

Note of meeting held 29 July 2026

Subject: Fraser Court tenant group – meeting three

Venue: Fraser Court community room

Time: 2pm till 4pm

People present	Apologies
Samantha Hough (SH) Tenant Participation Officer	none
Laura Henry (LH) Housing Officer	
Martin Toward (MT) Housing Manager	
Colin Hay (CH) Property Officer	
BC – tenant, Aberdeen	
MP – tenant, Aberdeen	
AS – tenant, Aberdeen	
KB – tenant, Aberdeen	
BL – tenant, Aberdeen	
IH – tenant, Aberdeen	
BM – tenant, Aberdeen	
SF – tenant, Aberdeen	
MF – tenant, Aberdeen	
GF – tenant, Aberdeen	
MC – tenant, Aberdeen	

Overview of the meeting

We wanted to meet with the group again to provide updates on the actions from the April meeting, July's neighbourhood walkabout and to address agenda ideas proposed by one of the members after the last meeting.

As always we wanted to create a safe space where tenants could come and speak to staff about issues on the scheme.

Item discussed	Notes
Welcome and housekeeping	New and existing members were welcomed by staff provided with refreshments. SH explained that if the fire alarm rang then everyone was to leave by the main door and head to the car park. SH provided copies of: • The agenda • April meeting notes • Action plan from July walkabout
Introductions	There were some new faces, so a round of introductions were completed. Due to the number of tenants expected SH kept the agenda generalised so there was plenty of opportunity for general discussion. The specific items requested before the meeting by one tenant was included under AOCB. For the benefit of those who were new to the group, SH briefly went through why the group was formed, its purpose and what staff and tenants are trying to achieve by meeting regularly and completing walkabouts.
Review of meeting note actions from April	SH discussed the actions which had come out of the April meeting. Updates provided were: • Meeting notes on the noticeboards: We are happy to pin these to the notice boards, however, it was pointed out that the notice boards are locked, so we will have to find a way to achieve this request. • The Partnership agreement: Has been finalised and is available on our website. • Creation of a poster to advertise meetings: This has been completed and LH put it up on all 13 notice boards prior to this meeting. SH asked the group for feedback on the design and content. All were happy so we will continue to use this design to advertise meetings. • Creation of a feedback form for those who cannot attend: SH created a draft document and circulated this asking the group for their feedback. Everyone was happy so we will try to find a way to use this near our noticeboards to gather feedback. • Edit to walkabout action plans: SH informed the group that she had made the requested edit which was to add a new column detailing which staff member or contractor is responsible for the action including a deadline if possible.
Discussion about ongoing scheme issues	This discussion was guided by the action plan from the walkabout completed on 16 July. The discussion centred mainly on the following issues: • New gardening contractor: MT provided the group with an update on their progress along with the areas they would initially be focussing on and information on them spraying weed killer and how to take caution with your pets on scheme. • Dog fouling: Discussion on where there is most occurrences and that if we can identify the dog and tenant staff can take action. • New gate planned for the side of block 62-89: The plan was for the DLO to build a replacement gate. The group however voted unanimously against it asking that the money be focussed on other things.

Item discussed	Notes
	• Boarded windows and communal door window: CH provided an update on what they were planning in order to get the windows repaired. • Play area at the back of block 62-89: LH is working with Cardo to get the area cleaned and fencing repaired. LH will chase Cardo for completion date. • Trees on Hutcheon Street were overgrown: LH contacted Aberdeen City Council about cutting them back. This has since been completed. Other issues discussed included: • Reports that tenants are not getting their mail as some did not receive the information SH sent out about the meeting. • Noise from Butchers Arms on George Street. Staff will contact them about the noise pollution and subsequent disruption to residents in the area. MT provided information on who tenants can report any future issues to in addition to Langstane, this being Aberdeen City Council community team and the Police on 101 or online.
Plans for next meeting	The next meeting will be a similar format where tenants can discuss the meeting notes and actions, talk to staff and their neighbours and receive updates about issues in their community. We can also discuss outcomes from the most recent walkabout which will take place before the October meeting. Those who attended the meeting will be contacted to ask for their availability. Once a date has been arranged we will advertise the meeting details posted on the noticeboards and detailed on our dedicated webpage. Email and letter invites will be sent to all Fraser Court residents.
AOCB (Any other competent business)	Two points were raised under AOCB. These were: • IH wanted to raise the issue of how the rent increase is set and make comment that he was not happy there was no explanation of why the rent was being increased above the rate of inflation. In response staff accepted that although there was information provided which stated the benefits of each increase option there was no categorical reason given. MT also provided the group with an update on our plans to review the rent setting and service charge policy and that we would be including tenants in this. More information would be released as soon as available. SH said that IH's comments would be noted to inform the next rent consultation. • IH asked whether the Association was considering the installation of Electric Vehicle charging points on the scheme. MT responded to say that this was not being considered at this time.
Date of next meeting	Next meeting in October, with date and time to be confirmed.

Outcome of the meeting:

- Attendance was very good, and during the meeting there was discussion about various important issues.
- Facilities and refreshments were suitable for the purpose of the meeting however we may need more seats if the level of attendance stays consistent. Everyone was courteous and made sure those who needed a seat had one.

- There was less interruptions and intolerance however this will be monitored and if so staff will need to introduce a code of conduct.

Next / future steps for staff:

- Create draft meeting notes detailing what was discussed at the meeting. These will then be circulated to staff and tenants to approve before finalising.
- Arrange another scheme walkabout at a time and date to suit group members and staff before the October meeting.
- Put poster, meeting notes and feedback form on the notice boards.
- Follow up work on issues raised in the meeting.
- Update the walkabout action plan with feedback from this meeting.