

Tenants Panel, Tuesday 30th September 2025, 6.30pm-7.45pm, Housing Office

Attending: 8 Tenants Panel members

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer and Gregor Colville, Head of Housing

1. Welcome and introductions

1.1 Susan welcomed everyone and thanked them for coming. Everyone introduced themselves. We ran over housekeeping and guidelines for meetings.

2. Minutes and actions from the last meeting on 26th August 2025

2.1 These were agreed. Final discussions on performance report and rent proposal will take place this evening as agreed.

Issue	Action
Value for money question	Value for Money will be a separate piece of work
Closed questions in survey	Agreed to be mindful of these
Consider providing options for rent increases	Gregor – on agenda for tonight
Consider a universal service charge	Gregor – on agenda for tonight
Use plain English in correspondence	Agreed

3. Performance Report

3.1 Susan handed round a photocopy of the final agreed performance report, with the improvements suggested by Tenants Panel. She also handed round a new insert which will be accompanying the performance report this year, again at request of Tenants Panel. This is a “Benchmarking and Improving” handout, explaining how and why we benchmark. We have provided a Value for Money Comparison with the Quality Efficiency Forum along with the 13 largest Housing Associations in Glasgow.

3.2 Group appreciated the changes and new information, however they queried the “Rent collected” row which shows 100.4% and asked how can this be? There was discussion on the reasons for this but agree that it was not a particularly useful indicator. Gregor explained the context from the Scottish Housing Regulator for the reporting process. He agreed to circulate guidance on this category to help clarify.

4. Rent proposal

4.1 Before moving onto the rent proposal discussions, Susan played a video from Cloch Housing Association which explained their processes and reasoning for their rent increases to see if this was something the group liked, as it is an option NGHHA has been considering. The group agreed it was very clear. They liked the use of monetary values along with percentages. Group agreed we would like to do this next year as another communication tool to explain the rent setting process. The group would like to be involved in this.

4.2 Gregor confirmed that NGHHA acknowledges it is a yearly rent proposal that is circulated, and we will change the wording on this. Tenants were happy with this acknowledgement. However, he explained the word consultation may appear in the letter to ensure we are legislatively compliant.

Options for rent increase discussion

4.3 Gregor gave feedback on providing options for rent increases. As agreed, he had raised with Fraser, the Director. The reasoning for not providing this “bronze, silver and gold”, is based on the robust 30-year business planning for the Association. To offer options would be disingenuous as most people would always vote for the lowest rent and Housing Associations are aware of this. Some tenants agreed that on reflection following the last meeting, they understood this. It would not work. Therefore, this remains NGHHA's position at the moment.

4.4 Gregor reiterated that as a community-led Housing Association our management committee and staff know what the priorities are for our tenants. We receive constant feedback throughout the year. Committee work to offer the minimum increase without compromising level of service and resources. They are acutely aware of financial difficulties for tenants and there have been times when committee have refused to increase the rent and have voted to freeze any increase for the year. However, as the group acknowledged, this inevitably has a knock-on effect for future years.

4.5 Discussion around tenants absorbing the costs of Glasgow City Council (GCC) services, such as bulk uplift and grass cutting. They feel they are paying twice for same service: council tax and rent. Suggested that we make tenants more aware of this, so they can ask their Councillors why they are paying twice? Susan explained we regularly remind tenants of GCC areas of responsibility at all the meetings as most issues raised are around GCC responsibilities. In recognition of this the Groups Collective are inviting elected representatives to their next meeting in November.

4.6 Ongoing issue with tenants leaving out bulk inconsiderately.

4.7 Tenant not satisfied with service for marble cleaning. There is no indication of how often it should be cleaned and tenant would like confirmation. This issue was first raised over a year ago. Occasionally someone will come clean the marble, but it is not done regularly. If it is not on the cleaning cycle why not? Gregor agreed to take this forward with Tracey, Head of Maintenance and provide an update for tenant.

Universal service charge discussion

4.8 Gregor gave further feedback on the reasons why NGHA do not impose a universal service charge. The reasons for this are numerous however, primarily it relates to the requirement of specificity by several other agencies, particularly the DWP and Housing Benefit. In our experience, tenants, particularly those who pay their own rent, are extremely, and understandably, keen to pay only for the services that they specifically receive. Furthermore, included within this are owners who also receive services from the Association which require to be broken down as part of their factoring services and invoicing.

The DWP will only pay for what they see as legitimate costs such as close cleaning and landscaping. To have a generic charge would not make any sense as we move towards greater detail not less.

5. Any other business

5.1 Susan handed out the revised Customer Service Standards for the group to take away and provide feedback. Tenant gave an example of her experience that day, which ended well with excellent service from Melissa.

5.2 Tenant reminded group of her previous feedback on having to complete quality surveys as soon as a repair job is completed. This had been previously noted and passed to maintenance. Susan will pass this on again.

5.3 Information on community projects and tenant participation events was available.

6. Date of next meeting

The next Tenants Panel meeting will be on **Tuesday 28th October in Housing Office, 200 Crown Street.**

Actions

Issue	Action
Guidance on rent collected category for Regulator	Gregor
Video on rent proposals for next year	Kim/Gregor/Panel – February 2026
Schedule for marble cleaning	Gregor/Tracey
Feedback on Customer Service Standards	Tenants Panel
Timing of feedback surveys after work done	Susan/Tracey