

**Tenants Panel, Tuesday 26th November 2025,
6.30pm-8pm, St Francis Centre**

Attending: 10 tenants

Apologies: 2 tenants

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer, Tracey McCauley, Head of Maintenance, 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 28th October 2025

Issue	Action
Any further questions on how rent is collected? Indicator 22	Can be covered in rent discussions this evening
What is used to clean the marble at Crown Street?	Estates are sourcing effective marble cleaning materials from Softwash Scotland
Timing of repairs surveys and what happens if you say no at the time?	Tracey explained process, you can provide feedback at a later date
Are NGHA calls recorded for training	Only repairs desk calls, however staff can record calls once started if they feel this is needed
Tenant Portal follow up	Individual help arranged
Example from a local authority of rent increase options	Susan had been in contact and gave their feedback to Panel
Role of Management Committee	Explained further by Gregor
If majority vote No for rent increase what happens?	Management Committee would make decision
Visit by Head of Development 2026	New appointment made – will arrange visit in 2026

2.1 Further questions on rent increase proposal and processes will be discussed this evening.

2.2 Tracey will arrange for help for one tenant with Tenant Portal at same time as gas check is being carried out. Other tenant in office on Wednesday and will ask for help then.

2.3 Susan had contacted Officers from a local Council who had been at TIS event discussing their process of providing rent increase proposal options. They explained that the choices they provide (currently 2 options) are not set in stone but examples of what could be done with the money to provide a perspective of where the money goes. Suggestion that tenants could ask for a breakdown of the budget for last year to see exactly where the money goes. This year they are organising an event to

explain what they did with the budgets last year and to check if they are getting the proposals right this year. Officers suggested they can provide more information after this event. Perhaps tenants would like to know what NGHA is spending the rent money on rather than looking for proposed ideas for increases? Susan will keep in touch for updates.

2.4 Some tenants said they were not getting repairs text messages. Tracey will follow up.

2.5 Discussion on role of management committee which is to make final business decisions based on information provided by the Director and staff team. Committee will interrogate that information to be assured it is the best option before agreeing proposals.

3. Feedback on rent increase proposal

3.1 One of the recommendations made by Tenants Panel to improve the rent proposal process, was to offer workshops. A number of these are taking place over the next few weeks to make sure people have the chance to give their feedback. There is one taking place at the community meal this evening with the Housing Operations Manager and tonight the Panel will also have their chance, having received the rent increase proposal information.

3.2 The Panel split into 2 groups in separate spaces to make it easier for individuals to give their feedback in smaller groups.

The groups discussions lasted 45 minutes. Tracey and Gregor will note feedback from their groups to be shared with the Panel before the next meeting. Susan thanked everyone for taking part and Gregor and Tracey for facilitating. Gregor encouraged everyone to complete their questionnaires.

4. Any other business

4.1 Susan reminded the group that voting was now open for the Gorbals Ideas Fund (GIF) and to go online please to do this. She handed out a couple of the special edition GIF newsletters which showed which ideas had been put forward for this next stage. Tenant also explained there would be a voting roadshow from next week, where you could drop in to several venues to find out more. Visit www.gorbalsideas.org.uk or email melissa@newgorbalsha.org.uk for more information.

4.2 Reminder of our Tenant Conference in March 2026 and suggestion that the Panel will help out by presenting on the day.

4.3 Handouts provided on community projects information and flyers for the Light Up the Gorbals event on Friday 5th December from 4.30pm in the Piazza. Tenant suggested additional litter pick on the 4th to tie in with the event.

5. Date of next meeting

The final Tenants Panel meeting of the year will be on **Tuesday 16th December in the Housing Office**. This will be a thank you event for panel members for all their work and support this year.

Actions

Issue	Action
Cleaning the marble at Crown Street?	Estates are sourcing effective marble cleaning materials from Softwash Scotland
Tenant Portal follow up	Individual help being arranged
Example from local council of rent increase options	Keep in touch to see how their budget event goes
Role of Management Committee	Agreed at last meeting that Head of Governance, Chris Rothnie, would attend Panel meeting next year
New Head of Development	Agreed to invite postholder to meeting next year
Feedback from group discussions on rent proposals	Gregor/Tracey before 16 th December meeting