

Charlotte Gardens & John Street, Aberdeen	KEY for tenants:	NOTE This is a rolling action plan with actions updated after each walkabout		
25 February 2026	EA = Estates Assistant HO = Housing Officer PO = Property Officer TPO = Tenant Participation Officer CSM = Customer Service Manager HM = Housing Manager DoH = Director of Housing DoP = Director of Property PM = Property Manager DLOS = Direct Labour Organisation Supervisor			
Staff attended: 6 Tenants attended: 2				
LOCATIONS	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
GARDEN CONDITION/ GRASSED/OPEN AREAS/ FOOTPATHS	Dog fouling on scheme. One area of particular concern was the entry area outside block 90A-90G John Street.	EA & HO have been working with tenants to tackle this issue. Actions on this problem include increasing the number of dog waste bins erected across the scheme.	Ongoing	EA organised the area outside block 90A-90G John Street to be power washed and chuckies to be added to the garden area which has really improved the appearance and helped with the odour problem.
	Gardening and weeding across scheme.	EA and HO will continue to work with the contractors to improve this issue.	Ongoing	
	Reports of rats in the bushes near the entrance to the scheme	Presly Pest Control complete a monthly assessment of our schemes and reported w/c 23 February that there was no rat activity.	Complete	Although a good report from Presly, we will monitor the situation and ask tenants to report any sightings of rats to the Association.
	Tree in car park to be looked at during next EA inspection – might be best to remove for safety purposes.		Complete	
	General appearance of pavements and scheme. Tenants have suggested power washing to be completed.	EA arranged for the pavements to be power washed.	Complete	

	Broken section of path at side of block 53-60. Looks as if it's been dug up.	Property to action repair.	Pending	
--	--	----------------------------	---------	--

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
CLEANING	Tenants happy with cleaning however deep cleans are required in various blocks.	We will request deep cleans when tenants report a need for one.	Ongoing.	HO fully aware of this ongoing issue and reasons behind many of the incidents and is working with tenants improve the situation.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Guttering is leaking on Charlotte Street side of block 61-89.		Complete	EA monitoring.
	Weeds growing from guttering on Charlotte Street side of properties.	Request for cleaning raised by EA	Pending	This has been on hold due to nesting gulls on the roof. They are a protected species, so their nests cannot be disturbed.
	Wood broken underneath the underpass leading from the front car park to rear car park near block 26-32.		Complete	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
REPAIRS: INCLUDING FENCING & GATES	Bin store near block 69-89 needs slats on door replacing.		Complete	
	Metal trellis in grassed area at back of block 39-44 needs to be removed and replaced.	Association DLO staff removed the trellis.	Complete	DLO removed with no plans to replace.
	Fencing around drying area outside blocks 1-60 is rotten and was then damaged and blown over in storms in 2023.		Complete	
	Fencing outside of rear of John Street block – was this meant to be replaced or repaired?	Property Team to check what the status of this is.	Pending	Tenant enquiry – is there still work to be done.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
TRIPPING HAZARDS PAVING ETC	Grid outside block 69-89 has been turned upside down and is now a trip hazard.		Complete	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
ELEC/GAS/BT: ETC MANHOLES/STREET LIGHTING	Lighting to be installed in the walkway between John Street and Charlotte Gardens.		Complete	Included to highlight tenants are happy with this.
	No light under the underpass at beside block 39-44.		Complete	
	Lights not working underneath the underpass leading from the front car park to rear car park near block 26-32.	Repair reported by TPO	Pending	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
VANDALISM/ GRAFFITI (offensive/non- offensive)	CCTV signage on John Street side of scheme has been vandalised with spray paint.	Signage will be replaced along with more signage planned for doors and walls around scheme to increase awareness of the recently installed CCTV.	Complete	
	Graffiti is on the windows and one balcony on the Charlotte Street side of scheme outside block 69-89.	To be cleaned off.	Complete	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
CAR PARKING AREAS including UNTAXED /ABANDONED	Wall in front car park is damaged.		Complete	
	There is a boarded up window at the back of the underground car park beside block 69-89		Complete	
	Car park gate lock is broken on occasion.		Complete	Residents are very good at reporting this so repairs can be completed. Housing & Property staff are aware of this recurring issue.

	Tenants have requested pot holes in back car park are repaired.		Complete	
	Tenants requested white lines painted in front car park as people are parking in more than one space.		Complete	Completed by DLO.
	Damaged and possibly abandoned car in underpass.	HO will investigate.	Pending	

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
BIN STORES/RUBBISH/FLY TIPPING & LITTER	Bin store near block 69-89 needs slats on door replacing.		Complete	
	Fly-tipping of large items such as flooring, sofa's, and toilets.	HO & EA do regular checks and so are able to deal with this issue quickly. Regular scheme clearances are completed by our handy man service.	Ongoing	Tenants happy with action being taken by staff.

