

**New Gorbals Scrutiny Group (NGSG) Meeting**  
**Tuesday 21<sup>st</sup> October 2025, 6.00pm-7.45pm**  
**Small meeting room, New Gorbals Housing Office**

Attending: New Gorbals Scrutiny Group

Also present: Susan Burn, Tenant Participation Officer, New Gorbals Housing Association (NGHA), Sharon Donohoe, TIS Development Director, Tracey McCauley, Head of Maintenance, Charlie Ballantyne, Quality Control Supervisor

**1. Welcome**

Susan thanked everyone for coming. We were grateful to Tracey and Charlie for coming along to respond to the report the Group had provided on their close cleaning visits. This had been given to Tracey on 18<sup>th</sup> September.

**2. Feedback from NGHA on close cleaning**

2.1 Tracey thanked the group for their work. She said it had confirmed their own experience. She confirmed that Housing Officers and the Factoring team are all finding the same thing.

2.2 Tracey also wanted to address concerns raised by tenants following their close inspections about the general maintenance and security of the buildings they visited. There was discussion about bikes being stored in closes, both in terms of fire safety but also as a hindrance to closes being cleaned. Tenant asked if contractor provides a report when they are unable to clean because of close furniture. Tracey confirmed there was an agreement that they would tell us if they could not carry out a thorough clean due to close furniture.

2.3 There are two cleaning teams. The group would like to know which Team said they had cleaned the closes they visited in September. Charlie will find out.

2.4 Tenants felt that the Association must be more proactive in having bikes etc removed from closes as they are fire hazards. One group member gave the example of the bike in their close.

2.5 Tracey reported that noticeboards are now up in the closes with a QR code with a telephone option to encourage tenants to report any close cleaning issues.

2.6 Tracey explained the history of the stock which tenants had visited. They are mixed tenure and had been transferred from Glasgow City Council 15 years ago. Many of the properties have owners living there as the majority, which means that when we are looking to carry out any improvement work, they can vote no and we cannot do the work.

However, where we have majority ownership, we have started the process of painting the closes. Tracey showed the group photographs of before and after pictures of block 7 at Hutchesontown Court and the group agreed it looked very smart. Charlie added that the aim is to get closes up to a good standard and then subsequently carry out a deep clean every year. But it is a long process.

2.7 Tenant asked if we could offer payment in instalments as an incentive for those voting no initially. Tracey explained we cannot do this as we are not registered with the financial conduct authority. She said the Association is very mindful of the costs and we would give advance notice to allow a longer run-in till the work is done to help owners plan for the final cost.

2.8 In fully factored properties the cyclical painting cost is already included and happens every 5 years, however ex-GHA properties do not have that included. Therefore, if the cost of any work is over £250, owners have to make that decision. If owners do not want NGHHA to factor, this would require a change to the legal title deeds.

### 3. Next steps

3.1 Charlie said NGHHA are advertising 2 new cleaning posts.

3.2 Sharon explained that this was the completion of the first part of the Scrutiny Group's work on close cleaning and would form part 1 of a final report. There is still more work to do.

3.3 Group and staff agreed that more detail needs to go into the cleaning contract.

3.4 More discussion about the benefits or not of bringing cleaning in-house and examples given of other Housing Associations where this did not work. Sharon will look for more information.

3.5 Everyone thanked Tracey and Charlie for their time and they left the meeting.

### 4. Any other business

4.1 Sharon gave an overview of outstanding actions for the Group. She will update the work plan for the next meeting.

4.2 Group member mentioned the cleaning of the marble at Crown Street and if it is included in the cleaning specification.

4.3 Susan will request the close cleaning complaints for the next meeting.

4.4 We would like more information on how the QR code on the noticeboard works. Where does it go to?

4.5 Sharon will look for cleaning contract costs from other Housing Associations.

4.6 We have still to review what information is provided to tenants on close cleaning. We had a look at the website to find out where the close cleaning info was.

4.7 Group agreed they would like to carry out their own survey and suggested perhaps 5 questions which they can agree at the next meeting. We need to look at how we get this out. Could we ask to co-ordinate with tenant satisfaction survey?

### 5. Date of next meeting

The next meeting will be on **Tuesday 11<sup>th</sup> November** at 6pm in the Housing Office.

| Issue                                                                           | Action                          |
|---------------------------------------------------------------------------------|---------------------------------|
| Which team cleaned those visited by Scrutiny Group                              | Charlie to confirm              |
| More info on in-house cleaning at other Housing Associations and contract costs | Sharon                          |
| Update work plan                                                                | Sharon                          |
| Marble cleaning schedule                                                        | Susan                           |
| Compile complaints for next meeting                                             | Susan ask Charlie for this info |
| What happens with the QR code?                                                  | Susan ask Tracey                |
| Design short survey                                                             | Group at next meeting           |
| Link in with tenant satisfaction survey?                                        | Susan to ask                    |