

Notes from Oatlands Drop In, Thursday 10th September 2026, 1pm Oatlands Community Hub

In attendance: Susan Burn, Tenant Participation Officer, Lee Craigon, Housing Officer, Tricia Reed, Maintenance Officer,

Drop in: 2 tenants plus one toddler

1. Discussion points

1.1 Tenants had come for a chat and a cuppa because the Hub is just round the corner. Talked about school and nursery, hopes for future employment, community activities, tenants panel and scrutiny group which will be looking at allocations as their next piece of work. "How we allocate our homes" factsheet given out. Tenant would need childcare or to be able to bring children along to attend evening groups. Children can come to meetings so Susan will get in touch with more information.

1.2 Tenant arrived half-way through looking for an update on previously raised questions about Lipton Gardens playpark and kitchen replacement.

We confirmed that the playpark was due to be upgraded this year.

Tricia had spoken to tenant previously on the phone to advise the kitchen work was out for tender. She confirmed that the tender was now closed and applications were being scored. She could not confirm a date for kitchen work yet but we will keep tenants updated when that changes.

1.3 Tenant appreciated the work the estates team does but asked if the grass blowing could be pointed out the way instead of into her path. This was noted and we will speak to the teams. This issue had also been raised by tenants in another couple of groups.

1.4 Tenant had attended the AGM on Monday night. She asked how can tenants participate if they are not on management committee and what is point/purpose of AGM? Susan explained more about membership and the AGM and the ways that tenants and other customers can inform the Association's work throughout the year. Tenant understood this.

Discussion about other ways people who had signed up to be members could be more involved. Tenant suggested an open forum for management committee for members perhaps once a quarter so they could hear what was involved and get a better understanding. Susan can pass this on. Tenant also gave further feedback on the presentations on the night.

1.5 Tenant was concerned about the state of the industrial estate near Lipton Gardens and that it might encourage to rats. She also said there are cars and caravans abandoned. She is aware it is not NGHA's responsibility but was looking for help with this. We gave her contact details for her local councillors. Lee reminded her she can report abandoned cars and caravans etc through the MyGlasgow app. Susan can follow up for more information.

1.6 Final query about bathroom roof which is flaking. Tricia will follow up as a stock condition survey has already been done on the property.

2. Actions

Issue	Action
Grass blowing into gardens	Lee/Tricia will speak to estate team
Plans for play area	Work should begin shortly
Kitchen replacement timescale for Braehead Street	Still in process of awarding contract.
State of industrial estate	Susan to follow up for contacts
Membership of Association	Form for tenant, speak to Governance and Communications re membership and AGM feedback
Info on Panel and Scrutiny	Susan to follow up
Bathroom ceiling	Tricia will visit

3. Date of next drop-in session

Thursday 22nd October, 1pm, Oatlands Hub