

## Tenant Improvement Club

### Tenant Inspection Action Plan – Multi Storey Flats 109, 151 Westercommon Road and Panmure Place

Date and Time of Inspection: Wednesday 30<sup>th</sup> November 2016 at 10.30am

Action No.	Issue Raised	Action	Update/Status –	Timeline and target	Responsible Officer
1.	109 Westercommon Road. On landing 14 there is a section of the pipe work still to be boxed in. Members raised concern that the valves and wires for the heating system were exposed and could be tampered with.	Jacqui to report concern to Head of Asset Management and query when this area will be boxed in.	The external pipework at the wall of 231 will be done before the Christmas break.  Temporary protection will also be fixed to the front pipework to stop anyone tampering with the valves.	Complete	Jacqui Mills, Policy & Performance Assistant
2.	2 black bags were at the ground floor stairwell at 109 WCR.	Housing Officer Kelly advised that she is aware of this and caretakers will be removing the bags. She also advised that more action is being taken against residents who are responsible for leaving refuse sacks in	Request made to estate caretakers to remove refuse sacks.  Bin bags removed and more official warnings have been sent out, we are still adopting a strict approach on this and receive evidence from	Complete	Kelly Carslaw, Housing Officer

### Tenant Improvement Club

		the stairwell. They are being interviewed and issued with a formal warning.	the caretakers regularly to do this		
3.	Drying Area at 109 WCR. Members were keen to access the drying area to carry out visual inspection but were unable to gain access.	<p>Kelly advised that all the residents in this block have their own key for the drying area and it is not left open.</p> <p>Some members felt that the drying area should be accessible to the Housing Officer who should have a set of keys to carry out a visual inspection.</p>	<p>Kelly advised that the Estate Caretakers have keys to the drying area and carry out inspections routinely.</p> <p>Kelly advised that she now carries keys to the drying area with her at all times to ensure that she can gain access for routine inspections.</p>	Complete	Kelly Carslaw, Housing Officer
4.	109 Westercommon – Fire Exit signage	In February this year members inspected the MSF at WCR and there were concerns about whether the fire exit signage could be lowered due to the reduced ceiling resulting from ICE Energy cables boxed in.	The signage has been lowered and is still visible and displayed in the appropriate location.	Complete	John Boyle, Head of Asset Management
5.	109 Westercommon –	In February 2016	A new secure entry door	Complete	John Boyle, Head of Asset

### Tenant Improvement Club

	Secure door entry system	members raised concern that the secure door had been removed and the building was not secure.	has been installed.		Management
6.	151 Westercommon. Members inspected the drying area and were impressed with the cleanliness.	No action required.			
7.	151 Westercommon. Four refuse sacks at ground floor stairwell	To be reported to estate caretakers for removing. If clear who is responsible – action will be taken	Request to estate caretakers to remove refuse sacks. Bin bags removed and more official warnings have been sent out, we are still adopting a strict approach on this and receive evidence from the caretakers regularly to do this	Complete	Kelly Carslaw, Housing Officer
8.	Panmure Place – Timber fencing and metal rails still to be painted	Kelly to confirm when this will take place.	Reported on 30.11.16 and Richard McLean, Technical Officer has raised job line 445227	Ongoing	Kelly Carslaw, Housing Officer
9.	Panmure Place Play park – leaves to be removed and grate	Estate caretakers to clear the grate gully.	Reported to estate caretakers on 7/12/16.	Ongoing	Kelly Carslaw, Housing Officer

### Tenant Improvement Club

	gully to be cleared.				
10.	Courtyard Café – Members were impressed with the new café. Jean raised a concern that someone from her neighbourhood did not know that the café was accessible to everyone in the community and asked if this can be highlighted.	Jean was advised that it should be advertised in the next edition of Focus and on website and social media. However, Jacqui agreed to feed this back to Margaret/Audrey.	Jacqui raised the issue with Margaret and will ensure that the café is publicised for all in the community to make use of.	Complete	Jacqui Mills, Policy & Performance Assistant.

Overall Neighbourhood Rating – **Very Good** – 6 in attendance overall: 1 Westercommon CIG Member and 5 TIC Members