

Livingwell Silverfir, Monthly Drop In with New Gorbals Housing Association, (NGHA), Thursday 5th February, 11am

Present: 15 tenants

Also attending: Mary Hanna, Livingwell Advisor, Susan Burn, Tenant Participation Officer, Lee Craigon, Housing Officer, Suzanne Cassidy, Maintenance Officer, 2 x Community Police Officers

1. Welcome and introductions

Everyone introduced themselves. Susan reminded everyone of the meeting guidelines. We thanked the police for coming along. Police will try to attend as often as they can. There were no general issues for the police, but they offered to speak to individuals if preferable at end of meeting.

2. Actions from the last meeting on 11th December 2025

Issue	Action
Name tags to be updated	This has been completed
Recycling bin ongoing issues	Housing Officer in regular contact
Chutes to be cleaned	Starting today
Tenant issues with Dem Master	Susan passed to development team and senior management
Close cleaning issues	Followed up by Lee
Praise for team who cleaned up leaves	Susan passed this on

3. Today's discussions

3.1 Discussion about there being no service over the festive period. This resulted in chute being blocked and member of staff having to attend out of hours. Tenant had reported this but was told it was not an emergency. This has now been addressed with service provider.

3.2 Suzanne confirmed that the chutes are being cleaned, starting today.

3.3 Tenant said chute door is banging as the closers on it are not great. Suzanne will have a look to see if we can improve this.

3.4 Discussion about recycling bins. Lee has been in regular contact with Glasgow City Council.

3.5 Tenant asked for update on demolition site. Susan gave feedback report from the Development Team. DemMaster will be off site by 6th February. Pathway at TASK will be open from 6th February. Looking at a November site start for the new build work.

3.6 Tenant disappointed temporary bus stop was covered up and asked why this was. This would be a Strathclyde Passenger Transport issue.

3.7 Close cleaning QR code had only allowed to report once. Susan will raise this with Comms Officer. Lee reiterated that if there are any issues with close cleaning please let her know as soon as possible so they can be addressed.

3.8 Issues with dog fouling across the Gorbals, but more locally on the grass areas which belong to NGHA. There are already signs up. Can we ask for enforcement officers? Susan explained they ask for details on days and times if anyone sees owners not picking up after their dogs, if tenants are able to provide this. We can raise with Councillors at the Group Collective meeting on 19th February.

3.9 Tenant from Waterside reported a tenant is leaving food out for the foxes. Lee will let the Housing Officer for that area know.

3.10 General discussion about cold callers. Can the No Cold Callers sign be moved to the front door?

3.11 Two tenants requested their kitchens be surveyed as part of stock control survey.

3.12 Individual issues were left to the end of the meeting.

4. Other business

4.1 Susan shared information about community projects.

4.2. We talked about the successful projects from the Gorbals Ideas Fund.

4.3 Tenants completed forms to attend the Tenant Conference on 28th March.

4.4 Tenants completed the tenant Scrutiny Group close cleaning survey forms.

5. Date of next meeting(s)

The next meeting will be on Thursday 5th March at 11am. After this, meetings will be 6-weekly.

Actions

Issue	Action
Recycling bin ongoing issues	Housing Officer in regular contact
Chute door banging	Suzanne
Close cleaning QR code	Susan
Dog fouling	Raise at Groups Collective
Feeding foxes	Lee will speak to Housing Officer
Move No Cold Callers Sign	Lee
Stock Control Survey	Susan to pass on