

New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 4th August 2026, 6.00pm-8pm
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 after a summer break.

2. Reflection on first scrutiny exercise

2.1 We recapped. First exercise on close cleaning completed with report detailing 18 key recommendations which was presented to senior management in June. Most recommendations agreed and group happy with the outcomes. Group members are invited to attend the Management Committee Property Subgroup on Tuesday 11th August at 6.30pm where their report will be presented to committee for information.

2.2 Group agreed they had found the scrutiny experience surprisingly enjoyable and interesting. In particular, it had been interesting speaking to tenants when group out doing their own close inspections. On reflection it would have been better to speak to more tenants face to face as this had provided the best feedback. If doing close visits again, we would plan to knock doors to speak to more people, although we would have due process in place to ensure safety.

2.3 Group were pleased to know that wider issues could also be raised, for example state of repair, close safety etc. They thought perhaps this would not have been allowed. They were grateful for support of Sharon with this.

2.4 Group agreed they had enjoyed the work, are happy with the practical arrangements for meetings and were looking forward to next project.

3. Performance Report/ARC data – next topic

3.1 We looked at the performance report and the annual return on the charter data to get a better understanding of what areas might benefit from additional resources. Performance is good and higher than the national average on most categories. We looked at complaints data too and felt it would be interesting to know more about this.

3.2 There were discussions and questions about all the areas in the reports. Group considered work on estate management, void re-let standards, process for tenant-involvement when building new properties and allocations.

3.3 The group talked about their dismay at the recent protests and online campaigns. They felt this was led by people outside the Gorbals, as it has always been a place for people from different backgrounds. They felt the unrest was due to lack of

information about the facts and the process and therefore they would like to do some work on allocations with the aim of tenants becoming better informed.

3.4 Discussion about the pressure from Glasgow City Council on homeless referrals, which most tenants are unaware of, but also the process for people who are homeless and what they have to go through and some of the stigma which remains. The statistics on tenancy sustainment for homeless referrals for NGHHA were good. The group would like to consider all this within this scrutiny project. If there are opportunities for positive communication throughout the process, they will take these, rather than wait for one final report at the end.

3.5 Everyone agreed on allocations as the next scrutiny project. Sharon will look at a work plan for next meeting.

3.6 Susan handed out the How we Allocate our Homes factsheet which had been produced recently.

4. Date of next meeting

The next meeting will be on **Tuesday 8th September** at 6pm in the Housing Office where we will begin with looking at the allocations policy document.

Actions

- Susan send out allocations policy before meeting
- Reminder of invite to Committtee Subgroup on Tuesday 11th August