

Tenants Panel, Tuesday 28th October 2025

6.30pm-7.45pm, Housing Office

Attending: 8 panel members

Apologies: 4 panel members

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer

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 30th September 2025

Issue	Action
Guidance on “rent collected” category for reporting to the Housing Regulator	Gregor had supplied a handout. Susan explained that Gregor would answer any further questions at next meeting.
Video on rent proposals for next year	All agreed to start work on this in February 2026
Schedule for marble cleaning at Crown Street	Confirmed that this will now be 4-weekly – further question on what is being used for cleaning?
Feedback on Customer Service Standards	Had received useful suggestions from one tenant who had joined working group. Feedback has been taken on board and changes will be made.
Timing of feedback surveys after work done	This has been acknowledged by Tracey at the Customer Service Standards working group and will be looked into.

2.1 Handout distributed on Indicator 22 from the Annual Return on the Charter, explaining rent collected as a percentage of total rent due in the reporting year. Gregor will attend the next meeting should there be further questions.

2.2 Confirm what is being used to clean the marble as previous information had been that specialist cleaning products were needed.

2.3 More work to be done by Maintenance team on the timing of the feedback surveys. This has been taken up through the Customer Services Standards working group.

2.4 Question if phone calls made to NGHA are recorded for training purposes. Susan to find out.

2.5 Other discussions before we moved on with the agenda included some ongoing difficulties with accessing the Tenant Portal. Some people are finding it still too hard

to get on or password is not registering. Susan will follow up. Perhaps we could look at this at a Panel meeting.

2.6. Other issue with the survey following a repair, wondering what happens if you say no to answering the survey there and then? Do you get it sent to you later?

2.7 Tenant had asked for East Renfrewshire Council to get in touch with information about the way they do their rent increase consultation, where they provide a list of options. This had been from a TIS event. They had not been in touch, but Susan can follow up.

3. Performance Report

3.1 Susan said there had been positive feedback on the Performance Report and thanked the Panel for their input into this.

4. Rent proposal

4.1 Susan gave feedback from Gregor on the upcoming rent increase proposal to explain that the letters will go out in mid-November, with time for tenant responses between 24th November and 19th December 2025. A final decision on the rent increase will be made by Management Committee in February 2026.

4.2 Acknowledgement of the changes this year as a result of the work of the Tenants Panel including:

- renaming consultation as a proposal
- access to senior staff for rent increase discussion workshops
- individual letters on how any proposed increase will affect the actual rent.

4.3 This led to a robust discussion about tenant-led change, the role of the Management Committee and the recent AGM. There was feedback on the AGM with some suggestions for changes for next year.

4.4 Susan reminded the Panel that Head of Governance, Chris Rothnie, had attended a previous meeting to explain the remit, structure and role of Management Committee and we could invite her back early next year.

4.5 Still some concern that there are no choices for rent increase options and if this would ever change. Susan re-iterated response from last meeting.

4.9 Question about what would happen if the majority of replies to rent proposal are to say no?

5. Any other business

5.1 Susan reported that the Head of Development post is being recruited. Panel would be happy to hear from them later on in 2026.

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

5.3 Quarterly key highlights from residents' groups was circulated.

5.4 Reminder and discussion about the Group Collective meeting on 20th November.

6. Date of next meeting

The next Tenants Panel meeting will be on **Tuesday 25th November in St Francis Centre**. This will also be the Panel's rent increase proposal workshop time.

Actions

Issue	Action
Any further questions on how rent is collected? Indicator 22	If any questions – Gregor at next meeting
What is used to clean the marble at Crown Street/	Susan/Tracey
Timing of repairs surveys and what happens if you say no at the time?	Susan/Tracey
Are NGHAs calls recorded for training	Susan/Jennifer
Tenant Portal follow up	Susan/Gregor
Example from East Ren of rent increase options	Susan/East Ren Council
Role of Management Committee	Gregor/Fraser/Chris
If majority vote No for rent increase what happens?	Gregor
Visit by Head of Development 2026	Susan