

Livingwell Silverfir, 6-weekly drop-in with New Gorbals Housing Association, (NGHA), Thursday 25th June, 11am

Present: 10 tenants

Also attending: Mary Hanna, Livingwell Advisor, Susan Burn, Tenant Participation Officer, Suzanne Cassidy, Maintenance Officer, Kim Murray, Communications Officer, 2 x Community Police Officers

1. Visit to storeroom

1.1 As agreed at the previous meeting, we started off with a visit to the storeroom beneath 3 Silverfir Court and met up with Martin Gaughan, Reactive Repairs Team Manager and Seb Dworak, Reactive Repairs Team Supervisor.

1.2 Tenants previously had concerns about the noise levels which had come from the upgrading of the space. One tenant had reported a smell of varnish at the last meeting. Martin showed the safety aspects in the room, which has now been rewired and has a smoke alarm panel. However, tenants had some concerns about the use of this space and the noise as this space would be used occasionally for the joiners to cut wood. Discussion that tenants had not been informed that it would be a workshop rather than a storeroom. Martin will take these concerns back to NGHA.

2. Update from Police

2.1 Back in the community flat, tenant expressed a vote of thanks to the community police on behalf of everyone for their work with apprehending the intruders into Silverfir Court. Tenants gave a round of applause. Police said they would pass this onto their colleagues. The youths who had been coming into the closes had been caught last night.

2.2 Tenant asked if was safe for women to walk the streets as she had heard rumours about attacks. Police confirmed there had been no reported attacks or assaults. There was one incident in particular she was alluding to, which had not been corroborated.

3. Actions from last meeting on 28th May 2026

Maintenance Officer and TPO gave updates on actions from the last meeting.

Issue	Action
Cars parked blocking path	White lines being painted week beginning 6 th July
Tenant Portal	Issues logged and looking at improvements
Extractor fans	We cannot look at individual fans. We need to work with existing system.
Smell of varnish	Maintenance will investigate

Regular information on planned works	Maintenance will provide an update as a standing issue at these meetings or sooner if needed
Blocked chute – reported on a Friday evening and was told it would have to wait till Monday	We have spoken with the out of hours providers and confirmed that this would be an emergency
Estates team – clearing up	Estates Services Officer will speak to the team
Little gated area	Estates Services Officer is looking at this
Door being wedged open	We have spoken to contractors and NGHHA staff. They know they should not do this. Fobs are available. Please phone if this happens again.
Flooring in lifts beginning to have holes through general wear and tear	This has been raised with City Building and Maintenance Officer will follow up

4. Today's discussions

4.1 Issue raised about trunking at No. 4. Maintenance Officer made a note.

4.2 Ongoing issues with dog fouling and parking. Frustration that an NGHHA van had been left parked for at least a week. Acknowledged the difficulty to park these vans discreetly, bearing in mind guidelines mentioned earlier about only 3 vans being allowed at their storerooms at any one time. We will continue to be aware.

4.3 Frustration at the closure of Caledonia Road with no information given to residents. Comms Officer confirmed NGHHA had not received any notice either. This is not NGHHA work.

4.4 Ongoing disappointment that recycling bin does not get emptied more often so it can be overflowing.

4.5 Question about what is happening with land at St Bonaventure's Church. Could Development team provide updates on the area?

4.6 Why is there no visible CCTV outside Silverfir but there is CCTV in the storeroom? There is CCTV in the close. Maintenance Officer could look at having that put outside. Discussion about the CCTV provision and monitoring across the Gorbals. We will ask for an update on the CCTV provision and programme.

4.7 Discussion again about the automatic door opening fobs and the requirement for individuals to go through an O.T. referral to qualify for one of these. Tenant thought everyone in the block would benefit from these and could there be a group referral. We explained why not. Other tenant thought NGHHA should provide them regardless of cost.

Maintenance Officer explained that this is a fob based on a medical assessment. The fobs are expensive and the costs are met by the NHS for health-based and mobility needs.

5. Any other business

TPO had information on community projects to hand out and a short survey on behalf of the Gorbals Ideas Fund.

6. Date of next meeting

The next meeting will be on Thursday 13th August at 11am.

Actions

Issue	Action
Cars parked blocking path	White lines being painted w/b 6 th July
Visit to storeroom	Issues raised to be passed on and responded to
Smell of varnish	Maintenance will investigate
Regular information on planned works	Maintenance will provide
Flooring in lifts beginning to have holes	Maintenance Officer following up with City Building
Updates from Development Team	Arrange to attend a meeting
Update on CCTV provision and programme	Maintenance