

# Blackwood

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## Cala Sona Court



Visit Date: 14 May 2019

# Estate Tour – Cala Sona Court

Firstly may I thank those of you who managed to meet us at your development on the 14 May 2019 – I very much appreciate your input/comments. I am now writing to confirm the areas of concerns which were raised and how we intend to address those concerns.

List of tenant concerns	Action to be taken
Complaint regarding standard of common close cleaning	HO has been in touch with the cleaning company to discuss the concerns.
Common close light out at block 2-8.	Repair completed 21/05/19
Defective fencing at number 45	Estates Officer requesting repair costs
Complaint regarding standard of grass cutting/grounds maintenance	Blackwood Management held an emergency meeting with Management from Resolution about the poor standard of work at several estates. Director has cited a mix-up in communication, has apologised and assured us that within the next few visits the gardening will come back to a good standard. This, however, will be monitored by our Assets staff.
Tenant with a guide dog has enquired if the weed killer used is pet friendly	Resolution contracts Manager has confirmed that all products used are pet friendly.
Complaint from tenant about proximity of bin area to the building at 2 – 8 Cala Sona Ct.	Housing Officer to discuss with Team Leader
Tenant commented that only 3 people can use the bench at a time and would like another bench installed	Housing Officer to liaise with Team Leader and review budget

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

**Paul Ferguson**

**Housing Officer**

**E:** [PaulFerguson1@blackwoodgroup.org.uk](mailto:PaulFerguson1@blackwoodgroup.org.uk)

**T: 0141 891 6047**

**M: 07970 103931**

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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.

#### HEAD OFFICE

160 Dundee Street  
Edinburgh, EH11 1DQ  
t: 0131 317 7227

#### NORTH OFFICE

23 Raeden Court  
Aberdeen, AB15 5PF  
t: 01224 326 331

#### WEST OFFICE

1 Belses Gardens  
Cardonald, G52 2DY  
t: 0141 883 4477

#### EAST OFFICE

42 Broom Court  
Stirling, FK7 7UN  
t: 01786 812 864

