

Redcloak Crescent & Redcloak Drive, Stonehaven	KEY for tenants:
26 August 2022	HO = Housing Officer
Staff attended: 5	EA = Estates Assistant
Tenants attended: 4	PO = Property Officer

LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Pine trees behind tenant's garden are becoming a concern in terms of height and safety after storm damage in 2021. Tenant has contacted council and got nowhere with the enquiry. Just wants to know if there is anything that can be done about the height and is also concerned about the roots which are clearly coming under the garden and possibly under the property.	Director of Housing will investigate and respond to tenants' concerns		Pending	
	Has an old broken steel washing line that is cemented in place. Has been informed previously that she is responsible for replacing it. However, is not sure how to get it out to then get a new one installed. Is looking for some guidance on this.	CPO asked advice from other staff.		Pending	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
CLEANING					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Broken glass at number 73, 39 and 35.	Repair logged for these windows to be replaced and boarding removed.		Pending	If tenants are unable to repair windows the Association will complete under the rechargeable repairs policy.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
TRIPPING HAZARDS PAVING ETC					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING				

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	VANDALISM/ GRAFFITI (offensive/non- offensive)				

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	CAR PARKING AREAS including UNTAXED /ABANDONED	Unfortunately, there's no action Langstane can take as we can't control who parks on the public road (this was discussed with tenant at the time). However, tenants' concerns were passed on to housing team.		Complete	Tenant updated with action association is able to take on this issue.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	BIN STORES/RUBBISH/ FLY TIPPING &				

LITTER					
---------------	--	--	--	--	--

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
MISCELLANEOUS	Compliment from tenant on Redcloak Drive that the gardeners are excellent and seem to really be taking care to weed properly and have respect for the gardens.	To be noted and added to compliments register.	.	Complete	
	Leak reported from tenants within their property.	PO aware and has arranged for link to be fixed.		Complete	