New Gorbals Scrutiny Group (NGSG) Meeting
Tuesday 3rd November 2026, 6.00pm-7.45pm
Committee room, New Gorbals Housing Office

Attending: 4 tenants in-person, 2 tenants via Teams

Apologies: 2 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. Two Tenants joined via Teams with the Owl now working. We did introductions and a reminder of our group guidelines. We will also be mindful of those on Teams to make sure we remain aware and check in that they are comfortable, following the discussions and able to contribute when they want.

2. Note from last meeting on 6th October

The actions from the last meeting had been completed.

- 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 individual tenant

3. Terms of reference

3.1. Sharon did a short recap of her role as an independent facilitator at these meetings through TIS. She then moved on to explain the terms of reference document and run through the requirements and expectations. Susan shared this on screen and handed out hard copies.

3.2 Sharon explained that tenants/customers cannot serve on both scrutiny group and management committee. This was understood and agreed by group members.

3.3 There were discussions about expected behaviour including confidentiality of matters discussed at the meeting and not unnecessarily badmouthing the Association outside the meetings. The group and Sharon have the ability to ask individual members to leave the group if they do not adhere to the agreed terms of reference. Everyone was happy with this.

4. Work plan and allocations policy

4.1 Sharon had prepared a PowerPoint presentation to explain context and plan for this piece of work. Susan will send handouts of the slides. Sharon talked to the presentation and took questions. The presentation covered:

The Plan:

- Agree the workplan
- Understand the allocation of housing in a national policy context
- Look at New Gorbals performance when allocating housing

What we will do:

- Fact finding – national policy and context
- Understanding and reviewing NGHA's allocations processes
- Reality checking – what's happening on the ground
- Reporting and evaluation

4.2 Sharon talked about points-based and choice-based allocations. She explained the legislation in place to ensure the allocations process is fair and is need-based.

4.3 Sharon said many people were not aware that they could ask for a review of their application if they have a change of circumstance. Discussion about the importance of tenancy sustainment.

4.4 Susan to ask for the statistics for the past 3 years on NGHA allocations performance, to include:

- number of offers made
- percentages of offers refused
- percentage of stock available to let
- tenancies sustained for more than one year
- relet timescales
- breakdown of lets per allocations group
- number of properties abandoned.

4.5 Discussion about the lack of social housing, pressure on the larger cities especially Glasgow, increase in people presenting as homeless, lack of local housing but also about duty to establish facts of the situation and look at the evidence rather than base assumptions on feelings. Sharon said feelings are important, but they need to be backed by evidence, for example on who is allocated houses. Tenants took this on board.

4.6 Sharon explained housing was a devolved issue.

4.7 Discussion about the removal of the local connections points and what impact this has had, for example it meant anyone could present as in need of housing in Glasgow - from the Highlands for example. In principle it seems a good thing, but the reality was challenging.

4.8 Some discussion about people with leave to remain status. Sharon will find out more for future discussions.

4.9 Varied discussion including the open waiting list situation; common housing register; common allocations policy; areas of operation; right to buy impact; public sector borrowing requirements; shared ownership; culture of home ownership versus renting; national versus community-based housing; housing options and the change in the dynamics of communities.

4.10 We checked in at various stages to make sure everyone was following at a comfortable pace or if they needed a break. Positive feedback from all involved. It is more difficult joining remotely and we will continue to work to see how we can improve the experience for everyone at the meetings.

5. Next steps

5.1 We agreed that as the next meeting was the last of the year and that as Gregor and Tracey were already attending to provide an update on close cleaning, that we would leave the next stage on allocations work until January. This would be to request an overview from Housing on the allocations policy and procedure. However, we would like to have the allocation stats for the next meeting.

5.2 The next meeting will be on **Tuesday 8th December** at 6pm in the Housing Office. There will be a Christmas buffet to celebrate the end of the year and to thank the Scrutiny Group for their time and work.

6. Actions

- New members to sign terms of reference
- Susan to ensure those joining by Teams have all paperwork in advance
- Susan to send out handouts of Sharon's presentation
- Susan to request housing allocations stats for 23/24, 24/25, 25/26
- Susan to bring list of 5 peer Housing Associations for group to choose two for comparison
- Susan to invite Housing to January meeting to provide an overview of the allocations policy and process (Tuesday 12th January, 6pm)