

Feedback to Hacking & Paterson

Category of complaint	Area	Comment
Landscaping / Upkeep of Communal Areas	Holstein Avenue	The bins in the play area? Who is responsible for those being emptied & can we get more dog waste bins, to prevent dog waste going into bin in kids play area! (I'm not a dog owner)
Landscaping / Upkeep of Communal Areas	Corsehill Crescent	Our front lawn has been destroyed including the flower beds by H&P. Broken trees all over the place and shrubs missing
Landscaping / Upkeep of Communal Areas	Holstein Avenue	<p>The communal areas in the development look unsightly, the grass is a mess, trees blown over, weeds everywhere the state of meikle earnock road grass verges are not only a disgrace and embarrassment it is dangerous for emerging from junction, crossing the road and children playing. I'm aware there is a dispute re maintaining it but surely the factor could cut it down once given several of us pay for front garden charges we do not use, I feel really sorry for anyone trying to sell, I certainly wouldn't have bought here if it looked like it does today.</p> <p>My garden, plants and property have been damaged several times by workmen who do not care, I have stopped them coming into my garden but still forced to pay them, this money is effectively a bonus for poor work. They continually enter my property and when asked again not to do the garden they are cheeky in their response, I shouldn't have to stand guard over my house every second Friday!</p> <p>Weed killer or lack thereof is a big issue, our monoblock roads will be damaged with the number of weeds growing not to mention the absolute state of the place. Conversely, they seem to enjoy spraying weedkiller on people's plants for fun.</p> <p>I would prefer the maintenance be put to tender and a smaller local company who cares about their work does the job</p>
Landscaping / Upkeep of Communal Areas	Darleesrig Gardens	upkeep all I see is the grass being cut
Landscaping / Upkeep of Communal Areas	Brackenhill Crescent	There is several areas in the estate which do not seem to be getting maintained. Notable ones are the grass down at the suds and the grass which is on the main road going up towards meickle earnock road. I am unsure if this meant to be done by the council or if the factor has not picked this up yet, however it is very much an eye sore.
Landscaping / Upkeep of Communal Areas	Whitecraigs Crescent	Tree on common land has been dead for 2 years. This has been reported to them last year and nothing done. Tree is opposite no 35 and adjacent to no 31z
Landscaping / Upkeep of Communal Areas	Corsehill Crescent	The landscaping upkeep of the communal areas is very poor, piles of grass cutting left , areas the we were told would be maintained I.e. the back of Corsehill crescent leading to the burn , with the exception of planting a few young trees hasn't been tended to in three years! The communal area around the suds between Stewart Milne and Corsehill

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		<p>crescent , back of the houses on harrowslaw drive is completely overgrown and is a complete eye sore, not to mention the ongoing saga concerning who is responsible for the verges !</p> <p>The pricing also is a mystery and not what we were told when purchasing the house, I think they have a 'brass neck' to be charging a management fee when they clearly couldn't manage getting drunk in a brewery!!</p>
Landscaping / Upkeep of Communal	Harrowslaw Drive	Communal areas are unkempt and full of weeds
Landscaping / Upkeep of Communal Areas	Corsehill Crescent	<p>I am unsure what services Hacking and Paterson are providing in Corsehill Crescent. In the 4 years we have been here, the landscaping originally planted by Barratt has been left to die or is completely overgrown. We currently have weeds growing up through the kerbs throughout the estate and not to mention all the grass verges overgrown on Meikle Earnock Road. The condition of the entire estate is in stark contrast to Torhead. Torhead is an established estate, and all the landscaped areas are well maintained and cared for throughout the year. It is disappointing to see our new estate falling into a state of disrepair so quickly. Street lighting in Corsehill Crescent is also on 24hrs a day.</p>
Landscaping / Upkeep of Communal Areas	Whitecraigs Crescent	<p>Weeds overgrown in communal areas specifically back paths, suds, flower beds and main pathway up meikle earnock road, hedges outside of house boundary lines not maintained at all I.e. hedges and grassed areas that don't form perimeter of homes. Specifically hedges/bushes that sit on the opposite side of walled gardens/boundaries</p>
Landscaping / Upkeep of Communal Areas	Dairy Gardens	<p>Estate in general is very untidy, this I know has already been addressed and hopefully will be resolved, long weeds running along Meikle Earnock Road.</p>
Landscaping / Upkeep of Communal Areas	Holstein Avenue	<p>For a factored development, the maintenance and quality of work is very low standard. Whilst there is clearly an ownership problem about which body is responsible for managing which particular piece of land, that shouldn't detract from the fact that where ownership is clear...that work should be completed to a reasonably high standard.</p>
Landscaping / Upkeep of Communal Areas	Dairy Gardens	<p>Hi,</p> <p>We are disappointed with the upkeep of the side of the house facing the street of dairy gardens, (border of the wall at 5 dairy gardens) it is filled with weeds and grass, it's an eyesore.</p> <p>I have tended to the issue at my own expense several times, but it does not offer a permanent solution.</p> <p>We also have a grass pavement directly outside of our home. Unfortunately, due to the narrow street, lorries have had to mount the grass pavement and it has resulted in serious damage. It has never been repaired and is becoming a hazard, resulting in muddy roads and uneven pavements which children play in.</p>

