

New Gorbals Scrutiny Group (NGSG) Close Cleaning Scrutiny Project

Notes from meeting on 2nd June and response from Senior Management to recommendations

Present: 3 tenants

Apologies: 2 tenants

In attendance: Sharon Donohoe, Chief Executive TIS, Susan Burn, Tenant Participation Officer, Gregor Colville, Head of Housing, Tracey McCauley, Head of Maintenance

1. General Introduction

1.1 On behalf of NGSG, Sharon thanked Gregor and Tracey for coming tonight to respond to the report. She noted that the Group had worked hard and very well together on this first piece of scrutiny work for the Association. She also recognised the commitment from NGHA to support this work.

1.2 Tracey said it was clear from all the work, including the report and the recommendations that we are on the same page for improving the close cleaning service. Tracey and Gregor thanked the Group and Sharon for their work.

2. General discussion of report

2.1 Sharon said the Group recognised that as issues had been raised during this work, they had been addressed and therefore many of the recommendations were already in place. However, she suggested developing a work plan.

2.2 On discussion around procurement, Tracey invited members of NGSG to join a working group on procurement if they were interested.

2.3 We acknowledged the benefit of Charlie's Quality Control post and his commitment to this work. Also appreciative of the new team of Mark and Lee and the impact of the deep cleans.

2.4 Sharon emphasised the importance of having Key Performance Indicators for any contract which are good both for the contractor and the tenants.

3. Report and key recommendations

The group ran through all the recommendations and listened to the responses from Gregor and Tracey.

4. Next steps

4.1 The Group were delighted that most of their recommendations were agreed and understood the reasoning for the couple which were not. Gregor explained their report would now go to the Property Sub-Committee in August for information and invited any members of NGSG to attend if they wished.

4.2 The recommendations will form an action plan which will be monitored to evidence improvements made.

4.3 The Scrutiny Group does not meet in July but will meet again on 4th August to discuss the next piece of work.

Thanks very much to everyone involved in this work.