Pollokshaws and Eastwood Community Council
Meeting Minutes – 10 March 2026

Sederunt

Ria Din
Alan Cowan Moore
Michael Singh
Halina Sawicki
Robert Watson
Adam Richardson
Wheatley HomesReps:
Christine Anderson
Shirley Campbell
Gary McCann

Stephen Curran(Cllr Labour)
David Sharkey
David Kerr
Rebecca McGhee
Luke Stronach (Representing Gordon McKee M.P.)

Apologies: Cllr Sean Ferguson :Cllr Leòdhas Massie

Opening of Meeting by Chair Ria Din

Ria discussed the recent changes in the Community Council, including the replacement of the most recent Chair Thom Murphy and the subsequent appointment of new Community Councillors and office bearers.

It was noted that further voting confirmation of the new office bearers is required at today's meeting.
As a quorum was present, it was confirmed that the meeting had the authority to proceed with the appointment and confirmation of the new office bearers.
Voting was as follows:

Chair:Ria Din
Nominated by Michael Singh, seconded by Alan Cowan Moore

Treasurer: Alan Cowan Moore
Nominated: David Masters
Seconded: Michael Singh

Secretary: Emma Mulholland (no change)

The Chair expressed the hope that these changes would set a positive tone for the new Community Council sessions moving forward.

During this part of the meeting, resident Helen Sawicki indicated that she would like to join the Community Council. Ria recorded her contact details and will follow this up. There was also a brief discussion about potential future recruitment events for new councillors (TBC).

No objections were recorded to last month's minutes , so these were approved .

Discussions with Wheatley Housing and Lowther Representatives

Ria invited Wheatley Homes Housing Director Gary McCann to introduce himself and provide an update to members present.Gary explained how local issues can be gathered from residents, action plans created, and feedback provided to the Community Council as well as to individual renters of Wheatley Homes/Lowther and also to local property owners who are factored by both housing providers.He also noted that community walkabouts by executives do take place. However, residents present stated that they had never seen these happening locally. Gary explained that he is new to the role and would like to improve visibility going forward.

Residents asked Gary to clarify the process for addressing issues and progressing them. Gary explained that this should be done collaboratively with residents. Residents then asked how they can be assured that proposals lead to actual outcomes.

Gary stated that in the Southside area, approximately 90% of respondents to a recent Wheatley survey indicated they were satisfied with the service provided. Gary offered to share a copy of the survey report with the Community Council.

Community Councillor David asked whether direct contact details for housing officers could be made readily available to the community. During discussion it was noted that this may lead to housing officers being inundated with calls and messages. There were also concerns that direct communication could make it difficult to centrally track issues.

Gary explained that residents should first contact the Customer First Contact Centre, which operates 24 hours a day, 7 days a week, 365 days a year, to log complaints or service issues. If a complaint is not responded to, this indicates a breakdown in communication and should be escalated through another complaint.

Housing officers can arrange home visits if necessary, but the initial point of contact for complaints should be the Customer First Contact Centre, which will arrange appropriate services. Wheatley encourages residents to use this system if they are dissatisfied with services.

Several homeowners attending the meeting raised concerns regarding factoring services, explaining they are required to use Lowther as their factor. Residents reported dissatisfaction with the level of communication, particularly when works are carried out. For example, some residents reported not being informed in advance when works were scheduled.

One resident also expressed uncertainty about the level of service they should expect, stating that they had not received any clear communication from Wheatley or Lowther outlining this.

Community Councillor David Masters commented that there appears to be a significant communication issue between tenants, owner-occupiers, Wheatley, and Lowther.

Residents also reported that communal areas are not being properly maintained despite monthly payments for these services. Specific concerns included:
• Close cleaning and garden maintenance not being carried out to a satisfactory standard
• Removal of plants from communal backcourt areas that residents had planted themselves. Residents expressed disappointment, explaining that they had planted flowers simply to improve the appearance of the communal space.
• Grass cutting that removed resident-planted flowers, with contractors stating the area should only contain grass

Gary asked whether these concerns had been formally raised as complaints. Residents confirmed that they had not.

Additional concerns raised included:
• Dog fouling and food waste being left in communal garden areas
• Belief that this issue may be related to the introduction of the new bin hub system
• Flooding in flats and delays in response times
• Installation of cables without permission from Wheatley/Lowther

Overall, residents expressed frustration with the lack of communication.

