

6-weekly drop-in with New Gorbals Housing Association, (NGHA)
Crown Street, Tuesday 11th August 2026

Present: 4 tenants

Apologies: 2

Also attending: Susan Burn, Tenant Participation Officer, CarolAnne Rafferty, Housing Officer, Eddie Robertson, Maintenance Officer and Morag, Livingwell Advisor

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

There had been no outstanding actions from the last meeting. We asked tenants for any issues or feedback.

2. Today's discussions

2.1 Tenant said someone had tried her door on Sunday afternoon. There was a report of another similar incident in the building. Tenant had not reported this to the police but will do this if it happens again.

2.2 Ornaments had been moved from windowsill to allow this to be cleaned. This caused some upset.

2.3 Tenant's living room window has a faulty handle. Maintenance Officer arranged to visit after the meeting.

2.4 Housing Officer brought up the issue of dog hairs in the laundry. It appears a dog owner is washing and drying dog blankets which results in lots of dog hair in the machines and on the floors. This is unacceptable. Signs had been put up to be explicit that this must not happen, but it has happened again. Housing Officer will speak to all the dog owners in the building. This is both unhygienic and dangerous for anyone who has allergies.

2.5 Tenants asked if the windows get cleaned. Housing Officer confirmed windows should be washed once a month, but she will double-check the schedule.

2.6 Tenant said she had been approached on Monday lunchtime outside the building by 2 men asking her if she wanted to buy drugs. Again, this was not reported to the police, however tenant said she would get in touch with PC Lee to let him know.

3. Any other business

3.1 Susan left community events information including reminders for the Community Council dates. Tenant would like a lift to the community meal this evening.

4. Date of next meeting

The next meeting will be on Tuesday 3rd November at 10am. Actions over the page.

5. Actions

Issue	Action
Faulty window handle	Maintenance
Dog hairs in laundry	Housing Officer speak to dog owners
Window cleaning schedule	Housing Officer will check
Contact details for police	Susan