

Tenants Panel, Tuesday 15th September 2026 6pm-7.30pm, St Francis Centre

Attending: 9 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 introductions were made. We reminded ourselves of our meeting guidelines, including no hogging the meeting, one person to speak at a time and respectful language.

1.2 Susan updated the group that one of our long-time Panel members had joined the Management Committee on 7th September and therefore had stepped down from Panel and Scrutiny Groups. The group were sad to hear this news as they all acknowledged the important contribution this person had made. Susan will make sure their best wishes are passed on.

1.3 Tenant asked why you could not be on management committee and tenants panel at the same time? Other than time commitment. Susan will clarify this.

2. Minutes and actions from the last meeting on 18th August

Issue	Action
Talking Rubbish article	October – Panel members/Susan
Video voiceovers	January - Kim
Reporting repair by phone – loop	Susan pass to Office Manager
Input into annual report	May 2027
Input into video content	October – Kim/Panel members

2.2 Reminder that following the presentation at a previous meeting by Tracey, the group had been keen to alert tenants to the effort and cost of keeping on top of the rubbish and the bulk uplift. There was a lengthy discussion about rubbish, bins, bulk uplift, but no solution, other than to keep hammering the message home. Group appreciated work NGHA do and are well-aware it is tenants and other residents who are causing the issues. We will continue to raise awareness. Susan reminded group to phone in on the day if they spot any issues with bulk.

3. Six-month review of Tenant Participation Strategy and Action Plan

3.1 Susan handed out copies of the 2026-2029 Strategy and the “Doughnut” which is a more graphic illustration of the main priorities. We had a refresher on the context of how this Strategy had come about and its purpose, with the Panel being instrumental from the start. This was a chance to discuss progress or challenges or make suggestions for change, and we would be focusing on the additional actions which

had been added since the first strategy, (Appendix II). There would be a full review in another 6-months.

3.2 We talked about the six main objectives of the Strategy which are to improve communication; increase involvement; build confidence and help with feeling valued; influence decision making; local and national impact and to continue to reflect and improve. The local and national impact priority is an addition from the first Strategy. We talked about what this meant and what those opportunities might be.

3.3 This led onto discussion about a recent letter received from NGHAs with information on changes to tenancies including succession which everyone agreed were good developments. Tenants asked if they could have a copy of the letter emailed to them.

Further discussion on statutory requirements for damp and mould and Awaab's Law. From 6 October 2026, landlords must investigate reports of damp and mould and begin any necessary repairs within set timescales.

3.4 We then ran through the 18 additional actions for updates and suggestions. Susan will update Appendix II of the Strategy as agreed. Main points included:

- anti-discrimination training for Panel and Scrutiny Group but also measures for all groups.
- Different ways of engaging, suggestion for a more light-hearted monthly magazine with "gossip", competitions. There was a lot of discussion on this and not much agreement, however Susan will meet with tenants to see if there is anything else we can do. Suggestion that tenants take this on themselves, but not much uptake. More discussion on the current Newsletter.
- Making better use of noticeboards - some noticeboards are still on the floor in the closes and remember that not everyone has access to a close.
- Making estate walkabouts open to tenants should be pursued, but not sure how we would advertise this? Tenant felt just seeing the staff team out and about might be enough and encourage local tenants to go out to speak to them.
- Link from Tenant Portal – many tenants still not able to use this. Suggest we ask someone to come to next meeting at start for short one-to-ones to help people access the Portal on their phones.
- No need for additional feedback tools. Tenants have enough with current surveys. Happy to remove this action.

4. Other business

4.1 Susan gave feedback on improvement to gas check uptake. Panel had been involved in reformatting the initial letters.

4.2 Community information handed out.

4.3 Some tenants interested in the Scrutiny Group. Discussion about this role and how it differs from the Panel. Those interested should come and sit in for the first meeting or two. The next piece of work for Scrutiny will be allocations. Susan said

we would be trying to get more people to join the group to ensure a wide representation of all tenants with different perspectives for this work. The “How we allocate our homes” handout was distributed. Scrutiny Group is on 6th October at 6pm in the Housing Office and is facilitated by TIS.

5. Date of next meetings

- Tuesday 20th October (Housing Office)
- Tuesday 17th November (venue tbc)
- Tuesday 15th December (Housing Office)

Actions

Issue	Action
Talking Rubbish article	October – Panel members/Susan
Clarify membership of Management Committee and other tenant groups	Susan check with Gregor
Copy of recent letter with tenancy changes and info on damp and mould	Susan
Look into additional magazine	Susan
Video voiceovers	January - Kim
Input into annual report	May 2027
Input into video content	October – Kim/Panel members
Update Appendix II of Action Plan	Susan
Scrutiny Group	Susan to send reminder text of date to those interested