

Engaging with You

Service Quality Guarantee



- An outcome of past consultation.
- Launched November 2025.



(current) Service Engagement Plan – Progress Update for 2025/26



Glasgow West Housing Association

2025/26 SERVICE ENGAGEMENT PLAN



At GWhA, we believe that listening to our tenants is the key to delivering excellent services and shaping thriving communities.

Read on to find out how you can get involved!

2025/26 PLAN

In 2024, we hosted seven Community Engagement Events to provide tenants with opportunities to share their views and help shape our services. Feedback from these events informed the development of an action plan, which was presented for consultation at the Annual Tenant's Conference in January 2025. Implementation of this plan will continue throughout 2025/26, ensuring that tenant priorities remain at the heart of service improvements. We are committed to continuing this engagement and will repeat the Community Engagement Events in 2025/26, offering further opportunities for tenants to influence and shape our services.

	WHAT	WHEN	COMPLETE
PUBLISH	Annual Report	Jul 2025 Jun 2025	Jun 2025
	Annual Report on the Charter (Landlord Report)	Sep 2025	Sep 2025
	Newsletters	Spring: Apr 2025	Apr 2025
		Winter: Dec 2025	Dec 2025
ACTIVITIES	Rent consultation	Dec 2025 – Jan 2026	Underway
	Consumer Panels	1: Jul 2025: Service Quality Guarantee	Jul 2025
		2: Nov 2025: Corporate Publications	Deferred to Mar 2025
		3: TBC - Repairs call handling feedback obtained via CEVs	Sep 2025
	Quarterly Satisfaction Surveys (independent continuous monitoring)	Q1: April – Jun 2025	Apr 2025
		Q2: July – Sep 2025	Jul 2025
		Q3: Oct – Dec 2025	Oct 2025
		Q4: Jan – Mar 2026	
	Blythswood Court surgeries (Pilot)	Monthly (review Sep 2025)	Extended
	Social Media	Ongoing	Ongoing
EVENTS	Annual Tenant's Conference	Jan 2026	Jan 2026
	Community Engagement Events	Aug – Oct 2025	Complete

2024 Community Engagement Events Action Plan available on website



Glasgow West Housing Association Ltd

Registered with The Scottish Housing Regulator HEP126

Registered under the Co-operative and Community Benefit Societies Act (2014): 1955 RS

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- For information



Service Engagement Plan for 2026/27



Glasgow West Housing Association


2026/27 SERVICE ENGAGEMENT PLAN

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2026/27 SERVICE ENGAGEMENT PLAN

	WHAT	WHEN	COMPLETE
PUBLISH	Annual Report	Jun 2026	
	Annual Report on the Charter (Landlord Report)	Sep 2026	
	Newsletters	Spring: Apr 2026	
		Winter: Dec 2026	
ACTIVITIES	Rent consultation	Dec 2026 – Jan 2027	
	Consumer Panels	Typically aiming for Jul, Nov and Mar	
	<div><p><i>Got a topic you'd like us to engage on? Let us know!</i></p></div>	Likely topics for 26/27 include: <ul style="list-style-type: none">• Repairs Service• Housing Allocations Policy• Tenant Handbook• Rechargeable Repairs	
	Quarterly Satisfaction Surveys (independent continuous monitoring)	Q1: April – Jun 2026	
		Q2: July – Sep 2026	
Q3: Oct – Dec 2026			
Q4: Jan – Mar 2027			
Social Media	Ongoing		
EVENTS	Annual Tenants Conference	Jan 2027	



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FOR CONSULTATION

- Feedback via evaluation forms



CEV Evaluation Report + Action Plan

Community Engagement Events (Aug – Oct 2025) – Year 2 Evaluation Report

January 2026

1) Executive Summary



Between August and October 2025, GWH delivered six Community Engagement Events (CEVs) across Anderston, Burnbank, Keith/Walker Court, Hyndland, Hillhead, and a joint event for Blythswood Court and St Vincent Terrace. A total of 58 tenants attended (3.8% overall attendance based on 1544 properties), a 75.7% increase on Year 1 (33 attendees). Engagement was strongest at the BWC/SVT and Anderston events, with proportional representation achieved at Burnbank, Keith/Walker Court, and Hillhead; under-representation at Anderston and over-representation at Hyndland and BWC/SVT.

Key messages from tenants included appreciation for face-to-face access to staff (especially repairs and senior staff), positive views on text reminders and local venues, and requests for clearer communications on repairs follow-ups, homeowner buy-in, and event notices. Staff feedback recognised improved planning and on-the-day delivery but highlighted the resource intensity of multiple CEVs and the benefits of a shorter, Q&A-focused format.

