

Riverside Tenants and Residents Meeting, Friday 13th February 2026, 1pm – 2.30pm, 39 Waddell Court

Present: 10 tenants

Also attending: Susan Burn, Tenant Participation Officer, Julie Macfarlan, Housing Officer, Collette Amato, Housing Officer, Steven Evans, Maintenance Manager, Melissa Gillen, Participatory Budgeting Officer, Lisa Thomson, Glasgow City Council, Eva and Fraser, Community Police Officers

1. Welcome

1.1 Susan welcomed everyone and thanked people for coming. She reminded everyone of the guidelines for the meeting, including asking one person to speak at a time and using respectful language. Everyone then introduced themselves.

2. Update from Police

2.1 Police Officers had no major issues to report but would be here at end of meeting if anyone wanted to speak in private. They continue to offer a drop-in service at the Housing Office on the first Thursday of the month from 10am-11am. There were no issues raised by the group for the police.

3. Actions from last meeting

Issue	Action
Contribution to upgrade of MUGA and playpark	On agenda (item 4)
Temporary replacement for fence	On agenda (item 4)
Mural	3 engagement events had taken place
Table tennis at Sports Centre	Susan had information as requested by tenant. Julie Mac will post through door.
Meeting space for Ukrainian tenants	Every Monday from 1pm-4pm in St Francis Centre, from 23 rd February

4. Update from Glasgow City Council (GCC)

4.1 Last year, GCC had offered to contribute to the costs of new lighting for playpark at Riverside with NGHA. Lisa had followed up with Rachel Smith at GCC but reported that GCC cannot contribute.

4.2 New section of fence has been requested.

4.3 Susan asked about the upgrade of Riverside pathway. There was financial support for this work mentioned by previous Councillor at previous tenant meetings

as far back as 2024. However, Lisa said that the area had been assessed and would require millions of pounds of investment, so this was no longer an option. Tenants felt this situation was not fair and not good enough for the Riverside area.

4.4 Lisa offered to find out which fund this money had been nominated from.

4.5 Tenants are keen to keep pressure on to ensure the area receives investment. They will raise at the NGHHA Group Collective meeting on 19th February with Councillors who are attending.

5. Update from Maintenance

5.1 Steven gave an update on the cladding work being done to the buildings which had started on block 11. If anyone needs help clearing their balconies to accommodate this work when the time comes, please let housing know.

5.2 Windows will be cleaned when the work on the individual block has been completed. There will be demonstration windows in the blocks to show tenants how to open the windows properly.

6. Update from Housing

6.1 Nothing to report, but reminder not to store electric bikes with batteries in the house. Julie handed out information leaflets on this subject.

7. Update from Communities Team

7.1 There were handouts on the table with information about community and tenant participation events.

7.2 Melissa gave an update on the Community Pantry based at 12 Commercial Court. They are working towards an opening date of Thursday 3rd March. This will be an open day where people can come to find out more and fill in membership forms. Current plans are for The Pantry to be open on Tuesdays 11am-2pm and Thursdays from 4.30pm-6.30pm. There were membership forms available at the meeting.

7.3 Susan gave out tenant conference invitations for 28th March and encouraged people to sign up.

8. Other business

8.1 Tenant thanked Lisa at GCC for arranging for tree to be cut down.

8.2 Tenant queried the Close Cleaning Survey they had received from the Scrutiny Group because they felt their close was different from the others as it was open to the elements and it would not be a fair comparison. Susan suggested this could be noted in the other comments section, but that the survey had been done in conjunction with Charlie, Quality Control Supervisor who had worked with the tenant scrutiny group. They will be aware of the differences but are looking for feedback from across all stock.

8.3 Tenant said there were draughts on the 5th floor at 12 Commercial Court and windows open in one flat. Steven took a note and Collette will check the flat.

8.4 Tenant asked about painting for the maisonettes. Steven will check and get back to tenant. Tenant also asked about jet washing and moss. Collette explained the deep cleaning process which had started in Laurieston with positive results. This will be a rolling programme and will work its way across the Gorbals.

8.6 Discussion about rubbish being left out and chutes being blocked. Tenants do not want the closes to be left dirty once they have been deep cleaned. Collette suggested we could do work with tenants in all the maisonettes when that time comes to remind people of their responsibilities and to help keep the area tidy.

8.7 Lisa will have the recycling bin removed from the maisonette bin area and replaced with general waste bin. Discussion about on-street bin hubs. Lisa says these will come to the Gorbals in 2027.

8.8 Tenant reported paint being spilt in their close with footprints all through and up the stairs. This had been caused by a tenant. Steven will check this out.

8.9 Discussion about recycling. Lisa can provide posters.

8.10 Lisa said GCC were starting a new campaign on the 16th around disposing of batteries safely. Susan said Keep Scotland Beautiful were running their Spring Clean Campaign from 13th March to 24th April. NGHHA will be having weekly litter picks during this time. We will look at guidance for batteries and vapes which should be stored separately from the rubbish.

8.11 Discussion about possibility of getting rid of the chutes at maisonettes. There would need to be an alternative. This would need further discussion.

8.12 Report of bike chained outside property which Collette will pass onto area Housing Officer.

9. Date of next meeting

The next meeting at Riverside will not be until **Friday 8th May**, due to room availability. However, before this, there is an evening tenants meeting in St Francis Community Centre, at 6pm on Thursday 19th March. Everyone is welcome to come to this meeting. We know some tenants can only attend in the evening and this is a regular evening meeting held every 6 weeks which is open to all.

Actions overleaf

Actions

Issue	Action
Fence to be replaced	GCC
Info on fund for pathway improvement	GCC
Draughts on 5 th floor, 12 Commercial Court	Steven/Collette
Painting for maisonettes	Steven
Recycling bins	GCC
Spilt paint	Steven
Guidance for recycling batteries and vapes	Susan/GCC
What to do to keep chutes clean	Maintenance/Housing
Bike chained outside property	Collette to pass on to HO