

<b>Beech Court, Kemnay</b>	<b>KEY for tenants:</b>
<b>24 April 2025</b>	<b>HO</b> = Housing Officer
Staff attended: 4	<b>EA</b> = Estates Assistant
Tenants attended: 6	<b>AM</b> = Asset Management
	<b>PO</b> = Property Services
	<b>CPO</b> = Customer Participation Officer

LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
<b>GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS</b>	Tenants not happy with condition of communal garden. In particular the weeding.	EA aware and is currently working with contractors to improve conditions.		On-going	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
<b>CLEANING</b>					

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
<b>EXTERNAL BUILDING CONDITION including GUTTERING</b>	Broken window at number 4	This was reported and repair is being arranged with contractor.		Pending	Currently boarded up

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<b>REPAIRS: INCLUDING FENCING &amp; GATES</b>	Gate beside number 5 is broken to the point where it is no longer attached to the fence.	PO aware and will raise repair.		Pending	Currently lying in garden.
	Fence at back of number 12 has been broken since last year.	PO now aware and will organise repair.		Pending	This is an issue as properties back onto road and children are unable to play in garden.

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<b>TRIPPING HAZARDS PAVING ETC</b>	Slabbing outside number 12 is uneven and is a potential trip hazard.	PO noted and will raise order to have this repaired.		Pending	

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<b>ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING</b>	Spoke to tenants about the street lighting.	They were advised that it is the Local Authority who has responsibility for the lighting and a number was provided from a sticker on the lamppost.		Complete	

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VANDALISM/ GRAFFITI (offensive/non-offensive)					

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CAR PARKING AREAS including UNTAXED /ABANDONED					

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

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MISCELLANEOUS	Tenants have requested CCTV be installed at the front car park to help deal with the on-going anti social behaviour.	HO aware and will work with PO to see if this is possible.		Pending	Staff spoke at length with tenants about CCTV and the issues surrounding the installation. Such as, vandalism and a suitable

					place to erect cameras.
	Clothes whirley at back of number 21 needs new wires.	PO will raise repair request.		Pending	

**Next step:** Along with keeping in touch with the tenants, the Customer Participation Officer will look at further involvement with the community at Beech Court. Working with the housing team in terms of allocations we will work to help tenants build on the sense of community that exists.

Immediate actions:

- Repairs
- Keep in touch with tenants by initially sharing the action plan in their preferred formats i.e., email or hard copy.