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		I hope you can help.
Landscaping / Upkeep of Communal Areas	Corsehill Crescent	<p>I am writing to you in the hope that we can resolve a few issues that are ongoing and are deeply concerning.</p> <p>I live at 5 dairy gardens and live on a corner plot. The wall that faces on to the street has never been attended to in the 4 years I have lived in my home. It is an eyesore due to the number of weeds growing there. My partner has had to attend to these himself, which I find unacceptable as we pay for this service in terms of our factoring fees.</p> <p>We also have a grass pavement directly outside of our home which has been a hazard for several years and is becoming increasingly dangerous. Due to our narrow street and living on a corner plot; cars, lorries and big vans regularly mount the grass pavement when driving by our home. This has resulted in the grass lifting; the grass is almost non-existent, and the area is covered in mud. This is not only dangerous for pedestrians, but it is also an extreme hazard for cars when driving over the mud. I have skidded on the mud from our pavement several times. This problem becomes further problematic in the wintertime when the mud freezes over and I have witnessed pedestrians slipping and cars skidding over the area. This puts both the pedestrian, driver and my house at risk. I would appreciate if you could attend to this as a matter of urgency before a serious accident occurs.</p>
Landscaping / Upkeep of Communal Areas	Holstein Avenue	<p>The path behind Holstein Avenue looking over into the woods is terrible - it's supposed to be part of the communal path which runs around the outskirts of the estate but it's becoming so overgrown it's dangerous to walk on with our dogs! So many sharp plants and weeds growing at such a fast rate, it will be overgrown soon, and the path will be unusable. Also, the weeds have grown so high that they are beginning to come in through the holes in the fence to our back gardens which is unfair to all residents who have houses overlooking this area</p>
Landscaping / Upkeep of Communal Areas	Harrowslaw Drive	<p>The communal areas look terrible. The grass verges should be cut with the money we pay. Please get this done asap</p>
Landscaping / Upkeep of Communal Areas	Whitecraigs Crescent	<p>Lack of maintenance for surrounding area around development especially at suds pond and main road.</p>
Landscaping / Upkeep of Communal Areas	Darleesrig Gardens	<p>the area at the side of the main road in Meikle Earnock road has not been getting maintained. The area at the play park at the top of Darleesrig Gardens looks like it's just been trimmed and weed killer put down - this is supposed to be landscaped with plats etc. Also, the play park itself is pretty rubbish - there are 3 mid-air seats that do nothing! swings etc would be better</p>

