

Tenants and Residents Group,
 St Francis Community Centre, (Hutchie)
 Thursday 18th December 2025

Present: 5 residents

Attending: Susan Burn, Tenant Participation Officer, Gary Donald, Maintenance Officer, Tracey McCauley, Head of Maintenance

1. Welcome and introductions

1.1 Susan welcomed everyone to the meeting and ran through the meeting guidelines including respectful language.

2. Update on actions from last meeting on 13th November 2025

Issue	Action
Wheelie bin at Hutchie	With Glasgow City Council, (GCC)
More action to clear leaves if poss	Tracey will have a walk round with estate team on 19 th December
Oregon Street questions on noise/vibration and car wash vouchers	Development Team provided update – will ask technical advisor to have a look at brickwork, but vibration monitors are in place and levels are within guidelines Car wash voucher scheme has come to an end

3. Today's discussions

3.1 Residents unhappy with the blocked drains and gulleys and flooding in their areas. Discussion about Glasgow City Council responsibilities and adopted roads. Tenant had also raised an issue around 2 weeks ago with NGHA but had no response. Tracey will follow up with this.

3.2 Resident unhappy with the build-up of moss on concrete, having paid to have this dealt with last year. She felt this had not been done properly. Tracey will take a walk round with estates team on 19th December. Discussion about jet washing the area. Tracey explained a walk round of the Gorbals had taken place with the relevant staff from Glasgow City Council earlier in the year and all the problem areas had been pointed out, with actions agreed. However, we have not seen much progress. We will request an update early in 2026. Residents encouraged to also contact their local councillors themselves to raise their concerns. Susan will send contact details.

3.3 Discussion about trees and roots causing damage. Tracey said the trees in question were GCC responsibility. However, GCC are currently carrying out a tree

survey. Their priority is to identify and tackle trees with ash dieback, any other issues may need to wait. Residents who are interested in knowing which roads and footways are GCC responsibility can look this up by searching *Glasgow City Council adopted roads* online.

<https://www.glasgow.gov.uk/article/4634/Statutory-List-of-Public-Roads>

The map will show in pink and green those roads and footways which belong to GCC.

3.4 Disappointment that the local police station is now closed. Susan said there is a police drop-in service every Thursday in the office. Residents didn't feel this was a decent alternative. We discussed lack of reporting by G5 residents to the police and encouraged this as it has an impact on allocating resources. Community police often attend our Riverside meetings and say that there is little reporting of crime from the Gorbals which directs their resources to other priority areas.

Questions over what would happen to the police station and would New Gorbals take this over to build more housing? Tracey said we have the police estates department contact details to find out more and will keep residents informed.

3.5 Discussion and disappointment about the allocation of housing. One tenant has current issues with a new neighbour, which we will follow up with. Question on how allocations are made and who decides who would be suitable to move into a close. Can tenants be involved in this process? Susan will raise this with Housing.

3.6 Example of current tenant with mobility issues who would like move to ground floor, however wants to stay in the Hutchie area she has been in all her life and not be moved to other parts of the Gorbals. Susan and Tracey talked about the points process for allocations, the requirements to offer housing to people experiencing homelessness and the housing crisis which means housing is in huge demand.

3.7 Group members would welcome a meeting with the Head of Housing to discuss the allocations process at the February meeting. Susan will invite Head of Housing to next meeting. Housing Officer to contact tenant regarding an update to her transfer application.

4. Rent increase proposal

4.1 Tracey explained she was interested to hear feedback on the recent rent increase proposal. Tenants felt "it is what it is", however did feel very strongly that older properties need prioritised, particularly when they see the new builds going up. Tracey agreed that as a maintenance team they were keen to ensure all properties were cared for.

4.2 Tenant talked about all the bins being taken away, nowhere for dog waste to go. Further discussion about lack of services provided by GCC and those now being done by New Gorbals.

4.3 Concern about parking at St Francis Primary and need for something to be done about this. Tenant had spoken to police and felt that as a result police had been in that area more frequently. Susan talked about the Group Collective who represent tenants across the Gorbals. This issue is on their agenda for their next meeting in February, where they have invited local Councillors.

4.4 Susan asked everyone to vote in the Gorbals Ideas Fund, which they did.

5. Date of next meeting

Susan thanked everyone for coming and supporting the meetings this year. The next meeting is on Thursday 5th February 2026 at 6pm in St Francis Centre.

Actions

Issue	Action
Tenant issue raised 2 weeks ago	Tracey will follow up
Walk round area with estate team	Tracey 19/12/25
Contact details for Councillors	Susan to send
Allocations discussion	Invite Head of Housing
Transfer update for one tenant	Housing Officer to contact
Parking at St Francis Primary	To be raised with councillors at Group Collective meeting in February