

New Gorbals Housing Association, notes from Oatlands Drop In, Thursday 18th June, 1pm, Oatlands Community Hub

Present: 4 tenants

In attendance: Susan Burn, Tenant Participation Officer

1. Discussion points and actions

1.1 Tenants had come along to raise a number of issues and brought photos regarding the rubbish at 482 Caledonia Road and the brickwork. One tenant had concerns about concessions or support which NGHHA should have for older tenants or tenants with mental health issues. Tenant Participation Officer agreed to raise this.

1.2 Tenants felt that issues were passed back and forth because of shared responsibilities between NGHHA and Glasgow City Council but that someone had to take responsibility. This was in relation to grass cutting, the play park and other repairs which they feel get passed about. Tenant mentioned the walkround they had last year but had received no further updates.

1.3 Questions:

- State of the front grass at 76 Braehead Street
- Play area – what are the plans to make it clean and safe. There is broken glass there.
- Kitchen replacement – tenant had a visit regarding stock survey and was told they were top of the list, but she has heard nothing since. This was mid- 2025.

1.4 Tenant asked what the timeline on repairs was. In particular, about repairs to the brick walls.

1.5 Tenant said she was still waiting for clothes poles. Susan explained we felt adjustments had been made, but tenant said these were not adequate and that she and other neighbours need clothes poles.

1.6 Other issues were raised and we discussed the role but also limitations of NGHHA as a Landlord. We talked about the Livingwell service and about being able to signpost as a community team to other services if someone feels they need support.

1.7 Discussion about a flag system which would alert staff and trades people that a tenant may have additional needs. Susan will enquire.

1.8 Tenant talked about the Gorbals Fair and that she and her 2 children had really enjoyed it, particularly the science part for the kids.

Actions over the page

Issue	Action
Grass outside 76 Braehead Street	Maintenance to pass on to estates team and get back to tenant
Plans for play area	Discuss with Community Co-ordinator and get back to tenant
Kitchen replacement timescale for Braehead Street	Maintenance team to check and get back to tenant
Brick work – Caledonia Road, timeline for repairs	Maintenance to get back to tenant
Support for tenants with additional needs and flagging system	Tenant Participation Officer to follow up with Housing team and get back to tenant
Rubbish	Maintenance/housing to get back to tenant with the action that is being taken
Clothes poles	Maintenance