

Tenants Panel, Tuesday 27th January 2026
6.30pm-7.45pm, Housing Office

Attending: 7 tenants

Apologies: 5 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. We have a potential new member who hopes to attend next meeting to sit in. We would encourage new members.

2. Minutes and actions from the last meeting on 17th December 2025

We checked over the minutes from the last meeting. This had been a round-up of the year and there were no actions. Susan gave an update that a new Head of Development, Lauchlan Mitchell, had started on 26th January. The group would like to invite him to a meeting later in the year.

3. Feedback from evaluations in December

All 12 panel members had completed an evaluation of the meetings in December. Susan provided a summary of the main points for discussion to help us to improve.

Overall, the feedback was positive. People happy with evening meetings and with using 2 venues; they enjoy the company, hearing from other tenants, finding out what is happening and having an impact on work and decisions.

Areas which we can change and improve

Too much paperwork

We can use the big screen where possible to refer to documents at the meeting. Will not print out additional copies. Email where possible, but paper copies will always be available for those who prefer this. This was agreed.

Meetings can feel a bit rushed and we don't get to cover topics in-depth

Suggested that we change meetings to earlier start of 6pm to allow a bit more time if needed. We will limit the agenda where there is a hot topic to discuss. These were both agreed. However, Susan reminded the group of the role of the tenant panel compared to management committee for example, or scrutiny group. There was a longer discussion about the scrutiny group and how this works. Their current piece of work is close cleaning. Suggestion that allocations should be next area with discussion about allocations procedure and the legislative requirements around this. Most group members said they were unaware of the rehousing requirement for

people presenting as homeless from Glasgow City Council. All registered social landlords must follow certain rules in allocating houses to ensure fairness. These rules are set out in the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001.

However, social landlords in Scotland are responsible for developing their own allocations policies and for making decisions within these rules. The Panel want to know more about this.

Susan explained we are working on a factsheet explaining clearly how and why we allocate Housing, as this issue comes up at all our groups. Members thought this would be very useful, but also to highlight all this on our website.

Tenant also suggested a handout with a list of current groups and remits. Susan will bring this to next meeting.

Certain people can take over

Reminder of house rules for tenants panel for people to be mindful to allow everyone time to speak and about the skills of working in a group. We will have support from Michael Fullerton in February to look at working more effectively as a group, and any additional training needs, or pointers for people to feel confident enough to speak up, or to remind others to make sure everyone has time to contribute.

Who else should attend

Suggested that it would be useful to have general staff input as opposed to/in addition to management. Group thought this would help with working together so staff can see there are tenants working hard to improve service and the area.

Discussion about council input regarding bins, lighting etc. Susan advised that this is being addressed through the Group Collective meetings, or individuals can contact their councillors or attend the community council meetings.

Discussion on benefit of hearing what the most common complaints are, also details of NGHA future strategy and if consideration is given to Tenants Panel input into this. Chris, Head of Governance is attending in March to talk about assurance. We can ask about management committee role, complaints and consideration of Tenants Panel feedback.

4. Schedule for the year

4.1 We looked at the planned work schedule for the year. We agreed to move to the third Tuesday of the month from February, where possible, so we do not clash with the community meal.

5. Other business

5.1 Tenant conference on Saturday 28th March. Most members will attend if they can. Susan asked for volunteers to speak or to help out at an information stall.

5.2 Community projects – reminder of monthly poster with list of tenant participation and community events.

5.3 Gorbals Ideas Fund feedback – Susan showed the results of the GIF voting event. There was discussion about when these new ideas would begin and how they are managed. Susan signposted to the GIF website and newsletter.

5.4 Gorbals Community Pantry – this was a previously funded GIF project and will open in February. Susan handed out membership forms. If people would like to volunteer they should contact Melissa in the communities' team. We are also planning another volunteer information evening in March.

5.5 Gas Service compliance process and letters – Susan handed out the 3 letters which are used currently. Maintenance team had asked for tenant feedback to try to be more proactive to reduce cases of forced access as a number of tenants do not respond. There was discussion and feedback. Are tenants informed about this at sign up? Susan will pass this onto maintenance. Additional questions over smart meter installations and broadband and preferred communication methods which Susan will follow up.

5.6 Tenant Participation and Engagement Strategy – this is being renewed. Susan will send this round for further comment.

6. Dates of meetings

The next meeting will be on **Tuesday 17th February in St Francis Hall at earlier time of 6pm, (behind the community centre)**. Susan will send a reminder and can meet anyone who is not sure where this venue is.

- Tuesday 17th February, 6pm, St Francis Hall
- Tuesday 17th March, 6pm, Housing Office
- Tuesday 21st April, 6pm, St Francis Community Centre
- Tuesday 19th May, Housing Office
- Tuesday 16th June, St Francis Community Centre
- No meeting in July

Actions over the page

Actions

Issue	Action
Agreed changes to meetings	<ul style="list-style-type: none"> • 6pm start with sandwiches • If hot topic, make solo agenda item • Support for working as a group • Less paperwork • Move to 3rd Tuesday of the month
More information on purpose of various groups	Susan will provide handout
Allocations	Further discussion and factsheet Possible work for scrutiny group
Tenant conference	Members to speak Other members to help out on day
Feedback on gas compliance letters	Susan pass to maintenance
Smart meter installations - can tenants arrange this? Do they need to let NGHA know	Susan to check
Broadband - does NGHA need to authorise this? Example fibre installation in the area	Susan to check
Are preferred communication methods and languages captured and then implemented?	Susan to check
Update tenant participation strategy	Susan to send out draft