

**Tenants Panel, Tuesday 17th February 2026
 6pm-7.30pm, St Francis Hall**

Attending: 11 tenants

Apologies: 1 tenant

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer, Michael Fullerton, Community Co-ordinator, Sean Ewart, Community Engagement Worker

1. Welcome and introductions

1.1 Susan welcomed everyone and thanked them for coming. We ran over housekeeping and guidelines for meetings. Susan explained it would be a different sort of meeting this evening. We would give an update on actions but then the rest of the meeting would be on group work.

2. Minutes and actions from the last meeting on 27th January 2026

2.1 We checked over the actions from the last meeting. There were a few handouts on the table, but most paperwork had been emailed out where possible.

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	Handout provided
Allocations	Draft factsheet provided – discussion for future meetings
Tenant conference	Three tenants speaking in our TP section Other members will help out on the day
Feedback on gas compliance letters	Given to maintenance. Thank you email received from Head of Maintenance.
Smart meter installations - can tenants arrange this? Do they need to let NGHA know	No
Broadband - does NGHA need to authorise this? Example fibre installation in the area	No
Are preferred communication methods and languages captured and then implemented?	Yes to communications, not yet to languages, some exceptions, including rent increase which has to go by mail
Update tenant participation strategy	Draft version for 2026-2029 and action plan now ready for comments. Susan will send out.

2.2 Some group members completed conference booking forms and close cleaning surveys. Susan will send out more close cleaning forms as requested to encourage as many people as possible to complete these for the Scrutiny Group.

Susan then handed over to Michael and Sean for the rest of the meeting.

3. Working as a group

3.1 Michael began by acknowledging the continued hard work and commitment of the Tenants Panel. He hoped this would be an enjoyable session for them to help energise for the coming year, recognising that the group had worked well together for some time but to see if we can sustain or even improve that dynamic.

3.2 Sean then introduced the 4 interactive sessions and provided prompts and context throughout:

- as a full group, arrange yourselves on the row of chairs in order of month of birthday but without speaking,
- split into two teams and build the highest tower with the resources provided – spaghetti, marshmallows and tape,
- in the same two teams, one team discuss and note down what makes a good leader; other team discuss and note down what makes a good team player,
- in same teams, do the Lifeboat exercise and explain your reasoning.

3.3 Everyone gave feedback and got involved. There was good discussion about skills needed to work well together but also to be a good leader, with everyone noting there were a few points we could all take on board. They listed:

Team player	Leader
Open minded	Problem solving
Listening skills	Good listener
Honesty	Good speaker
Compassion	Good co-ordinator
Non-judgemental	Give clear instructions
Patience	Be strong
Dependable	Don't ask someone to do something you would not do yourself
Communication skills	Good communicator
Flexible	Explain clearly
Sense of humour	Understand visual and literal learners
Empathetic	Empathetic
Adaptable	Knowledgeable
	Understanding
	Encourage teamwork
	Approachable
	Show people what to do

3.4 Group felt it would be helpful to do this work again later in the year. We thanked Michael and Sean for coming and brought the meeting to a close.

4. Dates of meetings

The next meeting will be on **Tuesday 17th March at 6pm in Housing Office**. Group pointed out that this was St Patrick's Day, so Susan will check that people will be free to attend

- 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

Action: Susan to send out draft Tenant Participation and Engagement Strategy for comment