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| Langstane Place, New Elgin                               | KEY for tenants:   | <b>NOTE</b><br>This is a specific list of actions which are being addressed by staff after the recent walkabout |   |
| 15 August 2025   | HO = Housing Officer<br>PO = Property Officer<br>TPO = Tenant Participation Officer<br>GA = General Assistant<br>DOH = Director of Housing<br>DOP = Director of Property<br>DLOS = Direct Labour Organisation Supervisor |   |   |
| Staff attended: 6<br>Tenants attended: 8                 |  |   |   |
| LOCATIONS  | ISSUES   | NOTES   | PLANNED ACTION  |
| GARDEN CONDITION/<br>GRASSED/OPEN<br>AREAS/<br>FOOTPATHS | Gardening across scheme including scrub bushes in main car park.   |   | DOH met with grounds maintenance contractor on 09 September to raise our concerns that the elements of the contract are not being met. It is important to remember it is a grounds maintenance, not a landscaping contract, so the contractors are only maintaining what was there, improvement works are not part of the work they are expected to carry out. Highland Landscape Design are going to visit the development to review and report back to us. They have also been asked to provide an improvement proposal to upgrade the development that we will share with tenants for feedback and decide if this is work that could be carried out next year. |
|  | Condition of pathways across scheme.   | This is part of the ongoing issue regarding the general appearance of the scheme.                               | The GA and property team will continue to work at improving the condition of the pathways and areas such as the back of the scheme with the small car park and drying areas. A new motorised sweeper has been purchased to help keep on top of this.  |
|  | Dog fouling across scheme.   | Idea is to create a dedicated space for tenants to use.   | Bins have been installed across the development. HO is contacting every tenant with a dog to remind them of their responsibilities. Tenants are encouraged to report anyone they see not picking up after their dog to the council dog warden who can issue fines. A designated area for exercising dogs was suggested, and this will be factored into the improvement proposal from Highland Landscape Design.   |

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|  | Tenants would like more colour and attractive planting around the scheme to cheer it up.                  |  | More plants and colour have been a specification given to Highland Landscape Design to consider in the improvement proposal. |
|  | Washing lines at rear of 25-28, 29-33 need repaired/replaced and lowering of washing lines to be checked. |  | GA attended on 04 September to restring the washing lines.   |

|                 | <b>ISSUES</b>   | <b>NOTES</b> | <b>PLANNED ACTION</b>  |
|-----------------|---|--------------|--|
| <b>CLEANING</b> | Tenants across the scheme not happy with condition of cleaning of the communal areas. |              | We will complete an options appraisal where we will propose options for tenants to vote on. This will be completed by the end of 2025. |

|  | <b>ISSUES</b>  | <b>NOTES</b>  | <b>PLANNED ACTION</b>  |
|--|--|---|--|
| <b>EXTERNAL BUILDING CONDITION including GUTTERING</b> | Moss growing on roofs across the scheme.             | Certain areas worse than others – this was noted at the walkabout on 15 August. | PO getting quotes to have problematic moss removed. Some level of moss on the roofs is not an issue but where it becomes overgrown and falls into the gutters it should be removed. Unfortunately, the previous gutter cleaning contractor ended but a new contractor is now in place. |
|  | Moss growing on roof at rear of block 40-42.         |   | JG Bairds have attended and removed moss and treated with biocide to reduce regrowth.  |
|  | Overall appearance of the scheme.                    |   | Costs for power washing and / or painting the external areas are being sought.   |
|  | Damage to external eaves in areas across the scheme. |   | This work has been completed by John J Bairds.   |

|                                      | ISSUES | NOTES | PLANNED ACTION |
|--------------------------------------|--------|-------|----------------|
| REPAIRS: INCLUDING FENCING and GATES |        |       |                |

|                                | ISSUES                                | NOTES   | PLANNED ACTION   |
|--------------------------------|---------------------------------------|---|--|
| TRIPPING HAZARDS<br>PAVING ETC | Raised slabs and uneven paving stones | Some of these are caused by roots growing underneath. | Slabs will be repaired across scheme by Ricky Ross contractor. |
|                                |                                       |   |  |

|  | ISSUES | NOTES | PLANNED ACTION |
|--|--------|-------|----------------|
| ELEC/GAS/BT: ETC<br>MANHOLES/STREET LIGHTING |        |       |                |

|   | ISSUES              | NOTES | PLANNED ACTION                                  |
|---|---------------------|-------|---|
| VANDALISM/<br>GRAFFITI<br>(offensive/non-offensive) | Vandalism on scheme |       | This work was completed by the GA on 27 August. |

|  | ISSUES                  | NOTES  | PLANNED ACTION   |
|--|-------------------------|--|--|
| CAR PARKING AREAS<br>including UNTAXED<br>/ABANDONED | Abandoned cars and vans | HO aware of this and is working to remedy these issues | CCTV is being erected across scheme which will hopefully help with this issue. |

|   | ISSUES  | NOTES | PLANNED ACTION  |
|---|---|-------|---|
| <b>BIKE STORE, BIN STORES/RUBBISH/ FLY TIPPING and LITTER</b> | Bin area is constantly overflowing, and rubbish bags are not being put in the bins. Non-residents are also using the bins which is adding to the issue. |       | CCTV has been installed overlooking the bin area. More CCTV cameras are being purchased, and these will be installed where vandalism is taking place. We are also proactively looking at the rubbish to identify specific addresses so the HO can speak to these tenants. |

|                      | ISSUES   | NOTES   | PLANNED ACTION  |
|----------------------|--|---|---|
| <b>MISCELLANEOUS</b> | College students and other members of the public are consistently walking through the scheme to access the co-op, dropping rubbish on route. | Staff are also planning to contact college directly to ask they assist in educating students on effect of littering and cutting through scheme. | A bin will be installed at the bottom of steps at back of block 40-42. This is to assist with littering from the students walking through. HO has arranged for the gardeners to cut the hedge back beside the stairs and lay a slab to accommodate the bin. |
|                      | Plank of wood left on what was a boarded window. This is causing an unsightly appearance.  |   | The final works to the damaged window are being arranged.   |

**Note:** A longer version of the action plan which details issues completed since we started visiting the scheme in 2023 is available on our website under the [‘Getting Involved’](#) tab.