

Langstane Place, Elgin	KEY for tenants:				
02 September 2024	HO = Housing Officer PO = Property Officer CPO = Customer Participation Officer HM = Housing Manager CSM = Customer Service Manager GA = General Assistant TL = Team Leader from Elgin office				
Staff attended = 3 Tenants attended = 6					
LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	<p>Issues with level of gardening being completed. Boundary shrubs are not being pruned at back of blocks 29-32, 33-38 and 40-42. Leaves are also not being removed and the time spent on scheme is approximately 1 hour.</p> <p>Also, tree stub still present in shrub bed outside block 34-39.</p>	<p>HO will continue to work with contractors to make sure gardening tasks are completed as per tenant feedback. This includes scrubs, moss, ivy, and general appearance.</p> <p>Tenants were advised this was to be removed.</p>	n/a	On-going	Tenants requested that all the scrubs and bushes are removed at the back of block 29-32 and chuckies laid.
	Moss grows between the paving stones across the scheme which is making the scheme appear scruffy. Tenants would like to know if the gardeners are meant to remove the moss.	As above, HO will continue to work with contractors to resolve this issue.	n/a	On-going	Gardeners have treated and removed the moss; however, it has grown again so remains an on-going issue.
	Dog fouling on scheme.	HO & GA aware of issue and will work with tenants to improve removal of fouling.	n/a	On-going	Extra bins have been added, making three on scheme with a request from tenants for another

					one behind number 46.
	Tenants would like to do more with the communal gardens outside blocks 29-32.	Discussion with HO and TL.	n/a	Complete	Gardener has attended and tidied scheme - any further requests re garden will need to be discussed with HO.
	Requests received for more dog fouling bins to be added to scheme.	A further one bin requested by tenants to be located at the back of number 46.	n/a	Complete	Staff will work with tenants and assess use of current bins to know if the issue on the scheme would benefit from more bins.
	Trees in the front car park need attention as a couple potentially need removed.	HO and PO aware and will look to get a tree surgeon on scheme to deal with trees.	n/a	Pending	

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CLEANING	Tenants in a number of blocks are not happy with the cleaning costs and would like to know if this can be removed and whether they can go back to cleaning the communal areas themselves.	To be discussed with HO and TL. Tenants are aware that all residents will need to be consulted before charges can be lifted.	n/a	Pending	HO investigating and will feed back to tenants.

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EXTERNAL BUILDING CONDITION including GUTTERING	Moss is growing on roofs across the scheme and in guttering.	PO liaising with asset management team to get the job progressed.	n/a	Pending	
	Reports of loose guttering and guttering in need of cleaning.	HO and PO noted specific buildings and have reported these repairs.	n/a	Complete	Loose guttering next to bin area has been repaired. PO has requested a one off clean from Control Line Solutions which will be completed in near future. Gutter cleaning should happen annually. PO will monitor.
	Tenants reported that the overall appearance of the scheme is dirty and tired looking, and they feel embarrassed by the overall appearance of their homes.	PO has requested that more scheme visits by the general assistant are scheduled to help tackle the issue as there are leaves backing up at the back of block 45-47 amongst other issues of dog mess and litter across scheme.	n/a	Complete in terms of staff awareness however ongoing to make sure tenant satisfaction is given consideration	HO aware of tenants feelings and will continue to monitor. Doors are in the process of being painted which will hopefully help the appearance of the scheme.
	External eaves on roofs reported as there is damage in areas across the scheme.	PO has instructed work and is currently awaiting a quote from a contractor.	n/a	Pending	

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REPAIRS: INCLUDING FENCING and GATES	Washing lines at back of 25-28 and 29-32 need repairs completed on them.		n/a	Complete	See under Miscellaneous for further actions on the washing lines.

