

Estate Walkabouts Report - 2019

The estate walkabouts took place over May and June with only two tenants opting to take part. Although tenants who work have always been given the option to participate by dropping us an email we also give tenants who may not be able to attend the estate walkabout an option to return a “Traffic Light” assessment of their development to let us know if there are any areas they’d like to suggest improvements. We included a guide to try and ensure assessments were consistent



Everything fine



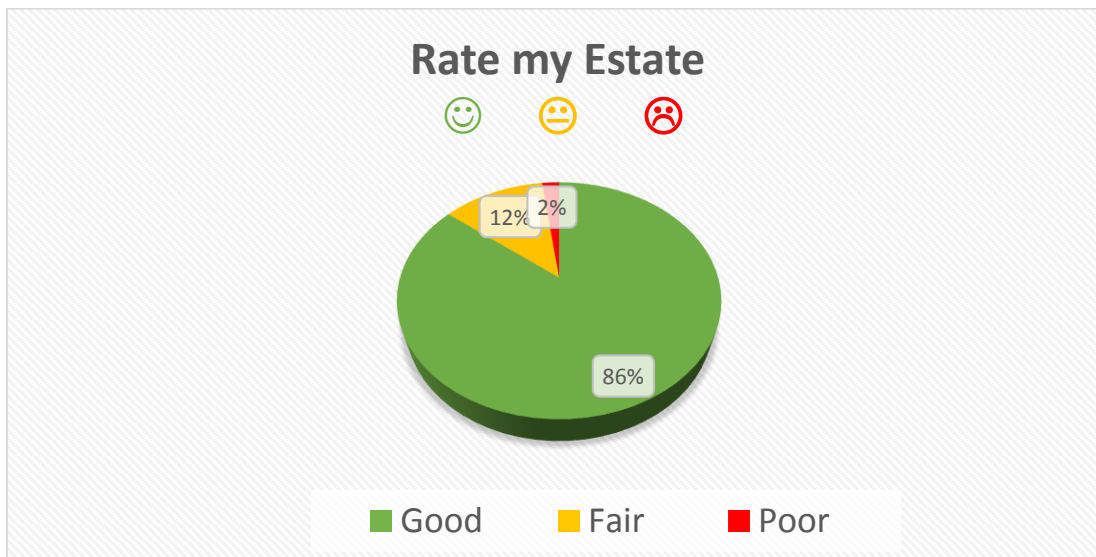
Some improvements needed



Urgent attention needed

We had an excellent overall response of 56 forms returned. Only 2 tenants rating their estate Poor at Gullane and Elphinstone - both unhappy with parking. (See feedback attached) More tenants rated their estate as Fair rather than Good this year - with 50% or more respondents at Hare’s Close, Walden Terr and MacFarlane Court not selecting Good. All their comments were concerned with parking. Other issues raised included dog fouling and landscaping. See feedback attached for actions taken or underway.

	ALL	Good	Fair	Poor	No. of units	% response rate
Barga Court, Cockenzie	7	5	2	0	22	31.8%
Hares Close, Cockenzie	2	0	2	0	14	14.3%
Davidson Terr/Ave, Haddington	3	3	0	0	8	37.5%
Goldenstones Dunbar	4	2	2	0	12	33.3%
Kennedy Court, Haddington	3	2	1	0	14	21.4%
Limeylands Court, Ormiston	4	3	1	0	26	15.4%
Longstone Avenue	0	0	0	0	5	0.0%
MacFarlane Court	9	5	3	1	30	30.0%
Muirfield	7	5	1	1	47	14.9%
Roodlands Court	3	2	1	0	11	27.3%
Smiddy Wynd & Prestonkirk	7	5	2	0	16	43.8%
Walden Terrace	3	0	3	0	34	8.8%
Forth St/St Andrews St , North Berwick	2	2	0	0	11	18.2%
Ex East Lothian stock	1	1	0	0	27	3.7%
Totals	55	35	18	2	277	19.9%



FEEDBACK

Some requests are out with the company's control, for example speed bumps and recycling bins but we received some very useful feedback.