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Landscaping / Upkeep of Communal Areas	Whitcraigs Crescent	the communal area is full of weeds. They cut the grass and it's left between the plants. I have called numerous times and sent photos but it's still the same. This should be up kept not only done once in the summer. The weed killer they use is not animal friendly so if they are going to use it inform residents first.
Landscaping / Upkeep of Communal Areas	Holstein Avenue	I would like an answer as to how people on guernsey place have taken over strips of grass outside their property and had it monoblocked to make bigger driveways when we have been charged previously for this to be put back to grass yet have never been asked by the factor if we agree collectively for them to take common ground into their property
Landscaping / Upkeep of Communal Areas	Jersey Lane	I see no reason why the contractor cannot maintain the overgrown area at the entrance to the estates. As a good will gesture it could be done.
Landscaping / Upkeep of Communal Areas	Dairy Gardens	Communal areas are overgrown and not maintained as residents expect. Grass cutting and maintaining planted areas of shrubs etc need to improve on service.
Landscaping / Upkeep of Communal Areas	Corsehill Crescent	There is a substantial number of weeds on the roads and pavement. The grass in communal areas is rarely cut and I've never seen them tending to any of the plants. At the side of 99 Corsehill Crescent, the planted area was overgrown with weeds, rubble and general rubble. The homeowner had to take that over himself. The path from the Barratt house into the Stewart Milnes has an overgrown bush which makes it difficult to walk past and almost impossible to get a pram past.
Landscaping / Upkeep of Communal Areas	Meikle Earnock Road	they have been continuously charging for ground works (i.e. flowers beds etc) however they have not actually been doing the work, so I have required a refund for every time I have been charged - same for the bushes around my property. They haven't touched these except for when damaging them
Landscaping / Upkeep of Communal Areas	Guernsey Place	Grass not being cut in certain areas. Pathways being left with clumps of grass everywhere meaning you are dragging it into the home. When they are trying to clear the path with leaf blower is being blown all over the cars and house doors.
Landscaping / Upkeep of Communal Areas	Brackenhill Crescent	Many areas of the property remain unattended to. Path behind Holstein Avenue, unsold homes
Landscaping / Upkeep of Communal Areas	Meikle Earnock Road	
Landscaping / Upkeep of Communal Areas	Meikle Earnock Road	1. When in the winter months H&P are carrying out their 'litter picking' they literally drive around the estate and some jumps out the van to pick up what they can see, however you never see them literally walking around the estate to the areas which are not accessible by vehicle. 2. On Dairy Gardens, the area of parking for the Bellway houses on Meikle Earnock Road, there is a section between two of the

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		<p>car parking spaces which has never been looked after or had anything replanted. There was also a tree here which snapped in the high winds, it was removed but nothing ever replanted.</p> <p>3. Whitecraig Gardens, the sections on the main road at the grass area, there used to be lovely plants and shrubbery here and now they have all died off and turned to weeds.</p> <p>4. On the footpaths which run around behind the houses, the grass is left to overgrown and walking along here, especially in the summer, the number of flies is horrible, so I can't imagine what it must be like for those who's houses back onto this when they are trying to sit out in their back gardens.</p> <p>5. When 'cutting' the front grass, they don't use the strimmer to line along the path to your house, so all the grass starts growing/creeping along the paths, something which should usually be carried out as part of normal strimming.</p> <p>6. A lot of the trees on the estate are needing retied to their posts or unfortunately during the winter when the winds get high, they won't stand a chance.</p>
Landscaping / Upkeep of Individual Homes	Whitecraigs Gardens	<p>The contractors who maintain the landscaping and communal areas are careless and are categorically destroying the grounds.</p> <p>I am continually having to pick up dead grass from the front of my house which due to them using a leaf blower sticks to the front of my property below my living room window.</p> <p>Weeding and the maintenance of plants and flower beds is not consistent and not done to a high standard.</p> <p>The overall cost go factors is extortionate and not worth the money we are all paying.</p>
Landscaping / Upkeep of Individual Homes	Harrowslaw Drive	<p>Front garden maintenance - I no longer allow factors to maintain my front garden due to me they make of grass and mess they leave behind, but I still must pay the fee for this</p>
Landscaping / Upkeep of Individual Homes	Guernsey Place	<p>When cutting the front grass, they continually get grass all over the front door, front steps and the cars. It sounds pedantic but with a bit more care it's easily avoided. On top of this the shouting and bad language amongst workers is uncalled for, especially when tending to individual houses</p>
Landscaping / Upkeep of Individual Homes	Dairy Gardens	<p>Poor effort at times when cutting residents front grass area. Left in a poor state. Many residents would like a reduction in bill and just maintain their own front gardens.</p>
Landscaping / Upkeep of Individual Homes	Holstein Avenue	<p>One of the positive features of purchasing an SM home was that the front of our properties would be (for the most part) maintained. I never thought we'd have ourselves wishing for the Contractors to</p>

