

New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 6th October 2026, 6.00pm-8pm
Small meeting room, New Gorbals Housing Office

Attending: 6 tenants (one via teams)

Apologies: 4 tenants

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 and introductions were made. We were delighted to have 4 new members attend for the first time including one brave person joining via Teams.

Susan gave a brief recap on the group membership. We have lost one member to Management Committee. We know she will be a great asset to the Committee but also a loss to the Scrutiny Group. We are glad to have retained 4 original members and happy to have new people.

2. Reminder of role of scrutiny group

2.1 Sharon introduced herself as the independent facilitator for the Scrutiny Group. She talked about the role of TIS (Tenants Information Service) and her own role to ensure tenants' voices are heard and they are central to decision making processes within community-based Housing Associations.

2.2 As this was the first meeting for new members and to embark on a new piece of work, we chatted through what was involved and everyone was welcome to ask any questions. We spent some time talking about the close cleaning work which the Scrutiny Group had completed earlier this year and hearing from group members about their experience. Tenants asked if Senior Management could attend the December Scrutiny Group meeting to provide an update on the action plan from that work. In the meantime, Susan will send a copy of the final close cleaning report to new members.

2.3 Sharon explained the work had been a double-approach, working in partnership with the scrutiny group and NGHA staff. Sharon clarified that this work only applied to NGHA tenants and not private tenants.

2.4 The next piece of work will be to look at the allocations process and policy. We had a first look at the proposed work plan for that and reassured to see that TIS will lead us through much of the work.

2.5 Discussion about the regulatory framework for Scottish social landlords and the Scottish Social Housing Charter. Most tenants had heard about this and knew about the annual returns. Sharon explained that Housing Associations need to submit their returns by 31st May and by October NGHA should be sharing those figures with tenants.

2.6 Discussion about looking at the allocations policy and how effective the group could be in making any changes. Is there potential to change? Sharon explained that there would be legal sections which we could not change, however she gave some examples of other work within other Housing Associations where changes to points allocated were made. We won't know what we can change until we look at this in more detail.

2.7 Side discussion about the plans for homeless accommodation at St Luke's Terrace in the Gorbals and how to lodge objections to this.

2.8 Other discussions on overcrowding and on the annual rent proposal. Housing Associations determine their own rent however the Regulator can step in if they feel this is unreasonable. Tenants were reassured by this.

2.9 Sharon explained how Housing Associations plan their work programmes and budgets including a 30-year plan. She talked about how this has changed over the years, for example with kitchen and bathroom replacements which are now replaced based on need rather than a set timescale. Further discussion about why this can change or work delayed, for example if there is new legislation which calls for additional expense which had not been planned. The example was Scotland introducing stricter post-Grenfell fire safety regulations on carbon monoxide detectors and interlinked fire alarms. This would have been an unplanned cost.

2.10 Sharon then gave further background on the Scottish Housing Act and Scottish Secure Tenancies. She talked about the Scottish Housing Quality Standard.

2.11 Discussion about Awab's Law, including guidance for tenants. TIS are working on an easier to understand version. If a tenant reports damp or mould the Housing Association must investigate this within 5 days. Discussion about what constitutes damp.

3. Other business

3.1 We closed the meeting as we had covered lots of information for this first meeting. Everyone had the opportunity throughout to ask questions, and we also checked in regularly to make sure it was making sense and people were still comfortable through a heavy first meeting.

3.2 Susan handed out the How we Allocate our Homes factsheet along with a copy of the work plan. She will send other papers out well in advance of the next meeting.

3.3 Susan will check in with tenant on her experience of joining remotely and how we can make that a better experience as we hope she can continue to be involved.

3.4 Tenant had been distressed by flooding in her home over the weekend and the Association's response to this. Susan will follow up in the morning.

4. Date of next meeting

The next meeting will be on **Tuesday 3rd November** at 6pm in the Housing Office.

Actions over the page

Actions

- Send out Close cleaning report
- Send out Scottish Social Housing Charter
- Invite Senior Management to the December meeting for update on close cleaning actions and for presentation on the allocations process/policy
- Catch up with new members
- Follow up for tenant on individual issue