Tenants Panel, Tuesday 20th October 2026
6pm-7.30pm, Housing Office

Attending: 9 tenants

Apologies: One tenant

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 one person to speak at a time, using respectful language and no hogging the meeting.

2. Minutes and actions from the last meeting on 15th September

Issue	Action
Talking Rubbish article	No volunteers
Clarify membership of Management Committee and other tenant groups	Tenants would like opportunity to be on both. Follow up with Head of Governance.
Copy of recent letter with tenancy changes and info on damp and mould	These had been circulated but there were also copies at meeting
Look into additional magazine	Separate meeting arranged
Video voiceovers	November – 6 volunteers
Input into video content	Script had been sent to group – one suggestion about referencing global events influencing costs
Update Appendix II of Action Plan	Completed
Scrutiny Group	Reminder had been sent

2.1 Why can't you be on management committee and other groups if you want to?

As we ran through the actions there was a lengthy discussion again about why a person cannot be on management committee and on scrutiny group or tenants' panel.

2.2 Susan had checked the reasons for this with Chris, Head of Governance, who had explained that organisationally Scrutiny and Panel feed into/report to committee which would make it a conflict of interest. However, tenants wondered what the conflict would be if we are all working towards the same goals? Tenant felt this sounded like an excuse. Susan asked what was meant by this, an excuse for what? She explained all the mechanisms by which NGHA are open and accountable. This led on to a whole discussion about the role of the Panel, Scrutiny and other tenant groups and a need for guarantees that everything discussed at meetings is heard and acted upon by management committee.

2.3 Susan referred to the tenant participation strategy and action plan and its purpose and gave other examples of all meetings being minuted. She explained the minutes are immediately sent to senior management and relevant staff, so everyone is informed and aware of issues. Minutes are also available on the website. Susan explained about her own role which included fortnightly Tenant Participation catch up meetings (and action point spreadsheet) with senior management who are aware of all issues raised and ensure these are actioned. There are further mechanisms for reporting into wider action sub-committee, annual evaluations, reviews and impact reports and so on.

2.4 Tenants felt they and other tenants were giving so much and doing so much work that they wanted to be sure it was discussed and was having an impact. How can they be sure that committee is aware?

2.5 Susan talked about the role of senior management to carry out the work, including overseeing tenant participation, and that management committee entrust them to do this and receive regular reports detailing work undertaken.

2.6 Susan asked what they would like to see, if they feel they are not seeing their work going anywhere. We can look at a visual representation of the routes for participation and more particularly of the acknowledgement and feedback of issues raised.

2.7 Tenant said it was standard practice for organisations to be set up like this, so she had no difficulty with it and suggested it was a question of trust. Susan reminded them of previous Tenants Panel members who are on, or have been on, committee. Tenant said it was a reassurance of the process rather than personal. Susan said she would feed all this back.

2.8 Discussion about the rent proposal and video script. Tenant said she understood rent had to go up but that the standard of service would need to go up too. Later she explained her experience of booking in for a repair. She was unhappy with this and wanted this to be reported.

2.9 Regarding rent increase, tenant referenced the annual report and business plan which tenants had just received the day before which detailed the reserves. Susan said she was not in a position to explain the business planning process, but she would ask for senior management input on how this works in terms of having enough money in reserves and requirements for medium and long-term planning. Group wanted to know if development work also included in costs.

2.10 Susan handed out copies of rent video script, which everyone had already been sent. Tenant felt it would be helpful to include the impact of current global issues on costs, which had not been addressed.

3. Tenant Portal

3.1 We moved on to talk about Tenant Portal as we had agreed to spend some time on this. Most people had registered but not many were actively using the Portal. There had been frustration about always having to change the password, so people

gave up. Susan had met with the NGHA Business Improvement Officer, who confirmed this had been changed to 6-monthly based on similar feedback. Some members agreed to give it another try and asked Susan to resend password request. They also wanted their ID's sent to them.

3.2 Tenant said she had been contacted to book in for a gas service. She was sent a choice of two appointments which she responded to, however she then got no follow up response or acknowledgement that this had been accepted so was not available when they turned up. Susan will look into this.

3.3 Tenant said her marble is still not being cleaned. Susan said she would pass this on but suggested we leave individual issues to the end if we can as this is not the role of the Panel. However, there seemed to be a few more questions, so Susan went round the group to ask for any other issues before we moved on.

3.4 Tenant asked if the scrutiny group would be looking at service charges as she is still not happy with having to pay for close cleaning and common charges when she has no access to the close. Susan said we had covered this before and that scrutiny were looking at allocations. Tenant asked why she cannot have a fob for the close if she contributes to its upkeep? She has had workmen asking her for access.

Other group member tried to explain the benefit of common charges and said they kept the costs reasonable. Susan said she would note comments.

3.5 Tenant asked when the rest of the Hutchie blocks will be painted? Susan said she thought the painting programme stopped during the winter. Tenant said everything stops during the winter. Susan said this was unfair and not true. Tenant also complained about the state of the bushes and the grass. Regarding Hutchi, tenant asked why the railings at the bottom had not been painted when they really need it.

3.6 Tenant asked about the planning proposal for St Luke's Terrace and Susan explained the background and NGHA's position, which is to object to the change of use. Group would like the link to the planning portal sent to them.

4. Video Script

4.1 Six people volunteered. They are aware that the video is asking people for their feedback, it is not telling people that their rent is going up. This is important to the panel.

4.2 Susan reminded group they had asked NGHA to make sure there were lots of different ways for people to give their input into rent decisions and this was a new, additional way. There will also be NGHA staff at community meals, pantry, Hutchie meeting, online meeting specifically to listen to feedback on rent proposals.

5. Other business

5.1 Community information available on the table to take away including activities, events, GIF update.

6. Date of next meetings

Susan asked if we could make the next meeting a Wednesday as we have no venue for the Tuesday night. This was agreed.

- Wednesday 18th November (Housing Office)
- Tuesday 15th December (Housing Office)

Actions

	Issue	Action
1	Clarify membership of Management Committee and other tenant groups	Susan to raise this again
2	Look into additional magazine	Meeting arranged
3	Video voiceovers	November – 6 volunteers
4	Map of tenant participation process, impact, action	Susan/Comms
5	Business planning – reserves, development costs	Head of Finance/Head of Development
6	Video script – include global issues?	Comms
7	Tenant portal – password resets and IDs	Susan
8	Issue with booking in for joiners	Maintenance
9	Gas service – choice of appointments with no acknowledgement	Maintenance
10	Marble cleaning schedule for Eyvonne	Maintenance
11	Common charges when you have a MD and fob/key	Housing
12	When will remaining Hutchie blocks be painted	Maintenance
13	Will Hutchie railings be painted	Maintenance
14	Link to GCC planning portal	Housing