

## Woodilee Residents Association - Issue List

Date Raised	Area	Topic	Description	Response Date	RMG Response	Association Response
19/Sep/2017	Bridal Path - Calfmuir Road to Saltmarsh Drive	Water-logging / Drainage	The pathway leading from the railway bridge at Calfmuir Road and running parallel with Saltmarsh Drive is like a swamp. People venturing along the path are forced to find alternative routes, causing erosion along the fence line. The planning drawings detail a tow path was to be formed the full length of the development along the line of the railway, from Charles Church to Miller 2. The drainage issues need urgent attention.	31/Oct/17	This is under review. Enviro Centre have been appointed to assess the water levels and wet areas along the bridal path, and to then advise remedial action.	We will work with RMG to fully understand the extent of this issue and to find a satisfactory resolution.
19/Sep/2017	Access Road	Road Signage	The lack of road signs mean very few people know what the spine road is called, believe it is Menzies Road.	31/Oct/17	This is a matter for the consortium and council to resolve.	Thank you for your feedback. A fellow resident made a request to East Dunbartonshire Council to confirm the street name. EDC advised the road is not yet adopted and as such is not currently registered under any name. They confirmed the developers refer to it as Menzies Road. Prior to adoption local elected members will consider which name to register.
19/Sep/2017	Main Entrance	Parking	Parking near the traffic lights at the main entrance causes an obstruction, particularly at weekends and peak travel times. Can we have yellow lines painted or do something to deter parking?	31/Oct/17	An issue for the council to consider following adoption.	Additional road markings will only be given consideration after the road has been adopted and following consultation with the council.
09/Sep/2017	Charles Church and Miller 1	Street Lighting	Some lamp posts are out/not working. Some clarity of whom is currently responsible for street lighting would be helpful, and perhaps an auto link for reporting such matters to the appropriate party?	31/Oct/17	Lighting issues within the development are the responsibility of the phase developer. Issues regarding the lighting have been raised with the relevant developers, who should rectify prior to adoption by the council.	We continue to raise street lighting issues with RMG. Please use the portal link on the web page to report directly.
09/Sep/2017	Charles Church	Road Cleaning	The roads in the development are not being cleaned. It would be good to know whom is responsible.	31/Oct/17	Road cleaning is a developer matter until adoption takes place.	
09/Sep/2017	Charles Church	Pavement Bollards	A number of the bollards are missing which leaves a trip hazard on the pavements. Understanding whom is responsible would help, as would an auto link to report.	31/Oct/17	The damaged bollards have been noted and will be repaired once all heavy goods vehicles leave the site.	
09/Sep/2017	Charles Church - Cramond Drive	Sewers	Some initial street sewer issues were experienced and it would be good to understand if CCTV inspections of all lines have been undertaken in full by Scottish Water before adoption is granted.	31/Oct/17	RMG have agreed to investigate this issue, however more information is needed.	This matter is to be referred back to the enquiring party for additional information.
09/Sep/2017	Entire estate	Smart Metering	It appears an issue still remains with the installation of smart gas meters on the Energetics network installed throughout Woodilee, with individual energy suppliers not willing to install same, and where installed they have a lack of functionality. Understand British Gas may have a fix available in 12 to 18 months.	31/Oct/17	Refer back to British Gas for resolution? Nothing RMG can do at this time.	
09/Sep/2017	Entire estate	Fibre Capacity	An increase in the capacity for fibre is required in the cabinet outside the Clock Tower. Resolution of this matter would be good for everyone.	31/Oct/17	Referred to Association	This is a well known issue. We hope to form a working party to concentrate on bringing fibre improvements to the area. It is intended the WP will approach our local MSP for help, and make contact with Virgin to explore the possibility of extending into Woodilee (appears they may already service nearby streets, e.g. Duntiblae Rd)
09/Sep/2017	Entire estate	Neighbourhood Watch	It would good for each developer phase to have its own neighbourhood watch to help deter criminal activity	31/Oct/17	Referred to Association	Agreed. We hope to form a working party to arrange set up of NW groups.

