

Blackwood

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Academy Court



Visit Date: 10 May 2019

Estate Tour – Academy Court

Firstly, may I thank those of you who managed to meet us at your development on 10 May 2019 – we very much appreciate your input/comments.

We were pleased to introduce our new ground maintenance contractor Resolution, with whom I will be carrying out a site visit in the near future to tackle some outstanding garden maintenance issues including overgrown shrubs, grass, hedges and trees.

I am now writing to confirm the other areas of concerns which were raised and how we intend to address those concerns.

List of tenant concerns	Action to be taken
Car park lines completely faded	Estates Officer will obtain a quote to repaint car parking lines
Carport roofs unsightly	Estates Officer will obtain quotes for these to be cleaned
Some brickworks very dirty	Estates officer will obtain quote from contractor to power wash areas in the development
Rubbish full in the black communal bin	East Ayrshire Council have been contacted to empty this and Housing Officer to check at next estate visit
Blue communal bin lid broke	East Ayrshire Council have been contacted and will replace this – Housing Officer to check at next estate visit.

Black leather chair in drying area abandoned	East Ayrshire Council's bulky uplift service has been ordered to uplift this
Electrical box in common close not secured	Estates Officer to arrange security of box
Communal close requires deep clean	Cleaners have been contacted to deep clean the close and pick up various plant pots around communal bin area
Dissatisfaction with new windows provided under Planned Maintenance. Concerns raised regarding accessibility	This has been reported formally to Assets Manager who will be looking into the concerns raised
Please can I ask all tenants to only use the bin that is allocated to them. Only tenants who live in the communal close are permitted to use the large communal bins in the development	

If you have any further concerns or would like to discuss any issues further please do not hesitate to contact me.

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This leaflet can be provided in larger print, as an audio CD or tape and in Braille.

It can also be provided in languages other than English. For your preferred option, please contact us.

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