What changes next: From 2026, GWH will replace multiple CEVs with quarterly Senior Staff Surgeries (Q1–Q3) - short, local Q&A-only sessions rotating across areas - while retaining the Annual Tenant Conference in January (Q4). This focuses our time where it adds most value, maintains senior visibility, and responds directly to tenant preferences.

2) What We Did

- Events:** 6 CEVs delivered across different areas (daytime and evening sessions; local venues).
- Attendance:** 58 tenants in total (3.8% overall based on 1544 properties). Event-level attendance ranged from 1 to 23, and 2.5% to 6.3% of the community. Further breakdown available at [Appendix 2](#).
- Representation:** Proportional representation at Burnbank, Keith/Walker Court, and Hillhead; under-representation at Anderston; over-representation at Hyndland and BWC/SVT.
- Operations:** Pre-event briefings, clearer staff roles, surgery tables (repairs/tenancy), delegate packs, text reminders, and a follow-up tracker overseen by managers/directors.

3) What Tenants Told Us (Themes)

Positives

- Face-to-face access to staff valued; Q&A style seen as approachable.
- Text reminders effective; local venues and shorter travel appreciated.
- Repairs call-handling with Bell generally successful for first-time reporting.
- Delegate packs well received.

Concerns

- Repairs follow-up and communications: missed notifications, quality variances, early contractor start times causing disturbance.
- Homeowner buy-in:** lack of letters when works could not proceed; interest in alternative strategies (e.g., buybacks).
- Accessibility & timing: Stair access at one venue; late postal invites for some; language barriers for a few attendees. Navigation and layout challenges at some venues; noise and breakout room distance noted.
- Local environment: parking/disabled spaces, public bin removal, garden misuse (often outside GWH's formal remit).
- Ventilation and condensation concerns raised, alongside kitchen size limitations in certain properties.

APPENDIX 1 – CEV Y2 Action Plan

A. Engagement & Communication					
Item		Action	Owner	Timeline	Outcome
1	Quarterly Engagement Events	Introduce Senior Staff Surgeries - Define schedule (Q1–Q3), rotate areas, publish calendar.	Tenancy Services Manager (TSM)	Feb–Mar 2026	
2	Event communications	Standardise invites; SMS reminders sent ≥7 days & 1 day prior; area noticeboard posts	Quality Assurance Manager (QAM)	Mar 2026	
3	'Senior Staff Surgery' explainer leaflet	Simple leaflet/QR website page setting expectations (Q&A focus)	QAM	Mar 2026	
B. Repairs, Improvement Programmes & Follow Up					
Item		Action	Owner	Timeline	Outcome
1	Repairs photo-upload & tracking	Explore feasibility of introducing portal/process to add photos when reporting repairs	Repairs Services Manager (RSM) & Finance and IT Manager (FITM)	Q2 2026/27	
2	Post-repair satisfaction	Explore SMS mini-survey after job completion; dashboard reporting	RSM & QAM	Q2 2026/27	
3	Contractor <u>start</u> times	Re-brief contractors (no works before agreed hours); escalate breaches	RSM	Oct 2026	Complete 0 subsequent reported instances of early starts
4	Responsibilities clarity	Update major works leaflet: tenant vs contractor responsibilities	Technical Manager (TM)	Q1 2026/27	
5	Ventilation/ damp & <u>mould</u>	100% inspections for reports of damp and <u>mould</u>	RSM	In place	Already in practice
C. Accessibility & Inclusion					
Item		Action	Owner	Timeline	Outcome
1	Venue accessibility	Update event/venue H&S checklist to confirm ground-floor-first venue policy; confirm lift access when needed.	TM	Mar 2026	
2	Language support	<u>Continue</u> use of standard statement offering translation /interpretation on request to all GWhA event invites	QAM	Mar 2026	
3	Staff late-travel safety	Provide taxis for staff leaving late GWhA events by public transport	HR & Governance Manager (HRGM)	Adopted from Feb 2026	
4	Venue signage/ navigation	Update event checklist to necessitate signage and reception guidance for large venues.	TM	Mar 2026	

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FOR CONSULTATION

- Feedback via evaluation forms



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Follow us and you'll be entered into a prize draw to win £100!
Just follow us and send your social media handle, name and
address to contact@glasgowwestha.co.uk by **01/03/2026** to
enter.

We'll only use your details to administer this competition and contact the winner. For more information on how we
handle personal data, please see our Privacy Policy.



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Compete & Win with GWAH!
