



Community Engagement Events

ACTION PLAN – FOR CONSULTATION



ATC feedback

Corporate Plan
commitment to
deliver local
events



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events

Invites

1471
households

We are pleased to invite you to your local Community Engagement Event, created in direct response to your feedback from the Annual Tenants Conference. You asked for more informal engagement opportunities to discuss local issues, and we listened.

This event is your chance to hear about and influence:

- Our response to the summary findings from our Future Services Survey
- Local investment plans for your area
- Wider role initiatives that GWhA has to offer

Members of our Executive and Management teams will be there, ready to answer your questions and listen to your thoughts.



Elaine Travers,
Chief Executive



Jen Barrow,
Services Director



Daniel Wedge,
Technical Director



Jennifer McCann,
Tenancy Manager



Craig Orr,
Technical Manager

We hope you can join us for an evening of insightful discussions and community connection.

We look forward to seeing you there!

Please RSVP by 01/08/2024 by calling 0141 331 6650 or emailing admin@glasgowwestha.co.uk

AGENDA

18.30	Welcome
18.35	Future Services Survey
18.45	Local Investment Plans
18.55	GWhA Wider Role
19.00	Open Q&A
19.40	Meeting Close



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1471 households

Events x7

August 2024

33 attendees

Anderston

Burnbank/St Georges Cross

Blythswood Court

Hillhead

Hyndland

Keith & Walker Court

St Vincent Terrace





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To MC

To participating tenants (directly)

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Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

Anderston

St Vincent Terrace

Blythwood Court

Burnbank

Hillhead

Keith/Walker Court

Hyndland

- August 2024

Community Engagement Events

Thank you to everyone who attended our recent community engagement events. Invitations were sent to 1,471 GWA households, and we were pleased to welcome participation from 33 tenants. These events were organised in direct response to feedback gathered at the Annual Tenant's Conference in January 2024. You expressed a desire for more informal discussions on the issues that matter most to you—concerns affecting your homes and communities, without the time constraints of formal meetings such as the AGM or rent consultations.

We have listened carefully to your input and are pleased to share the key themes that emerged. Most of the feedback has been captured under general themes, but where specific issues affect individual communities, these have been extracted and addressed separately under dedicated headings.



Find a copy of the CEV Report in your pack



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Working Group meeting Nov & Jan (Staff)

Review of feedback

Proposed actions



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Consultation

ATC [Jan 2025]

14 point action plan

Positives

Concerns

Suggestions



1. Community Engagement Events delivered for 2nd year

CEV well received: informal, interactive, more opportunities to ask questions and felt GWAH listened/ Interest in similar events in future/ Preference for face to face contact

Positive feedback on the Oct 2023 Hyndland CEV (chair yoga, book swap, SAMH, arts & crafts) - interest in similar events in future



2. a) Investment plans to be published to GWAHA website
- b) Cyclical maintenance information to be published to GWAHA website
- c) Develop communications to alert GWAHA tenants when common response repairs are subject to HO engagement

Investment information to tenants appreciated, plus info specific to homes and communities

Transparency about delays in works

Frustration about rent increases without corresponding investment or cyclical investment

Perception that tenant rent is funding new development, while existing homes are neglected

Timely cyclical maintenance would reduce disrepair and repair costs - frustration that tenants are bearing the cost



ADOPTED

3. Event communications:

- a) Include photos of key staff
- b) Earlier invites to be sent, to allow for text prompts in lead up to event to boost attendance
- c) Happy to translate logo on invites to promote translation opportunities
- d) Promote GWAHA offer to provide interpreters (upon request, via RSVP)

Photos on invites - connection
with staff

Text prompts before event to
boost attendance



ADOPTED

4. Improvements to response repairs service:
- a) Bell formally appointed for response repairs & voids contract
 - b) KPI for pre/post inspections by GWHA

Improvements in repairs services since Bell took over

Repairs to be post-inspected by GWHA following contractor attendance



ADOPTED

5. Interactive (non-digital) service provision to be retained

Value of human interaction - face to face & telephone/ concerns about accessibility of digital services



6. Explore feasibility/value of introducing new minor repairs service

Handyman service at additional charge (especially for older tenants)



7. Introduce colouring
competition category for adults

Colouring competition
category for adults



8. Review engagement methods for factoring customers (GWEn)

Replicate CEV event(s) for HOs



9. Review Stock condition
survey tenant communications

Request for a more detailed
breakdown of stock visits



COMPLETE

10. Resident workshop
on energy usage

Resident workshop on
energy usage

Safer Homes Event [Dec 2024]



11. No action
with
scope

NOT GWHHA

Preserved rents are
experiencing higher increases



12. Blythswood Court: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)

Security concerns (unauthorised access, misuse of fobs, doors being forced open, drug users entering the building)

Drying areas needed

Cost concerns due to replacing gas boilers with elec

Tenants unable to get fibre broadband due to cable issues

Concierge service - too many different staff, no employment drive as promised, complaints not followed through, reduced in-person service

No access to defibrillator at concierge station between 7pm-7am



13. St Vincent Terrace: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)

Security concerns as main door has been broken for an extended period

Request for deeper cleaning of common areas (urine) beyond standard concierge maintenance

Parking permits suggested. Barrier was broken for a long time and parking facilities used by non-residents to work in the city

Lack of community spirit - long-term tenants feel disconnected and embarrassed about the condition of the area

Desire for short-term improvements (trimming bushes, weeding, clean ups, pressure washing)



14. Hyndland: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)

Concierge seen as conscientious but distant

Concerns about peeling paint and general disarray; request for visuals showing examples of paint work

Parking issues worsening, including double parking that blocks access to bins

Lock ups being rented to non-tenants

Mobility scooter storage is a key issues, with many tenants facing restricted mobility.



Feedback via Evaluation Forms please

ACTION	RESP	TIMESCALE
1 Community Engagement Events delivered for 2nd year	SD	2025/26
2 a) Investment plans to be published to GWHA website (short-term and long-term plans) b) Cyclical maintenance information to be published to GWHA website c) Develop communications to alert GWHA tenants when common response repairs are subject to HO engagement	TD (a+b) SD (c)	2025/26 [Q1]
3 Event communications: a) Include photos of key staff b) Earlier invites to be sent, to allow for text prompts in lead up to event to boost attendance c) Happy to translate logo on invites to promote translation opportunities d) Promote GWHA offer to provide interpreters (upon request, via RSVP)	Exec	Adopted
4 Improvements to response repairs service: a) Bell formally appointed for response repairs & voids contract b) KPI for pre/post inspections by GWHA	SD	Adopted
5 Interactive (non-digital) service provision to be retained	SD	Adopted
6 Explore feasibility/value of introducing new handyman service	SD	2025/26 [Q4]
7 Introduce colouring competition category for adults	SD	2025/26 [Q3]
8 Review engagement methods for factoring customers (GWEn)	TD	2025/26 [Q2]
9 Review Stock condition survey tenant communications	TD	2025/26 [Q1]
10 Resident workshop on energy usage	N/A	Complete
11 No action - not within GWHA scope	N/A	Not GWHA
12 Blythswood Court: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q2-3]
13 St Vincent Terrace: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q1-2]
14 Hyndland: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q2-3]

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Concerns

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Reporting & Monitoring

Final action plan to MC [Jan 2025]

Actions assigned to teams/staff

Ongoing monitoring – progress reports to MC

NEXT STEPS

