

New Gorbals Housing Association Meeting for Ukrainian Tenants  
6pm, Wednesday 28<sup>th</sup> January 2026, St Francis Centre

Present: 6 tenants

Also attending: Susan Burn, Tenant Participation Officer, Suzanne Cassidy, Maintenance Officer, Kateryna, Interpreter

## 1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. As agreed, we will always have an interpreter at these meetings and we welcomed Kateryna again.

## 2. Actions from last meeting in December

Issue	Action
Letter from John Grady MP and response to be translated	Completed – letters distributed, invited Mr Grady to next meeting on <b>Wednesday 25<sup>th</sup> March</b> , (previously noted as 11 <sup>th</sup> ), 6pm in housing office
Visit property with draft	Completed, but issue not fully resolved.
Issues with laundry	Acknowledged – changing to secure entrance once lobby work completed.
Venue for Ukrainian tenants to meet	To be decided by group – on agenda for tonight
Contact details for Councillors	Handouts distributed
Earphones for translating options	Request submitted but interpreters will be booked for every Ukrainian meeting

## 3. Today's discussions

3.1 Susan handed out the translated letter to the Home Office from John Grady MSP and the response he received. This had already been emailed out to share on group chat. Question about whether the extension of visa for 2 years had been confirmed. Tenant explained that this was confirmed on the UK government website, which states that the UK government announced on 1 September 2025, that the Ukrainian Permission Extension (UPE) scheme will be extended for another 24 months, following the initial 18 month period. More information on the process and criteria on the website at:

<https://www.gov.uk/guidance/applying-to-the-ukraine-permission-extension-scheme>

3.2 Lengthy discussions about drafts, balconies, radiators and windows in the flats.

- Following the last meeting, the areas with drafts had been insulated with foam but the issue has not gone away completely. There is still a gap and tenants are trying to plug that. Suzanne will arrange visits.

- There are issues with how the radiators work. Can the radiator in the living room be turned off? Always cold in the lower level. Tenant had been told the living room radiator cannot be turned off. It would be helpful to know how to work these and to ensure they are working properly. Suzanne talked about how the district heating system in the building worked. She will arrange for the flats to be visited.
- Various individual issues reported and will be followed up
- Noise from lift in 12 Commercial Court is back. Tenant confirmed this had been fixed last year, but noise has returned.
- Noisy neighbours – advised that if tenants can identify the flats, then Housing Officers will investigate.

3.3 Ongoing issue with tenants not using the laundry in the proper way which is causing frustration for others. Susan had passed this on following the last meeting and posters have been put up to advise on proper use. However, the plan is to make the laundry room secure entrance once the foyer work has been completed.

Suzanne explained this would likely be through a fob, which leaves a trail of who is using the laundry and when. Tenants thought this might help.

Suzanne also advised letting us know when issues are happening. We can then check the CCTV.

Tenant has difficulty accessing the laundry at the weekend when it is not the regular concierge. Tenants in the other multis do not have fobs for access and are relying on concierge to recognise them and let them in. Suzanne will check all this out.

3.4 Cladding, windows and building works – Suzanne explained the external work being done on block 11 is nearly finished and they will then move to internal work. Cladding will be put back on. Once that is done, they will then move to block 39.

She confirmed they are working on the window system to allow all windows to open and close properly and for tenants to be able to do this. A demonstration will be set up to show how to work the windows. Tenants wanted assurance, that as promised, their windows will now be washed. Suzanne said this was the plan. She explained a letter with the schedule of works was due to be sent out.

Tenants looking for advice on product to clean the windows. Suzanne said we can ask for advice on this.

Importantly, for the internal work, Suzanne said contractors will not need access from tenants. They will step into the balcony from the cradle. In terms of time to do the work, it will be done within one day. Suzanne said it was important to clear the balcony of items. If anyone needs help with this please contact us.

#### 4. Other business

4.1 Request for a venue for Ukrainian tenants to meet. Agreed on trying out St Francis Centre on a Monday from 1pm-4pm. Susan will arrange to book and confirm first date available.

4.2 For art group, tenants will confirm nearer the holidays.

4.3 Discussion about conference. Tenant said it had been great the last time. Everyone encouraged to complete booking form.

4.4 Pantry – membership forms completed. Lots of interest and questions. Susan will let everyone know of the open day where people can come along, join up and ask questions.

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

Susan thanked everyone very much for coming. The next meeting will be Wednesday 25<sup>th</sup> March in the Housing Office at 6pm, with John Grady MP.

## Actions

Issue	Action
Ukrainian visas	Would a meeting be useful/appropriate
Drafts	Maintenance to check 3 properties Suzanne has details
Radiators – heating and noise x 2	Maintenance to check 2 properties Suzanne has details
Water pressure 3	Maintenance
Noisy lift at 12	Suzanne will arrange lift engineer
Access to laundry	Could this be improved? More discussion needed
Product for window washing	Maintenance
Floor missed from external work	Suzanne will check
Schedule of works letter	Maintenance
Venue for meetings	Susan
Pantry opening date	Susan