

New Gorbals Housing Association Meeting for Ukrainian Tenants Wednesday 12th August, Housing Office

Present: 6 tenants

Also attending: Susan Burn, Tenant Participation Officer, Eddie Robertson, Maintenance Officer, Martin Mcleod, Housing Officer, Kateryna, Interpreter

Apologies: John Grady, MP

1. Welcome and introductions

Susan welcomed everyone to the meeting and thanked them for coming. We welcomed Kateryna again as interpreter. We were disappointed that John Grady MP was unable to attend, however he has confirmed he will attend the next meeting in October.

2. Actions from last meeting in June

We ran through the issues raised at the last meeting and confirmed that they had all been actioned.

3. Today's discussions

3.1 Tenant enquired about the water pressure in his shower. The sink pressure is very good but not shower. We will arrange a visit.

3.2 Tenant had 2 missed visits for paint works, however she says she was in the flat and did not hear anyone, nor did she receive a text to say painters were on their way. We took details of her mobile number to check we have the correct details on system. We will raise another job for this. Tenant also reported that her balcony is leaking and that there is a problem with her tap. We will arrange a visit.

3.3 Tenant reported water ingress on his balcony since the works had been done. Walls are wet. He also said the window in his bedroom does not open. The handle is stuck.

3.4 Maintenance Officer reminded everyone they can report repairs at any time. Do not feel you have to wait for a meeting to do this. There was uncertainty about what can be reported and what tenants are responsible for themselves. Housing Officer suggested that we have the repairs leaflet translated into Ukrainian and given to every Ukrainian tenant. Hopefully this will help people know when and how to report repairs.

3.5 Tenant said her balcony is flooding badly and there is mould. It is also causing mould on ceiling of flat below. She was very worried about this. She is worried about the seals on the windows also. Maintenance will arrange a visit.

3.6 Drafts

Discussion about drafts. Visits have been carried out but it is hard to say if drafts have been eradicated because of the hot weather. Tenants agreed to wait until later in the year and can bring this issue back to us if needed.

3.7 Al Scrubz Cleaning company recommended Windolene or Spanish glass cleaner as preferred cleaning product for windows.

4. Other business

4.1 No further update on additional bike sheds but we are looking for opportunities for funding.

4.2 Community events information handed out, including Colour Run at the Barn this Saturday with free community barbeque.

4.3 Discussion about letter received explaining changes to housing legislation which affects tenancy agreements. Housing Officer reassured tenants they did not have to re-sign documents but would need to let Housing know whenever there are any changes to the household.

4.4 Discussion about the domestic abuse legislation and NGHAs new policy which is available on our website. Interpreter explained to the non-Ukrainians that this is not an area which is openly discussed in Ukraine so there was interest in this from a legislative point of view.

4.5 Lighter toned discussion about the changes regarding keeping pets. Contact Housing Officer if you need advice on this.

5. Thanks for coming and date of next meeting

The next meeting will be with John Grady MP on Wednesday 7th October at 6pm in the Housing Office. A reminder will be sent out nearer the time.

Actions

Issue	Action	Staff
Water pressure	Visit Flat.	Maintenance
Paint work, balcony, tap	Visit Flat	Maintenance
Balcony water ingress, stuck window	Visit Flat	Maintenance
Repairs leaflet	Translate into Ukrainian and distribute	Housing
Flooding balcony and damp and mould	Visit Flat	Maintenance
Bike sheds	Funding application	Communities
Additional funds	Tenants	Housing