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		<p>NOT come near our properties. Whilst we personally have suffered minimal impact from the Contractor maintenance, I have witnessed the blatant lack of care they have shown to others. I watched a lawnmower handler drive their lawnmower through a neighbour's boundaries to leave the garden once they'd finished (clearly damaging their shrubs) rather than just walking the short 2 metre distance they entered via. It was almost as though they were inviting confrontation for such a ridiculous action. Whilst we are regrettably contracted to continue paying our share of garden maintenance, these types of experiences are so extreme that we may find ourselves paying for the contractors NOT to touch our properties (some already do this). This should be far from the case but is an unfortunate reality we have mostly all come to share. I believe majority of property owners in the development would rather the Factors DID NOT continue to maintain individual properties and just focus on the Communal areas. This would obviously include the ceasing of charges for individual garden maintenance.</p>
Landscaping / Upkeep of Individual Homes	Dairy Gardens	
Landscaping / Upkeep of Individual Homes	Corsehill Crescent	
Landscaping / Upkeep of Individual Homes	Jersey Lane	I am fed up cleaning grass off my brickwork to the front and from the front door when they attend.
Landscaping / Upkeep of Individual Homes	Dairy Gardens	Often poor standard of work. Grass cut right down the mud/soil
Landscaping / Upkeep of Individual Homes	Meikle Earnock Road	
Landscaping / Upkeep of Individual Homes	Shorthorn Terrace	totally unhappy with the quality of service around front garden maintenance. Cut too short, no fertiliser or scarification. Cost me money, time and effort to repair their long-term damage so wholly unwilling to pay for this service when I need to do it myself again anyway and pay more to repair the work I have the pleasure of paying for.
Landscaping / Upkeep of Individual Homes	Randall Drive3	Grass is always cut poorly, track marks in the grass every time and bits missed. Factors arrive in the pouring rain and continue to cut the grass, blow wet grass and leaves all over driveways and don't clean it. Use leaf blowers to direct grass, leaves and general rubbish from the pavement through our hedges into the front garden so my individual property is a mess. Overall careless and the garden looks worse after they have been than it did before
Landscaping / Upkeep of Individual Homes	Guernsey Place	Front garden grass gets cut unevenly and not even trimmed properly or sometimes forgotten about altogether.
Landscaping / Upkeep of Individual Homes	Brackenhill Crescent	Front grass cutting is not done properly, patches being cut, weeds remain, and front hedges not maintained (not sure if that falls under factors)
Billing Issues	Harrowslaw Drive	Every time bill comes it appears to be more charges added and more expensive. I don't know if it is just me, but I find it difficult to

