

Note of meeting held 26 January 2026

Subject: Charlotte Gardens / John Street tenant group – meeting three.

Venue: Fraser Court community room.

Time: 4.45pm till 6.45pm

People present	Apologies
Samantha Hough (SH) Tenant Participation Officer	DP – tenant, Aberdeen
Laura Henry (LH) Housing Officer	
Martin Toward (MT) Housing Manager	
Monica Vasiliu (MV) Estates Assistant	
DO – tenant, Aberdeen	
KR – tenant, Aberdeen	
CM – tenant, Aberdeen	

Overview of the meeting

The aim of the meeting was to meet with the tenants for the first time in 2026 and to discuss what they are experiencing on the scheme. We also wanted to review the actions from the October meeting, as detailed on the last page of the meeting notes.

We were expecting new members, so staff were looking forward to welcoming them to the group.

Item discussed	Notes
Welcome and housekeeping	<p>Members and guests were welcomed by staff and offered refreshments.</p> <p>Hard copies of agendas and October's meeting notes were handed out.</p>
Introductions	<p>Introductions were made as we welcomed a new member.</p> <p>A short induction was made by SH for the benefit of CM (new member) to recap points made at the first group meeting in July 2025.</p> <p>CM was also made aware of the webpage which is now active and allowed CM the choice of how she wants to access our existing documents, such as, previous meeting notes and the groups partnership agreement.</p> <p>CM happy to access on line and was advised to read through the information discussed to catch up and to let SH or LH know if a 1-1 meeting is needed for induction purposes.</p>
Review of updates since October	<p>We reviewed the actions detailed in the October meeting notes. SH initially went through the actions that were listed for her to complete. The only action not yet complete is to organise a follow up walkabout. This however is now the main activity the group need to complete before meeting again in April. CM was provided with a copy of the action plan to review.</p>
Discussion about scheme issues	<p>Discussion was focussed particularly on the on-going issues on scheme along with the actions being undertaken by staff and the Association.</p> <p>Issues discussed included:</p> <ul style="list-style-type: none"> • Overall safety of blocks and the scheme • Condition of communal doors • Dog fouling and city wardens • A gardening group • Use of CCTV – there are 11 cameras across the scheme • Repairs <p>LH and MT provided advise on reporting issues and how to contact the Association to report along with Police and other organisations as needed.</p>
Next meeting and walkabout	<p>Board of Management members are interested in attending meetings to hear from tenants firsthand about their experiences within their neighbourhoods and communities.</p> <p>SH asked if group members were happy to welcome board members to future meetings. Tenants responded positively and would welcome board members.</p>
Any other business	<p>Tenants requested their Property Officer attend future meeting so repair updates can be provided.</p>

Outcome of the meeting:

- Facilities and refreshments were suitable and adequate for the purposes of the meeting.
- Again, good networking and relationship building between tenants and staff. All are familiar and able to discuss issues arising in a respectful and productive manner.
- Tenants and staff happy with the direction of 'the group' and the activities and actions planned.

Next / future steps for SH:

- Create draft meeting notes detailing what was discussed at this meeting. Then circulate to group and staff to approve before finalising.
- Continue to arrange meetings at the Fraser Court common room.
- Arrange another neighbourhood walkabout to be completed before the April meeting.
- Send engagement information to new member.
- Contact Property team to get some information on questions posed by the group regarding upgrades in their properties along with update on communal repairs.
- Gave Lifetime Membership info to two tenants so need to send to third member.
- Invite Property Officer to April meeting.

Next / future steps for LH:

- Follow up work on various issues discussed at the meeting.

Links to useful websites:

- Police Scotland – calling 101 for non-emergencies or using the 'contact us' online form [Contact Us form | Police Scotland](#)
- [Community safety in Aberdeen | Aberdeen City Council](#)
- [Dog wardens | Aberdeen City Council](#)
- [Scotland's Leading Animal Welfare Charity - Scottish SPCA](#)
- [Dog fouling | Aberdeen City Council](#) – Information via Aberdeen City Council relating to the Dog Fouling (Scotland) Act 2003.