

Livingwell Silverfir, 6-weekly drop-in with New Gorbals Housing Association, (NGHA), Thursday 24th September, 11am

Present: 9 tenants

Also attending: Jeff, Livingwell Advisor, Susan Burn, Tenant Participation Officer, Steven Evans, Maintenance Manager, Julie O'Rourke, Housing Operations Manager, Lee Craigon, Housing Officer, Tracey McCauley, Head of Maintenance, Neil, Chris and Rory, Community Police Officers

1. Update from Police

1.1 Everyone introduced themselves. We welcomed the police to the meeting. There were no ongoing incidents to report from them and no questions from tenants. Police said the area was very quiet and there was nothing of concern to be worried about. They said they had a good relationship with the Housing so if there was anything to pass on, just let housing know. They then left the meeting.

2. Actions from last meeting on 13th August

We ran through the issues raised at the last meeting in August. They had all been actioned. Susan reminded everyone of the meeting guidelines to let one person speak at a time, be respectful and use respectful language and not to hog the meeting.

Issue	Action
Cars parked blocking path	Lines have now been painted. Tenants thought this had helped.
Issues raised about storeroom	Alarm has been going off.
Flooring in lifts beginning to have holes	Repairs have been ordered.
Updates from Development Team	Nothing new to report.
Update on CCTV provision and programme	Would not be cost effective.
Barbecue site at Silverfir – risk assessment	We will look at this again next year
Concerns about site at Caledonia Road	New meeting will begin in January for contractors, Housing and residents to address concerns and work together
Preventative maintenance – timescales for painting, deep clean, external panelling, fascias	Maintenance gave update
Playpark at TASK	Had spoken to Development Team.
Artificial grass needs replaced	Maintenance agreed. Looking into this.

3. Today's discussions

3.1 Tenant said the alarm in the storeroom had now gone off on 3 separate occasions and the Fire Brigade had come out. Head of Maintenance said there was

an intermittent fault with the alarm, but they had been informed that it had been fixed each time. However, because of the frequency of this happening, if it happens again we will look to replace it. Discussion about how to report this for the tenant for whom it is affecting. She was happy to phone the out of hours number so that we are alerted next time and our on-call manager can attend if needed.

3.2 Tenant said the Fire Brigade had been out on a few other occasions. We have a contact at the Fire Brigade so can follow up if there are any other concerns.

3.3 Head of Maintenance explained that the Development and Housing teams would be holding regular meetings with Caledonia Road building contractors and residents from January 2027 to ensure any ongoing concerns about the building work and the site are addressed quickly. We will provide more details nearer the time. Tenants seemed satisfied with this new initiative.

3.4 Discussion about the CCTV provision. Currently there is no reason to move this outside the building. Should circumstances change we can look at this again.

3.5 Discussion about a summer barbecue. Tenants would like this as it gives a chance for all residents to get-together. Agreed it was too late for this year, but we will organise something next year with the help of Mary Hanna, Livingwell Advisor.

3.6 Tenant asked why it was taking so long to fix the office door lock. This is a standard repair which has a 10-day deadline. Other tenants noted how quickly New Gorbals usually are at attending. Head of Maintenance explained how the process works. We will always try to be as quick as possible with 10 days as the maximum for non-emergency repairs.

3.7 Head of Maintenance talked about the deep-clean process happening across closes. It is likely to be January before this comes to Silverfir.

3.8 Tenant asked about the toilet in the community room which needs decorated/upgraded. Head of Maintenance noted this. In terms of other external/close painting for the buildings, she says this happens about every 10 years. The blocks at Hutchesontown are being done currently. Maintenance Manager explained that at the start of the year the team will plan out the programme and look at costs. It could be 2028 before it is Silverfir's turn.

3.9 Head of Maintenance gave update that the flooring in the lifts will be replaced.

3.10 Discussion about close cleaning and whether mats are lifted/not lifted. Housing Officer will get that clarified.

3.1 Feedback on behalf of a tenant not at the meeting who was frustrated at not having access fob for front door. Head of Maintenance explained the process for this which is through a referral from occupational therapy. She will check what stage this process is at.

3.12 Discussion about the playpark at TASK which is owned by Glasgow City Council.

3.13 Maintenance Manager had looked at the area with the artificial grass and agreed it needed work. This is on his work list. He also mentioned other external work which tenant had suggested at last meeting and agreed this would be done.

3.14 Tenants reported that the chute had been blocked. An external company had to come out to unblock but had not removed residual debris left outside. This would be done by our team. We will pass this on.

3.15 Tenant was not happy with the recent water boiler process. He said the letters were confusing. Other tenants had been happy with how it worked out. Head of Maintenance said she was sorry that happened but explained why it had been arranged that way.

4. Any other business

There were a couple of individual follow ups for after the meeting. Susan thanked everyone for coming.

5. Date of next meeting

The next meeting will be on Thursday 5th November at 11am.

Actions

Issue	Action
Fire alarm in storeroom	Maintenance
Toilet in community room	Maintenance
Flooring in lifts	Maintenance
Close cleaning and mat position	Housing
Front door fob	Maintenance
Artificial grass/external maintenance	Maintenance
Debris from chute	Housing/Estates