

Monthly Drop-In with New Gorbals Housing Association, (NGHA) Crown Street, Tuesday 14th April 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 (March)

Issue	Action
Rubbish being left on landings	Ongoing monitoring
Buzzer code for carer access	Key box installed at back door
Front door repair	No issues
Service charge breakdown	Completed
Changing filters on dryers	Eddie can help when needed

2. Today's discussions

2.1 Who owns area of grass on way into town outside Northgate? This is in need of maintenance – this is Glasgow City Council. We can raise with Lisa Thomson.

2.2 Concerns about difficulty shutting the bin store door. It keeps getting left open. Reports that the bin men leave it open too and worries that this will mean rats can get in. Could a self-locking mechanism be put on? Susan will ask. Ongoing discussion that the bin lids are too heavy for a number of residents. They wish a chute had been installed.

2.3 One tenant still receiving mail for former tenant. CarolAnne advised returning to sender or handing into office and we can do that.

2.4 Tenant asked about issues with road at Co-op which had been raised at Groups Collective meeting with Councillor Hunter. Susan advised next meeting is not until 21st May where we hope to receive a response.

3. Any other business

3.1 Susan handed out community projects information.

3.2 Save the Date for the Gorbals Fair which will be on Saturday 6th June from 12pm-4pm in the Piazza, with the parade leaving from The Barn at 11am.

3.3 Discussion about all the groups and events in the Gorbals and peer support for new people to attend.

3.4 Susan reminded everyone of reporting relevant issues on the MyGlasgow app or website or to their switchboard and made reference to reporting dog fouling which is particularly bad at the moment across the Gorbals. We are trying to raise awareness to deter this.

4. Date of next meeting

The next meeting will be Tuesday 26th April.

Issue	Action
Grassy area	Susan speak to GCC
Self- locking mechanism for bin store	Susan ask maintenance