

Tenants and Residents Group,
St Francis Community Centre, (Hutchie)
Thursday 2nd October 2025

Attending from New Gorbals Housing Association: Susan Burn (Tenant Participation Officer), Demi McGurn (Housing Officer), Steven Evans (Area Maintenance Manager)

1. Welcome and introductions

1.1 Susan welcomed everyone to the meeting and everyone introduced themselves.

2. Actions and feedback from last meeting

2.1 Actions and feedback

	Issue	Action
1.	Pavement at Hutchesontown Court	Job has been raised for this work and once start date agreed, letters will go out to residents
2.	Lighting on 24 hours	Electrician has made 3 visits. Lights were not on. Has checked time clock. All working as it should be.
3.	Cost for chute unblocking	Looking at most helpful and cost-effective options here given age and condition of chutes. If bin hubs are to be in place from Glasgow City Council (GCC) consider closing chute off and providing key. There will be consultation before anything decided.
4.	Front panelling (Hutchie)	Internal and external painting will happen, but depends on getting the go-ahead from majority of residents
5.	Close painting schedule	Held up for demolition works now ongoing with block 7. Other blocks will be consulted in the spring.
6.	Railings	Need to consult with all residents
7.	Trees and weeds	Steven explained the new set up for the landscaping team. Tenant said it was lovely to look out her back and see the difference this has made. Also moved to digital, with team taking before and after pictures. One individual issue which Steven will follow up with.

Actions and feedback continued

8.	Wheelie bin at Hutchie	John has raised with Imran at GCC and we await a response
9.	Who maintains “no man’s land”	Steven confirmed NGHA are responsible for this. Discussion about making the wee corner plots of land tidy, by removing bushes and having them turfed. This also helps with pest control.
10.	Oregon Street tenants meeting	This took place and feedback was provided.
11.	Crown Street bin issues	This had been responded to by Housing Officer, however there are still issues.

3. Tenant and resident feedback

3.1 Still overgrowth behind Oregon Street. Steven will follow up.

3.2 Contractor now in place to do the panelling at Oregon Street. Once timescale confirmed residents will be informed.

3.3 Discussion about Oregon Street building being used as a bit of a cut through. Steven had been out visiting to see what can be done. They will change to a lock in the close and issue keys. There are also several buzzers not working. System may need an upgrade. Steven will follow up.

3.4 Susan asked about any issues with demolition site and tenant reported that it seems to be going fine.

3.5 Request for bike store for back of Oregon Street. Susan will follow up with Communities team about funding.

3.6 Further discussion about bin issues at Crown Street. Demi agreed that if we knew who the person was who was causing litter issues, we could speak to them. Further discussion about the GCC bin hubs which have been introduced elsewhere; positives of this are that they are emptied twice a week. However, residents not keen on these, especially if they are outside their doors. Tenant waiting on a response from Maintenance Officer as to whether the bin sheds could be closed over or roof flattened. Susan suggested we could organise a block meeting, but tenant felt the people causing the issues would not attend so no appetite for this right now.

3.7 Susan suggested the bin hubs could be on the agenda for the Groups Collective meeting on 20th November.

3.8 Discussion about whether NGHHA can intervene with private landlords if there are issues affecting the close. One tenant had been told they could not, the other had experience of NGHHA intervening with success. Susan will check out.

3.9 Owner asked about the cost in buildings insurance and why it has increased so much. Susan will ask factoring team for information.

4. Any other business

4.1 Susan had community projects and tenant participation information available.

4.2 Susan handed out the draft Customer Service Standards and asked people if they could read these and provide any feedback over the next couple of weeks. One tenant was interested in being more involved. Susan will follow up.

4.3. There was time for individual chats at the end of the meeting which people took up.

5. Date of next meeting

Susan thanked everyone for coming. The next meeting is on Thursday 13th November at 6pm in St Francis Centre. A reminder will be sent out nearer the time.

Actions

	Issue	Action
1	Wheelie bin at Hutchie	John has raised with Imran
2	Bin sheds at Crown Street	Waiting on MO response
3	General repairs schedule	Keep on agenda
4	Overgrowth behind Oregon	Steven will check out
6	Buzzers not working at Oregon	Steven will check out
7	Bike stores	Susan/Michael
8	Liaison with private landlords	Susan will check with Housing/Factoring
9	Cost of buildings insurance	Susan will speak to factoring
10	Customer Services Standards feedback	Hutchie group