

Pine Place Tenants Meeting  
Housing Office, 200 Crown Street  
Wednesday 25<sup>th</sup> February 2026, 6pm

Present: 11 tenants, 2 children

Attending: Susan Burn, Tenant Participation Officer, Julie O'Rourke, Housing Operations Manager, Tracey McCauley, Head of Maintenance, Martin Mcleod, Housing Officer, Shaun Boyle, Gas Supervisor, Liz Battersby, Senior Development Officer

## 1. Welcome and introductions

1.1 Susan welcomed everyone to the meeting and ran through housekeeping and meeting guidelines. Everyone introduced themselves.

## 2. Today's discussions

### 2.1 Dog fouling

There had been incidents of dog fouling inside the close which dog owners had not cleaned up. There is also dog fouling in the back court, despite all tenants being informed at sign up that no dogs are allowed in the back court. Tenants at the meeting wanted those responsible to be held accountable, rather than general letters being sent to everyone. Housing Manager asked tenants to phone if they see this happening and can identify the owner. This will be done in confidence. The dog owner would then also be recharged for the cost of cleaning up the mess.

### 2.2 Lifts

Tenant reported that she felt the lift did not get cleaned. Housing Manager confirmed it should be cleaned twice a week. However, we need tenants to phone in on the day if it should have been cleaned but has been missed. Housing Officer carries out regular estate management checks of the development and also the standard of the close cleaning and lift cleaning. Any missed cleans are being reported and rectified. These regular inspections will continue to be carried out.

### 2.3 Bins

Tenants frustrated that the bins are not being emptied on the scheduled day or being missed by Glasgow City Council, (GCC). Tenants have been reporting this to GCC. The dates on GCC website have not been in sync with actual collections. The Glasgow City Council bin collection schedule was available at the meeting. Housing Manager has also been liaising with GCC on this issue. Tenants also feel that every 3 weeks is not enough.

Tenant enquired about a key for the recycling bin. Housing Officer confirmed that these bins are meant to be locked with no keys for tenants as flattened cardboard should be posted through the slot.

## 2.4 Smoke alarms

Tenants reported that smoke alarms can sometimes go off when they cannot see any reason for this. Head of Maintenance will arrange for these to be checked.

## 2.5 Heating system

Discussion about how this system be used to be most cost effective. Tenant asked if you could set the system to come on at a certain time. Gas Supervisor confirmed you can do this however it will take around 2 hours to heat up, which is not cost effective. If you wanted heating on at 7am, you would need to set it for 5am. The best advice is to keep the heating on all the time at a standard temperature, for example 21°. Some tenants are doing this and enjoying their warm flats.

Maintenance will organise more information on this and can ask the heating providers to come back out to Pine Place with their van in the street, to answer any questions.

Tenant felt bills were more expensive now, because it is all electric. Housing Manager reminded people of our Energy Advisors and recommended making appointments to ensure they were on the best deal.

One issue with heating system interfering with Wi-Fi as they are attached. Maintenance can arrange for someone to visit to check.

## 2.6 Balconies

Tenants reported excessive water coming inside balconies when it rains. Maintenance will pass this to development and also ask Maintenance Officer to visit.

Maintenance explained that CCG are the building contractors and responsible for any defects during the first year. Senior Development Officer said that in May/June the development team will contact all tenants to carry out a satisfaction survey. The team appreciate the feedback which helps improve the experience on future new builds.

## 3. Other business

3.1 Tenant felt there may be mould in the bathroom but had not reported this. Maintenance will send someone out but encouraged everyone to phone in any repairs. The number is 0141 429 3900 and choose option 1 for repairs or email [repairs@newgorbalsha.org.uk](mailto:repairs@newgorbalsha.org.uk) or go on the tenant portal.

3.2 Tenants reported that the turf is coming up in the back, as all the water drains down towards them. It can be like a mud bath. This is for main door properties. This will be reported CCG and Maintenance will also ask our Estate Supervisor to inspect and she will also have a walk round.

3.3 A blue car is blocking the gate. Housing will contact the owner.

3.4 Tenant asked if the front gardens could be changed into driveways. Senior Development Officer confirmed that unfortunately they were not big enough for this.

3.5 Tenant gave credit to the landscape gardeners who she said had done a beautiful job.

3.6 Tenant asked if he could have a shed in back garden. Maintenance said this could be requested through an alterations form which we can provide, however advised waiting until August when responsibility for work will hand over from CCG to New Gorbals.

3.7 Tenant Participation Officer had left community information on the table and encouraged everyone to sign up for the tenant conference on 28<sup>th</sup> March and to complete the close cleaning survey if appropriate. There were also Pantry membership forms and New Gorbals Housing Association membership forms. She also encouraged people to get involved if they were interested in any of the community or tenant participation groups.

#### 4. End of meeting

Tenant Participation Officer thanked everyone for coming. She will be in touch with the notes and actions from the meeting and any follow up dates.

#### Actions

Issue	Action
Follow up dog fouling	Julie, Housing
Alteration form	After August
Walk round/turf coming up	Tracey/Stewart, Maintenance
Parking obstruction	Julie, Housing
Possible mould in bathroom	Tracey, Maintenance
How to work the heating	Info sheet/follow up, Maintenance
Heating/Wi-Fi	Tracey, Maintenance
Rain coming in balcony	Tracey, Maintenance
Smoke alarms	Tracey, Maintenance
Lift not being cleaned	Martin, Housing