

**Tenants Panel, Tuesday 21<sup>st</sup> April 2026**  
**6pm-7.30pm, Housing Office**

Attending: 10 tenants

Apologies: 3 tenants

Also present from New Gorbals Housing Association (NGHA): Susan Burn, Tenant Participation Officer

## 1. Welcome and introductions

1.1 Susan welcomed everyone and thanked them for coming.

## 2. Minutes and actions from the last meeting on 17<sup>th</sup> March

2.1 The last meeting had been a presentation and discussion with Chris Rothnie, Head of Governance and Communication which everyone had found interesting. There were 2 actions for Chris around the AGM and the audit process, and she will keep us updated.

## 3. Tenant Participation and Engagement Strategy 2026-2029

3.1 Susan had papers up on screen for this evening. There was a short presentation about the development of our new draft strategy for 2026-2029, for the Panel's input this evening.

3.2 Susan talked about the updated 3-year strategy which has been developed following on from the first one-year strategy for 2024-2025, previously overseen by the panel and introduced at the tenant conference in October 2024. The strategy sets out our commitment to tenant participation and how we will achieve this.

3.3 Reminder of our goals for tenant participation which are:

- Raise awareness of benefits of tenant participation and of the opportunities to get involved
- Increase number and demographic of people involved
- Evidence the impact tenant participation has had on our services
- Embed tenant participation into all we do
- Look at wider opportunities to influence the national picture.

3.4 We looked at the action plan which details how we will achieve our goals, while being guided by our priorities which are:

- to improve communication
- for tenants to influence decision making
- to build confidence and promote feeling valued
- to increase involvement
- to have local and national input
- to have time to reflect and improve.

The action plan has the detail of who is leading on what area of work and what the timescales are.

3.5 We talked about the role of the tenants panel which is to oversee the strategy and to review it ever 6 months to ensure we are on target or recommend any changes or improvements. The Strategy is the main responsibility of the Tenant Participation Officer to fulfil, with support from management and other staff.

3.6 We then ran through the action plan for discussion and feedback. Panel was generally happy with the content and direction of tenant participation. There were issues raised about too much being offered to tenants and how to ensure we co-ordinate it all and respect those who are not able or do not wish to get involved. This is referenced in the strategy.

Feedback/questions included:

- Noticeboards in closes are small and don't seem to have any info on them yet, what is strategy for keeping them updated
- Useful to have link to What's on in the Gorbals directory
- Promote events at the Health Centre and the dentists
- Could we have earlier notice on Facebook for the big events to allow time to get organised with families
- Share with the other local Facebook pages
- Choosing colours for close painting – this does not always happen, but tenants think it should
- Useful to know who is responsible for what in the office and to have a staff directory with brief description of duties
- More drop-ins, which we already offer at the Parish Church and at Oatlands. Other tenants felt there were already plenty opportunities across whole of Gorbals.
- More presence in Laurieston. Susan talked about the Laurieston Estate Action Group and the Gorbals Housing Action Group as context for a new meeting being organised for tenants from that area in the Citizens Theatre on 14<sup>th</sup> May.
- Would not be in favour of independent forum in case of wrong information being shared – always useful to have housing involved
- Frequency and style of newsletter, divided opinion amongst panel
- Discussion about wider influence, clash of meeting dates with community council and with hustings on this evening – we can always change time or date or tenants can miss a meeting if they would prefer to attend, just let us know

3.7 Tenants were happy for Strategy to go ahead.

## 4. Other business

4.1 There was then time away from the Strategy for general feedback from everyone on any issues.

4.2 Currently an online petition about mice infestation, however we talked

about the process for reporting vermin and the responsibilities of Glasgow City Council, but this can mean a substantial length of time before work is carried out. Some tenants feel the first port of call should be a visit from the Housing when mice/rats are reported. Suggestion that NGHA takes on this job in-house, similar to the bulk uplift and with an additional small service charge. Tenants feel it is the landlord's responsibility. Susan said she would pass this on and find out the current process.

4.3 There were no other issues for discussion from tenants. Susan shared information on reporting dog fouling, safe disposal of batteries, pantry opening hours and community projects.

## 5. Dates of meetings

We have no venue for May and June meetings with current dates. We agreed to change to Wednesdays for next two months.

- Wednesday 20<sup>th</sup> May, Committee Room
- Wednesday 17<sup>th</sup> June, Committee Room
- No meeting in July

## Actions

Issue	Action
Office Directory?	Susan
More presence in Laurieston	Susan
Process for reporting vermin	Susan
Choosing colours for closes	Susan