Riverside Tenants and Residents Meeting, Friday 9th October 2026, 1pm – 2.30pm, 39 Waddell Court

Present: 7 tenants

Also attending: Susan Burn, Tenant Participation Officer, Martin Mcleod, Housing Officer, Suzanne Cassidy, Maintenance Officer, Melissa Gillen, Participatory Budgeting Officer, Lisa Thomson, Glasgow City Council

1. Welcome

1.1 Susan welcomed everyone and thanked people for coming.

2. Actions from last meeting on 12th August 2026

Issue	Action
Info on fund for pathway improvement/walkabout with councillors	Two walkabouts have now taken place
Painting and render for maisonettes	Looking at costing for cleaning and then what more can be done Mesh coming away – maintenance to investigate
Recycling bins	Discussed today and walkabout will be arranged
Visit to property at 11 Waddell Court	Completed
Update on foyer improvements	Keep on agenda - maintenance
Shards from building works in playpark	Removed and cleaned
More bike sheds	Application submitted – plea for 2 more for 83 Waddell Court
Red and white bollards	GCC coming out to look at the situation - feedback from Lisa

3. Today's discussions

3.1 We ran though the issues raised at the last meeting. There had been two walkabouts at Riverside since the last meeting. One with Glasgow City Council staff and NGHA staff and residents on 27th August and one on 8th October organised by Hutchesontown Community Council, who invited John Grady MP, Glasgow City Council and NGHA staff. Tenants noted it would have been helpful to have been included in this one too. Although there does seem to be more focus on the Riverside area now, there does not seem to be much progress or change.

3.2 Melissa reported that John Grady had visited the pantry at 12 Commercial Court where she had raised issues on behalf of the Riverside community about getting into the Pantry, including the need for dropped kerb access, the contaminated bins and the chaotic parking. We noted that following his visit the bin had been removed and

the traffic wardens had been out. They seem to be in the area every couple of weeks now.

3.3 Tenant said there were cars parked on the bike lanes, but she had heard that they cannot ticket cars on bike lanes. Melissa agreed to email John Grady to raise these issues again on behalf of Riverside.

3.4 Regarding the red and white bollards at the cycle lane, Lisa confirmed that a Glasgow City Council roads officer is going to come out to look at them.

3.5 Questions about what was happening in terms of further development in the area, including plans for the Adelphi Centre. Susan gave an update provided by NGHA Head of Development for the meeting. Tenants had more questions and we will ask Head of Development to attend the next meeting.

4. Update from Glasgow City Council

4.1 Lisa said she had been on both walkabouts mentioned earlier. There has been a van parked on Ballater Street for weeks which has been reported to the DVLA. Repairs have been raised for pavement on Errol Gardens. Contaminated food waste bins have been removed from outside the Rose Garden.

4.2 With regards to the ringfenced money for Riverside walkway, Lisa's Manager, Karen Venables, is looking into this.

4.3 Tenants asked for more bins on the walkway. Lisa agreed to arrange a walkabout with NGHA to look at additional bins. Martin offered to co-ordinate this. The bins outside the flats are emptied regularly but the recycling bins at the walkway seem to be constantly full. One tenant would be happy to be involved in this if it is at a time that suits. There had been an agreement at a previous meeting that we would check there was adequate bin provision for the area. This should form part of the walkabout.

4.4 Tenant asked about recurring potholes at Commercial Court. Lisa noted this. Question about timescales for reporting on the MyGlasgow app. Lisa explained there was a matrix which allocated priority depending on how dangerous the issue was deemed to be.

4.5 Report of a blocked drain in the middle of the road at 12 Commercial Road. Lisa took a note.

4.6 Report of lights out at 77 Commercial Court and how long this would take to be fixed. Lisa said up to 60 days.

4.7 Issue with pest control which NGHA have raised also with Public Health.

5. Update from Maintenance

5.1 Suzanne gave some background on the stock control surveys, and the longer term planned maintenance programme. If you would like to book in for a stock condition survey, get in touch. Two tenants would like this.

5.2 Discussion about the work being done on the windows and if they will also be cleaned. Tenant said there were puddles on her balcony. Suzanne will arrange a visit. She confirmed that works had been done which meant the drainage system is now working properly. She explained that the balconies are an outdoor space so are not intended to be fully dry. Visits to 3 tenants to be arranged.

5.3 Tenant reported mould at top of windows. Suzanne will arrange for this to be inspected.

5.4 When are gutters at maisonettes being cleared? Suzanne will check.

5.5 Tenant asked who was responsible for the MUGA as she felt people from the college were using it which meant children could not. We will establish who is responsible.

5.6 Confusion over no dogs allowed sign but dogs definitely in the building. Martin explained recent change to tenancy agreement on pets.

5.7 Tenant said there was frequent dog fouling on the landing with urine. This should be reported to Housing Officer as soon as possible. Tenant still not happy with standard of cleaning. We discussed the close cleaning work which the scrutiny group had completed. However, Riverside was not included in this work. Suggested that we raise this at scrutiny group in December.

6. Communities update

6.1 Susan gave an update on the mural proposal and support from the distillery. There has been a change of staff there, so we are waiting for a meeting with the new person. Tenant asked where mural would be and said she would like murals on all the multis!

6.2 Melissa gave an update on the Gorbals Ideas Fund. The Pantry is holding a thank you event on Thursday 15th October at 3.30pm and everyone is welcome. A community bus should be coming soon too, hopefully in November, and there will be a map to show where this would pick up. Tenant felt it was important to have SPT and First Bus involved too. She would be keen to be involved in this.

6.3 Melissa spoke about the key themes which had come from the mapping questionnaires and the next stages for GIF. She will keep us posted at meetings.

7. Other issues

7.1 Posters with community events and activities were handed out.

7.2 Reminder that there is always time to chat individually to staff at the end of the meeting if there are any confidential or other issues.

7.3 We thanked everyone for coming. Date of next meeting and actions over the page.

7. Date of next meeting

The next meeting will be **Friday 27th November** at 1pm, 39 Waddell Court. Actions over the page

Actions

Issue	Action
Info on fund for pathway improvement – what is happening next after walkabouts	Lisa/Susan/Melisa • Lisa will follow up with Karen Venables • Susan will raise with Councillor Hunter at next Groups Collective meeting • Melissa will email John Grady
Painting and render for maisonettes	Looking at costing for cleaning and then what more can be done Mesh coming away – maintenance to investigate
Recycling bins	Martin will arrange walkabout with Lisa GCC Tenant would like to be involved if at a suitable time
Update on foyer improvements	Keep on agenda – maintenance
More bike sheds	Funding application submitted
Red and white bollards	GCC roads officer coming out to look – Lisa GCC
Development plans update for Adelphi Centre and Riverside walkway	Invite Lauchlan, NGHA Head of Development, to next meeting
Issues raised for GCC	Update from Lisa at next meeting
Stock control survey	2 tenants to be visited:
Puddles on balcony	2 visits re balconies
Timescale for cleaning maisonette gutters	Suzanne
Dog fouling on landing/cleaning	Inform Housing Officer Raise cleaning at Riverside multis at scrutiny group - Susan