Livingwell Silverfir, 6-weekly drop-in with New Gorbals Housing Association, (NGHA), Thursday 5th November 2026, 11am

Present: 8 tenants

Also attending: Mary Hanna, Livingwell Advisor, Susan Burn, Tenant Participation Officer, Steven Evans, Maintenance Manager, Lee Craigon, Housing Officer, Suzanne Cassidy, Maintenance Officer

Apologies: Community Police

1. Welcome and introductions

1.1 Everyone introduced themselves. Susan reminded everyone of group guidelines.

2. Update from maintenance

Maintenance were needed at another appointment at 11.30am so started off with an update and taking any questions.

2.1 Suzanne reported that the flooring in the lifts had now been replaced. Tenant said that following this the panelling in the lift in his building is now squint. The lift also seems to be stopping at random floors. Could be issue with dirt in the tracks. Maintenance will follow up on these issues.

3. Update from housing

3.1 Lee updated on the debris left from chute and confirmed that this had been dealt with by the estates team.

3.2 The community room toilet had also been cleaned.

3.3 Spillage on the walls had been cleaned.

3.4 Issue with mats on the landing resolved. Tenants happy with this. CAS will lift these and clean.

3.5 Tenants asked to pass on thanks to Tracey for her help with an issue.

3.6 Tenant then asked about ongoing issues with workshop downstairs. Susan explained that Tracey, Head of Maintenance, had suggested inviting tenants to the office for the next meeting where she would give an overview of work and issues raised. We could provide lunch and transport, if tenants were interested in this? Tenants were pleased with this suggestion and happy to come along.

3.7 We hope this will help with maintaining positive relationships, sharing information, listening to concerns but would also mean we could move on. Susan said these 6-weekly meetings had become more maintenance meetings which is not their main purpose. She gave a reminder that we are available 5 days a week for raising maintenance or other issues and not to wait for these meetings.

3.8 The meeting at the office will be on Thursday 10th December from 11.30am-1pm in the Committee Room. This would be instead of the usual meeting at Silverfir which had been scheduled for 17th December. This fits in well because the room at Silverfir is needed on 17th December for setting up for the Christmas lunch which is on Friday 18th December. Mary Hanna was also happy with these arrangements. Susan will be in touch to finalise arrangements.

4. Any other issues

4.1 Tenant said there had been an issue with someone buzzing up to get access to a neighbour who does have health issues, however he will not let anyone in he does not know. He said the main issue is the intercom system which is unclear. You cannot make out what anyone is saying. Steven asked if it were an individual handset issue, but other tenants confirmed that they all had this. Tenant said when issues are reported, ClydeTech do respond, however it is a building-wide issue. He also said there were 2 screws missing out the panel in the front. Tenant said he believed that the issues with the intercom began when the new fascia panels went on the buildings. Steven agreed to investigate.

4.2 Tenant reported an issue a week or so ago with 2 men at the front of her building when she came home one evening around 6.30pm. She would not let them in but this gave her a fright as they asked her to let them in. One of them was drinking and kept hold of the door. She was glad another tenant was coming out as she came in and they made sure the men left. Tenant had not reported this to the police.

4.3 Tenant said this was now 4 incidents in 4 months but that NGHA would not move the CCTV because of cost. There was discussion again about how useful moving CCTV outside would actually be and different views from tenants. Agreed it would be helpful to have police advice on this. Could this be added to the meeting on 10th December. What is our policy on CCTV for buildings?

4.4 Concern about the time it takes for electronic door closing. Steven will have a look.

Maintenance team left. Susan and Lee stayed for any other business.

4.5 Tenant from Waterside said her back court is a disgrace. Lee will ask Housing Officer to contact her. Tenant says it gets tidied up regularly but then tenants leave it a mess again. It is the same with the recycling bins. They are contaminated every week. Tenants agree it is difficult to hold people to account with this and appreciate that Housing try to follow up.

4.6 Tenant said an NGHA van had been left in a parking bay outside Silverfir over one weekend. We had raised this before but will pass on to the team. Further discussion on parking difficulties across the Gorbals and on disabled parking bays. Susan handed out Councillor and MP details.

4.7 Tenant asked if we could have a word with a tenant who has an electric bike in the bike store who hops on it straight from there onto the pavement. Other tenant knows this person and says she will ask him if he can walk the bike to the road.

5. Livingwell and community activities

5.1 Mary said she is looking for suggestions for more activities in the community room. She confirmed the Christmas lunch is on Friday 18th December.

5.2 Mary said Stuart will be doing steak pie day on Hogmanay.

5.3 Susan reminded the group about Hutchesontown Community Council and its next meeting date and our own Group Collective meeting on 19th November.

5.4 Susan said Light up the Gorbals was on Friday 4th December from 4.30pm at the Piazza at Crown Street.

6. Date of next meeting

The next meeting will be on Thursday 10th December at 11.30am in the Housing Office.

Actions

Issue	Action
Panelling in lift and lift stopping and starting	Maintenance
Workshop issues	Maintenance – will address at meeting on 10th December
Intercoms not clear	Maintenance
Policy on CCTV	Maintenance
Timing of electronic door closure	Maintenance
State of back court	Housing
NGHA van left over the weekend	Maintenance