

Monthly Drop In with New Gorbals Housing Association, (NGHA), Devon Street, Wednesday 15th April 2026

Present: 7 tenants

Also attending: Susan Burn, Tenant Participation Officer, Mary Hanna, Livingwell Advisor

Apologies: Julie Macfarlan, Housing Office, Bill Lanigan, Housing Officer, Eddie Robertson, Maintenance Officer

1. Actions from last meeting in December

Issue	Action
Benches	Arriving soon. Old ones cannot be reused.
Added security for close doors	Maintenance have considered but nothing further to be done
Skatepark	When funding granted for phase 1, invite Glasgow Urban Sports back to show plans
Blue recycling bins	Housing chasing these up
Foam from washing machine in sink	Completed
Close back door unlocked	Housing following up
Visit to property to check drafts/insulation	Maintenance visited and recommendations made which now need followed up
Planters removed	Work now being done on this area

2. Today's discussions

2.1 Visit to property to check drafts and insulation – tenant reported that Maintenance Officer had come out to do a window inspection and made recommendations to improve insulation, however he has not heard back yet for a starting date and would like an update.

2.2 Discussion about how cold some of these properties are and suggestion that stock control survey should prioritise these older houses. Tenant said that if he had known how cold it was, he would not have accepted the transfer and asked if he could have his old house back. Susan explained he could certainly apply again for a transfer.

2.3 Tenant said community worker from Crossroads had agreed to help with the communal garden, since planters had been removed.

2.4 Complaints about inadequate lighting in the back court of 57/53. Tenant had spoken to Maintenance Officer about this who said he would report it, but nothing seems to have been done yet.

2.5 Tenant said gutters were leaking at 57 Cavendish Street. He also asked why his close had not been painted, when others had. Discussion about mixed tenure. Tenant asked if he would be allowed to paint the close himself if it was not being done by NGHA. He would appreciate an update on the close painting.

2.6 Tenant asked about kitchen replacement. She said her kitchen had not been touched since she moved in 16 years ago. Susan asked if she had contacted housing about this, but she had not. She would like a stock condition survey as she feels her kitchen now needs replaced.

2.7 Tenant would like bath removed. He had asked but was told this would need to be through occupational health. Tenant also says the shower head is not positioned correctly. Plumber had been out and advised that Mira (shower manufacturer), would be in touch the next day, but this has not happened. This tenant had several queries about his property so Susan suggested it would be helpful for maintenance to arrange an appointment to go through all this with him and she would pass this on to the team.

2.8 Tenants feel the back court at 53/57 is a mess and needs weeded and tidied.

3. Any other business

3.1 Susan left community projects information flyers and a reminder of the Gorbals Fair on Saturday 6th June.

3.2 Mary said the bus trip to Ayr was on the 27th May, which was proposed date of next meeting so we will look to change this.

4. Date of next meeting and summary of actions

The next meeting will be **Wednesday 20th May at 10am.**

Actions over the page

Actions

Issue	Action
Benches	Arriving soon. Old ones cannot be reused.
Skatepark	When funding granted for phase 1, invite Glasgow Urban Sports back to talk through plans
Blue recycling bins	Housing chasing these up
Close back door unlocked	Julie had been following up
Visit to 57 Cavendish Street	Arrange appointment with maintenance to go through issues raised: <ul style="list-style-type: none"> • Wall insulation • Windows • Bath removal • Lighting in back court • Shower head position • Gutters leaking • Close painting
Stock condition surveys	Requested for: 1/3, 30 Devon Street (cold room) 0/2, 53 Cavendish Street (kitchen)
Back court at 53/57	Could this be tidied up
Planters removed	Work now being done on this area – make sure estates team are aware