

Estate Walkabout Report

April 2018

Poltonhall

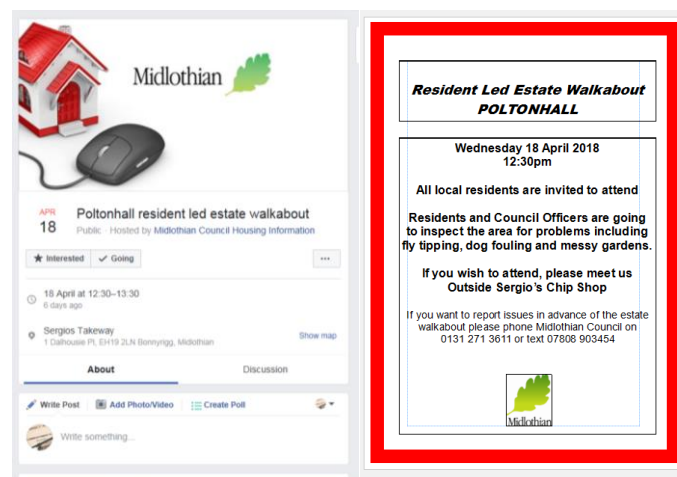
In attendance:

Midlothian Council: Tenant Participation Officer Lesley Connell

Residents: Mrs Reid, Mrs Branch and Mr Temple

Apologies: PC Phil McDonald, Mr Skinner and Mrs Skinner

This walkabout took place on Wednesday 18 April 2018. The walkabout was advertised on the council's website and social networking pages and in the Midlothian Advertiser. Posters were displayed in the local area on lampposts, bus stops etc. and flyers were sent to approximately 220 local tenants.



Four residents had phoned identifying the areas they wanted the group to inspect and one resident messaged via Facebook.

The group met outside Sergio's Chip Shop and decided to walk a route which would include Dalhousie Avenue West, Cameron Crescent and Royal Scots Medway.

Dalhousie Avenue West



Issue: Messy garden at ** Dalhousie Avenue West

Action: MC tenancy so passed to Housing Officer(s) to investigate. Response from Housing Officer 'I have previously visited ** Dalhousie Avenue West and he was looking at getting new hedge cutters equipment etc and did attempt the work. We will revisit'.

Issue: Motorists driving on the grass verges (one local resident says that MC vans do this as well as local residents)

Action: If MC tenants are doing this then once reported, the Housing Department can take action. There is a high number of MC tenancies in the street so the area may benefit from a letter from the Housing Officer(s) advising council tenants not to park on the verges. If residents witness any business vehicles parking on the verges they can phone the company to report them.

Issue: Potholes in the road

Action: Reported to MC contact centre (ref. no. 1300340)

Cameron Crescent



Issue: Overgrown tree at *. This was reported by an anonymous complainant who says the tree blocks his satellite signal.**

Action: Not a MC tenancy. The complainant will need to speak to his neighbour to find a resolution. Environmental Health Services may be able to offer some advice.

Issue: Potholes in carpark. This was reported by an anonymous complainant.

Action: Reported to MC contact centre (ref. no. 1300337)

From here the group made their way to the Midlothian Council new build properties nearby.

Andy Kelly Court



Issue: Fly tipping opposite entrance to Andy Kelly Court

Action: Reported to MC contact centre (ref. no. 1300342)

Andy Kelly View



Issue: Car doors outside stair door (– **)**

Action: Reported to Housing Officer(s) to investigate

Royal Scots Medway



Issue: Complaint via Facebook re. the garden at number *

Action: Reported to Housing Officer(s) to investigate. Response from Housing Officer - 'we requested uplift by waste on the 6th April for dumped household items in communal bin storage but will check the back garden.'

Issue: Tenants at ** asked for a visit as they have severe dampness in the entrance hall

Action: Reported to MC contact centre (ref. no. 1300341) and Stephen Clark, Housing Services Manager

Royal Scots Place



Issue: Missing toby cover at corner of Royal Scots Place

Action: Reported to Scottish Water (ref. no. CAS-176304-R3H3W). Response from Scottish Water 'Service Request: 6521942. We've arranged for an operative to attend and investigate the missing cover. This has been logged under the reference number noted at the top of this email.'

Issue: Sofa dumped in **'s garden

Action: Reported to Housing Officer(s)

Cameron Crescent



Issue: A resident had phoned to complain about the moss growing on the pavements near ***

Action: Reported to MC contact centre

Issue: A resident had phoned to complain about a messy garden at number ***

Action: This is a MC tenancy so passed to Housing Officer(s) to investigate. Response from Housing Officer – *'we have visited this tenant previously and he carried out the works that we asked him to do with regards to his garden but will recheck.'*

Eskdale Court



Issue: Complaint that residents are not returning their bins to their gardens once they are emptied

Action: Two properties in the street had bins on the pavement (bin day was previous Friday) and neither were MC tenancies.

Issue: Garden at ** full of wood and building materials

Action: None as not Midlothian Council tenancy. Should the neighbours wish to complain, Environmental Health may be able to investigate further.

The next walkabout will be in Gorebridge on 2 May 2018.