

Polinar Place, Inverurie	KEY for tenants:	
30 August 2023	EA = Estates Assistant HO = Housing Officer PO = Property Officer CPO = Customer Participation Officer TLMW = Team Leader Major Works DLO = Direct Labour Organisation	
Staff attended = 4 Tenants attended = 6		

LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Grass, bushes, and trees are overgrown. Weeds growing throughout the scheme.	All complaints received in the past have been logged and fed back to contractor. The feedback received during walkabout will also be fed back to contractor. Meeting arranged with contractor 31 August 2023.	n/a	On-going	Tenants will be kept informed when updates are available.
	There are large trees outside blocks 18-21 and 22-25 which need trimming back as they are blocking the light for many of the properties. There are also dead trees outside block 26-31 that tenants feel need removing or cutting back.	Reported to Property Team. Epic Tree Care attended scheme to complete site survey 07 Sept 2023.	n/a	Complete	The job has been sent to an external contractor as Langstane does not carry out this work themselves.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
CLEANING					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Board over window at number 26.	HO reported, asking for repair to the window.	n/a	Complete	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES	One of the whirly dryers at back of block 44-50 needs the wire replacing as tenants cannot hang washing out as it's too slack.	Repair reported.	n/a	Pending	Awaiting confirmation from DLO that the repair has been completed.

	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				

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

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	CAR PARKING AREAS including UNTAXED /ABANDONED				

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
BIKE STORE, BIN STORES/RUBBISH/ FLY TIPPING & LITTER	Lots of new orange lidded bins have been delivered to the scheme which has added to the problem of excessive bins. These are not being put away in the correct bin stores and the scheme is flooded with bins.	Request to number bins sent to Property Team. UPDATE: Numbers will be added to bins on scheme 14 Sept 2023.	n/a	On-going issues with numbering job pending.	EA regularly communicates with all tenants via letter regarding the bins.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
MISCELLANEOUS	Tenant asking about window replacements on their property and across scheme.	CPO contacted Property Team about an estimated date for replacements. UPDATE: Scheme will receive window upgrades as part of the next 5 year plans due to budgets.	n/a	Complete	CPO will make contact with tenant individually and provide update.

FURTHER ACTIONS:

- We will revisit this neighbourhood in six months to review how the above issues are progressing.