

Fraser Court, Aberdeen		KEY for tenants:	NOTE This is a rolling action plan with actions updated after each walkabout		
25 April 2025		HO = Housing Officer			
Staff attended: 3 Tenants attended: 3		EA = Estates Assistant TLMW = Team Leader Major Works PO = Property Officer CPO = Customer Participation Officer			
LOCATIONS	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Gardening across scheme continues to be an issue for tenants as it is consistently in need of tidying up.		n/a	On-going	Discussed again April 2025.
	Area at back of scheme would benefit from a power wash.		2019	Complete	None
	Some ballads have rotten.	EA and HO aware. EA attended meeting with contractor straight after the walkabout to discuss ongoing issues with level of gardening.	2019	Complete	None
	Drain at 138-141 blocked.	PS processing request to appropriate contractor	27/05/2019	Complete	None
	Planter at block 62-84 rotten required removal.	Can be removed by hand	2019	Complete	None
	Gate at block 62-84 showing signs of rot	Works order issued and Drain Surgeon will attend and unblock	2019	Complete	
	Gate at rear of 481 George Street and 57-61 Fraser Court in bad state of repair.	HO to request that this is removed	2019	Complete	Gate looks in good condition when viewed on 08 March 2024.
	Gate at 56 Fraser Court showing signs of rot.	PS processing request to appropriate contractor	2019	Complete	Gate renewed.
	Ivy on the wall at the back of block 96-99 and at the back of 485 George Street.	PS processing request to appropriate contractor		Complete	

	Dog fouling – more bins required on scheme.			On-going	Discussed at April 2025 walkabout. Need to get update about status of more bins.
	Tenant interested in Community Garden.	EA aware and will be talking to gardening contractor regarding this at meeting after May walkabout.		Complete however can be discussed in the future as per notes.	Unless there is commitment from a number of tenants this is not going to be taken forward by the Association as the garden would need to be maintained by tenants.
	Waste drain outside 96-99 has block missing which is a trip hazard.	On-going issue which is being dealt with by HO and EA. New bins to be arranged by Property team.		Complete	
	Slabs outside block 96-99 leading to car park are broken and uneven.	Discussed with tenant that the children's playing area ground is undergoing drainage and so this may be considered once that is finished.		Complete	
	Second step leading to doorway of common room and block 68-84 has a chip it in that is a potential trip hazard.	EA and TLMW aware and dealing with.		Pending	

	ISSUES	ACTION TAKEN / AGREED	TARGET COMPLETION DATE	STATUS	NOTES
CLEANING	Cleaners need to maintain level of cleanliness in hallways.	HO and EA deal with complaints and inspect communal areas regularly and are in regular contact with the contractor.		On-going	This continues to be on-going with housing staff trying to deal with issues raised.
	Windows of communal doors need cleaning.	EA and HO aware that windows need cleaning across the scheme. These are being discussed with the cleaning contractors.	As soon as possible	On-going	New action added in 2024 and discussed at April 2025 walkabout.

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EXTERNAL BUILDING CONDITION including GUTTERING	Overflows – some are constantly dripping which is leaving rust marks.			Pending	Property team aware.
	Guttering in need of cleaning across scheme.	Cyclical works which were done last in Summer 2024.		On-going	Discussed at 2025 walkabout.
	Roof leaking at back of block 121-130	PS processing request to appropriate contractor.	2019	Complete	
	Slats at back of 119 and outside block 96-99 have moss growing over them.	TLMW aware.		Pending	

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REPAIRS: INCLUDING FENCING & GATES	Office door in the scheme is blocked with gum – can be accessed internally – DLO / techie to swap out barrels.	Works order issued for joiner to attend and repair.	09/05/2019	Complete	None

	All communal doors require inspections and overhaul.	Electrician has been instructed to visit scheme and check all door magnets.	2019	Complete	Electrician to give LHA update on what further action needs to be taken
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	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	Cars in car park without permits or non-resident cars.	EA and HO will attach 'Langstane Aware' stickers and are aware of the cars and dealing with uplift on the car nearest the common room.	2019	On-going	This is an on-going issue that HO and EA are aware of and are dealing with. Highlighted again by tenants at April

					2025 walkabout.
	There was discussion about a dropped kerb for the space nearest the meeting room.	Unfortunately, this is not an option as it would mean losing a space in the scheme.	2019	Complete	No action to be taken.
	Blocked drain in car park near number 38.	Works order issued for Drain Surgeon will attend and unblock.	27/05/19	Complete	None
	Discussion about car park chain or bollards to regulate car parks.	Discussed again at April 2025 walkabout.		Pending	HO will consider again.

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BIN STORES/RUBBISH/ FLY TIPPING & LITTER	Bin store areas need to be kept clear.	EA is aware and action is taken regularly to make sure the area is kept clear.	2019	On-going	Discussed again at April 2025 walkabout.
	Evidence of fly tipping.	HO and EA reported items for uplift by Local Authority – This is an issue that is being dealt with on a rolling basis.	2019	On-going	CCTV in place and staff will take action where able.
	Washing machine at back of 16.	These were uplifted two weeks ago	2019	Complete	Information received from tenant in response to him receiving copy of action plan .
	Sofa and TV unit dumped also.	These were uplifted two weeks ago.	2019	Complete	Information received from tenant in response to him receiving

					copy of action plan.
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MISCELLANEOUS	White service cover missing from heating install opposite 485.	Works order issued for Transform to attend and repair	2019	Complete	
	The communal access ext. 485.	AM looking at options to turn this into a fob system to assist with security of the scheme.	2019	Complete	
	Children play area was discussed with tenants. This area was closed off by the Association last year as it is unsuitable for tenant use.	The area will be closed to tenants until we are able to improve the conditions.	As soon as possible	Pending and on-going	
	Trees (near the above mentioned play area) at back of block 62 – 84 need to be removed.	The Association are working to have the trees removed so that the area is safe for tenants.	As soon as possible	Pending and on-going	
	Whirlies and drying areas. Tenants at the moment are unable to be used due to their condition. There are overhanging trees and bushes which are stopping the tenants making use of the area.	Housing and Property teams are fully aware of the situation and are trying to get the area into an acceptable condition.	As soon as possible	Pending and on-going	
	Slabs uneven and broken near play area.	Repair to be logged.		Pending	
	Boarded window in block 68-84 – flat number unknown.	Repair to be logged.		Pending	

Next step: We will continue to visit the scheme as often as possible to work with tenants on some of the on-going issues.

Main concerns for tenants at the moment (April 2025) are as below:

- Car park – non-residents parking so tenants are unable to park sometimes. Would like to see a chain or barrier introduced.
- Abandoned cars.
- General condition of scheme in terms of dog fouling and communal cleaning and gardening.