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TRIPPING HAZARDS PAVING ETC	Paving stones have sunk near the man hole under the archway at the side of block 29-32.	Contractors are working on this and related issues.	n/a	Complete	An order has been raised with JG Building Contractors to lift and relay the affected area.
	Roots growing under paving stones under block 45-47 which is causing the paving stones to lift, creating a trip hazard.	PO has instructed work and is currently awaiting a quote from a contractor.	n/a	Pending	

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ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING	Tenant request that car park lighting is reviewed as tenant unable to see when dark the key for their communal door lock.		n/a	Complete	The Moray Council have been on site changing the carpark and street lights.
	Light at back of left hand arch is broken.	PO has raised order with Heatcare to repair light.	n/a	Pending	

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	VANDALISM/ GRAFFITI (offensive/non-offensive)				

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	CAR PARKING AREAS including UNTAXED /ABANDONED	Large containers not yet removed after kitchen upgrades.	HO reported to Major Works team.	n/a	Complete	Containers removed.
		Drains blocked causing flooding to the car park.	PO raised order with Heatcare to instruct Diamond Drainage to attend with suction vehicle.	n/a	Pending/On-going	
		RG Wilson van parked in car park.	HO aware	n/a	Complete	Van removed by The Moray Council. Gardeners then cut back bushes and ivy that was previously inaccessible.

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	BIKE STORE, BIN STORES/RUBBISH/ FLY TIPPING and LITTER	Regular fly tipping reported on scheme, especially near the bin areas.	HO aware of the on-going issue and will monitor the situation and have items removed from the scheme as quickly as possible.	n/a	On-going	This is an ongoing issue which can be out with Langstane HA control.

	Reports that bin areas become very messy when other residents do not use the bins, dumping rubbish bags on the floor which are then pecked at by gulls. This causes gulls to visit the scheme regularly continuing to make a mess.	HO aware and will contact tenants across the scheme to ask that all bins be used correctly to avoid these types of issues recurring.	n/a	On-going	GA will also be monitoring this while on scheme.
	Request for CCTV camera to be reinstalled watching the communal bin area as this was felt to be a good deterrent to dumping rubbish outside of bins and fly tipping of large household items.	Enquiry to be made.	n/a	Pending	Tenants will be updated as soon as possible through this action plan.

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MISCELLANEOUS	Tenants reported feeling that their scheme feels forgotten about and would like to know what Langstane HA can do to make their communal home feel less embarrassing to live in.	Feelings noted by HO who is listening and working with tenants to make sure they feel their community is getting the proper attention.	n/a	On-going	Staff reassured the tenants that they and their homes have not been forgotten about and are not being ignored. Staff will work with the small community at Langstane Place to help them feel pride in their home surroundings hopefully seeing improvements over the coming months.
	Tenant enquiring about bench outside property and would like to know why it was removed and if he could have another as tenants enjoy sitting outside in summer.	Enquiry made with HO and TL.	n/a	Complete	Will be discussed with tenants at next event and individual tenant raising issue

					has been informed separately.
	Tenants in block 29-33 reported issues with sewage coming into ground floor flat.	PO took note and discussed with affected tenants and is handling the investigation and repair.	n/a	On-going	
	Tenants asked about the remit of the General Assistant and what the boundary is between his role and that of the gardening contractors.	Enquiry forwarded to HO and TL.	n/a	Complete	GA will hopefully attend future walkabout to discuss issues with tenants. GA is responsible for weekly visits to the scheme to make sure bins are emptied on bin days, litter pick, empty dog fouling bins, clear any dog fouling, sweep up and check blocks are clear of items in line with Fire and Safety policy for communal areas.
	Boarded windows at number 36 and 40.	HO and PO aware and are working to remedy the issue.	n/a	Complete for 36 and on-going for 40.	Order with Pinefield Glass to replace window at number 36. A solution is being sought to repair the window at number 40.
	Tenants have requested that the 'no ball games' signs are removed as they are faded.	PO has instructed Heatcare to remove the signs.	n/a	Pending	
	Although washing lines have been repaired, there are tenants who are	PO has requested Heatcare install adjustable lines.	n/a	Pending	

	unable to reach these high lines. Therefore, a request was made for lines to be installed which accommodate all.				
	TV aerial on block 20-23 has come away from the wall.	PO raised job with Heatcare to attend and fix.	n/a	Pending	

Notes:

- Staff will continue to work alongside tenants to overcome as many of the issues detailed in the action plan as is within the power and responsibility of the Association.
- Visits will be arranged as often as possible.
- Future dates to be confirmed.
- At the September 2024 walkabout the main priorities of the tenants were
 - Gardening and tidiness of their neighbourhood
 - Drain cleaning
- Tenants and staff also discussed events in Elgin and feeling like all the involvement activity was happening in Aberdeen – CPO assured tenants work was being done in Moray to involve tenants in Langstane’s decision making processes and that if they were interested there would be future discussion about how we could accommodate their concern.