

Livingwell Silverfir, Monthly Drop In with New Gorbals Housing Association, (NGHA), Thursday 16th April, 11am

Present: 8 tenants

Also attending: Mary Hanna, Livingwell Advisor, Susan Burn, Tenant Participation Officer and Lee Craigon, Housing Officer

Apologies: Suzanne Cassidy, Maintenance Officer

1. Welcome and introductions

Everyone introduced themselves.

2. Actions from the last meeting on 5th March 2026

Issue	Action
Stock Control Survey x 2	Follow up for clarity
Cars parked blocking path	Maintenance have agreed to look at this to paint white line to deter or put in bollard
Can we deter bikes on this same path with a barrier for example?	Maintenance say this is not an option

3. Today's discussions

3.1 Discussion about plumbers turning up this week at people's doors with no warning. Tenants feel they should be informed if workers are expecting access and to know what they require access for. One tenant not sure where to turn water off in her house and would appreciate this information.

3.2 Discussion about extractor fans not working and the delay in having this fixed. Tenant would like to know the process for being kept informed when an issue is reported. He had reported the extractor fan via Tenants Portal but received no acknowledgement email or text, which he would have expected. Reported on 13th March and again on 27th March. This issue was reported by 2 separate tenants, but it was left for 17 days without being fixed.

Follow up requested on: how does the Portal keep tenants updated and can the extractor fans be maintained on a contract?

3.3 Another tenant reported that her bathroom extractor fan is not working. Someone had been out a while ago to say they could not be fix it and someone would be in touch, but no-one has. She just keeps the door open at the moment.

3.4 Tenants ask that they be informed of any work being carried out in their area by NGHA. For example, there was work filling in potholes behind Silverfir which was extremely noisy, but they had not been told. In addition, work being done to the space beneath community room which was disruptive. Could tenants be informed of what is happening there?

3.5 Further discussion on extractor fans in general. Tenants have heard that they are to be removed. Is this the case and what is the timescale? Also, what is the nature and timescale of the work which the plumbers are here for? Tenant reported that it is like living in a building site in terms of noise and activity. Could work be co-ordinated as the estates team also arrive when there is other work ongoing, so it is constantly noisy and busy. Perhaps there could be a regular bulletin informing of planned works?

3.6 Stock control survey – one tenant has had this visit and subsequently a joiner has come out and an electrician, 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.

3.7 Parking issues– tenant had taken this up with Bailie Siddique and is now taking issue to the Scottish Parliament.

4. Other business

4.1 Discussion about tenant safety. Lee reminded tenants to phone 999 if they thought there was a threat to life to themselves or others and we discussed appropriate boundaries and the role of the Housing Officer and the Housing Association. Lee advised anyone with concerns to have a chat separately. Suggestion that we put something in the newsletter about this.

4.2 Tenant said any issues he has taken to Lee have been dealt with quickly and she has been brilliant.

4.3 Discussion about third party reporting on behalf of other tenants. Reminder of the tenant representative role within groups, but also tenants can bring issues from other tenants if they are more comfortable with that. Further reminder not to wait for these meetings to raise concerns or issues, pick up the phone, email or drop into the office any day.

Date of next meeting(s)

The next meeting will be on Thursday 28th May at 11am.

Actions over the page

Actions

Issue	Action
Stock Control Survey x 2	Follow up for clarity
Cars parked blocking path	Maintenance have agreed to look at this to paint white line to deter or put in bollard
Where is water turned off?	Maintenance
Tenants Portal process	Gregor
Extractor fans <ul style="list-style-type: none"> • Maintenance contract • Individual bathroom fan • Wider replacement plans and timescale 	Maintenance
Individual bathroom extractor fan	Maintenance
What's happening beneath community flat?	Maintenance
What is the plumbing work for and timescale?	Maintenance
Safety concerns for tenants	Housing/Comms
Regular information on planned works in specific areas	Maintenance