

<b>Thornton Court &amp; Buchan Court, Laurencekirk</b>	<b>KEY for tenants:</b> <b>TPO</b> = Tenant Participation Officer <b>HO</b> = Housing Officer <b>EA</b> = Estates Assistant <b>PO</b> = Property Officer <b>TLMW</b> = Team Leader Major Works <b>HM</b> = Housing Manager <b>PM</b> = Property Manager <b>DLOS</b> = Direct Labour Organisation Supervisor	<b>NOTE</b> <b>This is a rolling action plan with actions updated periodically</b>		
<b>14 May 2026</b>  Staff attended: 4 Tenants attended: 0				
<b>LOCATIONS</b>	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS</b>	There have been incidences of dog fouling reported across various areas of Thornton Court.	HO & EA have been monitoring this situation and taking action on those suspected of being responsible.	<b>ONGOING</b>	Tenants are encouraged to report this issue so that staff can take appropriate action which may include sending communication to tenants to remind them about responsible ownership.

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>CLEANING</b>				

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>EXTERNAL BUILDING CONDITION including GUTTERING</b>	Some issues with guttering across both schemes noted by TLMW.	Works orders will be created to resolve these issues.	<b>PENDING</b>	
	Moss was noted across roofs in both schemes.	This was a low level amount of moss and will be dealt with if gets severe and when budget is available.	<b>SEE PREVIOUS COMMENT</b>	

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>REPAIRS: INCLUDING FENCING &amp; GATES</b>	Some fences on both schemes are damaged or broken.	TLMW took photos on the day to pass to PO so these repairs can be dealt with.	<b>PENDING</b>	

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>TRIPPING HAZARDS PAVING ETC</b>				

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING</b>				

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

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>CAR PARKING AREAS including UNTAXED /ABANDONED</b>	Two vehicles noted in car park which seemed to be abandoned.	Staff attached 'Langstane aware' stickers and will try to get in touch with the owners and arrange for them to be removed.	<b>PENDING</b>	

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>BIN STORES/RUBBISH/ FLY TIPPING &amp; LITTER</b>	Fly-tipping and some issues with overflowing bins has been reported previously.	Staff are aware of who is causing these issues and are taking action to have rubbish removed and any other items uplifted by Langstane DLO (Direct Labour Organisation).	<b>PENDING</b>	Staff are also aware of the report of rats associated with rubbish so will make sure this is dealt with in a timely manner.

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>MISCELLANEOUS</b>	Requests have been received from residents asking for the installation of CCTV on scheme.	Staff are considering this request and where the cameras would be located.	<b>PENDING</b>	