Dargavel Village Residents Association

Property Managers Report – Rebekah Clark

Communication

RMG Staff

- Rebekah Clark AIRPM (RC), Property Manager – Responsibilities will include the day to day running of Dargavel Village, where RC will attend to the Village twice a week, to ensure homeowners are receiving a good service from RMG Scotland and the contractors that have been appointed to each area throughout Dargavel Village.
    - Rebekah has now been with RMG for a year and believes she now understands Dargavel Village and is continuing to learn and provide further information to owners.
- Jennifer Low (JL), New Business Manager – Jennifer will be meeting with developers and contractors on a regular basis when new plots and phases of a parcel is ready to be handed over to RMG to maintain.
    - Jennifer is still on site on a regular basis meeting with site managers throughout Dargavel.

Newsletter – A Newsletter was sent out in the month of June 2020 providing all owners throughout Dargavel Village an update on various issues and what has been happening in and around Dargavel Village.

RMG Living – More information is being provided via each parcel's RMG Living portal, this includes site plans and information on what RMG manage.

New System – RMG are currently in the process of creating a new system which will help the contact centre for when owners call in. This system will hold all emails that are sent in, and record all phone calls, but will also have all information in the one area instead of spending time looking for invoices/letters/emails etc.

General Contracts and Routine Services

Review of Performance

Root One West

Following on from the previous property manager report in September 2019, Root One's performance has not significantly improved. They have re-turfed or laid down a stone border to some of the gardens that were damaged from the weed killing in Spring 2019 and they have carried out various jobs throughout the estate, H6 and H4B as per a previously sent report. Root One had also provided quotes for these issues raised which were also sent to the parcel reps to look into.

During lockdown, Root One has been on skeleton staff and therefore had to stop maintaining the front garden plots within H4B. Root One has only been charging for works that they are carrying out during this time.

DSMcG
This contractor has continued to show many improvements in the ground maintenance for the parcels that they manage. RC receives weekly updates from the gardener for the parcels they maintain and is working closely with the contractor to ensure a high level of service is being given to all homeowners.

AFP
AFP are known for the use of their gardening skills that require large heavy plant machinery, throughout areas at the estate. They also carry out the works to the service strips along Slateford Road & Craigton Drive.

Acer Landscapes
Acer are a new contractor who have been added to the books to carry out the ground maintenance to new parcels that have recently been handed over to RMG. Acer are continuing to carry out a high standard of works within the parcels at H1 & H7, H8 and H9.

General Maintenance

Service Strips
To date the service strips on Slateford Drive and Craigton Road have not been handed over and are still being maintained by BAE Systems. We have requested for more regular visits to be carried out to maintain these strips. BAE have confirmed that their contractors will be on site every 3 weeks to maintain the service strips.

Roundabout at North Entrance
RC has spoken to BAE Systems who have confirmed that the roundabout at the Northern Access Road is maintained by the local authority. RC has contacted the local authority to request that the weeds are maintained during the winter months.

Dog Fouling
It has recently been advised in a newsletter that dog fouling is an ongoing issues throughout Dargavel Village. The dog warden from the local authority have agreed to patrol the area on random dates and times to ensure any dog fouling is collected.

Estate Bins
There are 6 bins situated throughout the village, where they were originally being emptied once a week. 4 of the bins are now being emptied twice a week (on a Friday and Monday) however due to lockdown and the number of residents who are at home and walking around the village, the bins have been overflowing. Once lockdown is lifted, we will continue to keep an eye on the bins to see if another is required.

Sainsbury's had removed their bin outside, as dog walkers were using this bin to dispose of dog faeces, and the staff are not trained to dispose of faeces. My colleague Jennifer has requested that they replace the bin and ensure that a full qualified contractor is used to empty the bin. They have been provided DSMcG's contact details for this.

Craigton Link
Works have been carried out where rubble, rocks and builders waste was removed. This area was then re-soiled and new meadow seed was sown and is now growing. This area has now began to grow and it will soon be a mirror image of the other side. This might not be until next year after the meadow is cut.

New Parcel Information
RMG are being handed over phases and plots from parcels on a regular basis. Below is further information on what has been handed over and what is to be handed over in the near future.

H1 & H7 – Phases 1 to 4 have now been handed over to RMG to maintain, with only phase 5 left. Acer Landscape carries out the ground maintenance to this parcel. Please refer to site plans that have been handed out to the homeowners in this area to highlight that the ground maintenance should not be cutting the grass on the service strips, however they are doing this as a good will gesture to ensure the parcel is looking uniform.
Jennifer and myself had a meeting with Persimmon's site manager, Chris Blake, on Tuesday the 30th of June to discuss the snagging issues for the 3 blocks of flats within the parcel. 74 Craigton Drive is next to be handed over and we are hoping this will be around the 13th of July 2020. The flats on Elie Drive are not yet ready to be handed over.

H8 – Acer Landscapes have also began to carry out some garden maintenance to the common areas that are being handed over in stages. Nothing new has been handed over since December 2019.

H9- Acer has been requested to begin to maintain 46 front garden plots. There is currently no common ground to this parcel yet, however there will be as the parcel is built.

H32 – There are a number of plots on Craigton Road and at the back of the parcel that have been handed over to RMG from the Stewart Milne. These garden plots are currently being maintained by Root One.

H29 – This block of flats are beside the train station. The building itself has been handed over and we are aiming for the 1st of August for the grounds to be completed and handed over. There was also a meeting with the site manager, Jim McLellan from Stewart Milne on the 30th of June, to confirm that there is a list of snagging issues that they will look to resolve in the next fortnight.

Areas that are yet to be handed over

- H10 – Taylor Wimpey - still being built however this will be handed over to RMG in the near future.
- H33 – Stewart Milne – Blocks of flats
- Two Playparks – the two playparks in the village are being maintained by BAE Systems however RMG are waiting for more up to date health and safety reports to be carried out.
- Craigton Mound – due to a number of failed trees, this is not yet ready to be handed over to RMG to maintain following the previous property manager report supplied by Gordon Howie.
- Village Square at Stewart Milne show home – there are a number of areas that BAE have to look into before this is handed back to RMG to maintain

I have requested for Jennifer Low to also provide further information on the above handovers and other handovers that are due.

Appreciation

After being the property manager for Dargavel Village now for a year. I would like to thank all who have given their time to meet with me and have provided patience and information to help me help you.

I would like to continue to build relationships with the homeowners throughout Dargavel Village and would be happy to meet to discuss any ongoing queries. During lockdown I am also happy to discuss any queries via video calls if this would assist.