

Livingwell Silverfir, 6-weekly drop-in with New Gorbals Housing Association, (NGHA), Thursday 13th August 2026, 11am

Present: 11 tenants

Also attending: Mary Hanna, Livingwell Advisor, Susan Burn, Tenant Participation Officer, Suzanne Cassidy, Maintenance Officer, Steven Evans, Maintenance Manager, Julie O'Rourke, Housing Operations Manager, Lee Craigon, Housing Officer, James and Callum, Community Police Officers

1. Update from Police

1.1 We welcome the police to the meeting. There were no ongoing incidents to report from them.

1.2 One tenant said she had been nearly knocked over by an electric scooter. Police said unfortunately in Scotland they have no authority in this area, for example to chase and apprehend. They are frustrated by the electric bikes and scooters too.

2. Actions from last meeting on 13th August

We ran through the issues raised at the last meeting.

Issue	Action
Cars parked blocking path	White lines being painted w/b 6 th July – this was delayed. Will now be done on 14 th August.
Tenant Portal	No issues
Visit to storeroom	Issues raised to be passed on and responded to – in today's notes
Smell of varnish	Gone
Regular information on planned works	This is now being provided.
Flooring in lifts beginning to have holes	Following up with City Building – in notes
Updates from Development Team	Arrange to attend a meeting – will come to next meeting
Update on CCTV provision and programme	Maintenance/Housing – in notes

3. Today's discussions

3.1 Unfortunately the painting of the lines at the car park was delayed by other work, however they will be done tomorrow.

3.2 No current issues with Tenant Portal and tenants encouraged to use it if they can.

3.3 Concern about noise and purpose of storeroom/workroom. These issues had been raised previously. Maintenance Manager explained the economics of using this

space, however tenant was unhappy with the room use in a residential area. We will look to resolve issues.

3.4 Tenants were pleased to receive letters about planned work being carried out. This is appreciated. One tenant, however, had not receive notice when worker had turned up to look at smoke alarm. Maintenance Officer confirmed he should have received a text. She will check back on this.

3.5 We are still waiting on response regarding the flooring in the lift. Tenant noted we had been waiting for 12 weeks since first raising the issue. We will chase up today.

3.6 Tenant raised concern about issues with the Caledonia Road site. Tenant emphasised that NGHA are responsible for the contractors and they should be dealing with issues directly. We will speak to the Development Team.

Housing Manager suggested tenant comes into office or arrange to speak to someone about these concerns to have them addressed rather than wait for next meeting, however tenant preferred to wait.

3.7 Ongoing discussion about CCTV provision. We agreed to look at how much it would cost to relocate to front of building, however we feel it is appropriate where it is for current situation.

3.8 Tenant asked what the space underneath her building at 5 Silverfir Court was used for. This is used by the estates team. We offered a visit, but this was not required. She said it can be noisy and they also smoke there which bothers her with her window open. Maintenance Manager will speak to the team to ask them to be mindful.

3.9 NGHA vehicles can be parked in front of building and take up residential spaces. We understand it is necessary when they are working on jobs, but they can be left overnight. There is a white van that has been there for a week. Maintenance Manager will follow up. (Police and Maintenance checked out the van. This was a private rental van, not NGHA).

3.10 Housing Officer updated the group that the close cleaning will change to a Friday. There was discussion about current provision and unhappiness with the level of service. Tenants feel Silverfir needs a deep clean. Tenants know this is happening across the Gorbals but worried this could take years to reach Silverfir. They were reassured that was not the case.

3.11 Other issues raised included timescale for redecorating building, lift shaft on buildings and the fascia, cleaning the external panelling. Maintenance Manager will follow up.

3.12 Tenant asked about the playpark at TASK as it needs upgraded. This is a Glasgow City Council park, but we can look at what we could do. Perhaps investment in the park could be made as part of community benefit from contractors? We will follow up with Community Co-ordinator and Development Team.

3.13 Tenant asked if we could upgrade the artificial grass in the summer garden. This will be followed up.

3.14 Tenant asked if we could arrange a risk assessment with the aim of holding a communal barbecue at Silverfir. There had been a successful event at Devon Street earlier in the week. We will ask Health and Safety Manager to visit to look at suitable space. Between the two blocks was suggested.

4. Any other business

Tenant Participation Officer had information on community events to hand out. She also reminded folk of the gardening competition and the AGM.

5. Date of next meeting

The next meeting will be on Thursday 24th September at 11am.

Actions

Issue	Action
Cars parked blocking path	White lines being painted 14 th August
Issues raised about storeroom	Issues raised to be passed on and responded to
Flooring in lifts beginning to have holes	Maintenance following up with City Building
Update on CCTV provision and programme	Housing Manager will investigate costs
Barbecue site at Silverfir – risk assessment	Housing Manager will ask Health and Safety Manager to visit
Concerns about site at Caledonia Road	Response needed
Preventative maintenance – timescales for painting, deep clean, external panelling, fascias	Maintenance
Playpark at TASK	Community Co-ordinator/Development Team
Artificial grass needs replaced	Maintenance