NEW GORBALS HOUSING ASSOCIATION

6-weekly drop-in with New Gorbals Housing Association, (NGHA) Crown Street, Tuesday 3rd November 2026

Present: 7 tenants

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

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

Issue	Action
Faulty window handles	Completed
Dog hairs in laundry	Resolved - no further issues
Window cleaning schedule	Estates team aware
Contact details for police	Details provided

2. Today's discussions

2.1 There are still cigarette ends on the first landing. Reminder that there is no smoking anywhere in the building. There was a smell of smoke in lobby this morning. Reminder that there are smoke alarms throughout the building which could be triggered by smoking in the lobbies. Tenants should go outside if they wish to smoke.

2.2 Issues with the front door not closing properly. Eddie will raise this. Lots of discussion about the front door and security. It is a slower closing door to allow people with mobility issues enough time, however this could mean people could get access.

2.3 There was a smashed beer bottle in the lobby area on Saturday night which had then been put in laundry bin. Would it be worthwhile looking back at CCTV? This may be difficult when we don't know exact time, however Eddie agreed to look into viability of this.

2.4 Complaints about noise from an upstairs neighbour, both during the day and the night. CarolAnne explained that day noises are to be expected but if tenant contacts her as soon as possible if there has been excess noise during the night, she can look into this and speak to tenant if she has more information. Tenant agreed.

3. Any other business

3.1 Susan left community events information.

3.2 Mary said were going to organise more activities including Northern Soul dancing on a Tuesday morning from 11am-12pm and a film afternoon on a Friday.

3.3 The Living well Christmas party will be on Wednesday 16th December where Devon Street will join Northgate residents in the Northgate community flat.

3.4 Light Up the Gorbals will be on Friday 4th December from 4.30pm in the Piazza.

4. Date of next meeting

The next meeting will be on Tuesday 15th December at 10am.

Issue	Action
Front door not closing properly	Eddie
CCTV	Eddie
Anti-social noise	Tenant to contact Housing