

New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 9th December 2025, 6.00pm-7.45pm
Small meeting room, New Gorbals Housing Office

Attending: 3 Tenants

Apologies: 2 Tenants

Also present: Susan Burn, Tenant Participation Officer, New Gorbals Housing Association (NGHA), Sharon Donohoe, TIS Development Director, Martin Mcleod, Housing Officer

1. Welcome

Susan welcomed everyone to the meeting. We were grateful to Martin for coming along tonight and agreed to hear from him first before continuing with the agenda.

2. Role of Housing Officer in relation to close cleaning

2.1 Martin introduced himself and explained his “patch”. He explained that part of his role is estate management which includes visiting all his closes at least once a month. He covers 80 closes. His experience is that NGHA does check the closes more than other places. Regarding communication with close cleaners, he said that it is clear now that if we have contacted them about issues with a close clean, it is recorded as a complaint. He and Charlie carried out close inspections last month. Martin agreed that Housing Officers share the same frustrations as tenants as the standard of close cleaning is not as good as it should be.

2.2 Housing Officers will be on the look-out for any other issues, eg broken tiles, bikes in closes etc. It is understood that if bikes are in the close cleaners won’t move them to clean. For clutter in the closes, Martin would contact the individual if identifiable and put a card through letterbox or chap their door, typically it will be a letter that goes out. Prams in closes are a big issue, but understandably it is less easy to remove these.

2.3 If close doors are wedged open, Martin will close them and send text or email reminder to tenants to keep doors closed for security. Close doors are serviced every year.

2.4 Regarding tenant complaints about a close, Martin’s experience is that people generally do not want to do this.

2.5 Discussion about tenants’ responsibilities and if they know to keep close clean. Martin explained that it is in the tenancy agreement that tenants will clean up after themselves in common parts. This is emphasised at sign up. Martin explained further that rent and estate management were the consistent parts to the job which you could plan for, with other areas including allocations or anti-social behaviour being more reactive.

2.6 Discussion around lack of consequences for leaving rubbish out for example, no recharge in place. May be recommendations to introduce recharges and tenancy

agreement may need reviewed to allow NGHA to enforce issues, as per Housing (Scotland) Act 2001. Group to look at NGHA and other tenancy agreements to see if there are any differences.

2.7 Tenants asked if Fire Officers inspect the closes. Susan will resend the response previously circulated.

2.8 Martin has a sheet for reporting close inspections. The housing teams are piloting digital reporting. This is to encourage reporting there and then and is line with the Association's position to move towards digital by default where appropriate.

2.9 The Group wanted to emphasise that all NGHA staff have a collective responsibility to report issues when they are out.

2.10 The Reactive Repair Team (RRT) already have devices. They should also report additional issues.

2.11 The Group had found the discussions very interesting and thanked Martin for his time.

3. Next Steps - questionnaire

Sharon had provided 2 sample questionnaires for Group to look at and to send out to tenants and owners in the new year. They made some changes to their preferred version. Sharon will finalise this and Group will confirm at first meeting in January. Sharon would recommend 2 versions for tenants and owners. To be discussed with factoring team, housing team and communications officer so that everyone knows what is happening and when.

4. Other business

4.1 There was an additional discussion about the recent rent increase proposal letter.

4.2 Susan gave an update from Charlie that the 2 cleaning posts had been filled, with one person already started and the other starting in January.

4.3 Susan handed out the feedback from the close cleaning QR codes on the noticeboards. Charlie had also supplied complaints data as requested. Susan will send this to Sharon.

4.4 Tenants looked at the Gorbals Ideas Fund voting platform and will submit their votes.

5. Date of next meeting

The next meeting will be on **Tuesday 13th January** at 6pm in the Housing Office. Further dates for the year will be set then.

Actions over the page

Issue	Action
Fire Officer inspections	Susan resend response
Feedback on rent increase proposal letter	Susan share feedback with Gregor/Kim
Compare NGHA tenancy agreement with others	TIS and group
Finalise questionnaire	TIS
Update action plan	TIS
Complaints information to Sharon	Susan
Gorbals Ideas Fund	Group to vote