

6-weekly drop-in with New Gorbals Housing Association, (NGHA)
Crown Street, Tuesday 19th May 2026

Present: 5 tenants

Apologies: 2 tenants

Also attending: Susan Burn, Tenant Participation Officer, CarolAnne Rafferty, Housing Officer, Doireann Brennan, Housing Officer, Eddie Robertson, Maintenance Officer and Mary Hanna, Livingwell Adviser

1. Update on actions completed from last meeting (April)

Issue	Action
Upkeep of small grassy area on way into town	With estates team
Self- locking mechanism for bin store	This would not be feasible

2. Today's discussions

2.1 As there was a new person attending today, Susan explained the purpose of the meetings to give feedback and to find out more about what is happening in the wider community.

2.2 Maintenance Officer will speak to NGHA Estates team about small piece of land to check we own it and can maintain it.

2.3 Discussion about the bin store. Maintenance Officer reported that we would not put a self-locking mechanism on the bin store for safety reasons. There was then lengthy discussion about how difficult it is for residents to access and use the bins due to their size and weight. They are too heavy to open and then hold open while putting rubbish in.

Several tenants cannot use them. One tenant takes her rubbish elsewhere and others use the bin outside the charity shop which is not adequate. Agreed we would consider this issue to see what solutions could be sought.

2.4 Tenant asked how he was expected to take his rubbish down to the bin store whilst using his mobility scooter? Could NGHA provide a service to remove rubbish from the landing once a week, for example. We explained this was not an option as it was tenants' responsibility to dispose of their rubbish. However, if tenant felt he was no longer physically able to do this perhaps he could look for more support through social care, such as home help, for example as this is not a service that NGHA provides. Other tenants suggested removing smaller amounts of rubbish more regularly, which is what they do.

Housing Officer checked with this tenant that the house was still meeting his needs. He would like to downsize. Housing Officer gave information on how a mutual exchange would work.

2.5 Tenant thanked NGHHA for changing taps to lever taps which means she can now use them independently. This had been done following referral from health service.

2.6 Tenant began to talk about the change to the area due to people moving in. Tenant Participation Officer stopped the conversation to advise on acceptable language and to remind the group that there was zero tolerance on discriminatory and racist language.

2.7 Discussion about parking and the car park behind Northgate and who owns that. Parking is an issue across the Gorbals. There will be a consultation later in the year by Glasgow City Council and we will provide further information.

3. Any other business

3.1 Susan handed out community projects information.

3.2 Save the Date for the Gorbals Fair which will be on Saturday 6th June from 12pm-4pm in the Piazza, with the parade leaving from The Barn at 11am.

3.3 Discussion about all the groups and events in the Gorbals.

3.4 List of local councillors and new MSP was handed out.

4. Date of next meeting

The next meeting will be on Tuesday 30th June at 10am.

Issue	Action
Grassy area	Maintenance Officer will speak to the Estate team
Difficulties lifting lids on bins	Take issue back to NGHHA for advice and any solutions
Parking	NGHHA will provide information when available