

TENANT AND RESIDENT GROUP HIGHLIGHTS

October - December 2025



Scrutiny Group meeting with Charlie, Quality Control Supervisor and Tracey, Head of Maintenance, facilitated by Sharon from the Tenants Information Service, (TIS)

What's included?

This round-up includes key issues raised at tenant and resident group meetings between October-December 2025.

Minutes from all our Tenant Participation meetings are now available to download from our website at www.newgorbalsha.org.uk or get in touch for a paper copy to be sent out.

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Events

NGHA Groups Collective

Our Groups Collective, made up of representatives from our tenant and resident groups met again on 21st November. Unfortunately no councillors were able to attend which was disappointing, however we have invited them to the next meeting in February. The main issues to raise remain parking, waste management and concerns around crossing at the Co-op in Crown Street.



Groups Get Together earlier this year

Come along to a group

Anyone is welcome to come along to our tenant and resident meetings at Riverside, Hutchesontown, Oatlands, Laurieston or online. You can attend whichever meeting you feel most comfortable with, although they may have a focus on the area in which they are held. We also have our Tenants' Panel and our New Gorbals Scrutiny Group where there is a process for joining, as they are more formal meetings which might not suit everyone. We also have our Ukrainian Tenants meetings and Livingwell tenants meetings, which are for those communities. Please get in touch if you want to find out more or are interested in joining the Tenants' Panel or the Scrutiny Group. We would love to hear from you.

Development

Skate Park Proposal

Glasgow Urban Sports (GUS) is waiting on funding decisions before moving to the next stage. If successful and planning application approved, the work should start in spring/summer 2026. GUS has attended the Devon Street meetings to listen to any concerns and to keep residents up to date with progress.

Caledonia Road

We continue to raise any issues of concern with contractors at the demolition site on behalf of residents. Work is on target for completion in January with proposed date of Autumn 2026 for new build work to start.

NGHA Operations



Customer Service Standards

We have revised our Customer Service Standards. Thanks to our groups who took part in giving feedback on what they expect from excellent customer service. We have also developed a Charter which will soon be on display in reception so you know what level of service to expect. Thanks for your input.

Maintenance

Close painting has begun at Hutchesontown and will resume once the better weather comes in. The stock survey currently taking place provides the information for planning the repairs and maintenance work, like the close painting schedule. Cladding work has begun on the multi-storeys at Riverside and will be ongoing for the next few months.



New Gorbals Scrutiny Group

Tenant-led close inspections

The Scrutiny Group continues its work on the close cleaning process. Having carried out a number of tenant-led close inspections, the group gave its feedback to Head of Maintenance. They also heard from Housing Officers about their experience of keeping on top of close cleaning at the December meeting. There is some work still to be done and then the group will make its final report and recommendations to the senior management team.



Tenants Panel

Changes to rent proposal process

The Panel continues to meet monthly. They have had significant discussions with Senior Management about the process for the annual rent proposals and their recommendations have been implemented. The rent proposal letter with a personalised example of how any increase would affect individual costs, for example, is a result of their recommendation.



General Issues

Bike stores

There is a demand for more bike stores across the Gorbals, so tenants can store their bikes safely and securely outside closes. We are applying for funding to make more bike stores available and will keep you posted.

Parking

Parking continues to cause much frustration for residents. We continue to work with Glasgow City Council and the police for advice on what residents can do if vehicles are parked illegally. Report issues through GCC website www.glasgow.gov.uk or phone Police on 101 if you have been blocked in.

Your Local Councillors

We encourage everyone to get to know their local elected representatives for Southside Central and how to contact them. They are: Alexander Belic, Mhairi Hunter, Elaine Gallagher and Soryia Siddique. Contact details can be found at www.glasgowcitycouncil.gov.uk or phone Susan at 0141 429 3900 for a contact list to be sent out.

Bin hubs

Information on current areas in Glasgow where on-street bin hubs have been introduced has been shared at meetings. There is no timescale for these coming to the Gorbals, but we will continue to liaise with Glasgow City Council to keep up-to-date.

Community Councils

Laurieston Community Council is now up and running again and meets at Crossroads at The Barn. Several of our tenants have joined to have local issues addressed, including street lighting and CCTV. Hutchesontown Community Council continues to meet in St Francis Community Centre and Oatlands CC in Oatlands Hub.

Community Police

The police continue to come to our residents' meetings when they can. They have attended Devon Street and Riverside. However, they also have a drop-in service every Thursday from 10am-12pm in the Housing Office for advice or a chat.

Get in touch

Contact Susan on 0141 429 3900 or email susan@newgorbalsha.org.uk for more information on anything in this newsletter