

Blackwood

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Donohoe Court



Date of visit: 28 May 2019

Estate Tour – Donohoe Court

Firstly, may I thank those of you who managed to meet us at your development on the 28th May 2019 – we very much appreciate input and 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 re cleaners not cleaning mat at common close 6 – 9	HO to liaise with cleaning company
Landlords cupboard full of paint tins and other items	Request made to Turners to clear cupboards.
Tenants unhappy at grass cutting/garden maintenance.	Senior Management from new contractor (Resolution) attended review meeting with Blackwood Managers and apologised for the standard at the start of their contract. They have agreed to return to site and carry out further grounds maintenance activities. Resolution supervisor attended our site visit and agreed to monitor.
Tenant complaint of cars blocking driveway and preventing her house egress via wheelchair and mobility vehicle.	Quote requested for signage to try and prevent issue
Concern re gate to front grassed area is not secure	Quote requested to supply and fit padlock to gate allowing access for grounds maintenance contractor.

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

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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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INVESTORS
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