

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

Present: 5 tenants

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

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

Issue	Action
Cans being left on first floor	Monitoring
Who should be cleaning the laundry	Confirmed - part of schedule
Buzzer code for carer access	Maintenance
Why has the bulk uplift date changed	It has not, put out Tues eve for Wed
Individual heating issues	Maintenance have visited

2. Today's discussions

2.1 Rubbish left in communal area – there was an empty can on second floor at lift. We will continue to monitor.

2.2 Laundry and community room are part of the cleaning schedule. There had been issues with access, but this has been resolved.

2.3 Bulk uplift date has not changed, however NGHA trying to stick to the dates rather than uplift more frequently as this seems to have been encouraging people to leave bulk out at other times. For Northgate, leave bulk out on a Tuesday evening to be picked up on the Wednesday.

2.4 Carers are buzzing other tenants when they cannot get access. Maintenance are looking at a buzzer code for carer access. We will check in for an update.

3. Any other business

3.1 Tenant had reported to the office that the front door had been opening every 20 minutes last week. Not sure if this had been sorted. Susan can check.

3.2 Are the disabled parking bays for anyone with a blue badge or are they allocated? Confirmed they are reserved for vehicles displaying a valid Blue Badge, used by a disabled driver or passenger. While these spaces are often applied for by individuals, public on-street disabled bays can be used by any Blue Badge holder.

Disabled Parking Bays Summary

Advisory Bays (white): often found in residential areas, these are not legally binding, meaning any vehicle can technically park there but as a courtesy would be expected to be left for Blue Badge vehicles. However, this cannot be enforced.

Public Road Bays (yellow): these are mandatory, enforceable by council parking attendants or police, and legally require a Blue Badge.

3.3 Tenant discussed recent letter which shows that Northgate tenants are charged for landscaping. Tenant is unhappy with this as feels there is no landscaping for Northgate. Tenant thinks this is unfair and would like to challenge this. Susan will raise this with Housing Management in the first instance and provide feedback. However, there was general discussion about shared costs, for example from main door tenants who are required to pay for the close cleaning. This is explained as part of tenancy agreement. Tenant thinks this practice is unfair and should be changed.

3.4 Tenant was not happy with the ongoing use of the same contractors for the close cleaning. Additional query as to why we have employed a deep cleaning team when we are already paying for close cleaning. Susan talked about the tenant scrutiny group work on close cleaning and about the separate work of the deep clean team who are getting all closes up to an acceptable standard so they can be maintained at this level by the regular close cleaning contractors. Tenant confirmed they will take their own action on these issues.

3.5 Discussion about who should change the filters on the dryers and what if some tenants are not able to do this. We agreed tenants are responsible for their use of the machines, however Susan can check in on this. General agreement that having the laundry is a good thing and tenants would not want this taken away because of small issues.

3.6 The Group Collective, made up of representatives from each tenant group, met on 19th February with Councillor Hunter. Susan summarised the issues raised with Councillor Hunter who has agreed to come back to the group on these points.

3.7 Community and tenant participation events handed out.

3.8 Guidance on safe disposal of batteries and vapes was handed out and discussed. Co-op Crown Street takes these for recycling.

4. Date of next meeting

The next meeting will be Tuesday 14th April.

Issue	Action
Rubbish being left on landings	Ongoing
Buzzer code for carer access	Maintenance
Front door repair	Susan to check
Service charge breakdown	Susan to raise
Changing filters on dryers	Susan to check