdeen	**KEY for tenants:**
16 July 2026	**HO** = Housing Officer
Staff attended: 4	**PO** = Property Officer
Tenants attended: 3	HM = Housing Manager
	TPO = Tenant Participation Officer
	TLMW = Team Leader Major Works
	TLRV = Team Leader Repairs & Voids
	GA = General Assistants

LOCATIONS	ISSUES	ACTION BEING TAKEN	STATUS	STAFF & DATE(S)	NOTES
GARDEN CONDITION / GRASSED / OPEN AREAS / FOOTPATHS	Gardening across scheme continues to be an issue for tenants as it is consistently in need of tidying up.	New Gardening contractor started in June, and so tenants will hopefully see an improvement.	Ongoing	HO responsible. No completion date applicable.	Nurture Landscapes Ltd are new gardening contractor.
	Power washing has been requested by tenants on walkabouts.	Power washing was completed on parts of the scheme in late 2025.	Ongoing	HO responsible. Once budget available this action can be completed.	
	Dog fouling across the scheme and in the drying and garden areas.	Extra bins have been added to the scheme and staff are working with tenants to advise and educate them on the consequences of not picking up after their dogs.	Ongoing	HO, GA's & gardeners responsible for monitoring this issue.	Staff are very aware of this issue and will continue to work to tackle the problem.
	Tenant interested in Community Garden and to see what gardening opportunities there are in the scheme for some tenants to plant flowers.	Staff are actively exploring how we can take this forward for tenants.	Ongoing conversation with tenants	HO & HM responsible for moving this action forward. No completion date available.	Unless there is commitment from a number of tenants this is not going to be taken forward by the Association as the garden would need to be maintained by tenants.
	There have been broken slabs identified across the scheme on several walkabouts.	Staff have reported those slabs in need of repair.	Pending	Property staff will monitor and when budget is available this action can be completed.	
	Second step leading to doorway of common room and block 68-84 has a chip it in that is a potential trip hazard.		**Complete**		
	Drains at back of block 62-89 flood when there is heavy rain.	Staff aware and will progress repair to unblock drains.	Pending	HO & PO responsible. No completion date available.	

	ISSUES	STATUS	STATUS	STAFF & DATE(S)	NOTES
CLEANING	Quality of cleaning in communal block areas along with windows at communal doors.	Staff will work with cleaning contractors to monitor complaints	Ongoing	HO responsible. This is a rolling action with no completion date available.	

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Overflows. Some are constantly dripping which is leaving rust marks.	Property team aware from attending walkabouts.	**Complete**	TLMW & PO aware however no action can be taken.	
	Gutter cleaning across scheme.	Staff aware that all low-level guttering on scheme needs cleaned as they are backing up and spilling over above doorways.	Ongoing	PO & TLMW responsible for monitoring.	Gutters are cleaned as part of cyclical maintenance programme, however, will be attended out with this when required.

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
REPAIRS: INCLUDING FENCING & GATES	Request for a new gate at side of block 62-89 leading to the community garden area.		**Complete**		During the August tenant meeting, tenants voted 100% in favour of not replacing the gate allowing the money which would have been spent to go towards other repairs or improvements.
	Boarded window in block 16-22 and at numbers 60 & 64.	Staff are taking action and working with tenants to resolve issues and complete necessary repairs.	Pending	HO responsible. TLRV aware and repairs are in hand. No completion date available.	
	Boarded communal door window.	Order is live for this repair.	Pending	PO responsible. No completion date available.	To check at next walkabout

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
TRIPPING HAZARDS PAVING ETC					

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
ELEC / GAS / BT: ETC					

MANHOLES / STREET LIGHTING					

	ISSUES	**ACTION TAKEN / AGREED**	**STATUS**	**STAFF & DATE(S)**	**NOTES**
VANDALISM / GRAFFITI (offensive / non-offensive)					

	ISSUES	**ACTION TAKEN / AGREED**	**STATUS**	**STAFF & DATE(S)**	**NOTES**
CAR PARKING AREAS including UNTAXED / ABANDONED	Issues include cars without permits, non-resident cars and abandoned vehicles.	Staff use 'Langstane Aware' stickers which inform tenants and owners that they are aware and dealing with the issues.	Ongoing	HO responsible. No completion date available.	
	There was discussion about a dropped kerb for the space nearest the meeting room.	No action to be taken.	**Complete**	PO responsible.	Unfortunately, this is not an option as it would mean losing a space in the scheme.
	Discussion about car park chain or bollards to regulate car parks.	Ongoing discussion between staff and tenants to look at options.	**Complete**	HO & PO responsible.	

	ISSUES	**ACTION TAKEN / AGREED**	**STATUS**	**STAFF & DATE(S)**	**NOTES**
BIN STORES / RUBBISH / FLY TIPPING & LITTER	Bin store areas overflow and there is misuse of the recycling bins.	Staff aware and action is taken regularly to make sure the area is kept clear. Staff contacted the local authority to complete an assessment of the scheme to see if more bins can be added.	Ongoing	HO responsible. No completion date available due to the ongoing nature of this issue.	Tenants requested more black bins at February walkabout and stated there had been improvements at the July walkabout.
	Fly-tipping	HO & PO will report items for uplift by general assistants who visit the scheme every Tuesday.	Ongoing	HO responsible for monitoring. No completion date due to the ongoing nature of this issue.	CCTV helps monitor this.

	ISSUES	**ACTION TAKEN / AGREED**	**STATUS**	**STAFF & DATE(S)**	**NOTES**
MISCELLANEOUS	Children play continues to be out of use for tenants.	Staff are working with contractors to change the	Pending	HO responsible. No completion date available.	Cardo will attend to complete the upgrade works.

		fenced area and clean and clear the area so tenants can use it.			
	Tenants on walkabout interested in being invited to the next 'Fraser Court tenant group' meeting	TPO invited tenants to the April meeting.	**Complete**	HO & TPO responsible.	All tenants attended the April meeting.
	Broken glass opposite door to block 23-29	Staff reported & requested the glass be removed.	**Complete**		
	Tenant reported that the trees at roadside on Hutcheon Street are getting so overgrown that residents are unable to sit on the benches.	Staff submitted request to Aberdeen City Council, asking for the branches to be cut back.	**Complete**		Tenant informed staff that the council have completed the job and branches have been trimmed.

Next steps:

We will continue to visit the scheme as often as possible to work with tenants on these ongoing issues. We will make future walkabouts 45 mins - 1 hour in length.

Main concerns for tenants currently include:

- Car park – non- residents continue to park sometimes and staff dealing with abandoned vehicles.
- General condition of scheme in terms of gardening, dog fouling and communal cleaning.
- Misuse of bins.
- Use of planting areas to add plants of their own.