Estate Management Walkabout Feedback

Barga Court, Cockenzie	Action Taken/Response to Tenants
Issues Identified	
Communal Garden 14-17 – dog foul in the area	Letter to all with use of the area.
Communal Garden 14-17 – shopping trolley left	Letter to all with use of the area. (Owner of the trolley found)
Repairs/Maintenance Identified	
Gutters requiring clearing throughout the development.	Work complete
Communal Garden Gate between 7 & 8 – hinge has dropped causing the gate to catch.	Can be reported to Novus by the tenants
Suggestions/requests	
Can Tivoli take on the cutting of the hedges to rear of No 1/2/3?	Passed to Tivoli to bring this area back into the maintenance plan
Can Tivoli prune the young shoots from the lower half of the tree trunks for the benefit of the tree?	Comments passed to Tivoli
Rate my Estate Feedback	
Tenant comment: Dog fouling around the new bench area.	There was no evidence of dog foul around the bench area at the time of the walkabout. However we would ask that we are contacted again should this continue to be an issue

Davidson Place, Haddington Tenancy Issues Identified	Action Taken/Response to Tenants
Davidson Place – personal items in the stairwell	Tenant(s) of whom these items belong, are to remove any personal items and/or decorations from the stair well with immediate effect.
Davidson Terrace – personal items in the stairwell	Tenant(s) of whom these items belong, are to remove any personal items and/or decorations from the stair well with immediate effect.
Repairs/Maintenance Identified	
Davidson Place - Car Park hedges require trimming.	Passed to Tivoli
Davidson Place - Guttering above main entrance requires clearing.	Can be reported to Novus by the tenants
Davidson Place - Communal path along the gable end needs moss cleared.	Passed to Tivoli
Davidson Terrace – Guttering to the left of main entrance leaking at the join.	Reported to Novus

Goldenstones, Dunbar Issues Identified	Action Taken/Response to Tenants
Six overgrown and/or untidy gardens identified.	Letter sent to each tenant identifying work to be undertaken.
Communal Garden: planted area has become overgrown and weedy.	Needs to be weeded and kept maintained by the tenants who took on this small plot. If however it would be preferred for the management of this area to be taken back on by Tivoli please do let me know. <i>Tenant has since brought it up to standard</i>
Repairs/Maintenances Identified	
Gutter clearing work to front and rear of properties required	Work complete
Ridge Cap missing on the gable end.	Work Complete
Communal Garden Gate – requires repair work.	Work Complete
Rate my Estate Feedback	
Tenant suggestion: Designated parking for residents only.	Parking in general is a problem for many developments and so we will continue to ask our tenants to park considerately.

MacFarlane Court, Elphinstone Issues Identified	Action Taken/Response to Tenants
Three overgrown and/or untidy gardens identified.	Letter sent to each tenant identifying work to be undertaken.
Small green areas appear unkept and strip of grass to the left of development entrance has not been cut.	Passed to Tivoli
Repairs/Maintenance Identified	
No 11-14 - side gate to be repaired and latch replaced	Reported to Novus
No 19-20 - side gate to be repaired, rehung and any required ironmongery replaced.	Reported to Novus
Rate my Estate Feedback	
3 tenants have commented on vehicles being parked inconsiderately and on footpaths causing difficulties for other residents and pavement users.	Letter sent to all in MacFarlane Court
Tenants comment: There are speeding vehicles in and out of the development.	Letter sent to all in MacFarlane Court
Tenants comment: Woodwork on the outside of houses peeling/tarnished/faded.	External painting program in place for 2019 -2020
Tenant suggestion: Small bench within playpark area.	This suggestion has been noted and will be put forward for consideration.

Limeylands, Ormiston Issues Identified	Action Taken/Response to Tenants
Four overgrown and/or untidy gardens identified	Letter sent to each tenant identifying work to be undertaken.
Signs of two properties using the front garden as an unauthorised driveway	These tenants will be contacted separately on this matter.
Block 13-16 – Dog foul in the communal garden & disused items lying at store cupboards	Tenant(s) of whom these items belong to are to have them removed without delay and to are to no longer allow their dog to foul in the communal area.
Block 17-20 – Disused items and rubbish lying at the store cupboards and to the front of the building.	Tenant(s) of whom these items belong to are to have them removed without delay.
Repairs/Maintenances Identified	
No 9 – Roof tile edging cap missing on the gable end	Reported to Novus
No 13-16 – Guttering to be clear to the rear	Reported to Novus
No 22/26 – Guttering to be clear to the rear	Reported to Novus
Rate my Estate Feedback	
Tenant suggestion: Signs to be put up about dog fouling, litter and parking.	At the time of the walkabout there was nothing visible in terms of dog fouling and littering in the common areas but we would ask that we are contacted again should this continue to be an issue. Parking in general is a problem for many developments and so we will continue to ask our tenants to park considerately.

