

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

January 2026

1) Executive Summary



Between August and October 2025, GWHHA 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, GWHHA 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 GWHHA's formal remit).
- 🌿 Ventilation and condensation concerns raised, alongside kitchen size limitations in certain properties.

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- 🌿 Security issues highlighted at high-rise developments, including unauthorised entry, anti-social behaviour, and pest control. Mixed views on external security providers; concierge presence seen as more effective.
- 🌿 Questions around feasibility and specifics of heating upgrades in some blocks.

Suggestions

- 🌿 Repairs portal to upload photos + post-repair SMS mini-survey for satisfaction tracking.
- 🌿 Clearer materials on tenant vs contractor responsibilities for major works; use noticeboards for local event info.
- 🌿 Better venue selection (ground floor where possible; alternative locations closer to residents).
- 🌿 Improve venue signage and reception guidance for larger sites
- 🌿 Ensure security contact details are clearly displayed; explore community policing engagement.
- 🌿 Increase recycling provision
- 🌿 To increase access for repairs inspections, provide more notice.
- 🌿 Promote anonymous reporting channels for crime and tenancy breaches.

4) What Staff Told Us (Themes)

Positives

- 🌿 Better organisation than Year 1; clearer roles; effective surgery desks; useful cross-team representation; good locations; text alerts worked well; improved follow-up tracker oversight.

Concerns / Improvement Areas

- 🌿 Resource intensity: planning many CEVs within a short timeframe and during peak holiday period; extended event window; overlapping holidays; late hours returning home.
- 🌿 Inconsistencies in follow-up tracker usage; expectations around Services Assistants' planning workload.
- 🌿 Accessibility/logistics: multi-floor breakout rooms; some attendees with limited English leaving early.

Suggestions

- 🌿 Q&A-only events (~1 hour), retaining strong senior staff presence (shorter commitment, stronger appeal for tenants).
- 🌿 Clearer time allowances/priorities for planning staff; ensure ground floor access; provide taxis for staff travelling late by public transport.

5) What We Learned

- 🌿 **Impact vs effort:** Smaller, focused engagements provide value but multiple events are disproportionately resource-intensive relative to attendance. A quarterly model can sustain quality while reducing resource impact.
- 🌿 **Communication matters:** Text reminders work; postal timelines need tightening; clarity on what to expect at events helps attendance and inclusion.
- 🌿 **Follow-up and transparency:** Rapid, consistent tracking and clear updates build trust - especially around repairs and homeowner dependencies.
- 🌿 **Accessibility:** Venue choice, language support, and start times for contractors all affect the tenant experience.
- 🌿 **Security and crime prevention:** Emerged as a priority for our high-rise tenants, with a desire for greater engagement with community police.
- 🌿 **Environmental health concerns:** Ventilation, condensation, pest control remain priority issues for tenants, and require proactive management.

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6) Our Future Approach (from 2026)

Quarterly Engagement Events: Senior Staff Surgeries (Q1–Q3) + Annual Tenant Conference (Q4)

-  **Format:** Short (~1 hour), Q&A-only sessions led by senior staff, rotating across areas to ensure fair coverage.
-  **Focus:** Listening and responding on the spot; capturing actions with an on-the-day tracker; visible senior presence.
-  **Access:** Ground floor venues wherever possible; language support on request; clear invitations and reminders.
-  **Feedback loop:** Quarterly 'You Said, We Did' updates on website, representing outcomes from each surgery.

7) Action Plan (*Appendix 1*)

See [Appendix 1 – CEV Y2 Action Plan](#)

8) How We'll Report Back

-  After each surgery: publish a short summary ('You Said, We Did'), actions, and timelines on website.
-  Quarterly: update on action plan progress (website)

9) Thanks

Thank you to everyone who took part. Your feedback directly shapes how we engage and how we improve services

END

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	Complete
2	Event communications	Standardise invites; SMS reminders sent ≥ 7 days & 1 day prior; area noticeboard posts	Quality Assurance Manager (QAM)	Mar 2026	Complete
3	'Senior Staff Surgery' explainer leaflet	Simple leaflet/QR website page setting expectations (Q&A focus)	QAM	Mar 2026	Complete
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 start times	Re-brief contractors (no works before agreed hours); escalate breaches	RSM	Oct 2025	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 & mould	100% inspections for reports of damp and mould	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	Continue 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	

D. Safety & Security					
Item	Action		Owner	Timeline	Outcome
1	Security contact info	Ensure concierge and Prime Secure numbers displayed in all blocks	Estates & Factoring Manager (EFM)	Feb 2026	
2	Community policing engagement	Request community meeting with local officers; promote anonymous reporting channels (CrimeStoppers)	TSM	Q2 2026/27	
3	Illegal sublets & tenancy breaches	Newsletter article on tenancy enforcement and anonymous reporting options	TSM	Q3 2026/27	
4	Pest control response	Respond to pest complaints promptly; review prevention measures	EFM (environmental) & RSM (individual residences)	As received	Already in practice
E. External Interfaces (Beyond GWHHA Remit)					
Item	Action		Owner	Timeline	Outcome
1	Parking & disabled bays (Hyndland)	Request for GCC to reinstate/refresh markings	EFM	Q2 2026	
2	Public bin reinstatement	Submit GCC request for Hyndland Rd/Prince Albert Rd bin	EFM	Q2 2026	
3	Recycling provision (BWC & SVT)	Review recycling facilities – explore whether request for additional bins from GCC or provide internal solution required	EFM	Q2 2026	
F. Homeowner Buy-In & Stock Strategy					
Item	Action		Owner	Timeline	Outcome
1	HO communication	Issue letters when a programme of works cannot proceed; add FAQ on HO buy-in	TM	Mar 2026	
2	Exploration of Buybacks	Feasibility on buybacks where cost-effective vs new development	Chief Executive	Ongoing	Already in practice (Acquisitions framework)
G. Reporting Back					
Item	Action		Owner	Timeline	Outcome
1	Senior Staff Surgeries	Website: Publish quarterly 'You Said, We Did' updates, representing outcomes from each surgery.	SD	From Q1 2026/27	
2	Action Plan progress	Website: Publish quarterly Action Plan progress update	SD	From Q1 2026/27	

APPENDIX 2 – Event Attendance

EVENT	DATE	VENUE	Time	Attendees	Total no of properties	Proportion of GWAH stock	Vs proportion of total CEV attendees	Proportion of community who attended
Anderston	21/08/2025	The Pyramid	Evening	15	585	37.9%	25.9%	2.6%
Burnbank	27/08/2025	Windsor Hall	Evening	3	100	6.5%	5.2%	3.0%
Keith/Walker Court	03/09/2025	Partick Annexe	Daytime	1	40	2.6%	1.7%	2.5%
Hyndland	04/09/2025	Kelvinside Hillhead Church	Daytime	9	142	9.2%	15.5%	6.3%
Hillhead	10/09/2025	Queen Margaret Union (QMU)	Evening	7	180	11.7%	12.1%	3.9%
Joint Event: Blythswood Court (BWC) & St Vincent Terrace (SVT)	28/10/2025	The Marriott Hotel	Evening	23	497	32.2%	39.7%	4.6%
TOTALS				58				3.8% (based on stock number:1544)