

<b>Forbes Court, Elgin</b>	<b>KEY for tenants:</b> <b>HO</b> = Housing Officer <b>GA</b> = General Assistant <b>CPO</b> = Customer Participation Officer <b>PO</b> = Property Services
<b>28 April 2025</b>	
Staff attended: 6	
Tenants attended: 4	

LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
<b>GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS</b>	Gardening in relatively good condition however weeding needs to be kept on top of to keep the scheme tidy.	HO aware and works with contractors to monitor service.		On-going	
	Dog fouling across scheme.	HO aware and will work with tenants to reduce levels of dog fouling on scheme.		On-going	

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<b>CLEANING</b>	Tenants reported lack of cleaning within communal areas and that dirty water is being used to mop the floors.	HO to speak to cleaning contractors		On-going	

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<b>EXTERNAL BUILDING CONDITION including GUTTERING</b>	Broken glass in front door of number 22.	HO aware and order on to repair.		Pending	
	Gulls are nesting on roofs.	HO aware however as a protected species there is no action the Association is able to take.		Complete	
	Moss on roofs. This is being thrown off by the gulls and is lying all over the scheme.	Update from HO and PO.		On-going	

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REPAIRS: INCLUDING FENCING & GATES					

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TRIPPING HAZARDS PAVING ETC	Loose slab outside number 12 behind the grit bin.	To be reported.		Pending	

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ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING					

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VANDALISM/ GRAFFITI (offensive/non- offensive)					

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CAR PARKING AREAS including UNTAXED /ABANDONED					

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BIN STORES/RUBBISH/ FLY TIPPING & LITTER	Bin stores were highlighted as one of the main issues. It is constantly overflowing, untidy and smelly. It is also used consistently by those passing by along with non-tenants using it for fly-tipping. There has also been instances of bin raiding.	Request for addition bin(s).		Pending	Tenants are asked to please report any branded company vehicles you see fly-tipping so that staff can contact their employers.
	Gulls also attack the bins causing more problems.	Request for netting across the bin area to deter the gulls.		Pending	
	Broken bin lid in main bin area.	Repair to be requested.		Pending	

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MISCELLANEOUS	CCTV has been requested to help with on-going issue with dog fouling and bin related issues.	CCTV request to be actioned by HO.		Pending	

**Next steps:**

- Monitor issues in the action plan
- Communicate (via email and hard copy) with those who attended the walkabout
- Complete return visit to scheme to check on progress of these actions

**Main areas of focus:**

- Bin area
- Moss across scheme and general tidiness / appearance