

# Blackwood

homes | care | support

## Grange Avenue



Date of Visit: 14 May 2019

# Estate Tour – Grange Avenue

Firstly, may I thank those of you who managed to meet us at your development on 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
External wall rendering repairs required.	
External metal handrail requires painting	
Common close door requires replacement	All issues passed to Assets Dept. for consideration re budget
Common close window requires replacement	
Common close stair treads and risers require repair work	
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

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

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

