

# Livingwell Silverfir, Monthly Drop In with New Gorbals Housing Association, (NGHA), Thursday 5<sup>th</sup> March, 11am

Present: 9 tenants

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

Apologies: Suzanne Cassidy, Maintenance Officer

## 1. Welcome and introductions

Everyone introduced themselves. Police were also in attendance.

## 2. Actions from the last meeting on 5<sup>th</sup> February 2026

Issue	Action
Recycling bin ongoing issues	Housing Officer in regular contact
Chute door banging	Resolved
Close cleaning QR code	Resolved
Dog fouling	Raised at Groups Collective
Feeding foxes	Resolved
Move No Cold Callers Sign	Moved
Stock Control Survey	In progress

## 3. Today's discussions

3.1 Discussion about the recycling bins again and general chat about disposing of rubbish. Lee has been reporting this regularly but encourages all tenants to report. One tenant will speak to Councillor at their surgery this evening in St Francis.

3.2 Susan gave an update on the Group Collective meeting with Councillor Hunter and the issues raised with her on behalf of tenant groups. Councillor Hunter has agreed to provide responses.

3.3 Stock control survey – one tenant has had this visit and subsequently a joiner has come out and an electrician coming next week, however she does not know if she is entitled to a new kitchen. One tenant was given a date for a visit and waited in, but no-one turned up and she has not heard from anyone since. She says this was 3 weeks ago.

3.4 Parking – report that there is a car blocking the pathway at the car park at Waterside Street on a regular basis, meaning people on mobility scooters cannot use it. The police advised they could have this removed if it is blocking a path, however on further investigation they could see that this is private land owned by New Gorbals so they would have no powers to do this. Lee will see if maintenance could paint a white line at the pathway entrance to discourage parking there.

3.5 On this same path, there is concern about bikes using this path and dangers to pedestrians. Can New Gorbals do anything to discourage this, for example a barrier? We can pass to maintenance for consideration.

3.6 Discussion about getting close doors modified to be opened electronically by a fob. Lee explained this would be assessed and funded by the NHS occupational therapy team based on medical grounds. Tenant felt this was not fair and that he would benefit from a fob to open the close door as he was struggling. We advised he could make a self-referral or contact his GP to refer him for assessment.

3.7 Chat about the expense of sending letters and newsletters and a query about why some households receive 2 of the same letters. Lee explained that this was required for joint tenancies. Susan said we send information out in people's preferred format so if anyone would like to change to email, we can implement this. One tenant agreed. Others, on reflection, like the hard copy of the newsletters.

#### 4. Other business

4.1 Susan shared information from Glasgow City Council about safe disposal of batteries and vapes.

4.2 Reminder of Tenant Conference on 28<sup>th</sup> March.

4.3 Membership forms for the Pantry were left. This opens on Tuesday 24<sup>th</sup> March at 11am at 12 Commercial Court.

4.4 After the meeting there were a couple of individual follow ups.

#### 5. Date of next meeting(s)

The next meeting will be on Thursday 16<sup>th</sup> April at 11am.

#### Actions

Issue	Action
Stock Control Survey x 2	Underway
Cars parked blocking path	Lee will pass to maintenance to see if we can paint white line
Can we deter bikes on this same path with a barrier for example?	Susan will pass to maintenance for advice