

<b>Forbes Court, Elgin</b>	<b>KEY for tenants:</b>
<b>22 May 2026</b>	<b>HO</b> = Housing Officer
Staff attended: 4	<b>PO</b> = Property Officer
Tenants attended: 5	<b>GA</b> = General Assistant
	<b>TPO</b> = Tenant Participation Officer

LOCATIONS	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
<b>GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS</b>	Gardening  Tenants have reported only sporadic grass cutting and no attention to the weed issues across the scheme, including under slabs and exposed plastic membrane under slabs due to lack of maintenance.	Staff recognised the issues identified and advised that Langstane are in the process of tendering for a new gardening contractor. We should be able to advise residents of the new contractor and schedule as soon as we know who has won the tender.	<b>ONGOING &amp; being monitored</b>	
	Dog fouling	HO aware of the persistent issue on scheme and will continue to work with residents to encourage tenants with dogs to pick up fouling.	<b>ONGOING &amp; being monitored</b>	GA will also continue to visit the scheme and pick up fouling when required.

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<b>CLEANING</b>	Communal block cleaning  Tenants reported lack of cleaning within communal areas and that dirty water is being used to mop the floors.	HO will continue to speak with those tenants who have made past reports and work with cleaners to make sure they are using hot water when cleaning.	<b>ONGOING &amp; being monitored</b>	Received positive feedback during walkabout showing an improvement.

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<b>EXTERNAL BUILDING CONDITION including GUTTERING</b>	Broken glass in front door of number 22.		<b>COMPLETE</b>	Glass has been cleared.
	Gulls are nesting on roofs.  Tenants have informed staff about the aggression of the birds towards them while they are in the car park area.  They have requested that once the breeding season is over that nests are removed from the roofs in an attempt to	PO will look at the options for removing the nests and advised it would be a specialist contractor so we would need to consider this and budget.	<b>PENDING</b>	Tenants were advised about the birds being a protected species and the Association can take no action during breeding season.

	deter the birds from using them in future.			
	Moss on roofs. This is being thrown off by the gulls and is lying all over the scheme.		<b>PENDING UNTIL BUDGET AVAILABLE</b>	PO has had this job added to Property Services 'wish list'. As soon as there is budget this will take priority. Tenants were advised that we do not have a date for when this work will be carried out.

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>REPAIRS: INCLUDING FENCING &amp; GATES</b>	Block door repair.		<b>COMPLETE</b>	

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>TRIPPING HAZARDS PAVING ETC</b>	Loose slab outside number 12 behind the grit bin.	PO has raised order with Ricky Ross and Roughcasting to complete repair.	<b>PENDING</b>	

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING</b>	Loose manhole covers outside of 21/22.	PO has raised order with Ricky Ross and Roughcasting to complete repair.	<b>PENDING</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>	Van reported parking in scheme car park from a neighbouring scheme.	HO has contacted landlord	<b>COMPLETE</b>	The other landlord will ask tenants not to use Forbes Court parking however as the vehicle parks there after opening hours they have no way of policing this and can take limited action. As there are ample spaces for residents to park and no damage is being caused Langstane is unable to take any formal action.

	<b>ISSUES</b>	<b>ACTION BEING TAKEN</b>	<b>STATUS</b>	<b>NOTES</b>
<b>BIN STORES / RUBBISH / FLY TIPPING &amp; LITTER</b>	Bin stores were highlighted as one of the main issues. It is constantly overflowing, untidy and smelly. It is also used	HO will be in contact with landlords of a neighbouring scheme whose tenants are	<b>ONGOING</b>	Tenants are asked to please report any branded company vehicles they see fly-tipping so that staff can contact their employers.

	consistently by those passing by along with non-tenants using it for fly-tipping. There has also been instances of bin raiding.	using the bins but not disposing of rubbish properly. HO will also work with tenants on scheme to make sure the bins are being used properly and offer support where needed to tackle the current issues and improve the condition of the bin area. GA will continue to be a valuable resource for tenants to make sure the area is kept clean and tidy.		Tenants were also informed that Langstane so do not have direct control over the number of bins and that they would need to contact The Moray Council regarding this.
	Gulls also attack the bins causing more problems.	After the 2025 walkabout a request was raised for netting to be erected to deter the birds. However, it was decided netting would not help solve the problem as the areas needs to left open for access.	<b>COMPLETE</b>	Although the action is marked as 'Complete' staff are aware that the issue persists and will continue to clean area and look for solutions to the problem.
	Broken bin lid in main bin area.	Repair completed	<b>COMPLETE</b>	

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<b>MISCELLANEOUS</b>	CCTV  This has been requested to help monitor the ongoing issues detailed in this action plan with specific focus on the condition of the bin area, dog fouling and fly-tipping.	HO has requested CCTV be erected on scheme and is awaiting approval.	<b>PENDING</b>	
	Ants on scheme.  Tenants reported that there is a high number on the pathways outside number 1, 2, 3, 12 and 13. Also, that they are starting to get into the properties and communal areas.	PO going to arrange for a contractor to visit and treat the area to try and handle the level of ants.	<b>PENDING</b>	

### Next steps:

Another walkabout will be arranged at the end of summer / beginning of Autumn to speak with residents to discuss ongoing issues.

Elgin staff will continue to visit scheme and monitor issues.

Main issues raised include:

- Dog fouling
- Car parking
- Rubbish bin area / fly-tipping
- Gardening
- Level of communication regarding the ongoing issues.