

New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 9th September 2025, 6.00pm-7.45pm
Small meeting room, New Gorbals Housing Office

Attending: 4 members of Scrutiny Group

Also present: Susan Burn, Tenant Participation Officer, New Gorbals Housing Association (NGHA) and Sharon Donohoe, TIS Development Director

1. Welcome

Susan thanked everyone for coming. She reported that one member has stepped down from Tenants' Panel and the Scrutiny Group as he has now joined NGHA Management Committee. We will miss his input but are glad he is now making a difference through Committee.

2. Tonight's meeting

2.1 We agreed that the priority was to get the close cleaning inspections arranged before the meeting with CAS next week. Unfortunately, this work was not able to go ahead as planned last week. We agreed to use tonight's meeting to talk about the inspection process and general close cleaning issues.

3. Close cleaning inspections

3.1 Group agreed to carry out pre-clean inspections this Wednesday evening, (10th September), if closes can be identified in time and fobs/keys arranged. Although they agreed they could buzz for access if fobs not available. General discussion on access to buildings through the buzzers! They will then follow up on Thursday evening. Three members will do this. Group will meet at 7pm at the Housing Office. Susan will put list of closes and any fobs/keys in envelope through member's door on Wednesday afternoon.

3.2 We went through the checklist and also the notes which Charlie had provided. Agreed the most important thing was to visit closes and give some general feedback, so not to worry too much about the form. We can extrapolate what we need from the feedback.

3.3 Further discussion on obstacles in closes, for example bikes and how this should be dealt with.

3.4 Graffiti in closes – who reports this. Is this part of requirement for CAS? Do they report additional issues they see in the closes, for example broken tiles, graffiti? We can find out.

3.5 There has been a "2" scrawled on the wall at tenant's landing which has not been removed for a couple of weeks.

3.6 Wider discussion about communication, tenant involvement and real influence in the decision making of the Association. Tenants need to be involved in discussions more often and kept informed regularly.

3.7 This led on to discussion about rent consultation/proposal. Susan reported that there had been a meeting with Kim, Gregor and Chris after the Tenants Panel to talk through improvements to the way we engage with tenants over rent setting and increases. Group were very pleased to hear this. Sharon informed the group that there had been a Rent Setting event at TIS last week with a presentation from Clackmannanshire Council addressing the whole rent consultation process and how to get ourselves out of the way we are currently doing this, which is linked to CPI +1. There need to be conversations across the year with tenants involving the finance department if possible so that tenants have a better understand of the whole process and how it links into the 30 year and 5-year business plans.

3.8 Further discussion about stock condition surveys and how the planned works programme is put together. Tenant was disappointed not to have been sent an update on her survey, which had been scheduled a few years ago and then cancelled, but no update since then.

3.9 Discussion about how NGHHA manages its contractors. TIS work with tenants in other Housing Associations has reflected that tenants can feel Associations are too lenient on their contractors, when the buck stops with them, not the contractor.

4. Next steps

4.1 Susan will collate list of closes and fobs and post through door on Wednesday afternoon.

4.2 Tenants will meet at 7pm on Wednesday and Thursday evenings.

4.3 Tenant will hand in completed forms, feedback and all other paraphernalia to the office on Friday.

4.4 Susan and Sharon will collate to provide report to Tracey before 18th September.

4.5 Susan and Sharon will also collate outstanding actions/recommendations from previous meeting minutes for action plan at next meeting.

4.6 No staff required at next meeting in October.

5. Date of next meeting

The next meeting will be on **Tuesday 14th October** at 6pm in the Housing Office.