

Auchmill Road, Bucksburn	KEY for tenants:
14 April 2025	HO = Housing Officer
Staff attended: 6	EA = Estates Assistant
Tenants attended: 5	AM = Asset Management
	PO = Property Services
	CPO = Customer Participation Officer
	TLMW = Team Leader Major Works

LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Gardening – grass to be cut and tidying across scheme for weeds and debris such as litter.	EA will work with contractors to action this.		On-going	
	Tenants would like more fencing erected and bushes planted around the scheme to separate and tidy up the area.	EA and PO aware of this.		Pending	
	Dog fouling across scheme including drying areas and area with bark.	EA and HO aware and will continue to monitor and communicate with tenants across all blocks about this issue.		On-going	
	Tenant requested that the scheme is tidied once a week and for the dog fouling to be removed also.	Made tenant aware that we have limited resources in terms of handy men so we would certainly request this and inform the group about the outcome.		Pending	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Tenants enquired about the external painting for windows.	TLMW provided update. This job is now on the Property Team wish list as there is no budget at the moment. External fence painting and internal communal painting was completed last year, and the external windows will be completed as soon as practical.		Pending	On Property Service wish list.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES	Gate leading to Auchmill Road – beside number 86 has broken lock	PO aware and will arrange repair.		Pending	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
CLEANING	Tenants spoke about having to pay a cleaning charge however have to clean their own block.	EA aware and will speak to contractors.		Pending	

	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	Lighting in car parks are faulty	PO will progress this to get the lights repaired	As soon as possible	Pending

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	VANDALISM/ GRAFFITI (offensive/non-offensive)	CCTV cameras installed in two places have been vandalised. This was spoken about during the walkabout to inform tenants why the cameras are out of use.	Association is working to resolve issue and find a solution.		On-going

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
	CAR PARKING AREAS including UNTAXED /ABANDONED	Issues raised about parking on bend between car parks. This stops the bin lorry from being able to enter the back car park and empty bins.	HO aware and will inform tenants about parking. Staff also asking for yellow lines to be painted to highlight restrictions.		On-going

	Tenants requested new white lines to be painted in car parks to assist with some of the on-going parking issues.	This is an on-going issue which staff are aware of.		Pending	This will depend on budget to action this.

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
BIN STORES/RUBBISH/FLY TIPPING & LITTER	Fly tipping occurs regularly on scheme with sofas and other household items left at bin areas.	Staff arrange for these to be cleared by council however communicate through scheme letters to advise this behaviour is not acceptable.	n/a	On-going	
	Glass and rubbish found in the drying area at top of front car park.	This was reported to the Property Team at the office after the walkabout by CPO. Aberdeen City Council were asked to attend on an urgent basis to remove the glass.	As soon as possible	Complete	We are aware however that the council have been having issues with the number of available vans so this job will be completed as soon as practical.
	Blocked drain at bin store outside block 76.	PO and EA aware and will arrange to have drain unblocked.		Complete	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
MISCELLANEOUS					

Next steps:

- Monitor issues in the action plan communicating (via email and hard copy) with those who attended the walkabout and emailed the CPO giving apologies and actions to look at during the event.
- Complete return to scheme visit as soon as practice to check on progress of these actions.