

New Gorbals Scrutiny Group was set up in January 2025. It currently has 5 tenant members. The work of a scrutiny group is to choose an area of work or policy to look at in detail. They look at processes, not people, to ensure value for money and excellent service. In 2025 the Scrutiny Group chose to look at Close Cleaning.



Met
11
times

Independent support
provided by the
Tenants Information
Service
(TIS)



- Carried out tenant-led close inspections
- Analysed complaints
- Looked at the contract in detail
- Heard from tenants and staff

Developed and signed the Group's Terms of Reference including:

- Aims and role
- Membership
- Equality and diversity
- Area of business
- Programme of work
- Accountability to tenants and other customers
- Accountability to NGHA
- Confidentiality and code of conduct



For 2026, the Group will work with customers and NGHA to decide priority areas for next scrutiny exercise



Next Steps:

The group will produce a report with recommendations for improvements, (if there are any), to go to Senior Management and Committee and to make available to tenants and other customers.

Meetings are usually on the 2nd Tuesday of every month from 6pm-7.45pm in the Housing Office. First meeting of 2026 will be **Tuesday 13th January**. Please speak to Susan to find out more.

Phone 0141 429 3900 or email susan@newgorbalsha.org.uk