

Tenants and Residents Group, (Hutchie)
St Francis Community Centre
Wednesday 4th February 2026

Present: 6 tenants/residents

Attending: Susan Burn, Tenant Participation Officer, Suzanne Cassidy, Maintenance Officer

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 18th December 2025

Issue	Action
Tenant issue raised 2 weeks ago	Head of Maintenance had followed up
Walk round area with estate team	Head of Maintenance had visited
Contact details for Councillors	Susan brought these to the meeting
Allocations discussion	New factsheet being developed
Transfer update for one tenant	Housing Officer had contacted
Parking at St Francis Primary	Will be raised with councillors at Group Collective meeting in February

3. Today's discussions

3.1 Melissa from Gorbals Ideas Fund popped in and gave a brief update on the results of the voting before Christmas.

3.2 Susan gave feedback from Head of Maintenance (Tracey) following the estate walkround. NGHHA have cleared all the areas of concern which were pointed out and water-logged drains. We will remove bushes at the corner of each block and returf areas as we progress with the painting work. Tracey is still trying to confirm a time and date with Glasgow City Council for a meeting and once that is established she will contact residents to help identify the areas of unsafe paving/carpark areas to see if GCC can carry out remedial work.

The mossed area at the back of resident's property will be cleared again before spring. Residents agreed the area was looking a lot better, however there is a lot of litter. Tenant volunteered to do a litter pick of the area the next day.

3.3 Suzanne reported that a programme of works for the area was also being put in place. Suzanne will chase up the work to suppress the weeds.

3.4 Discussion about tenants not living in the property. Susan will check with Housing.

3.5 Drying area is full of old kitchens/beds and needs to be cleared. Suzanne will visit.

3.6 Discussion about housing allocations again. We are producing a factsheet with the main points of our allocation process to try to make it as clear as possible. Anyone who would like to know more is welcome to come into the office to speak to a Housing Officer or Manager.

3.7 Individual issue with crack in living room. Suzanne will visit.

3.8 Resident commented that things were going well and issues being resolved. However, we acknowledged there are Council issues which we cannot sort where we need the help of both NGHHA and residents to report these issues or to contact councillors.

3.9 Side window light is on permanently and is very bright. Could anything be done to dim this? Suzanne will investigate.

4. Other business

4.1 Susan handed out community and tenant events. Follow up with computer class information.

4.2 Tenant conference is on 28th March. Tenants filled in their booking forms.

4.3 Susan talked about the close cleaning survey being carried out by the New Gorbals Scrutiny Group and tenants completed the forms.

5. Date of next meeting

Susan thanked everyone for coming. The next meeting will be on Thursday 19th March 2026 at 6pm in St Francis Centre.

Issue	Action
Confirm walkround with GCC and inform residents	Tracey
Remove bushes at corner of each block and returf as paint work progresses	Maintenance
Mossed area at back of property to be cleared	Maintenance
Tenant not living in property	Susan to check with Housing
Visit drying area	Suzanne
Factsheet on allocations	Susan
Individual issue with crack in living room	Suzanne
Weed suppression	Suzanne
Side window light	Suzanne
Computer classes	Susan