



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!

METHODS

Our Tenant Engagement Plan for 2025/26 sets out the many ways you can get involved, have your say, and help influence decisions that matter to you. From annual reports and rent consultations to newsletters, consumer panels, and our Annual Tenant's Conference, there are opportunities throughout the year to receive information, share your views and contribute to the decisions that affect you.

Annual Report
2023-2024

Glasgow WEST HOUSING ASSOCIATION LIMITED

HOUSES ARE OUR PURPOSE. SERVICE AND SUSTAINABILITY OUR PRIORITY.

Annual Report

- Annually: July

Corporate document reports the Chairperson's review of the year past, and a summary of core business performance.

Glasgow WEST HOUSING ASSOCIATION LIMITED
www.gwha.org.uk
Winter 2024

25th Annual Tenant Conference
Thursday 16th January 2025 at 6pm at the Pyramid in Anderston

Office Closure
Our office at 5 Royal Crescent will close from 4pm on Friday 20 December 2024 until Friday 3 January 2025. The office will reopen on Monday 6 January 2025 at 9am.

Best wishes to all our residents this Festive Season from all the Staff and Committee at GWhA

Included in this Winter edition: Glasgow West HA Calendar 2023 - Incent Rent Consultation 2023/26

Newsletters

- Bi-Annually: Spring and Winter
Share service information and publicise useful information.

CONSULTATION ON 4.9% RENT INCREASE FOR 2025/26

As we plan for the year ahead, we're reviewing our budgets, anticipated costs, and proposed rent adjustments. Your input is a vital part of this process and aligns with our vision to Shape Thriving Communities.

Your rent directly supports the services we provide, including:

- Responsive repairs and communal area maintenance
- Planned investment works
- Tenant services and initiatives that make our communities thrive

The annual rent review is driven by three key factors: **Cost, Comparability, and Affordability**

COST

In the current economic climate, rising costs out with our control impact both GWhA and our contractors. Influences include:

- Increased employer costs, including national insurance and living wage commitments
- Rising insurance premiums and material expenses
- Higher utility costs (gas +14%, electricity +10%)
- Cost of materials

Despite these challenges, we remain dedicated to making the best possible use of our resources, prioritising the essential work we need to do while striving to achieve the improvements we aspire to.

2024/25 Key Achievements

Phase 1 of the Kitchen and Bathroom (KBR) project: £2.2M (210 homes)

Phase 1 Cyclical Painting: £180k (42 closes)

Preparations for a pilot external wall insulation project (£300k)

Rescheduled Phase 1 Stonework Programme: £2M (9 closes)

Brought forward Phase 2 KBR project: £1.8M (a further 176 homes due by Mar 25)

Early feasibility for energy and improvement works (£18M pending review/resident engagement)

2025-2030 Planned Investments

Windows: £1.8M

Stonework Maintenance: £5.6M

Energy & Space Heating: £12.9M

Cyclical Painting: £450k

Kitchens & Bathrooms: £7.9M



Further details of our Investment Priorities in your area are available on our website.

Rent consultation

- Annually: throughout December - January
Consult tenants on rent proposals for the coming year.
Statutory requirement.

Annual Report on the Charter (ARC) 2023/24

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2023/24, including how we compare with the average performance of all registered social landlords (RSLs), all social landlords (SLs) in Scotland and a benchmarking group known as the Quality Efficiency Forum (QEF) which consists of 20 housing associations, including GWhA.

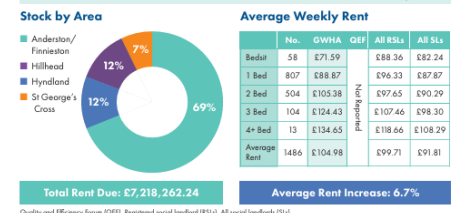
For further information about the SSHC, or to read the Scottish Housing Regulator's 2023/24 Landlord Report for GWhA, visit www.scottishhousingregulator.gov.uk.

To comment on this report, or for more details on how to take part in our decision-making processes, please contact us on 0141 331 6650 or email admin@glasgowwestha.co.uk.

GWhA Consumer Panel
Tenant groups that are formed a few times a year to help shape our services by providing valuable feedback on topical issues.

Management Committee
Shareholding Members elected at our Annual General Meeting. Responsible for governance, policies, service standards, regulatory and performance compliance.

In this report we use traffic light indicators to illustrate our most recent performance.



Annual Report on the Charter (Landlord Report)

- Annually: September

Report performance against the Scottish Social Housing Charter outcomes; including performance benchmarking data.

Documents available on website, or paper copies available on request

Whether it's through in-person events, online surveys, or direct conversations with our team, your feedback plays a vital role in shaping our services.



Independent Continuous Monitoring
- Quarterly (ongoing)

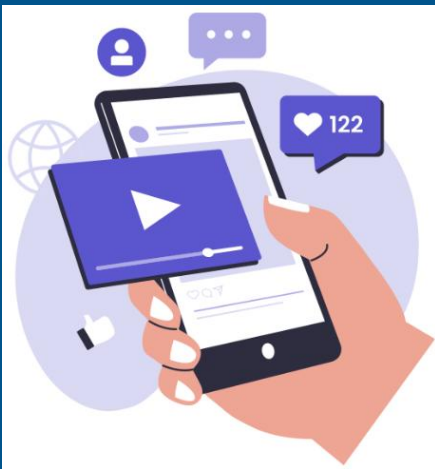


Satisfaction surveys capturing feedback on the satisfaction questions within the Scottish Social Housing Charter.

Annual Tenant's Conference

- Annually: January
Main engagement event providing opportunity to engage on topical matters and represents the culmination of the annual rent consultation.

Social Media
- Ongoing



Accounts are active and utilised to:

- Promote ongoing consultations and services.
- Provide an option to participate in consultations through online survey.
- Obtain feedback on services.
- Provide a direct link for tenants to get in touch.

Consumer Panels

- Normally 3x per year

Utilising list of 'interested parties', voluntary panels convened, with consultation via meetings in office or remotely. Topics agreed annually and confirmed via 'end of year' reporting, in consideration of service initiatives for the coming year.

- To help GWhA understand tenant's priorities and when/how they want to engage.
- To participate in service reviews.
- To consider actions in response to surveys and complaints.
- To help evaluate the services tenants receive.



Staff Surgeries (Blythswood Court)

- Monthly: Publicised via Newsletter/Social Media
Re-introduced as a pilot in response to resident feedback. Pilot recently extended to 30/09/2025, subject to review thereafter.

2025/26 PLAN

In 2024, we hosted seven Community Engagement Events (CEVs) 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	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	Jan 2026
	Consumer Panels 	1: Jul 2025: Service Quality Guarantee	Jul 2025
		2: Aug – Oct 2025: Repairs call handling feedback	Oct 2025 (via CEVs)
		3: Nov 2025: Corporate Publications <i>Defer to Mar 25</i>	Mar 2026
	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	Jan 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

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