

Fraser Court, Aberdeen	KEY for tenants:
24 May 2024	HO = Housing Officer
Staff attended: 5	EA = Estates Assistant
Tenants attended: 7	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 is in need of a general tidy up.	EA and HO aware. EA attended meeting with contractor straight after the walkabout to discuss ongoing issues with level of gardening.		On-going	Was good to have the feedback from the tenants who attended walkabout prior to the meeting.
	Area at back of scheme would benefit from a power wash.	PS processing request to appropriate contractor	2019	Complete	None
	Some ballads have rotten.	Can be removed by hand	2019	Complete	None
	Drain at 138-141 blocked.	Works order issued and Drain Surgeon will attend and unblock	27/05/2019	Complete	None
	Planter at block 62-84 rotten required removal.	HO to request that this is removed	2019	Complete	None
	Gate at block 62-84 showing signs of rot	PS processing request to appropriate contractor	2019	Complete	
	Gate at rear of 481 George Street and 57-61 Fraser Court in bad state of repair.	PS processing request to appropriate contractor	2019	Complete	Gate looks in good condition when viewed on 08 March 2024.
	Gate at 56 Fraser Court showing signs of rot.		2019	Complete	Gate renewed.

	Ivy on the wall at the back of block 96-99 and at the back of 485 George Street.	EA aware and will be talking to gardening contractor regarding this at meeting after May walkabout.		On-going	
	Dog fouling – more bins required on scheme.	On-going issue which is being dealt with by HO & EA. New bins to be arranged by Property team.		On-going	Discussed at length with tenants at May walkabout.
	Uneven paving slabs.	Handyman instructed to relay the slab.	09/05/19	Complete	
	Tenant interested in Community Garden.	Discussed with tenant that the children's playing area ground is undergoing drainage and so this may be considered once that is finished.		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.	EA & TLMW aware and dealing with.		Pending	
	Slabs outside block 96-99 leading to car park are broken and uneven.	Repair logged.		Pending	

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CLEANING	Cleaners need to maintain level of cleanliness in hallways.	HO & 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.

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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.			Pending	
	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

	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)				

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	CAR PARKING AREAS including UNTAXED /ABANDONED	Cars in car park without permits or non-resident cars.	HO walked round the car parks and attached 'Langstane Aware' stickers on the day of walkabout	2019	Complete	This is an on-going issue that HO & EA are aware of and are dealing with.
		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 bollards to regulate car parks.	HO consulting with tenants.	2019	Complete	None

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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	None
	Evidence of fly tipping.	HO & 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 is being considered for Fraser Court.
	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	Windows need cleaning generally.	EA & HO aware that windows need cleaning across the scheme which will be discussed with the cleaning contractors.		On-going	
	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	2019	Complete	

		this into a fob system to assist with security of the scheme.			
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Next step – revisit scheme in six months to check on actions from previous walkabout