

**New Gorbals Scrutiny Group (NGSG) Meeting**  
**Tuesday 8<sup>th</sup> April, 6.00pm-7.30pm**  
**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 Chief Executive

**1. Welcome**

Susan welcomed everyone to the meeting.

**2. Minute and actions from last meeting on 3<sup>rd</sup> March**

Issue	Action
Final report and recommendations for 7 <sup>th</sup> April for agreement by the group	Sharon – draft report presented
Bullet points for conference presentation	Tenants – completed

**3. Report and recommendations**

3.1 Sharon presented the draft report on the big screen for discussion and agreement. We ran through this and Sharon amended as required. Final report will be available for signing off by group at next meeting to then send to senior management.

3.2 Some information was still required.

- Tenant to check what her current service charge is for close cleaning per month
- Susan to confirm what information tenants receive on the close cleaning service at sign up, in tenants handbook and in newsletters
- Susan to send before and after photographs of deep cleans
- Susan to check job titles for report
- Suggestion that we add in close cleaning to the 6-week new tenant contact

**4. Any other business**

Thanks to tenants for their input into speech at the Tenant Conference. Feedback for the conference was very positive.

**5. Date of next meeting**

The next meeting will be on **Tuesday 5<sup>th</sup> May** at 6pm in the Housing Office.