Walden Pl/Terr, Gifford Issues Identified	Action Taken/Response to Tenants
Four overgrown and/or untidy gardens identified	Letter sent to each tenant identifying work to be undertaken.
Walden Place Car Park – Abandoned/Damaged vehicle in the carpark	Owner has been contacted and vehicle is to be removed.
Repairs/Maintenance Identified	
Communal gate at the gable of No32/33 requires repair/latch replaced	
Communal gate at the gable of No36/37 requires new latch	Can be reported to Novus by the tenants
Rate my Estate Feedback –	
Tenant comment: Grass is being cut to a poor standard.	Raised with Tivoli for improvement.
Tenant suggestion: Additional parking required.	Parking is an ongoing issue, however Homes for Life would not be in a position to provide additional parking and can only continue to ask our tenants to park considerately and to restrict parking to only 1 vehicle on the development.
Tenant suggestion: Dog waste bins required.	This has been raised with East Lothian Council, Landscape and Country Side Team who have advised they do not currently have the budget for the provision of additional bins.

Roodlands Court, Haddington Tenancy Issues Identified	Action Taken/Response to Tenants
Three overgrown and/or untidy gardens identified	Letter sent to each tenant identifying work to be undertaken.
Rate my Estate Feedback –	
Tenant comment: Some storage issues with bins/recycling	Homes for Life Housing Partnership would be happy to understand more about the difficulties with storage of bins and recycling containers and also of any suggestions you may have.

Muirfield Drive /Muirfield Gardens Issues Identified	Action Taken/Response to Tenants
Seven overgrown and/or untidy gardens identified.	Estate management card issued to each tenant identify work to be undertaken.
Repairs/Maintenance Identified	
Communal & Open space grass cutting and hedge trimming appears to be behind schedule.	Enquires made with Tivoli and works are to be undertaken.
3-4 Muirfield Gardens - Short boundary fence to the front post knocked loose.	Passed to the Maintenance Officer
7-8 Muirfield Gardens - Gate latch keep missing on communal garden gate	Can be reported to Novus by the tenants
20's Block Muirfield Gardens - Gutter clearance to the front and rear of	Can be reported to Novus by the tenants

30's Block Muirfield Gardens - panel on access point under the stair has been loosed	Passed to the Maintenance Officer
Playpark – small number of missing fencing boards	Passed to the Maintenance Officer
2 items of dumped rubbish in open space/tree line to the rear of Muirfield Gardens	Reported to Tivoli
Rate my Estate Feedback –	
On the whole pretty good however a lot of the gardens are untidy generally & only get attention when there is going to be the "Walkabout" - Maybe you should do 'Walkabouts' more often	See above

Smiddy Wynd / Prestonkirk House / Longstone Avenue, East Linton Issues Identified	Action Taken/Response to Tenants
Prestonkirk House - Communal Garden. <ul style="list-style-type: none"> Lengths of wood (dado rail?) and cardboard role to be removed. Dog foul on drying area grass. 	Tenant(s) of whom these items belong to, are to have them removed without delay. A follow up inspection has found this has now been removed. If, however this continues to be a problem and you have any information regarding the issue please contact us.
Smiddy Wynd <ul style="list-style-type: none"> Planted areas to the front of No 1 to 3 appear upkept. 	Email to Tivoli to ask them to bring these areas back into the maintenance plan.
Repairs/Maintenance Identified	
Prestonkirk House <ul style="list-style-type: none"> Ground floor – 3 bulbs to be replaced in wall lights. Painted wall in stair way up to Flat 3 will need attention in the future. 	Reported to Novus Reported to Novus
Smiddy Wynd <ul style="list-style-type: none"> Wooden cap on roof vent requires repair/replacement. Wooden detail on gable end appears to be rotten in the center. 	Reported to Novus Reported to Novus
Rate my Estate Feedback	
Tenant comment: Communal areas & front door requires re decoration	Passed to Maintenance Officer for inspection.

Hare's Close Cockenzie Issues Identified	Action Taken/Response to Tenants
Four untidy gardens/entrance areas identified	Letter sent to each tenant identifying work to be undertaken.
Large number of disused items lying beside bins	Tenant(s) of whom these items belong, are to have them removed and disposed off with immediate effect.
Dog foul in communal drying area.	Tenant has been contacted.
Repairs/Maintenance Identified	
Gutters requiring clearing throughout the development.	Passed to the Maintenance Officer for inspection.
Loose mono blocking.	Passed to the Maintenance Officer for inspection.
Overgrown hedge encroaching on footpath at the gable end of No 3/4	Passed to Tivoli
Rate my Estate Feedback – additional to the points noted above	
Tenant comment: The car park and the area around the buildings looks bad.	We would very much welcome tenant's suggestions on how you feel the development could be improved and we would be happy to meet with you on site to talk about your ideas further.