



Glasgow West Housing Association

# 2026/27 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!



Our Service Engagement Plan for 2026/27 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 Tenants Conference, there are opportunities throughout the year to receive information, share your views and contribute to the decisions that affect you.

Annual Report  
2024-2025



Glasgow WEST HOUSING ASSOCIATION LIMITED  
HOMES 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.

**Housing Perks**  
Introducing Housing Perks: Big Savings for Everyday Living!  
We're excited to share a fantastic new benefit available to tenants - Housing Perks, a simple way to save money on the things you buy every day!

**How to get started:**  
1. Download the Housing Perks app  
2. Enter your mobile number  
3. Select Glasgow West HA as your housing association  
4. Enter your tenancy reference (you'll find this in the email or letter we sent you)  
5. Start saving instantly!

**No Smartphone? No Problem!**  
If you don't use apps, you can still enjoy the benefits of Housing Perks. A friend or family member can download the app and use it on your behalf.

**Office Closure**  
Our office at 3 Royal Crescent will close from 4pm on Monday 22 December 2025 and will reopen on Tuesday 6 January 2026 at 9am.

**26th Annual Tenant Conference**  
Thursday 15th January 2026 at 6pm at the Pyram in Anderston

Newsletters

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

We are consulting on a proposed **6.8% rent increase** and **WE WANT YOUR FEEDBACK**

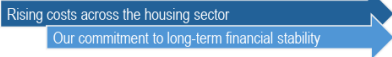
Thank you for taking the time to read this year's rent consultation information

Each year we review rents to make sure we can maintain safe, high-quality homes, deliver essential services, and plan responsibly for the future. This year, the Management Committee is consulting tenants on a proposed **6.8% rent increase** for 2026/27.

Our annual review is based on three key rent policy drivers:



And further influenced, this year, by:



This leaflet explains

- Why the increase is being proposed
- How we ensure rents remain fair and affordable
- What the proposal means for you
- How to have your say

Your views help us understand tenant priorities and shape the services we deliver. We value your views and encourage you to get involved.

Rent consultation

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

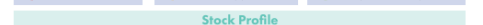
Annual Report on the Charter (ARC) 2024/25

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2024/25, 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 17 housing associations, including GWHHA.

For further information about the SSHC, or to read the Scottish Housing Regulator's 2024/25 Landlord Report for GWHHA, visit [www.scottishhousingregulator.gov.uk](http://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](mailto:admin@glasgowwestha.co.uk)

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



**Stock Profile**

Property Type	Count	Percentage
Tenement Flats	675	143.7%
Deck Access	323	21.1%
Multi-Storey	315	22.4%
Flats*	117	7.6%
High Rise	110	7.1%
Houses	2	0.1%

\*Flats\* includes: Maccaness, Monastery, Townhouse & 3 Up, 1 Down

**Stock by Area**

- Anderston/Finnieston: 11%
- Hillhead: 7%
- Hyndland: 12%
- St George's Cross: 70%

**Average Weekly Rent**

Bedroom Type	No.	GWHHA	QEF	All RSLs	All SLs
Bedsit	58	£70.67	£94.29	£87.12	
1 Bed	828	£94.73	£102.72	£93.27	
2 Bed	532	£132.98	£104.17	£96.00	
3 Bed	113	£133.56	£114.78	£104.31	
4+ Bed	13	£142.10	£127.25	£115.58	
Average Rent	1,544	£103.37	£106.43	£97.59	

Total Rent Due: £7,787,129  
Average Rent Increase: 6.92%

Annual Report on the Charter (Landlord Report)

- Annually: September

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

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.



**Annual Tenants Conference**

- Annually: January

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

**Independent Continuous Monitoring**

- Quarterly (ongoing)



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

**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 GWAH 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.

# 2026/27 SERVICE ENGAGEMENT PLAN

	WHAT	WHEN	COMPLETE	
<b>PUBLISH</b>	Annual Report	Jun 2026		
	Annual Report on the Charter (Landlord Report)	Sep 2026		
	Newsletters	Spring: Apr 2026		
		Winter: Dec 2026		
<b>ACTIVITIES</b>	Rent consultation	Dec 2026 – Jan 2027		
	Consumer Panels	Typically aiming for Jul, Nov and Mar		
	<div style="border: 1px solid black; padding: 10px; text-align: center;">  <p><i>Got a topic you'd like us to engage on? Let us know!</i></p> </div>		Possible topics for 26/27 include: <ul style="list-style-type: none"> <li>• Repairs Service</li> <li>• Housing Allocations Policy</li> <li>• Tenant Handbook</li> <li>• Rechargeable Repairs</li> </ul>	
	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			
<b>EVENTS</b>	Annual Tenants Conference	Jan 2027		
	Senior Staff Surgeries	Q1: April – Jun 2026		
		Q2: July – Sep 2026		
		Q3: Oct – Dec 2026		



**Glasgow West Housing Association Ltd**

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