

New Gorbals Housing Association Meeting for Ukrainian Tenants Monday 20th April 2026, 6pm, St Francis Centre

Present: 3 tenants

Also attending: Susan Burn, Tenant Participation Officer, Julie O'Rourke, Housing Services Manager, Kateryna, Interpreter

Apologies: Maintenance Team

1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. As agreed, we will always have an interpreter at these meetings and we welcomed Kateryna again.

2. Actions from last meeting in January

2.1 Meeting with John Grady MP

We have been unable to arrange a follow-up meeting despite several requests. We will keep trying. Susan reminded tenants that they can contact Mr Grady directly in the meantime. She provided a list of contact details for MP, MSP and local councillors.

2.2 Properties with drafts at Riverside

One tenant has been visited, but 2 others have not yet been contacted. Susan will send reminder to maintenance with addresses. Details of all following issues are in the notes from the last meeting.

2.3 Radiators – heating and noise

Follow up with maintenance to see if visits have taken place to the 3 properties.

2.4 Water pressure

Follow up to see if visits have taken place to 2 properties.

2.5 Noisy lift at 12

Tenant reports loud boom noise from the even lift between 2nd and 4th floor. The other lift does not make this noise. Tenant had reported this previously and is unsure if an engineer had been called out, however the noise is still there.

2.6 Access to laundry and ongoing issues

Head of Housing and Maintenance were meeting to discuss how access could be made easier for those Riverside tenants who do not live in the laundry block. Access has been difficult at the weekends. Susan will check for update.

Julie explained that there is work planned for the upgrade of the foyers and it is likely that improved laundry access will tie in with this work. Tenants asked if this work

would be done by same company doing external work. Julie said this would not be the case and that the work would be put out to tender.

Tenants also continue to report people not using machines properly, with some using 2 or 3 machines at a time and then saving the machine for their friend rather than let person waiting use machine. Last example was at the weekend. Tenant reported the issue to the concierge who did not take any action.

We discussed the signs advising people of the guidelines to use the laundry and that when regular concierge is working he does help out with these situations.

Acknowledged it was difficult when there were different concierges on to cover, who do not know the tenants and seem unable or unwilling to help.

Julie advised that the concierge service was being reviewed. She encouraged tenants to report these incidents to their Housing Officers when they happen if possible, as they can also try to help.

2.7 Product for window washing

No update on recommended product for washing the windows, as tenants say regular products do not work. Tenants had been assured that windows would be washed as part of the external works programme. Could it be clarified at what stage this will happen?

2.8 Query if property missed from external work

Follow up with maintenance to confirm it was included.

2.9 Schedule of works letter

Tenant advised she had not received any letter. She is at 39 Waddell Court where work is ongoing.

Susan gave an update on the external work provided by Maintenance Manager. Block 11 is next for external cleaning. Scaffolding is moving to block 83. Drainpipes are being renewed as part of the works programme. A schedule of works letter is being sent out.

Tenants asked if we could clarify if this letter will be for all blocks and when it will go out? Tenants asked what this work would entail and if they would need to clear balconies.

Tenants asked if external cleaning includes windows.

We will ask for updates before the next meeting. Susan advised there was a tenants meeting at Riverside on 8th May and she will ask maintenance if they can attend to provide update there too.

2.10 Venue for meetings

Meeting room in St Francis is booked for Monday afternoons from 1pm-4pm for Ukrainian tenants to meet, as requested. This is the only day available for the Centre.

2.11 Pantry opening

Tenants had visited the pantry. Susan handed out the pantry leaflet.

3. Today's discussions

3.1 Discussion about culture of foraging and what is permitted in Glasgow.

3.2 Discussion about presentation at the tenant conference showing plans for the Riverside area, which tenants were relieved to hear. It would be useful to have a summary of that section which showed plans for walkway and timescales.

3.3 Service charge for furniture and white goods

Julie explained that a letter will be sent out explaining that the £15 monthly service charge to Ukrainian tenants covering furniture and white goods which they received when they moved in had now come to an end. There will be no further charge and these items will now belong to the tenants. However, this means that it is now their responsibility to repair as needed or replace. One tenant felt she would be unequipped to do this and would not know where to go for help. Would NGHA recommend tradespeople?

We chatted about what other people do, for example internet search for local electricians or ask around locally. Other concerns were about knowing whether the person was qualified to carry out the work, or, if buying new appliances, what the requirements were around voltage. Is this something they need to be aware of? Tenants explained things worked differently in Ukraine and this would be a big change which they would like to understand better.

We agreed it would be useful to have a fact sheet explaining what is covered by NGHA and what is tenant's responsibility. For example, for any electrical work, including issues with showers, continue to contact the office to report. The service charge had applied to furniture, fridges, cookers and washing machines. These stand-alone items would no longer be covered by NGHA for further repairs or replacement.

Discussion about the Scottish Welfare Fund which Julie explained was for help when new tenants moved in and could not generally be used by existing tenants. She explained the criteria. However, if anyone is struggling, please contact the Welfare Rights Officers at the office or your Housing Officer if easier.

Tenant said she had not known that NGHA would have repaired these items as she has been cooking with a faulty cooker. Julie will ask if this can be repaired, however this would fall into new guidelines for tenants to arrange and pay for this themselves from now on.

Julie said there was £1500 left over from initial funding to supply these items which they would like Ukrainian tenants to make use of, if they could make suggestions. Tenants agreed to have a think.

4. Other business

4.1 Information distributed on safe disposal of batteries and vapes.

4.2 Information and discussion about reporting dog fouling.

4.3 Art group supplies – if tenant provides details, Susan can order these.

5. Thanks for coming and date of next meeting

Susan thanked everyone very much for coming. The next meeting will be Monday 1st June at 6pm in St Francis Centre.

Actions

Issue	Action
Actions from January meeting <ul style="list-style-type: none">• Drafts• Radiators• Water pressure• Lift• Window washing• Schedule of works letter• Laundry• Property missed from external works?	Maintenance to provide updates
Tenant conference presentation – focus on Riverside walkabout and future plans	Susan
Clarity on end of service charge – info sheet	Julie/Kim
Voltage	Maintenance
Repair for cooker	Julie will ask maintenance
Leftover funds	Tenants