

Monthly Drop-In with New Gorbals Housing Association, (NGHA) Crown Street, Tuesday 3rd February 2026

Present: 6 tenants

Also attending: Susan Burn, Tenant Participation Officer, Eddie Robertson, Maintenance Officer, CarolAnne Rafferty, Housing Officer and Mary Hanna, Livingwell Advisor

1. Update on actions completed from last meeting (December)

Issue	Action
No issues carried over	None

2. Today's discussions

2.1 There were empty cans and cigarettes appearing again on the first floor. Discussion about whether this was a visitor or existing tenant. CarolAnne will investigate.

2.2 Door on the first-floor landing had been wedged open all weekend. Eddie will check after the meeting. This should be closed. There was work being done on a property and it is likely it had been kept open for this and then forgotten to close it again.

2.3 Discussion about close cleaning. They should be in every Wednesday. Tenant thought last week had been missed. CarolAnne emphasised that this needs to be reported on the day or as close to that as possible so we can follow up.

2.4 Discussion about who cleans the laundry. Should this be the tenants? There is no sink in there so how would they wash the floor? Susan will check with Charlie. Discussion about CCTV for laundry misuse. We need to have an idea of date and time when issues are happening so we can follow up with this.

3. Any other business

3.1 At the last meeting tenants had voted in the Gorbals Ideas Fund voting event. Susan gave an update on the projects which had been funded.

3.2 Why has the bulk date been changed? Who is leaving the rubbish out at the wrong times? If tenants see this happening and have the date and time, Housing can follow up.

3.3 Carers are buzzing other tenants when they cannot get access. Eddie confirmed that maintenance is looking at a buzzer code for carer access.

3.4 Tenant needing some help with working heating. Eddie will follow up.

3.5 Susan handed out invites for the tenant conference and hoped Northgate tenants would attend.

3.6 Susan explained the Tenant Scrutiny Group was scrutinising the close cleaning service. They have developed a questionnaire with independent support from TIS (Tenant Information Service) which will be sent out shortly. Tenants at meeting encouraged to complete this.

3.7 The Group Collective meeting will be on 19th February with 2 tenant representatives from Northgate attending.

3.8 Community and tenant participation events handed out.

4. Date of next meeting

The next meeting will be Tuesday 3rd February. After this date, the meetings will move to every 6 weeks.

Issue	Action
Cans being left on first floor	CarolAnne will investigate
Door on the first-floor landing wedged open	Eddie will check
Who should be cleaning the laundry	Susan will check with Charlie
Buzzer code for carer access	Maintenance
Why has the bulk uplift date changed	Susan will check
Individual heating issues	Eddie