



## Resident Task Force

### Tenant Inspection Action Plan – Woodside Neighbourhood

**Date and Time of Inspection: Wednesday 28 September 2017 at 10.30am**

**Areas inspected: Woodside Community Garden, North Woodside Road**

**Inspected by: Cathie Corbett (CIG Member), Robert Alston, Jean McPetrie, Marie Anderson, Colin Thomson, Sally O'Donnell (Resident Task Force Members), Lynn Elliot, (Housing Officer), Jimmy McKinlay, (Technical Officer) and Jacqui Mills, (Performance and Customer Engagement (Scrutiny) Officer).**

| Action No. | Issue Raised   | Action  | Update/Status –   | Timeline and target | Responsible Officer  |
|------------|--|---|---|---------------------|--|
| 1.         | Gutters at 91 North Woodside Road require clearing                                 | Removal of the growth from the deck ledges                  | Line raised to clear gutters.   | Complete 10/10/17   | Jimmy McKinlay, Technical Officer                              |
| 2.         | Brick work at 91 North Woodside Road requires re-pointing                          | Raise brick work pointing issue with Asset Management team, | Technical Officer discussed issue with Senior Project Manager, Jim Starrs and will update on progress.  | Ongoing             | Technical Services   |
| 3.         | A member raised issue with litter at public walkway at Lidl on North Woodside Road | The area was clear at the time of inspection.               | Housing Officer will continue to monitor the area. JM is now looking at coordinating a litter pick as part of clean up Glasgow in the spring of 2018. | Ongoing             | Jacqui Mills, , Performance and Customer Engagement (Scrutiny) |
| 4.         | A member raised issue  | Member advised to   | JM is now looking at  | Ongoing             | Jacqui Mills, Performance                                      |

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|    | with litter at Ancroft Street. She also suggested a wider approach by QCHA to tackle litter in public places.   | continue to report to GCC and local councillor. Scrutiny Officer advised that she would also raise the issue with the Housing Officer for Ancroft Street | coordinating a litter pick as part of clean up Glasgow in the spring of 2018.  |  | and Customer Engagement (Scrutiny) Officer / Janice Matthew, Housing Office  |
| 5. | Woodside Community Garden – members queried what would happen long term with the water supply for the garden. The tank is being filled up by the handypersons on a regular basis but members queried whether it was possible to resource a tap. | Scrutiny Officer advised that she would discuss this with the Social Regen Manager and report back to members.   | Head of Asset Management advised that the works will be ongoing at Cedar for a further 2-3 years. He has a plan to ensure that there will be a water supply in place once the works are complete. In the meantime, the handypersons will continue to refill the water tank on regular basis. | Deferred for 2-3 years until Cedar works complete. | Jacqui Mills, Performance and Customer Engagement (Scrutiny) Officer/<br><br>Jamie Ballantyne, Social Regeneration Manager |
| 6. | 91 North Woodside Road – Bin shelters are the only bin areas which are padlocked but left open all day. A resident queried why they don't have a fob for access as all the  | Raise issue with the Asset Management team.  | Raised with Asset Management Team but advised that Technical Services should deal with this.   | Ongoing  | Jacqui Mills, Performance and Customer Engagement (Scrutiny) Officer<br><br>Technical Services                             |

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|    | other bin areas do. This would deter people who do not reside in the block from putting their rubbish there. It is overflowing because it is easily accessible.   |   |   |  |  |
| 7. | 91 North Woodside Road – Glass panel at door entry has been vandalised. The panes are grubby, scratched and cracked.  | Tech services querying  | Technical services obtaining quotes to repair/ replace glass.   | Asset Management to review as part of major repairs programme in 2018/19 | Technical Services (Asset Management)  |
| 8. | 91 North Woodside Road – stairway and close entrance is not clean. The stairs, walls and bannisters are dirty only one day after scheduled clean.                 | Technical Officer advised that an inspection should be carried out by the cyclical team and a deep clean may be required. It is an area which may require monitoring. | Technical Officer advised that a deep clean of the close will be scheduled.   | Deep clean instructed on 27/11/17  | Jimmy McKinlay, Technical Officer/<br>Jacqui Mills, Performance and Customer Engagement (Scrutiny) Officer |
| 9. | 91 North Woodside Road – External open space beside the door entry was due to be filled to prevent residents from dumping food items etc. When the scrutiny panel | Jacqui to raise issue with Housing Officer and Senior Project Manager.  | Chicken has been removed from the recess.<br><br>Senior Project Manager advised that Technical services should now be dealing with this matter. | In progress  | Jacqui Mills, Performance and Customer Engagement (Scrutiny) Officer                                       |

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|     | inspected the area, a resident had thrown a whole chicken in the area which is attracting vermin.  |   | Technical Officer is looking at options for filling the space and may enlist environmental contractor to landscape the area.  |                                       |   |
| 10. | Resident advised that on Saturday evening, 3 sofas were thrown from the top of the flats onto the grass verge. The incident was caught on CCTV by the caretakers. Resident is unsure of the action taken by QCHA but advised that throwing and dumping items on the grass verge is a regular occurrence. | Jacqui to raise issue with Audrey Murphy and John Gray and request more information on how this is being addressed. | John Gray, Estates Co-ordinator is looking into this matter. He is looking through CCTV footage to trace the incident. He has also been in communication with the resident who reported the issue for more information. | In progress. Awaiting further update. | Jacqui Mills, Performance and Customer Engagement (Scrutiny) Officer<br><br>Audrey Murphy, Customer Services Manager/ John Gray, Estate Services Co-ordinator |
| 11. | Fire Hazard in ground stairwell at 91 North Woodside door entry. Two prams were left unattended at the ground floor access.  | Jacqui to report to Housing Officer for action.   | Housing Officer returned to inspect the close entrance and the prams were not there. It is thought that they were left by visitors to the block as it is routinely inspected and normally                               | Complete                              | Lynn Elliot, Housing Officer  |



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|     |  |                                     | clear.   |                                |                                   |
| 12. | 91 North Wood side Road - Grafitti on steps. Stairwell does not look clean and the walls are dirty despite recently being painted. | Raise issue with Technical Services | Technical Officer raised repair order to remove grafitti | Deep clean authorised 27/11/17 | Richard McLean, Technical Officer |

Overall Neighbourhood Rating – **Poor** – 6 in attendance overall: 3 Woodside CIG Members (2 of which are also Resident Task Force Members) 5 Resident Task Force Members in total.

**N.B.** It is worth noting that the rating of **poor** for this walkabout was predominantly based on the external and internal condition of the block of flats at 91 North Woodside Road.