

New Gorbals Housing Association Meeting for Ukrainian Tenants 6pm, Wednesday 12th November 2025, St Francis Centre

Present: 10 tenants

Also attending: Susan Burn, Tenant Participation Officer, Tricia Reed, Maintenance Officer, Gregor Colville, Head of Housing

1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. She apologised for not booking an interpreter for the meeting and was grateful for the help of the group to make sure everyone followed the conversations and was able to ask their questions.

2. Actions from last meeting

The last meeting was with John Grady MSP, where we had invited him to come back to a future meeting. Group agreed it would be useful to do this around February next year. Susan will send an invite on group's behalf.

3. Today's discussions

3.1 Tricia gave an update on the external works happening on the 4 blocks at Riverside. Work will take around 15 weeks per block and the sequence will be 11, then 39, 83 and 12. Contractors will be in the area next week to set up, with the work due to begin on 24th November. Windows will also be cleaned during this work.

3.2 A letter will be sent out to all residents with information. We will request a Ukrainian translation of this letter.

3.3 Tenants asked about gaps in the windows on the balconies and the drafts they cause. Tricia explained they were not designed to be watertight and the gap is for ventilation. There was another issue with closing windows and Tricia confirmed that the planned works will resolve this issue. Tricia will arrange visits to flats where there are drafts inside.

3.4 One machine in laundry not working. Tenant had phoned to report on Monday. Tricia will check. New tenants were not aware that they could use the laundry. They will request a fob from the concierge.

3.5 There is a funding application in place to try to secure money for more bike stores. Tricia will find out if there are more keys for existing store for one tenant.

4. Other business

4.1 Susan gave information about community events including Light Up the Gorbals on Friday 5th December from 4.30pm in the Piazza and a save the date for the tenant conference on 28th March 2026. We talked about the aims of the conference and what people would like to see on the day. Dancing was a strong contender. Noted.

4.2 Tenant gave an update on the art group for Ukrainian children. They no longer have a tutor and asked for support from NGHHA to fund a replacement. We will follow up on this.

4.3 Susan said there was a Ukrainian children's chess tournament being arranged by a tenant on Saturday 6th December from 12pm-3pm in St Francis Hall. Details will be shared.

4.4 Tenants asked for update on the Pantry which will be in 12 Commercial Court and had been scheduled to open this year. Susan explained that this was a large project which was reliant on lots of volunteers and there was still work to do to get it up and running. Discussion about the training required to be a Pantry volunteer. There were 2 people who were interested but had not heard anything more. Suggestion to share all this information on group chat. Susan will follow up.

4.5 Discussion about challenges of interpreting and suggested giving headphones a try with translating function Susan will follow up with this.

4.6 Susan checked that people were still finding these meetings helpful. They agreed they were.

4.7 There were several individual issues at the end of the meeting which were dealt with by Gregor and Tricia.

5. Thanks for coming and date of next meeting

Susan thanked everyone very much for coming. The next meeting is due to be **Wednesday 10th December at 6pm** in St Francis Community Centre, but tenants suggested we should check in nearer the time, perhaps with a survey to see if people were free and wanted to come, because of the time of year.

Issue	Action
Invite John Grady to February meeting	Susan
Letter translated	Tricia/James
Visit flats where drafts reported	Tricia to arrange
Machine not working	Tricia will check
Key for bike store for one tenant	Tricia
Funding for art group tutor	Susan/Michael F
Pantry volunteers	Susan/Melissa
Date of next meeting	Everyone via poll/survey