

**New Gorbals Scrutiny Group (NGSG) Meeting  
 Tuesday 3<sup>rd</sup> March, 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.

**2. Minute and actions from last meeting on 13<sup>th</sup> January 2026**

Issue	Action
Close cleaning awareness <ul style="list-style-type: none"> <li>• Website</li> <li>• Sign up</li> <li>• Tenants' handbook</li> </ul>	Confirmed information available at these points
Finalise questionnaire and collaborate with NGHA staff	Done

**3. Close Cleaning Survey Results**

3.1 Susan gave an overview of the survey. We sent out 1178. There were 284 by email and 894 by post. To date we received 147 responses which is a 12.3% return rate. Our target had been a minimum of 100.

3.2 The summary report from Survey Monkey, without identifying data, had been sent to group members before the meeting.

3.3 Sharon ran through the report with the group. Lengthy discussion about the comments and results and suggestions for analysing the data to make it more specific and relevant to particular areas.

3.4 Group agreed that following their comments and suggestions this evening, Sharon would work on pulling this together into a final report for the next meeting for their agreement.

3.5 Discussion about how to monitor implementation of any recommendations but also to see if they have an impact on the service. This will be included in the report.

**4. Any other business**

4.1 Group member is talking about the scrutiny group at the tenant conference on 28<sup>th</sup> March. Group discussed what would be best to feedback. Other group member

will draft some bullet points. At this stage, as final report not available, agreed this would be a summary of why they picked this topic, what they did - visits, meeting staff, looking at contract etc and advise that their recommendations would be coming out soon. Group will also appeal for more members with the tag line "Want to make a difference in improving your services"?

## 5. Date of next meeting

The next meeting will be on **Tuesday 7<sup>th</sup> April** at 6pm in the Housing Office.

## Actions

Issue	Action
Final report and recommendations for 7 <sup>th</sup> April for agreement by the group	Sharon
Bullet points for conference presentation	Group member