



# Senior Staff Surgeries 2026/27

## Surgery 1: Hyndland Community Hall

24 Novar Drive, Hyndland, G12 9RU / Monday 11 May 2026 1:00 – 2:00 pm

Elaine Travers, Chief Executive and Jen Barrow, Services Director



We were pleased to welcome 26 tenants to our first Senior Staff Surgery, with discussions covering a range of topics including:

### Rents

The recent 6.8% increase  
Rent restructure programme (currently suspended)  
How rents are calculated

### Estates Services

Service standards  
Customer service experiences  
Garden benches

### Other

Investment in homes  
Mutual exchanges; and Transfer incentive schemes  
GWAHA development & expansion  
Accessibility for disabled tenants



One household suggested that rent increases should be applied as a flat £ amount equally to all tenants, rather than as a percentage of current rent.

A flat £ increase might seem simple, but it would be less fair in practice - placing a bigger proportionate burden on lower rents while having less impact on higher ones. Over time, it would also reduce the differences between properties, so rents would no longer reflect the size and type of home, resulting in greater inconsistencies in the long term. A percentage approach ensures increases stay fair and proportionate across all our homes, and reflects responsible financial management.



# YOU SAID, WE DID



## There should be more support and incentives for tenants who wish to downsize

Glasgow City Council has a Citywide Housing Transfer incentive scheme for social housing tenants who are under-occupying larger-size homes. We will republish the scheme information by the end of May on our website and social media channels, plus write to eligible households to raise awareness.

## Estates services have gone downhill, and there's limited visibility of GWAH staff

We continue to carry out regular estate inspections and, in response to this feedback, will explore opportunities for tenants to join staff on estate walkabouts to increase visibility and engagement. We will develop an approach to rolling this out, with further details and a planned schedule to be shared on our website and at our AGM on Thursday 25 June 2026.

## 'Clear close' standards have been inconsistently applied

This approach was adopted in January 2026 in line with Scottish Fire and Rescue Service guidance. Our estates team will continue with close inspection, notifying tenants where items need to be removed. Specific examples from the surgery event have been shared directly with the team.

## There's a disparity in rent charges, with neighbours paying different sums

We are part-way through a rent restructure programme aimed at addressing historic differences and ensuring rents better reflect the size and type of home. This work was paused from 2023/24 to help reduce financial pressure on tenants during the cost of living crisis. Given the time that has passed, and feedback from tenants we will now propose to our Management Committee that the approach is reviewed afresh, rather than simply restarting it in its previous form.

*Thank you* to everyone who attended and contributed to the even - we value the time and input of all our tenants. We received feedback that the format felt more like a meeting than a surgery, with some discussions led by a small number of participants and limited opportunity for others to contribute, leading some attendees to leave early. We apologise to anyone who felt the session was not as beneficial as it should have been. For future events, we will refine the format to better reflect a surgery-style approach, with more structured opportunities for one-to-one conversations with senior staff.

## Glasgow West Housing Association Limited

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

Website: [www.gwha.org.uk](http://www.gwha.org.uk)

[facebook.com/glasgowwestha](https://facebook.com/glasgowwestha) X: [@glasgowwestha](https://twitter.com/glasgowwestha)

Registered with the Scottish Housing Regulator HEP 126. Registered as a Scottish Charity SC001667.  
Registered under the Co-operative and Community Benefit Societies Act 2014 :1955.

