

TENANT AND RESIDENT GROUP HIGHLIGHTS

July - September 2026



Communications Officer Kim, (on the right), discussing Tenants Panel input into the annual report, performance report and rent proposal

What's included?

This round-up includes key issues raised at tenant and resident group meetings between July and September 2026.

We hold a number of meetings across the Gorbals to make sure tenants and residents can give us feedback and be kept informed of what is happening in their area. You can find out more at www.newgorbalsha.org.uk or phone 0141 429 3900.

CONTENTS LIST:

Meetings Feedback	2
General Issues	4

Meetings Feedback

NGHA Groups Collective meet Councillor Hunter

The Groups Collective consists of up to 3 representatives from the local tenants groups. This was the third of these meetings with Councillor Hunter with issues continuing to be raised on: parking, bin hubs, pest control, dog fouling and improvements to Riverside area.

Online

Concerns raised about parking at Blackfriars Primary School. This issue was then brought to community police at our Groups Collective meeting where police agreed to continue to monitor the situation. One of our online meeting participants has now become a representative at the Groups Collective meeting.

Laurieston

Tenants heard an update from NGHA's Head of Development at their last meeting which was held in the Citizens Theatre, including progress on the Coliseum site, the North Laurieston masterplan, Caledonia Road and the preservation of buildings at Carlton Place.

Ukrainian meeting

Ukrainian tenants had questions on repairs and maintenance processes. We are translating our repairs leaflet into Ukrainian.

Notes from meetings

These are all available on our website along with dates of future meetings at www.newgorbalsha.org.uk or by contacting the office to request a paper copy.



Tenant reps from several NGHA tenant groups put their questions to Councillor Hunter

Riverside

Further discussion about plans for a community mural and a campaign to improve the pathways and landscape of the area. Tenants and staff met with Glasgow City Council in August to raise concerns directly.



Tenants Jim, Trisha and Veronica with their list of questions for the council

Meetings Feedback

Drop ins

We have drop in sessions at Oatlands Hub, Thursdays at 1pm and St Francis Centre, Thursdays at 6pm, usually every 6-8 weeks where you can come along for a chat, find out information on what's happening in the area or to speak privately to a member of the Housing and Maintenance teams. These are alternatives to more formal meetings, so we hope there is something to suit everyone to keep up-to-date and involved in the work of NGHHA.

New Gorbals Scrutiny Group

New work

Due to the number of issues arising with the service, the New Gorbals Scrutiny Group chose close cleaning as their first piece of scrutiny work. They presented their report and recommendations to senior management at NGHHA who agreed to implement 16 out of the 18 key recommendations. The group also attended the Management Committee meeting to discuss their recommendations. Their next piece of work will be on the allocations process and policy.



Scrutiny Group members present their recommendations to Head of Housing and Head of Maintenance, with independent support from TIS (Tenants Information Service)

Tenants Panel

Rent setting

Two Tenants Panel members attended the Tenant Information Service (TIS) rent setting conference and gave feedback on how tenants can have more influence in this process. They are currently involved in NGHHA's rent setting discussions for engaging with tenants to make the process more accessible and effective. NGHHA will produce a video explaining the decision making process behind rent setting, with tenants providing the voiceovers.

General Issues

Safe and welcoming spaces

We continue to promote our guidelines for respectful and welcoming tenants meetings, including appropriate language and zero tolerance for racist comments.

We will ask tenants to leave meetings if they are not respecting our meeting guidelines. These guidelines are there to make sure everyone feels safe and welcomed.

Our senior staff team is happy to meet with anyone who has any concerns, particularly those who may be suffering harassment, or feel excluded or isolated. Please call our office to arrange an appointment or email info@newgorbalsha.org.uk

Noticeboards

Close noticeboards will soon display NGHHA events posters with QR codes to signpost to more information. Don't forget you can always phone 0141 429 3900 or drop into the office to speak to the communities team if a QR code is not for you or you do not have a close! Get in touch to find out more or to join our Your Views list to get monthly updates.



Community Councils

These are voluntary organisations run by local residents to act as the voice of their community. For more information on the Gorbals community councils which are Hutchesontown, Laurieston and Oatlands visit the Glasgow City council website at www.glasgow.gov.uk/communitycouncils

Gorbals Ideas Fund, (GIF)

We work alongside GIF to make sure our tenants and factored owners have the chance to shape the participatory budgeting for the Gorbals alongside other community members. GIF is where local people vote for and support local ideas; some funded ideas include the G5 Cinema, the Community Pantry, Gorbals Art Class and Walking Football. For more information visit www.gorbalsideas.org.uk or phone Melissa on 0141 429 3900.

Parking

Remains a hot topic but there is no update on any changes to parking regulations. Glasgow City Council say if there were to be consultation it would not take place until at least 2027.

Get in touch

Contact Susan on 0141 429 3900 or email susan@newgorbalsha.org.uk for more info on anything in this newsletter, or visit our website at www.newgorbalsha.org.uk