

Tenants and Residents Group, (Hutchie)  
 St Francis Community Centre  
 Thursday 7<sup>th</sup> May 2026

Present: 8 residents

Attending: Susan Burn, Tenant Participation Officer, Ashleigh Bilsland, Housing Officer, Tracey McCauley, Head of Maintenance, Steven Evans, Maintenance Manager

### 1. Welcome and introductions

1.1 Susan welcomed everyone to the meeting and ran through housekeeping and meeting guidelines including respectful language.

### 2. Update on actions from last meeting on 17<sup>th</sup> March 2026

We ran through the actions from the last meeting and Steven and Tracey gave updates from maintenance.

Issue	Action
Confirm walkround date with Glasgow City Council (GCC) and inform residents	Director is following up as we have been waiting for a date
Painting in mixed tenure	Update from factoring and discussion
Request to cut back hedges	Landscape supervisor has been out to inspect
Remove bushes at corner of each block and re turf as paint work progresses	This is ongoing
Process if a tenant is not living in their property	Concerns passed on – residents feel more should be done
Individual issue with crack in living room	Completed
Weed suppression	Completed, landscapers in Hutchie w/c 11 <sup>th</sup> May
Side window light	To be followed up – Steven
Computer classes	Information provided by The Barn
Individual issues	Completed
Electric car charging from porch	To be followed up
New panel installation at Oregon Street	3 downpipes still to be done. Discussion about contractors in the close. Steven will speak to them.

### 3. Today's discussions

3.1 Discussion about the process when there are concerns that someone not living in a property. We have discussed this at past 2 meetings and reconfirmed with Housing Team who are happy with the situation. We cannot discuss individual circumstances. If residents are not happy, we would advise raising a complaint as we cannot see any other way forward at these meetings.

3.2 Discussion about close painting, choosing colours and how this works in mixed tenure properties. Tracey explained that the work is put to a vote for a majority decision. Everyone in the block would be invited to a meeting in the office to discuss and to choose a colour. There would generally be 2 colours to choose from. The majority decision is the one which would be implemented, but we would do our best to make sure this was a solution to suit everyone. However, the majority vote would be carried and work would go ahead.

3.3 One owner said she had been to Citizens Advice on this issue and thought NGHHA were not following proper procedure. Steven reassured her that every close is invited to a meeting to ensure they are making the final decision.

3.4 Owners disappointed at the cost of the proposed work. Tracey and Steven explained they are aware and sympathetic and do their best to keep the costs down, but this is the reality of the cost of materials these days post-Covid. Costs are for labour and materials only. They also try to stagger the work to give plenty of notice so there is potential for several months before payment due.

3.5 Further discussion about the process. Tracey gave further explanation. There is no VAT on labour costs. Main cost is machinery. We require a cherry picker which is expensive.

3.6 Discussion around title deeds and legislation. Any shared costs over £250 need to be agreed by consensus.

3.7 It is expected that this work will happen in late summer/autumn.

3.8 Owner had recently painted property himself. He does not want it repainted and had asked what would happen if he refused. Susan had checked with factoring and explained that following a majority vote, they would implement that outcome and that NGHHA would have to take action if he refused. He asked what that meant. Tracey and Steven explained that they would hope it would not come to that, as they would speak to everyone to try to come to a consensus. Owner said he had previously asked NGHHA for the paint colour so he could match but was told he could not have this information.

Tracey explained that should not have happened. We have the paint numbers and are happy to give them out.

3.9 There are mice at Hallside Place and residents feel this has got worse since the demolition work. There was discussion that this is an issue happening across the whole of Glasgow. Advice is to report through the MyGlasgow app and you are then allocated a reference number from Glasgow City Council. NGHHA will come out once instructed by Glasgow City Council who are responsible for pest control.

**Tracey and Steven left the meeting at this point to attend a further meeting at the Housing Office.**

3.10 Concerns were raised about anti-social and intimidating behaviour, including an issue with a fob for close access. Tenant not comfortable reporting it because it becomes obvious who has reported if Housing team visit and this would escalate the situation. Ashleigh will follow up with this with the wider housing team.

3.11 Ashleigh explained NGHA were looking at introducing annual visits to every property. This would assist with getting to know tenants better and building positive relationships to make tenants more confident of approaching their Housing Officer.

She also said there was a new Housing Officer starting soon for the Hutchesontown area and they would be doing a walk round to get to know the area. Tenants felt they their Housing Officer had changed a lot recently and hoped this person would stay for a while.

3.12 Ongoing issues with dog fouling in back garden.

3.13 Issue raised about Silverfir with rubbish lying for weeks. Susan explained that the Housing Officer is constantly reporting rubbish in this area.

3.14 Owner asked why neighbour had received a letter barring him from this meeting. Susan said she was not discussing individual issues at this open meeting. Owner went on to say he understood it was for racist behaviour, however he had also been at the meeting and could not see what was racist.

Susan explained we have meeting guidelines, which are printed out and on the table at every meeting. They are also explicitly referenced at the start of these meetings. As this is a meeting hosted by NGHA, we ask everyone to adhere to these guidelines or they will not be welcome to attend.

Owner stood up to say he did not agree with this and that he was leaving and would not be back. Three other owners accompanied him and left the meeting.

3.15 There was further chat with those tenants left at the meeting around the allocation process. Susan said they had an information sheet which explains the process. Tenant requested that it be sent to him. This tenant said the allocations were starting to anger people and used Pine Place as an example. He used discriminatory language and Susan called the meeting to a close.

#### 4. Other business

There were handouts of community information on the table however we did not get to discuss these.

#### 5. Date of next meeting

The next meeting is due to be on Thursday 11<sup>th</sup> June 2026 at 6pm in St Francis Centre. Actions overleaf.

## Actions

Issue	Action
Confirm walkround with GCC and inform residents	Director has chased this up as we have have been waiting for a date
Request to cut back hedges	Landscape supervisor has been out to inspect
Tenant not living in property	Concerns noted again
Side window light	To be followed up – Steven took note
Electric car charging from porch	To be followed up
Allocation process	Susan to send out info sheet
Concerns re anti-social behaviour	Ashleigh will follow up with team
Contractors' use of close at Oregon Street	Steven will follow up