

6-weekly drop-in with New Gorbals Housing Association, (NGHA) Crown Street, Tuesday 30th June 2026

Present: 4 tenants

Also attending: Susan Burn, Tenant Participation Officer, (TPO), CarolAnne Rafferty, Housing Officer, Eddie Robertson, Maintenance Officer and Mary Hanna, Livingwell Advisor

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

Issue	Action
Grassy area	Maintenance Officer spoke to estate team who will now include this in their programme
Difficulties lifting lids on bins	Agreed to try with the bin lids open – tenant volunteered to open lid once bins have been emptied
Parking	TPO provided update from Baillie Siddique which cites no plans for consultation until 2028

2. Today's discussions

2.1 Meeting started with discussion about the laundry. Concerns that people are not cleaning up after themselves and are leaving the door open. The brush is also missing. Tenant reported that a machine had been moved and there was a big mess of bits of hankie, sweetie papers. Tenant tidied this up. Agreed we would put up a sign to remind people to tidy up. Housing Officer will have a look in the laundry to check what signage is there already.

2.2 Maintenance Officer had spoken to Estates team about small piece of land which had been overlooked for landscaping. The team will now include in the estate programme. Tenants were happy with this.

2.3 We had raised the issue of heavy lids at a management catch up meeting and the first suggestion is that we try leaving the lids open, as they are in an enclosed area. Tenant said one lid had already been left open and this seemed to have made a difference. Issue will be when they are emptied and lids closed again. Tenant volunteered to make sure they were opened. Agreed to give this a try to see if it improves the rubbish disposal.

2.4 TPO had received a response from Baillie Siddique regarding parking. She read this out to the group. This indicates that there is currently no active project underway to introduce parking controls in the area. An indicative timeline, as reported to committee is for measures to be introduced in 2028, however a definitive timeline has yet to be established, and progression would be dependent on future committee decisions and available resources. Should the Council decide to progress the proposals would be subject to early community engagement followed by a statutory

consultation process. The purpose of any such work would be to consider whether parking controls could assist in addressing issues such as indiscriminate or obstructive parking and disabled pay provisions in the area, informed by local views and evidence.

As with all parking control schemes, any formal proposals would require the promotion of a Traffic Regulation Order (TRO) and would follow the statutory procedures associated with process.

2.5 Discussion about the car park at rear of building and spaces at front. These are not owned by NGHHA.

2.6 Tenant is still being buzzed up by carers. Maintenance Officer confirmed that a key safe was now in position at rear of building to avoid this happening and that care provider agencies had been informed. Tenant said the carers did not have fobs. There was lengthy discussion, from turning buzzer off, to sign indicating the service button on front door. We thought if we could identify the carers who are doing this, we could speak to the companies again. Tenant said he would try to do this.

In the meantime, Maintenance Officers will phone the agencies again to explain the situation and ask all carers not to buzz randomly for access. This is often early in morning and late at night and is very disturbing. Agencies are supplied with fobs, so this should not be an issue.

3. Any other business

3.1 TPO handed out community projects information, including a short survey being run by the Gorbals Ideas Fund.

3.2 Maintenance Officer asked about the barbecue reading for assembly in community room. Mary explained there were plans to hold a barbecue in the garden area. We will check with Health and Safety Officer to ensure this is safely risk assessed.

3.3 It was felt the leftover food which was delivered to the room on a Tuesday was now too much and should be stopped. TPO to ask Community Co-ordinator to do this.

4. Date of next meeting

The next meeting will be on Tuesday 11th August at 10am.

Issue	Action
Laundry	Signage – Housing Officer
Bin lids	Leave open and monitor – Maintenance
Buzzing for access	Inform agencies, tenant will find out who is doing this if possible – Maintenance
Leftover food	Ask for this to stop – Community Co-ordinator
Barbecue risk assessment	Maintenance will follow up