

Monthly Drop In with New Gorbals Housing Association, (NGHA), Devon Street, Wednesday 10th December 2025

Present: 5 tenants

Also attending: Julie Macfarlan, (Housing Officer), Susan Burn, (Tenant Participation Officer), Mary Hanna, (Livingwell Advisor), Eddie Robertson, (Maintenance Officer)

1. Actions from last meeting

Issue	Action
Benches	Ongoing
Bin stores	Due to be completed soon
Standard of front doors and security of close at weekend	Agreed to enhance service to provide emergency repair cover (through Bield) for Livingwell services at weekends
Skatepark development	Invite Glasgow Urban Sports back to future meeting
List of Councillors	Contact list provided

2. Today's discussions

2.1 Tenant worried about his own front door and also that back door is not being locked by tenants. He checks it every night. Eddie reported that he is liaising with contractors for price to enhance front close doors for security.

2.2 Tenant asked if he could have a solid front door, (his door currently has panes of glass), however policy is not to replace front door if there is nothing wrong with it. Tenant may provide his own front door if he submits an alteration form. Eddie will hand a form in. However, tenant would then be responsible for any repairs to that door.

2.3 Tenant reported issues with foam in sink when neighbour puts a washing on. Eddie will have this looked at. Discussion about when you can put a washing on. No rules but please be courteous to your neighbours. Suggestion that 10pm would be the latest.

3. Any other business

3.1 Susan handed out a development update on building work and also a summary report of the Livingwell meetings during the year and the impact they have made.

3.2 Susan asked people to save the date for the Tenant Conference on Saturday 28th March 2026. More details to follow. Transport provided. Breakfast and lunch. Big raffle! People keen to attend.

3.3 Tenant asked if there was a discount for local people to use the Sports Centre. Susan will speak to Sean about any initiatives, as he works with the Centre in relation to his work with the men's group, and pass on to tenants.

3.4 Mary reminded people that the Devon Street Christmas lunch was this Monday from 1.30pm-5pm, with entertainment.

3.4 Susan asked if everyone would complete a short evaluation form to make sure the meetings were still useful and list any suggestions for change/improvement. As a thank you, there was a raffle for a £10 Aldi voucher.

3.5 Tenant told people about voting for the Gorbals Ideas Fund and we looked at the 8 projects which were up for votes. People were helped to vote.

3.6 It was the last meeting of 2025 and we thanked everyone for giving up their time to come along. There was general feedback that “New Gorbals Housing are exceptional”, “you can’t beat them”, “it is great to see how the place has come up, it is clean and tidy and complaints are dealt with”. We thanked tenants for this feedback.

4. Date of next meeting and summary of actions

The next meeting will be **Wednesday 21st January at 10am.**

Actions

Issue	Action
Benches	Ongoing – spring timescale
Bin stores	Ongoing – nearly completed
Skatepark	Visit from Glasgow Urban Sports in spring
Foam from washing machine in sink	Eddie
Alteration form	Eddie to hand in to tenant
Discounts for sports centre	Susan/Sean