

Tenants Panel, Tuesday 17th December 2025, 6.30pm-7.30pm, Housing Office

Attending: 12 Tenants

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. We ran over housekeeping and guidelines for meetings. This was the last meeting of the year so there would be no new business discussed, but we would run over a few issues and then there would be a chance for people to relax and enjoy the buffet.

2. Minutes and actions from the last meeting on 25th November 2025

Issue	Action
Cleaning the marble at Crown Street	This is now on a 4-weekly calendar and estates are sourcing effective marble cleaning materials from Softwash Scotland.
Tenant Portal follow up	Please get in touch if help needed
Example from other organisation of rent increase options	Keep in touch in new year to see how their budget event goes
Head of Development	When postholder starts we will invite them to a meeting
Feedback from group discussions on rent proposals at November meeting	Gregor/Tracey had provided notes from their groups

3. Other business

3.1 Firstly and most importantly, Susan thanked all panel members very much for their commitment and support during the year on behalf of herself and NGHA management. A voucher was given to all members as a token of the Association's thanks for giving up their time every month. It is greatly appreciated and fantastic to see the full Panel at tonight's meeting. Thank you.

3.2 Susan handed out a summary of Tenants Panel 2025 work done and impact. She explained that a summary report is produced for all our tenants and residents' groups as part of our Tenant Participation Strategy, to ensure work is meaningful, responsive and strategic. Susan reminded the group that the Strategy had been up to 2025 and that one of our first pieces of work next year would be to update and expand this to a 3-year strategy for 2026-2029.

3.3 Susan reminded the group that voting was now open for the Gorbals Ideas Fund and to go online please to do this. Lots of people had already voted. Everyone who votes is entered into a prize draw. You can also drop-in to 187 Crown Street to vote there or scan the code on the posters in reception or visit www.gorbalsideas.org.uk

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

3.5 Handouts provided on community projects and tenant participation information.

4. Date of next meeting

The first Tenants Panel meeting next year will be on **Tuesday 27th January in the Housing Office** when we will set the rest of the dates for the year.

Huge thanks to the Tenants Panel and see you all in 2026.