

New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 13th January 2026, 6.00pm-7.45pm
Small meeting room, New Gorbals Housing Office

Attending: 4 tenants

Apologies: 1 tenant

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

1. Welcome

Susan welcomed everyone to the meeting. We were glad to have a new member join the group for the first time.

2. Meeting dates

We agreed to change the meeting dates to the first Tuesday of the month to avoid a clash with the community meal. The next few dates were set and will remain at 6pm in the Housing Office:

Tuesday 3rd February

Tuesday 3rd March

Tuesday 7th April

Tuesday 5th May

Tuesday 2nd June

There are no meetings in July.

3. Minute and actions from last meeting on 9th December 2025

Issue	Action
Fire Officer inspections	Tracey's response from earlier meeting redistributed
Feedback on rent increase proposal letter	Susan had shared feedback with Gregor/Kim
Compare NGHA tenancy agreement with others	On agenda
Finalise questionnaire	On agenda
Update action plan	On agenda
Complaints information to Sharon	Shared
Gorbals Ideas Fund	Group had all voted

3.1 One group member gave feedback from tenants at Cavendish who said a cleaning team had started in their area on the closes and the results were excellent. Susan confirmed that the scrubbing team had started over at Cavendish/Wellcroft and were working on the older properties. This was well received by the group following their own inspections of the older properties. Railings, walls, ceilings, windows all being cleaned. There are before and after photos Susan will bring to the group. The timeframe is to work through the whole stock which may take up to 3 years.

3.2 There was some discussion about the NGHA rent proposal at 4.8%. This led onto a comparison exercise with other Housing Association's close cleaning charges. Discussion about differences between number of properties in closes, levels of service, numbers of tenants and economies of scale. Point was made that we are not able to compare like for like, but very useful to know other costs as indicators.

3.3 Sharon then distributed a handout from the ARC with NGHA's performance compared with other providers and the group spent some time going through each category and also looking at rent.

3.4 The group understands that close cleaning on its own does not fit into one single reporting category for the ARC.

3.5 We looked at how NGHA ensures tenants know what level of close cleaning service they should be receiving and when. Group felt clearer, more readily available information on close cleaning would be useful on the website. They would also like clarification on whether this is explained at sign up and in the tenants' handbook. Tenants should know when their closes will be cleaned, what that level of service will be and the cost. Susan will confirm.

4. Questionnaire and action plan

4.1 The group agreed the questionnaire format.

4.2 Agreed to include some introductory text to make questionnaire clearer.

4.3 Group want to make sure questionnaire and plans for distribution are shared with relevant staff for feedback and to ensure everyone is happy with the process and content.

4.4 Discussion about how the process will work, including cost implications.

4.5 Agreed the survey would come from TIS on behalf of the Scrutiny Group and TIS would collate the feedback. TIS will set up survey monkey. We will aim to have this finalised within next couple of weeks, if possible. The group would like to complete their final report and recommendations by the end of March.

4.6 Sharon showed the group a very recent Scrutiny Group report from another Housing Association on damp and mould. The group was very impressed with an excellent and hugely effective piece of work by tenants.

4.8 Agreed Sharon and Susan will finalise getting questionnaire out as soon as they can. No additional staff are needed for the February meeting where the group will be finalising their report, but we may wish to invite staff to March meeting.

5. Date of next meeting

The next meeting will be on **Tuesday 3rd February** at 6pm in the Housing Office.

Actions

Issue	Action
Close cleaning awareness <ul style="list-style-type: none">• Website• Sign up• Tenants handbook	Susan to confirm
Finalise questionnaire and collaborate with NGHA staff	Sharon and Susan