	ISSUES	ACTION BEING TAKEN	STATUS	NOTES
MISCELLANEOUS	Front door on block 69-89 was considered for replacement to tackle issue of it constantly being forced.	HO has discussed with tenants affected and stated the door will not be replaced and that the CCTV and the installed gate on John Street is having a positive effect on this block.	Complete	Residents keep staff updated on any repairs needed.
	Tackling people walking through the scheme to access flats and Charlotte Street	Installation of a gate on John Street.	Complete	This is a locked gate, and the decision has been made that it will not be fob access.
	Drug dealing in underpass in rear car park along with main throughfare on scheme.	HO aware and working with Police to tackle the problem.	Ongoing	Not a quick or easy issue to deal with, however if any tenant witnesses any drug dealing, please contact Police on 101 to report this activity.
	Tenant question: Has the service button been changed from 12 o'clock to 2pm?		Complete	Answer sent to tenant.

	Tenant question: Does the CCTV cover the front car park?		Complete	HO responded to say that the camera does not cover the car park, only the entrance. A new dual angle camera will be installed. We are waiting for delivery of the camera and then installation.
	Idea from tenant about the intercom function for blocks that suffer a lot of loitering from non-tenants. Could we investigate a system which is monitored and manned 24/7 so that only authorised people i.e., tenants, legitimate visitors, postman and Association staff can gain access.	This added to action plan for management consideration.	Complete	Explained that this may not be possible however tenant is trying to work with us to find solutions to the problem therefore idea noted and taken back to Association for consideration.
	Bird feeders need removing at the grassed area behind blocks 39-44.	Bird feeders are to stay in place as tenants responded to letters to say they are in use.	Complete	
	Community Garden – what help can we provide the three involved tenants who are interested in working with the Association. CSM happy to help tenants with this and will be taking it to DH.		Complete	Tenants and staff attended to discuss on 17 May 2023. Tenants decided to leave it for now. This action can be revisited at another date. Tenants were happy with outcome.
	Tenant requested for erection of bat boxes.	TPO liaised with DP to see if this can be allowed.	Complete	DP states that under the correct conditions boxes can be erected. However, once occupied they can only be opened/moved or handled by licenced bat workers. If interested tenant wants to move this forward he needs to contact the Association to discuss.
	Check with DP about the impact of the development behind the grass area. Tenants reporting that there are holes where people and their dogs are getting through. Possibly homeless who are sleeping there. Rubble is becoming a hazard when dogs, children and adults are walking along side of block 33-36.	TPO liaised with DP about this issue.	Complete – boards have been erected to block access.	DP has provided update about site and location of information on Aberdeen City Council (ACC) website (see below). Regarding the rubble – PO will take pictures on next visit so DP can assess what measures Langstane can take to try and make the boundary line less hazardous. ACC weblink is: 230514/DPP Erection of student accommodation (circa 383 beds)

				with associated infrastructure and landscaping 92-126 John Street City Centre Aberdeen AB25 1LE (aberdeencity.gov.uk)
	Handrail outside of 61 wobbles and needs tightening. EA aware and agreed it looks as though it needs to be tightened.		Complete	
	Tenants would like to request that gates are fitted beside block 33-36 to stop people walking through and letting their dogs run around.	This request was discussed with the HO who explained the cost and reasons required for authorisation of this level of work.	Complete	Tenants happy with explanation and happy for this to just stay on the action plan for information purposes only.
	Tenant enquiry about communal lights in blocks – are there any plans to change from Halogen bulbs to motion sensor lighting with LED lights. This would apparently avoid charges when tenants will not switch out the lights, therefore creating large electricity costs.		Complete	Something the Property Team are working towards in many schemes.
	Tenant was enquiring why there are no 'Fire Exit' lit signs at the doors. Heard from the fire service that this is good practice.		Complete	
	Query about dates for bathroom replacements in block 69-89.		Complete	Individual tenant updated by TPO
	Request for yellow lines to be added to bin area steps as they are difficult to see in the dark and a trip hazard.		Complete	DLO completed the second request.
	Tenant has requested lighting at the back of scheme.	Property and Housing team aware of this. HO discussed with tenant during 2024 walkabout.	Ongoing discussion about lighting	
	Tenant requested hand rails at three points in the scheme. Near store cupboard at back of block 39-44.	Referral completed on LHA's website as a minor adaptation – referral made by TPO on behalf of tenant.	Pending	This is to help those who struggle with the stairs and who have in the past stumbled and potentially fallen.
	Boarded windows at numbers 70 & 72.	HO aware of both and is dealing with them.	Pending	

	Boarded windows in communal doors of blocks 1-8 & 9-17.	HO & PO aware of these and are working to get the glass fixed.		
	Boarded window in communal main door of 90A-90G John Street.	HO aware and dealing with this.	Complete	
	Boarded window on Charlotte Street side of block 69-89.		Complete	
	Tenant raised safety issues on scheme.	HO has spoken to tenant regarding on an individual basis.	Complete	The safety & security of the scheme is a major priority for the housing team. HO is working with tenants to resolve the issue.
	CCTV requested for front car park and in back garden area at side of block 33-38.	CCTV installation is complete with 11 cameras in total across the scheme.	Complete	
	Request for a bench in the communal garden at back of blocks 33-38 & 39-44.	Request with HO and will be progressed when next budget available.	Pending	Tenant who made request has been informed of progress of this action.

Next steps: We will continue to visit the scheme on a regular basis to work with tenants on the on-going issues.

Main concerns for tenants at the moment are:

- Gardening
- Dog fouling
- Hand rails
- Use of car park by non-residents
- Safety of scheme