

Tenants Panel, Tuesday 18th August 2026
6pm-7.30pm, Housing Office

Attending: 7 tenants

Apologies: 3 tenants

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

1. Welcome and introductions

Susan welcomed everyone to the meeting after a summer break, and everyone introduced themselves.

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

Our last meeting had been a social gathering and chat before the summer break. One action was an agreement to provide an article on the cost of clearing up the rubbish for the winter newsletter.

3. Work schedule

3.1 We were pleased to have Comms Officer at the meeting to discuss Panel input into annual report, performance report and rent proposal on a 3-year cycle, with focus on one of these key areas each year. She asked if Panel would be involved in annual report preparation next year. Kim explained the final draft is signed off by committee, so our input would be leading up to that stage.

3.2 Discussion about the inclusion of the repairs information in annual report which tenants thought might be a duplication of information in the performance report. Comms Officer was happy to consider all comments. Suggestion that if we took out information already included elsewhere there could be a bigger focus on all the community work. Tenants all agreed it would be good to get involved. Timescale would be May/June next year.

3.3 Brief discussion about the work done by the Panel on the performance report last year and the positive changes as a result of this. They are happy to review this within the 3-year cycle too. No comments on any changes needed currently.

3.4 Tenants are involved in rent proposal discussions each year and we acknowledged some positive changes because of this input last year, including personalised rent letter, breakdown of service charges and use of “proposal” where relevant over “consultation”. This year we want to continue to improve the process by producing a video. Gregor, Head of Housing, had shown a video from another housing association last year to begin discussions and we played the video again this evening. Tenants all thought the video was very good. They liked the detail and the visual representation which they felt made the subject matter easier to understand. They liked the music, short length of video and structure which was easy to follow.

3.5 Good discussion about being clear on the purpose of any video and if it would be aimed at increased engagement before settling on a rent proposal or to help explain rational behind proposed figures. If before, we wondered how we would then advertise any outcomes? If video comes after the engagement work, we can use all the feedback from the questionnaires and workshops to explain decisions in the video and to be clear about why the rent figure is being proposed.

3.6 Other comments included where would we show this? Could it be on Tenants Portal? Comms Officer will look into this, but it would be on our website and social media sites, and we could show at events and meetings.

3.7 After discussion, consensus was to produce report with the agreed proposal, although there would be interest in a video to help with engagement too, further down the line.

3.8 Tenants thought, having heard from Tracey, Head of Maintenance at meetings and at the tenant conference, that it would be helpful to be detailed about the reality of costs of kitchen and bathroom replacements. Tenant also mentioned the example of one repair which had not been reported and which built up to being very costly. Group thinks there is a lack of awareness of these issues and costs.

3.9 On subject of engagement around rent proposal, tenants think it needs to be a many-pronged attack with lots of ways for tenants to give their views. Discussion about wider promotion on social media.

3.10 Happy to trial a video but to remember it will need updated each year.

3.11 However, ongoing feeling about what is the point of asking about any proposal. It is not a consultation. Tenants are not given options and there is no conviction that it would make any difference if everyone said no. Asked about response rate. Comms Officer said there was about a 10% return rate on questionnaire. It has been 15% but it has also been 7%. Group were disappointed with this, although it is an average return rate for questionnaires and surveys.

3.12 Video should explain what you are getting for your money.

3.13 Panel asked if they would provide voiceovers for the video. All except one person are happy to do this. Comms Officer and video producers would draft the script, and tenants would be involved in that too to ensure their points are included. This work will take place in January.

4. Other business

4.1 There was community events information available. Tenant reminded everyone of Northern Soul class starting on Friday from 6pm-8pm. Free to people who live or work in the Gorbals, funded by participatory budgeting via Gorbals Ideas Fund.

4.2 Reminder of the AGM on 7th September and for members to submit apologies if not able to attend.

4.3 Tenant asked about other meetings and the difference between tenants and residents. Tenant Participation Officer explained that some meetings are for

particular communities, for example Ukrainian meeting, Livingwell meetings, however there are others which are open to all in the area.

Tenant had attended a meeting which she felt had been mostly about factored owners' issues. She felt there was a clear difference in tenants and owners' issues and meetings which included both might not be ideal. We acknowledged some of the issues but explained additional purpose to provide community space and share information and feedback. We are still looking at how well all the meetings work and based on experience and feedback have changed a couple of meetings to make sure they are more enjoyable and productive, and everyone feels welcome.

Observation from tenants that people are deliberately waiting for a meeting to report repairs when they could do that anytime. Discussion about reasons why that might be. Group member felt tenants need to be more accountable and responsible for their property. As an aside, tenant had tried several times to report a repair by phone but had got caught in a phone loop which bounced her back to the options again. This happened both times she called which was very frustrating. We will pass this on. This happened last week during the day.

4.4 Discussed the scrutiny group work. Panel member interested in joining. Existing scrutiny group members talked about their enjoyable experience on the close cleaning work and seeing results. The next piece of work is on allocations. Tenant wondered if there were any scope for change on this if it is so heavily legislated by Scottish Government and local authorities. Agreed it would need to be two-handed piece of work to improve local understanding of how the process works but also look at those areas where NGHHA does have the ability to make changes. Tenant will sit in on next scrutiny group to find out more.

5. Date of next meetings

- Tuesday 15th September (St Francis Centre)
- Tuesday 20th October (Housing Office)
- Tuesday 17th November (venue tbc)
- Tuesday 15th December (Housing Office)

Actions

Issue	Action
Talking Rubbish article	By October – Panel members
Video voiceovers	January – Comms Officer
Reporting repair by phone – loop	Pass to Office Manager
Input into annual report	May 2027
Input into video content	October – Comms Officer/Panel