

Estate Walkabout Report

March 2023

Woodburn

In attendance:

Midlothian Council: Housing Officer Stacey Pender, Housing Officer Daniel Drouge, Tenant Participation Officer Hazel Thomson

The walkabout took place on Tuesday 28 March 2023. The walkabout was advertised to all tenants residing in the Thornybank estate area of the town which are all owned by Midlothian Council. A flyer was sent to all households to advertise this event and details to reach us via telephone or email was supplied on this flyer so tenants could raise any issues prior to the walkabout event.

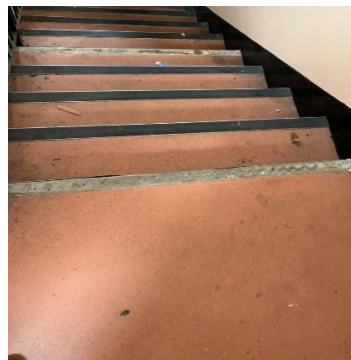
Five telephone calls and two emails were received before this walkabout and feedback was given either during this walkabout when we spoke to two households or details passed to the Housing Officers. Some issues raised before this walkabout took place was already being dealt by council staff.

We met at the start of Thornybank Square and also covered Thornybank Grove and Thornybank Terrace.

Thornybank Square

There had been a few tenants notified us of items being left by previous tenants in the communal back garden area in this street. There was household furniture left in the stairwells area in some of the flats causing a fire hazard. There was two blocks of flats with smashed glass on main door entry systems. Some blocks of flats had bottom door utilities cupboard broken and some had items being stored in them. There has been issues over many months with the shared bin storage areas and some tenants not moving their bins after they have been emptied. There was a collection of mainly household items dumped in these storage areas.

Action: Housing Officer will do follow up action with tenants with items left in stairwell of flats. Reported to Contact Centre all other issues.



Thornybank Grove

We spoke to a tenant from this street on the day of the walkabout who highlighted a perimeter wooden fence missing slats that some locals are now using as a cut through to the nearby playing fields. There was a few items dumped in shared garden area and one garden had lots of dog fouling within their garden area. The open area at the side of the street area had loads of litter.

Action: Housing Officer will follow up further action with tenants of the messy gardens and reported faulty fencing to Contact Centre also general litter problem.

Thornybank Terrace

This street had one messy garden on the day of the walkabout. There was a sofa dumped at the street sign to this road. In the shared parking bay area the wooden posts had been damaged and were left at the side.

Action: Reported to Contact Centre and Housing Officer will do follow up action with tenants of the messy garden.



The next walkabout will take place at Dalkeith on 29 March at 11am