

## New Gorbals Housing Association Meeting for Ukrainian Tenants 6pm, Wednesday 10<sup>th</sup> December 2025, St Francis Centre

Present: 5 tenants

Also attending: Susan Burn, Tenant Participation Officer, Eddie Robertson, Maintenance Officer, Kateryna, Interpreter

### 1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. As agreed, we will now have an interpreter at these meetings and we welcomed Kateryna. She established how the tenants would like this to work this evening and they confirmed they would like everything translated.

### 2. Actions from last meeting

Issue	Action
Invite John Grady MSP to February meeting	Has been invited to March 11 <sup>th</sup> meeting
Letter to be translated regarding building works	Tricia/James arranging
Visit flats where drafts reported	Eddie took details this evening
Machine not working	This has been fixed, tumble dryer now not working but repair has been requested
Key for bike store for one tenant	No tenant had requested from concierge
Funding for art group tutor	NGHA waiting for art group to provide details
Pantry volunteers	Staff member has been in touch

### 3. Today's discussions

3.1 Susan handed out the letter to the Home Office from John Grady MSP and the response he received, as requested at an earlier meeting. This has been sent for translating and Susan will send round tenants when it arrives.

3.2 Tenant asked if NGHA has its own in-house team for repairs and maintenance work. Eddie explained we have some in-house staff but we also use external contractors.

3.3 Issue with tenants not using the laundry in the proper way which is causing frustration for other tenants. Tenants suggested we introduce a small charge, for example £1, for each wash, or allocate a number of washes for each flat. Tenant said he had heard that this had been the process previously before covid and could it be reintroduced. Susan said she would pass this back to housing management but that there was currently a review being done of all the laundry facilities to assess best options.

3.4 Query about site office sign that has appeared in 12 Commercial Court on the 2<sup>nd</sup> floor. Eddie will look into this but it is likely to be for the contractors doing the cladding work.

3.5 Update on request for a venue for Ukrainian tenants to meet, made at the Riverside meeting last week. Susan will speak to community team and get back to tenants.

3.6 Discussion about lack of parking for local tenants and what can be done. This issue has been raised several times at the Riverside meetings, however tenants felt they had not fully understood why nothing could be done, for example is it illegal to put a barrier on the road to only allow tenants in? Eddie explained it was a public road but also that shared ownership of properties in that area makes it difficult to implement and enforce. Tenants are keen to take action to make a change. Susan will provide contact details for local Glasgow City Councillors.

#### 4. Other business

4.1 Individual request for help with flooring. We will follow up with welfare rights for advice.

4.2 We are looking into earphones for help with translating.

#### 5. Thanks for coming and date of next meeting

Susan thanked everyone very much for coming. The next meeting will be Wednesday 28<sup>th</sup> January at 6pm in St Francis Hall.

#### Actions

Issue	Action
Letter from John Grady MP to be translated	Susan to arrange then distribute
Visit property with draft	Eddie to arrange
Issues with laundry	Susan to follow up with housing management
Site office in 12 Commercial Court	Eddie to confirm
Venue for Ukrainian tenants to meet	Susan/communities team/tenants
Contact details for Councillors	Susan to provide
Help with flooring	Welfare rights
Earphones for translating options	Susan/NGHA