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		understand the way the itemised bill is presented.
Billing Issues	Corsehill Crescent	
Billing Issues		billing they need to make it clear what they are billing us for, it's general wording they are using but I would prefer this to be detailed
Billing Issues	Brackenhill Crescent	The bill provides no clear breakdown of work which has been complete, and the prices tend to vary. The bill for cutting the grass at the start of the year, first month has since doubled in the summer months but I do not believe they are cutting the grass twice as much now. Again, if a breakdown was provided this would be clearer.
Billing Issues	Whitecraigs Gardens	
Billing Issues	Harrowslaw Drive	Front garden maintenance - I no longer allow factors to maintain my front garden due to me they make of grass and mess they leave behind, but I still must pay the fee for this.
Billing Issues	Whitecraigs Gardens	
Billing Issues	Harrowslaw Drive	Never sure what we are getting charged for, lots of added charges etc
Billing Issues	Dairy Gardens	Billing in general is still poorly itemised. It would be good to have exact days listed for the fees we are paying. Difficult to work out what you are paying for
Billing Issues	Holstein Avenue	Billing issues have become a problem which has not been helped by the Factor themselves. Understandably mistakes are made and should be swiftly rectified, but this naturally does not bestow trust in an already impaired relationship. The issuing of invoices, where the bill seems to fluctuate frequently, has been a sticky point and we have little knowledge if what we are paying is accurate or reflective of the work carried out. It is our belief that there should be few reasons for invoice totals to vary between different addresses on the same street, never mind for the same house. We appreciate there may be variations based on dates moved in, but they should mostly be aligned
Billing Issues	Darleesrig Gardens	Transparency with billing is atrocious. Lack of clear breakdown in service costs has me scratching for answers and justification.
Billing Issues	Jersey Lane	£180 apportionment fee and when the sale fell through, and I didn't move it was levied on the bill. Can I suggest we speak to Indigo Square for development-wide factoring!!! It is easier to change factor than most think, if we are not happy move on.
Billing Issues	Dairy Gardens	Billing inconsistent. Service Advisors at H&P do not have the knowledge to explain breakdown of invoices against past invoices.
Billing Issues	Corsehill Crescent	The billing makes no sense. I think they make the numbers up.
Billing Issues	Meikle Earnock Road	they have completely damaged loads of the bushes around the front gardens and have not replaced, despite agreeing this previously
Billing Issues		The bills are too expensive

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Billing Issues	Shorthorn Terrace	billing is littered with mistakes, frequency is erratic, and have no confidence in the whole process
Billing Issues	Brackenhill Crescent	Unsure of billing and the dynamics behind it. Several adjustments were not clarified clearly. And billing remains a bit of a mystery
Damage to Property / Land	Corsehill Crescent	
Damage to Property / Land	Holstein Avenue	
Damage to Property / Land	Corsehill Crescent	
Damage to Property / Land	Whitecraigs Crescent	The company's name of hacking does what it says on the tin as that is exactly how my front garden is left after being cut. 'Hacked' it is a disgrace how bad it is chopped up!
Damage to Property / Land	Holstein Avenue	
Damage to Property / Land	Meikle Earnock Road	they have completely damaged loads of the bushes around the front gardens and have not replaced, despite agreeing this previously
Contractors	Corsehill Crescent	
Contractors	Holstein Avenue	
Contractors	Holstein Avenue	Most of our concerns regarding the Contractors have been specified in the first couple of points. Their work is of low quality, as is their consideration for the care and value of a person's property. They should be approaching their work as if they were maintaining their own property.
General Factoring Agreement	Corsehill Crescent	
General Factoring Agreement	Brackenhill Crescent	I feel the amount which is being paid does not reflect the work which is being done. These types of contractors can charge what they wish and have the monopoly to do so. At our last estate we employed a local gardener to do the work and each house put in £20 at the start of the summer. I appreciate the work being done here is much larger, however I do feel if we shopped around there would be someone willing to do this for less and do a better job. They are simply cutting the grass and no other maintenance of plants weeds etc is being done.
General Factoring Agreement	Harrowslaw Drive	Could we change factors/ or can agreement be changed to not include front garden maintenance
General Factoring Agreement	Whitecraigs Crescent	As per the administrators and the council state, roadside grass verges are within the factor agreement, but H&P have not maintained and said this is not theirs- should all residents be awarded a back dated refund? (Pending confirmation of seeing the original agreements). The general factoring agreement also has never been clear of the list of "monthly", "quarterly", "biannual" etc work that is prescribed for this area. Many residents feel they are paying for things that simply don't happen and items on their invoices are untrue. Additionally, there has been instances where excess work in certain estates due to vandalism or child damage has then been required to be paid by all builder estates despite it not being within

