

Pine Place Tenants Meeting
 Housing Office

Tuesday 16th June 2026, 6pm

Present: 5 tenants

Attending: Susan Burn, Tenant Participation Officer, Julie O'Rourke, Housing Operations Manager, Eddie Robertson, Maintenance Officer

1. Welcome and introductions

1.1 Susan welcomed everyone to the meeting and ran through housekeeping and meeting guidelines. Everyone introduced themselves.

2. Actions from last meeting on 27th April

Issue	Action
Dog fouling	Keep reporting at the time
Lift not being cleaned	Housing aware and monitoring
Walk round/turf coming up	Visit has taken place. Negotiations with engineer and architect on next steps.
How to work the heating	Maintenance arranging date with Mitsubishi van
Heating/Wi-Fi	Maintenance Officer
Rain coming in balcony	Properties have been visited and adjustments made
Smoke alarms	Date arranged for visit
Lift not being cleaned	Ongoing monitoring
Cigarette ends	Letters distributed and this seems to have stopped

2.1 Dog fouling

This still seems to be happening. Tenants asked if we could prohibit dogs from the back garden entirely as it is ruining the area. Housing Manager agreed to look into this.

2.2 Anti-social behaviour

Tenants reported that children are running in and out and causing disturbance. We think they are from Old Rutherglen Road/McNeil Street. Housing Manager will follow up if we can identify who they are.

2.3 Lifts/cleaning

Tenants say the lift is still not being cleaned. Housing Manager agreed that we know this is not happening. Action is being taken to ensure replacement cleans happen and we are recompensed for missed cleans. She advised that the close cleaning contract is now out for tender and there will be an emphasis on quality for the new contract.

2.4 Heating system

Maintenance are awaiting a date from Mitsubishi to come back out to Pine Place with their van in the street, to answer any questions.

2.5 WiFi/Heating

When WiFi drops the heating goes off too. This is not ideal. Tenant had been advised that NGHA were looking into a system to prevent this or help with this. Maintenance Officer will look into this.

2.6 Smoke alarms

An appointment has been made with this tenant.

3. Other business

3.1 Tenant reported that boiler room door was open. Maintenance Officer will arrange visit in the morning.

3.2 The Development Team had provided an update that end of year defect visits will be arranged for 30th June for the flats and 8th July for the townhouses. There will also be a newbuild questionnaire sent out. This helps inform future planning and development.

3.3 Discussion about the noise from the extractor fans and the noise from the cisterns.

3.4 One tenant has issues with radiator, noise from toilet and washing machine and taps. She would like a mixer tap. She also thinks there is an issue with the electricity. Maintenance Officer will arrange a visit. Additional query about rent. Relevant Housing Officer will get in touch.

3.5 An issue was passed on regarding behaviour of 2 men at Pine Place. This incident was on 18th May. It had not been reported to NGHA. Housing Manager explained this behaviour would be completely unacceptable but would need to speak to the tenant making the allegations. The details were passed on.

3.6 Tenant asked who cut the grass as she felt it was unsatisfactory. Housing Manager explained it had been the builders responsible for this, but this would now be passed over to our estates team.

3.7 This is the last Pine Place meeting however tenants are encouraged to attend one of the other resident groups to stay involved. Susan will send out more information.

We thanked everyone for their time. The teams will get back to the individuals with more information on the issues raised.

Actions over the page

Actions

Issue	Action
Dog fouling	Look into prohibiting dogs from back garden
Lift not being cleaned	Housing continue to be aware and monitoring
Walk round/turf coming up	Issue is with engineer and architect to decide next step
How to work the heating	Date for Mitsubishi van to visit being arranged
Heating/Wi-Fi	Maintenance following up
Smoke alarms	Visit has been arranged
Individual issues	<ul style="list-style-type: none"> • Maintenance will arrange to visit • Housing will arrange appointment
Anti-social behaviour with kids	Housing will follow up
Boiler room door open	Maintenance will visit in morning