

Langstane Place, Elgin	KEY for tenants:				
30 October 2023	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>	HO to contact contractors and discuss issues and solutions.	n/a	Complete	Tenants have asked that the gardeners are asked to take photos to show their work.
	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.	HO to check if this is part of the gardening contract.	n/a	Complete	Gardeners have treated and removed the moss.
	Dog fouling on scheme.		n/a	On-going	HO and GA aware of issue and are working with tenants to improve removal of fouling.
	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.	Will need to pass this to the PO.	n/a	On-going	Staff need to assess use of the current bins to know if the issue on the scheme would benefit from more bins. Will discuss at next walkabout.

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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.	PO to attend to this.	n/a	Pending	Awaiting cleaning from Control Line Solutions.
	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.	CPO to discuss options to improve the scheme.	n/a	Complete in terms of staff awareness however on-going 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.

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REPAIRS: INCLUDING FENCING and GATES	Washing lines at back of 25-28 and 29-32 need repairs completed on them.	HO reported issue.	n/a	Pending	Request sent to GA to complete on scheme tidy and repairs to 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.	Will be reported.	n/a	Complete	An order has been raised with JG Building Contractors to lift and relay the affected area.

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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.

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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.	HO reported issue.	n/a	Complete	This is a suspected burst water line coming into the scheme – Scottish Water have been notified and are in the process of fixing the problem.
	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	Enquiry to be made.	n/a	Pending	Tenants will be updated as soon as possible through	

	rubbish outside of bins and fly tipping of large household items.				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	Scottish Water are currently dealing with this issue.
	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	Possibility of GA attending future walkabouts. 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 numbers 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.	HO aware and is dealing with this issue.	n/a	Pending	PO to request GA remove the signs while on next visit.

Notes:

We will revisit in approximately six months to see what changes have been made. Date and time to be confirmed.