

New Gorbals Housing Association Meeting for Ukrainian Tenants Monday 1st June 2026, 6pm, St Francis Centre

Present: 6 tenants

Also attending: Susan Burn, Tenant Participation Officer, Tricia Reed, Maintenance Officer, Bill Lanigan, Housing Officer, Kateryna, Interpreter

1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. Group agreed they would like everything interpreted! We welcomed Kateryna again as interpreter.

2. Actions from last meeting in April

Issue	Action for this evening
Actions from January meeting <ul style="list-style-type: none">• Drafts• Radiators• Water pressure• Window washing• Schedule of works• Laundry• Property missed from external works?	Tricia ran through the updates
Tenant conference presentation – focus on Riverside walkabout and future plans	Susan - handouts
Clarity on end of service charge – info sheet	Julie/Kim - ongoing
Voltage	Tricia explained use of adaptors
Repair for cooker	Has not happened yet
Leftover funds	Tenants still discussing

2.1 Drafts

One property visited/ One tenant still to be visited. Names and addresses will be noted for internal minutes.

2.2 Radiators

Tenant reported her radiator not working fully.

Tenant reported her radiator switch not working, so it is always on.

2.3 Washing windows

Tricia explained that we will be washing windows externally when the other work is completed. This will be the last piece of work to be done to the blocks. Tenants requested we ask company what product they use. Tricia will ask.

2.4 Mould

Tenant reports mould over her balcony and onto ceilings and walls. She has cleaned this a few times but it is recurring. Tricia will visit to inspect. Discussion about day-to-day work tenants can do to deter mould and damp, but that we would treat this. Tricia also has leaflets which she can provide.

2.5 Water pressure in top floor flat

Tenant had requested assistance from concierge for water pressure in toilet. He has a device to help. Not an ordinary plunger! Tricia will find out what this is.

2.6 Ongoing work

Tricia gave an update that the external work on Block 39 is ongoing, with an estimated completion date of mid-July. Work will then move onto Block 12, again in mid-July.

2.7 Neighbours

Olha reported that her property had been flooded which has left a stain on her ceiling. Tricia will arrange for a painter to go out. Tenant does not know who is above her due to unusual layout of the flats. However, she had contacted the concierge who had phoned out-of-hours and someone had been there in 30 minutes to sort this. This was on a bank holiday. Tenant also has issues with a neighbour playing very loud music at 7.30am, but she does not know which neighbour. She would like to know her neighbours so she can speak to them about this with kindness to try to come to an understanding. She is not sure of government legislation regarding noise. We thought between 11pm-8am but can clarify. (It is 11pm-7am).

Bill discussed recording incidents of anti-social behaviour and reporting this to concierge. They have CCTV and can help identify tenants if we know date and time. Concierge sends in reports to Housing so this information would then be noted. Bill also advised letting the housing team deal with these issues. Letters can be sent to be mindful of neighbours. There was no further action requested at this time.

We clarified contacting concierge or office for emergencies and the out-of-hours number.

2.8 Laundry

Same issues ongoing. People using more than one machine, also general anti-social behaviour. Tenant has opted to stop using the laundry because of this.

The group discussed different cultures and adjusting to coming here. Susan said that we would want to continue to do our best to make sure tenants are using laundry appropriately and that management were aware of the issues and still looking for any other solutions.

2.9 End of service charge

This had been talked about at the last meeting and caused some concern. As a result, we had decided to extend the period of support to white goods until all tenants

were aware that this would end. This is still ongoing. However, tenant reported that she had a repair for her washing machine declined on 1st April and she had paid herself to have this fixed.

We agreed to take this back and to clarify that Housing and Maintenance teams are aware of this and the finish date. Susan will get back to tenant about the repair she paid for.

Since the meeting:

Agreed end date of 1st July and letters will be delivered to let tenants know this week.

Agreed Tricia to contact tenant and reimburse for her repair.

2.10 Bike sheds

Tenants would like more please. Susan said there was a new fund available and we would be looking to acquire more. Discussion about storing batteries and electric bikes. We clarified that this was okay. Preferable for batteries to be outside. Tenant does not like the clunky bikes and worried about her own bike if the battery explodes. However bikes are stored at owner's own risk. We asked if she had any other suggestions, but she just does not like the big bikes.

Tenants wanted it noted that 83 Waddell Court does not have as many bike sheds as the other multis.

2.11 Voltage

This was regarding buying new electrical appliances and any regulations. Tricia explained about safe use of adaptors and general fire safety. She explained about the trip switch.

2.12 Development of Riverside

Susan had brought handouts of the drawings showing possible Riverside development which NGH Director had shown at the conference. She talked about the development work which will be at the current Adelphi Centre Site, but that plans were still some time off. We will keep the group updated with progress. The wider Riverside area is being considered but it will be in the years ahead.

2.13 Additional funds

Tenant suggested childcare for their art club. We will look at how we ensure everyone can have their say.

3. Any other business

3.1 The chute is smelling badly at 12 Commercial Court, Floor 4. Please can it be cleaned. Tricia will check when it was last cleaned to see if it is scheduled.

3.2 Anti-social behaviour on tenant's landing in early hours with tenants coming home, singing football songs, loud music. Again, Bill asked that she report this to the concierge and note the date and time so we can follow up on CCTV to find out who the tenant is.

4. Community projects

4.1 Programme for Gorbals Fair handed out.

4.2 Information on community projects available.

5. Thanks for coming and date of next meeting

5.1 Susan thanked everyone for coming. The next meeting will be with John Grady MP on Wednesday 12th August at 6pm in the Housing Office. A reminder will be sent out nearer the time.

5.2 There was one private chat at end of meeting for one tenant. Susan will follow up.

Actions

Issue	Action	Staff
Drafts	Address noted	Tricia
Radiators	Addresses noted	Tricia
Window cleaning	Product for tenants to use – Tricia to ask	Tricia
Check flat not missed from external works	Address noted	Susan/Tricia
Mould	Address noted	Tricia
Water pressure in bathroom	Leaflets	Tricia
Ceiling stain from flooding		Tricia
Support for white goods Reimbursement Repair to cooker	Clarify end date and make tenants aware Address noted	Tricia
End date		Julie O/Tracey
Bike sheds	Funding application	Susan/Michael
Additional funds	Tenants	Susan/Julie O
Individual query	Follow up with welfare rights/communities team	Susan