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09/Sep/2017	Wooded area behind Charles Church	Play Equipment	There is a lack of play zone within the Charle Church/Springfield Phase 1 area. Consideration of some form of adventure play equipment in the woodland area at the end of Rutherford Road would enhance this otherwise largely unused space.	31/Oct/17	This area forms part of the bridal path, currently under review due to water logging.	Consideration of additional play equipment and placing of such can be undertaken by the Association once site-wide issues with drainage are resolved.
09/Sep/2017	Common Ground	Ground Maintenance	The grounds are generally well maintained and in particular the Clock Tower gardens. Co-ordination of the maintenance programme between all the flats and common areas would be good, to allow all grass to be cut at the same time.	31/Oct/17	All flats within the development are managed by a different factor company, and it is this company who is responsible for the grounds immediately surrounding the properties. With regards to RMG sub-contractor schedules, the works are staggered to cover different areas and manage time on site.	
09/Sep/2017	Common Ground	Ground Maintenance	A clear understanding of what areas are common would be useful to ensure RMG are undertaking their duties in full. An understanding of maintenance dates would allow for better monitoring of this.	31/Oct/17	Plans showing the common grounds are being compiled and will be made available on completion. It is not possible to provide a 'schedule of work', as this is subject to change depending on weather, timings, and changing maintenance requirements.	
09/Sep/2017	Charles Church	Ground Maintenance	The common ground between Rutherford Rd and Spiderbridge is not being regularly maintained.	31/Oct/17	There were some issues with the previous contractors not fully understanding the extent of the common grounds to be maintained. It is hoped the plans (as mentioned above) will help all involved understand this better.	This area to be checked by RA member and referred back to RMG as appropriate.
09/Sep/2017	James Salmon Building	Ground Maintenance	The newly completed ground areas to the west side of the James Salmon building are of a poor standard. To be referred back to developer for improvement in completion of agreed works. RMG asked to ensure completed to a high standard in keeping with planning conditions.	31/Oct/17	Charles Church have identified the issues raised and are in the process of rectifying. This area will become the responsibility of the owners to maintain on sale of the flats.	
09/Sep/2017	Charles Church	Ground Maintenance	Some areas of hard landscaping and street scape remain incomplete, with no urgency noted from Charles Church to close out. A co-ordinated approach to ensure matters are addressed would be of use	31/Oct/17	These matters will be referred back to the developer for resolution prior to leaving the site.	
09/Sep/2017	Charles Church	Sub-station	The sub-station in front of the Clock Tower has a broken roof and the installation lifting points are still in place. Consideration should be given to 'soften' the presence of this GRP hut for the long term, with appropriate planting on three sides to create a natural buffer. SPEN normally require a 5x5m legal square hence any works would require to be clear of same	31/Oct/17	Refer back to SPEN. Landscaping options will be considered.	Some improvements appear to have been made to the structure, with the roof repairs and removal of lifting points now complete. Softening options will be considered, however planting and/or fencing pose alternative issues that may be considered less desirable e.g. root spread/climbing.
09/Sep/2017	Charles Church	Developer Signage	The presence of the large Cala sign to the front of the Clock Tower is no longer required, can this now be removed, including all poles, and the grass made good.	31/Oct/17	The consortium are responsible for the removal of all signage prior to leaving site.	
18/Sep/2017	Woodland Path between Miller 1 and Cala 2	Water run-off	The woodland path between Miller 1 and Cala 2 is suffering gradual erosion due to water run-off and poor drainage/dry ditches, resulting in exposure of the sub base and overflow of discoloured water at the end of the pathway. Evidence of failed attempts to resolve the issue remain, with new manholes, ACO drains and hardcore visible. As the problem has yet to be satisfactorily resolved, and is clearly a design fault, this must be referred back to the consortium for installation of suitable surface water drainage.	31/Oct/17	This is a known issue where the water soak away is clearly insufficient for the level of run off. The matter has been referred back to the developer for remedial work to be carried out.	We will continue to monitor this area.

