

# TENANT AND RESIDENT GROUP HIGHLIGHTS

January - March 2026



*Group Collective meets with Councillor Hunter*

## What's included?

This round-up includes key issues raised at tenant and resident group meetings between January and March 2026.

Minutes from all our Tenant Participation meetings are now available to download from our website at [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk) or get in touch for a paper copy to be sent out.

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# Meetings

## NGHA Groups Collective

Our Groups Collective, made up of representatives from our tenant and resident groups, met again on 19th February with Councillor Hunter to raise issues for Glasgow City Council. The main issues raised were parking, waste management dog fouling and improvements to the Riverside walkway. Councillor Hunter will get back to the group before the next meeting in May.

## Pine Place

Tenants and children from our new Pine Place development came to a meeting to tell us about their experience of moving into a new build property and to meet their neighbours. They have agreed to meet again in April. Issues discussed included the heating system, parking, the balconies and smoke alarms.

## Come along to a meeting

Anyone is welcome to come along to our tenant and resident meetings at Riverside, Hutchesontown, Laurieston, Oatlands drop in, or online. You can attend whichever meeting you feel most comfortable with, although they may have a focus on the area in which they are held. We also have our Tenants' Panel and our New Gorbals Scrutiny Group where there is a process for joining, as they are more formal meetings which might not suit everyone. For individual communities, we have our Ukrainian Tenants meetings and Livingwell tenants meetings. Please get in touch if you want to find out more or are interested in joining the Tenants' Panel or the Scrutiny Group. We would love to hear from you.

# Development

## Coliseum Site

Started on site on 8<sup>th</sup> December 2025 and is progressing well. Robertson Partnership Homes will build 64 units in a 110 week contract. A new community room also forms part of the new development.

## Caledonia Road

Demolition contractors have now been off-site since 13<sup>th</sup> February. During March there was further site investigation for the new build, which we expect to start in November 2026.

# NGHA Operations

## Customer Service Charter

A small group of staff and tenants have developed a Customer Service Charter which will soon be on display in reception, so you know what level of service to expect.

## Maintenance

Deep cleaning of closes has begun on our older properties in Laurieston and this will be part of a programme of work across all NGHA properties in the Gorbals. There has been positive feedback.

# New Gorbals Scrutiny Group

## Close cleaning update

The Scrutiny Group with independent support from TIS (Tenant Information Service) have come to the end of their first piece of work reviewing close cleaning. They will present their report and recommendations to the Senior Management Team in May. If you would be interested in joining before they choose their next piece of work please get in touch. The Scrutiny Group can look at any subject raised by tenants. It looks at processes not people and meets on the first Tuesday of the month at 6pm in the Housing Office.

# Tenants Panel

## Working effectively as a group

Before beginning another year of a full work-programme for the Panel, Sean and Michael from the Communities team worked with the group to look at the skills of effective group work, from leadership, contributing, listening and working collaboratively to set the group up for a productive year ahead.



# General Issues

## Dog fouling

If your dog fouls in an open space you must clean it up. Glasgow City Council provide litter and dog waste bins. You can also put bagged dog waste in your domestic refuse (green) bin. If you do not dispose of this correctly you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act. The penalty increases to £100 if not paid within 28 days. Please help us by reporting dog fouling on the MyGlasgow app or online at [glasgow.go.uk](http://glasgow.go.uk) or phone 0141 287 2000.

## Parking

The Council have informed us that they are committed to conducting a consultation for the introductions of parking controls as part of a city-wide expansion of parking controls. The proposed scheme will address indiscriminate and obstructive parking in the area. The implementation of parking controls must follow a statutory process associated with the promotion of a Traffic Regulation Order (TRO) which is expected to commence in 2026. This process typically takes between 9 and 18 months, depending on the consultation outcomes and any potential objections. If the TRO is successfully promoted, the measures are expected to be introduced in 2027.

## Bin hubs

At the Riverside tenants meeting, Glasgow City Council staff advised that bin hubs are likely to be introduced in 2027.

## Drop in at Oatlands Hub

You can now drop in for a chat and a coffee with NGHHA staff in the Oatlands Community Hub every 6 weeks on a Thursday from 1pm-2pm. Oatlands Hub is at 2 Wolseley Terrace, G5 0LS. All welcome. Next dates are 23<sup>rd</sup> April and 4<sup>th</sup> June.

## Community Police

The police attend our residents' meetings when they can. They have attended Devon Street, Riverside and Silverfir. However, they also have a drop-in service on the first Thursday of the month from 11am-12pm in the Housing Office for advice or a chat.

## Rainbow Network

We are part of Bield Housing's Rainbow network, an online meeting for LGBT+ tenants. This is held via Teams. Please get in touch for more details.



## Get in touch

Contact Susan on 0141 429 3900 or email [susan@newgorbalsha.org.uk](mailto:susan@newgorbalsha.org.uk) for more information on anything in this newsletter