

The Role of the Tenants' Panel

What's involved?

The aim of The Panel is to represent and promote tenant opinion and ensure this is central to service delivery, on behalf of all tenants in the area. The Panel will influence practice and policy, work in partnership with the staff team, make recommendations and ensure information meets tenants' needs. For example, they may look at information on the rent consultation process, performance monitoring, information leaflets and the tenant's handbook.

The Tenants' Panel meet every month, (except July where tenants take a break), usually on the third Tuesday of the month from 6.00pm – 7.45pm at New Gorbals Housing Office, 200 Crown Street or St Francis Community Centre, Cumberland Street

Currently all meetings are face-to-face but hybrid meetings are also possible for those who wish to join remotely, for example via Teams or Zoom.

You can attend as many or as few meetings as you are able, all we ask is that you let us know beforehand if you cannot make a meeting.

There are the usual meeting ground rules to follow to make sure everyone feels comfortable and respected being there and can contribute confidently.

Who can join?

Any current tenant of New Gorbals Housing Association can join The Panel or can come along to sit in on a meeting to see if they would like to join. However, usually only one person per household can be a member to ensure an even representation, (unless there are special circumstances). You cannot be on the Tenants' Panel and the Management Committee at the same time.

Skills and abilities

Good listening and communication skills (in your preferred way)

Ability to work positively with each other

Ability to support the group to reach positive solutions

Ability to follow the values of New Gorbals Housing Association

- Respect people and communities through our belief in equality, inclusion and diversity
- Empower people and communities by focusing on strengths and opportunities and building resilience
- Be Ambitious in improving and delivering better services
- Care about what we do and about making a positive difference
- Be Honest in acting with integrity and being accountable

Support and training

The Panel will be supported by the Tenant Participation Officer and also relevant New Gorbals Housing Association staff as required. Training will also be provided as required, for example digital skills, equality and diversity.

Personal conduct at Panel meetings

Panel members are expected to:

- conduct themselves in a way that does not discriminate and not use discriminatory or offensive language. Support New Gorbals Housing Association equality policies and actively promote equality of opportunity and the value of diversity,
- work within the meeting ground rules set by The Panel at the start of each meeting,
- treat each other with courtesy and respect,
- work towards achieving positive solutions,
- come prepared to meetings by reading any paperwork in advance of the meeting, wherever possible,
- arrive on time so the meeting can start and finish on time,
- co-operate with whomever is chairing the meeting.

Confidentiality and Data Protection

Panel members are expected to:

- treat as confidential any information they receive that has not been made public,
- respect the confidentiality of any personal information they receive,
- keep Panel paperwork secure and destroy paperwork that is no longer needed.

Conflicts of interest

Panel members are expected to:

- declare any personal or business interest which affects their ability to remain impartial in the group work,
- follow the usual New Gorbals Housing Association procedures for reporting repairs, complaints and safeguarding or other concerns,
- not use their position to seek special treatment for themselves, their relatives or friends.

Get involved

To join the Tenants' Panel or to come along to see what happens, please get in touch by emailing susan@newgorbalsha.org.uk or by phoning 0141 429 3900 or phone/text 07971 819780.