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18/Sep/2017	Miller 1 / Cala 2	Path Surface	The pathway leading off of Lapwing Avenue/Ninian Crescent has an unfinished section. When will the surface be finished?	31/Oct/17	This issue was raised with the consortium, who have advised it is per council specification.	The path was compromised by re-alignment of the adjacent property boundary by Cala. We will continue discussions with RMG to find an acceptable resolution.
18/Sep/2017	Woodland Paths leading down to Bothlin Burn	Gravel Paths and Steps	Gravel path and steps from Cala 1 down towards the Bothlin Burn and gravel path up towards Cala 2 are of poor design with maintenance issues. Many steps are broken and the gravel is being gradually washed away. The path and steps down from the main road have completely collapsed. It's obvious laying compacted gravel on a sloping path was never going to last. The paths also have enormous nettles and weeds on either side which need to be cut back. According to RMG (R Orr) the paths should have a 1m wide strip either side strimmed back but this hasn't happened with any regularity.	31/Oct/17	The weed overgrowth was due to a misunderstanding of the maintenance requirements by the sub-contractor. This has now been resolved. With regards to the steps and pathways, the installation of wind dust is as per specification on the plans. We have learnt (23/10/17) that the consortium are unwilling to reinstate these areas having done so twice already.	A consideration of the alternatives is required - what can be done to improve retention of the wind dust? Can we look at what changes can be made, possibly to the route and/or structure/finish? The consortium response is unsatisfactory - can we challenge for improvement before they leave site?  For any persons having difficulty navigating the steps and pathway leading from Cala 1 towards the Bothlin Burn there is an alternative route via Woodilee Cottages and onto the tarmac pathway down to the bridge off Woodilee Road.
18/Sep/2017	Miller 1 / Cala 2	Kerbs and pavement	The kerb areas on Lapwing Avenue are full of weeds. According to the schedule the kerbs should be sprayed with weedkiller twice a month. There are also areas of unfinished pavement on Lapwing Avenue, when is this going to be repaired?	31/Oct/17	Treating of the kerbs with weedkiller will be undertaken by the council on adoption of the roads. RMG are willing to ask the contractors to do this as a one-off goodwill gesture in the meantime.	
18/Sep/2017	Cala 2	Roads	Damage to the roads, particularly on Ninian Crescent where speed tables have loose paviers, is being caused by the Contractors vehicles and there are damaged bollards throughout the site.	31/Oct/17	All roads and bollards will be finished to a better standard once all heavy goods vehicles leave site and prior to their adoption by the council.	
18/Sep/2017	Access Road	Planting	Are there plans to improve the appearance of either side of the main access road? R Orr previously advised RMG put forward a proposal for a nice planting scheme here but the consortium were unwilling to consider.	31/Oct/17	There are plans to conduct soil tests during 'bare root season' (Autumn) and to then bulk out the area with additional planting.	
18/Sep/2017	Entire estate	Littering	Litter is a problem on the estate – especially along the main access road. Regular litter picks by the ground contractors are needed to keep the place tidy.	31/Oct/17	The contractors already litter pick while undertaking maintenance tasks. RMG and Association reps will walk the site to determine the placement of additional bins.	A site walk has been undertaken and additional bins requested.
18/Sep/2017	Entire estate	Bins	Are the black bins provided and emptied by EDC or RMG? I reported an overflowing bin to EDC, who emptied it later the same day, but was told by my neighbour its RMG who empty the bins?	31/Oct/17	Both RMG and the council have responsibility for emptying bins on site, depending on the placement of the bins.	
18/Sep/2017	Entire estate	Factors	What time is actually spent by RMG managers working on Woodilee – i.e. what level of input does our fees get us?	31/Oct/17	Site visits are carried out once per week/fortnight and on an 'as needed' basis. Office support is split between Woodilee and other sites (of a considerably larger scale).	
18/Sep/2017		Factors	I had a £25.00 fine imposed for not paying my fees within 28 days. On the day I received a reminder by email I paid the bill in full and then, on the same day, received notification of the surcharge. A period of time should be allowed for payment to be made after receiving a reminder, especially since it is no doubt an automatically generated reminder that costs RMG nil to send.	31/Oct/17	Late fines may be challenged if you have good reason to do so or timing is an issue.	We asked RMG to consider issuing the reminder for payment BEFORE the due date has passed so people can arrange to pay and thus avoid fines.
05/Sep/2017	Entire estate	Street Signage	Street Signage, particularly re: flats in Springfield 2	31/Oct/17		All street signage is to be reviewed prior to adoption by the council.

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05/Sep/2017	Entire estate	Public Transport	Lack of public transport	31/Oct/17		This is noted and will require further consideration. Propose a working group to review and appeal to transport companies.
05/Sep/2017	Flats	Food Bins	Lack of food bins in flats	31/Oct/17		This is a council issue and ought to be taken up with EDC directly
24/Aug/2017	Miller 1 / Cala 2	Road Markings	No road markings between Lawpwing Ave & Ninian Crescent causes some hesitation when cars meet as it's not clear who has right of way.	31/Oct/17		There are no road markings for any internal streets and it is the responsibility of all road users to be considerate of others at junctions
24/Aug/2017	Entire estate	Post Box	The size of the post box is tiny for 1000 houses, is there a possibility of a second post box situated at the other end of Woodilee?	31/Oct/17		There are additional post boxes on Market Road, towards Waterside, and on Larkfield Road, towards Lenzie.
24/Aug/2017	Stoneyetts Drive	Gutter maintenance	Huge weeds are growing out of the gutter of the flats down by the Spar and can be seen as you drive past on the main road.	31/Oct/17		This is an issue for referral to Sanctuary Housing. Update (23/10) - the gutters have now been cleared.
27/Sep/2017	Behind Spar	Ponds	The pond behind the Spar could be a nice central place to visit, for fishing and feeding the ducks, but access is not great and the surrounding path is extremely overgrown. Is there any way this area could be cleaned up?	31/Oct/17	This is a SUDS (Sustainable Urban Drainage System) pond, installed by the developers to manage water runoff/soak away. Due to access difficulties and health & safety issues public use of this pond is not recommended.	Site enhancements such as these would need to be given proper consideration by the Association before securing agreement from a majority of residents for any improvements to go ahead.
14/Nov/2017	Path from Lapwing Crescent to Stoneyetts Drive	Lighting	Are there any plans to put lights in along the path down to the Spar and in/around the courts/pitch?	31/Oct/17		There are no plans to add lighting to either the path or MUGA pitch.