

Tenants Panel, Tuesday 17th March 2026 6pm-7.30pm, Housing Office

Attending: 10 tenants and one new tenant observing

Apologies: 2 tenants

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer, Chris Rothnie, Head of Communications and Governance

1. Welcome and introductions

1.1 Susan welcomed everyone and thanked them for coming. We welcomed one tenant who was attending for the first time to see if she would be interested in joining. We also welcomed staff member Chris along, who would be speaking about governance and assurance. We ran over housekeeping and guidelines for meetings.

2. Minutes and actions from the last meeting on 17th February 2026

2.1 The last meeting had been a bit different, with input from the Communities team with a focus on group work.

2.2 Single action from last meeting to send out draft Tenant Participation Strategy for 2026-2029. Susan had emailed this and had paper copies this evening.

3. Other business

3.1 Before handing over to Chris for the main agenda item, Susan gave some feedback on:

- Reminder of tenant conference on 28th March
- Winner of Scrutiny Group survey £50 voucher
- Invite to attend lunch on Tuesday 24th March at 12pm in the office, to meet with members of Cloch Housing and their tenant group
- Official launch of community pantry, on Tuesday 24th March, at 11am

4. Assurance and governance

4.1 Chris introduced herself and talked through some slides detailing the importance of assurance for the Association and the role the Panel plays in this. Her presentation included the context of the requirements of the Scottish Housing Regulator, the annual return on the Charter and the Assurance Statement. This is all in place to ensure the safety of tenants and good practice of the Housing Association.

4.2 Chris touched on performance data, committee reports and internal audit processes. Tenants thought it would be useful and transparent to make audit reports or summaries of these available. Chris suggested that the auditor's end of year report might be appropriate for this. Tenant's suggestion was to put information on this work in the newsletter. It was also clarified that although it is called an internal audit, it is an external agency who carries this out.

4.3 There was then good discussion about management committee and its structure, including the sub-committees, the AGM, business planning and access to information. Particular focus on the importance of being a member of the Association along with a question from Chris on what more we could do for those who sign up to be members.

4.4 Panel felt they would like to know their management committee and that perhaps at AGM they could all be introduced. We acknowledged the difficult job the committee does as volunteers. Chris explained more about the process for serving on management committee including the 9-year rule from the Regulator.

We thanked Chris very much for coming.

5. Dates of meetings

The next meeting will be on **Tuesday 21st April at 6pm in Housing Office**. We are then looking for venues for the May and June meetings, likely to be St Francis Hall (not Centre). Susan will confirm.

- Tuesday 19th May St Francis Hall tbc
- Tuesday 16th June, St Francis Hall tbc
- No meeting in July

Actions for Chris

- Give feedback about AGM procedures for introducing committee
- Consider availability of audit reports, and/or mention in newsletter