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		their area. This must change and a revised method should be considered
General Factoring Agreement	Holstein Avenue	There clearly needs to be a re-writing or re-education of the General Factoring Agreement. Whilst I expect not many people will have read it end to end, there are some key obligations that were mentioned at the point our property was being purchased which have clearly not been kept. Some of this may be attributed to the unsuccessful handover from the Developer to the Factor (due to Administration) where the areas of responsibility are not clear; but one item that sticks in our minds on an individual property level is the maintenance of garden boundaries, i.e. the shrubs. The Developer told us these would be maintained by the Factor, but it appears that has not been the case. We would very much like to understand if that was indeed part of the Agreement, or something the Developer was untruthful about.
General Factoring Agreement	Holstein Avenue	The cost of the factoring is ridiculous for the lack of services they carry out - the only thing they are doing which is worthwhile for us is the tiny square patch of grass in our front garden. If you're going to charge as much, at least the service should be half decent!
General Factoring Agreement	Whitecraigs Crescent	How the bills are made up are a joke and not consistent. The charges seem to be made up for work not completed or maintained.
General Factoring Agreement	Darleesrig Gardens	
General Factoring Agreement	Meikle Earnock Road	When more houses were taken on, they increased pricing instead of splitting it between houses. This was over charging We are charged a management fee when they are unable to do their job correctly. Personally, I feel like this should be refunded given the amount of work we've had to put in
General Factoring Agreement	Brackenhill Crescent	Don't know what the agreement covers, term, yearly rates / adjustments / increases
Seasonal (e.g. re-planting, weedkiller, etc)	Corsehill Crescent	
Seasonal	Holstein Avenue	
Seasonal (e.g. re-planting, weedkiller, etc)	Darleesrig Gardens	when does this get done? Who is responsible for cutting the hedges at the front? You can read the street name? Are the communal gardens ever de-weeded? Or it just weed killer that is sprayed then left?
Seasonal (e.g. re-planting, weedkiller, etc)	Whitecraigs Gardens	
Seasonal (e.g. re-planting, weedkiller, etc)	Corsehill Crescent	
Seasonal (e.g. re-planting, weedkiller, etc)	Whitecraigs Crescent	There are two points to this. There are many weeds that appear across the area on main pathways or close to them that have never been tackled. The last time H&P were spotted on the estate doing this work during peak weed season (April - July) was in 2022. Luckily weeds die in winter months but the area looks a mess during summer. Additionally, there are many more residents living in this area now with large numbers of

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		dogs being walked in communal areas. The last time H&P did spray weed killer they used a dangerous chemical to animals and humans. This causes concerns, especially around the grass paths and sud areas where many children play, people walk their family pet and have no notice that this has been done. H&P must place notices at paths and along them to notify walkers that this chemical has been used. This is basic health and safety law.
Seasonal (e.g. re-planting, weedkiller, etc)	Whitecraigs Crescent	
Seasonal (e.g. re-planting, weedkiller, etc)	Dairy Gardens	Monoblock and pathed areas are overgrown with weeds. Haven't seen anything being done this year on our street.
Seasonal (e.g. re-planting, weedkiller, etc)	Corsehill Crescent	The plants are left to go wild or die, and there's weeds everywhere.
Seasonal (e.g. re-planting, weedkiller, etc)	Meikle Earnock Road	
Seasonal (e.g. re-planting, weedkiller, etc)	Guernsey Place	Private / communal car park at Guernsey Place is covered in weeds that are coming through the mono block.
Seasonal (e.g. re-planting, weedkiller, etc)	Brackenhill Crescent	Have not seen general maintenance happening for the years we have been here.
Seasonal (e.g. re-planting, weedkiller, etc)	Meikle Earnock Road	
Drainage Issues	Corsehill Crescent	
Drainage Issues	Whitecraigs Gardens	
Drainage Issues	Harrowslaw Drive	Drainage on Harrowslaw Drive at suds area is bad and there is also a damaged manhole cover Infront of number 14&16 Harrowslaw Drive
Drainage Issues	Darleesrig Gardens	Drainage Issues
4.General - Other issues not covered	Whitecraigs Crescent	My biggest issue with the H&P team is they send out a bill and there is no way to verify if what is written there is right as H&P keep no records. They just bill us based on what their sub-contractors bill them. I want H&P to send a note to all residents after work has been carried out, so we have a record of what and when has been carried out before the bill hits our doorsteps.
General - Other issues not covered	Corsehill Crescent	
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General - Other issues not covered	Holstein Avenue	