Gary acknowledged that the issues raised were unacceptable but reiterated that they must be formally reported through the Customer First Contact Centre so they can be properly addressed. He also noted that some issues raised fall under the responsibility of Glasgow City Council.

Residents responded that when they approached Glasgow City Council they were directed back to Wheatley or Lowther.

Ria asked Councillor Stephen Curran about the current status of the council's antisocial behaviour team. Councillor Curran confirmed that the team still exists.

As a potential way forward, it was suggested that a local walkabout could be arranged with residents, Wheatley representatives, and local councillors. Contact details were collected from residents attending the meeting so that follow-up communication could take place.
At the end of the meeting Gary and three colleagues took note of individual grievances from members present and promised to progress these.

———

Update from Councillor Stephen Curran

Councillor Stephen Curran provided the following updates:
• New bin collection hubs have been successfully implemented in the local area.
• However, issues with fly-tipping, parking, and traffic around the Eastwood area have been identified.

It was noted that Andrea, Emma, and Michael from the Community Council recently conducted a walkabout with a project manager from Glasgow City Council. As a result, it was agreed that the number of bin hubs in the Eastwood area would be reduced to help alleviate parking and traffic concerns.

The potential introduction of a one-way system in Eastwood was discussed again. Councillor Curran explained that this would require consultation with all local residents before any action could be taken.

Councillor Curran also discussed the recently approved Glasgow City Council budget:
• Council tax will increase by 5.9%
• Scottish Water charges will increase by 8.67%

It was noted that approximately one third of households in Glasgow receive some form of council tax support, which presents challenges for the council's revenue.

Other budget priorities include:
• Investment in equipment for gully cleaning
• Funding to address pothole repairs across Glasgow

Councillor Curran noted that Glasgow currently faces one of the most significant pothole problems in Scotland.

———

Update on Behalf of MP Gordon McKee

Luke provided an update on behalf of MP Gordon McKee.

Two outstanding actions from the previous Community Council meeting remain unresolved. Luke will liaise with Emma and Ria regarding these.

Luke also discussed the impact of the recent fire at Glasgow Central Station, noting that the high-level station is expected to remain closed for the remainder of the week. It is anticipated that Glasgow MPs will meet with the CEO of Network Rail to discuss next steps.

Gordon McKee will be holding a constituency surgery at 3:30 pm this Friday. Residents wishing to attend must email in advance to request the location details.

Luke also noted that residents with family members affected by the current situation in the Middle East who may require assistance should contact Gordon McKee's office.

Cuts to SPT services were also discussed. There had been no consultation regarding the cancellation/reduction of the Number 29 bus service, which serves the local area. SPT stated that the service had low usage; however, concerns were raised that the ticketless system may not have accurately recorded passenger numbers.

———

Friends of Pollok Park Update

Ria provided an update regarding the Friends of Pollok Park.

The AGM and General Public Meeting will take place on Wednesday 25 March at Pollokshaws Bowling Club.

Two officers from Glasgow City Council responsible for the project to revitalise the Pollok Park Stables will attend the meeting.

———

Local Issues Raised by Residents

Eastwood residents raised several local concerns:
• A recent car crash has left a local fence damaged and in a dangerous condition. Urgent repairs from Glasgow City Council are required.
• The listed wall separating Thornliebank Road from Eastwood is in a state of deterioration.

Councillor Stephen Curran noted these issues and advised that they should also be reported through Jim Kane who can arrange repairs.

Residents also asked about dates for the upcoming annual Giffnock Soccer Centre Football Festival, which were confirmed as:

• Saturday 30 May
• Sunday 31 May

- Saturday 6 June
- Sunday 7 June

The weekend prior to these dates may also host additional events.

Concerns were again raised regarding parking during the festival. Engagement with the Football Centre is required to address these issues. Festival planning meetings will be taking place soon, and the council will be informed of the dates.

The Community Council requested that information about the event be included in the PECC newsletter. It was also suggested that PECC updates could be included in the MP's local newsletter, Southside Spotlight.

Actions:

Request Wheatley Glasgow Southside survey results.

Contact Helen Sawicki re becoming a community counsellor (share contact details with GCC).

Date of Next Meeting: Tuesday 14th April 6.30 p.m. Pollokshaws Hub, Shawbridge St.