



Senior Staff Surgeries 2026/27

Straightforward, local conversations with GWA's senior team

July 2026

Senior Staff Surgeries give tenants the opportunity to book a dedicated 10-minute appointment with a member of GWA's Executive Team to discuss issues, concerns, ideas, or feedback that matter to you.

These surgeries build on the Community Engagement Events (CEVs) held in Year 1 (2024) and Year 2 (2025). From 2026, CEVs were replaced with quarterly Senior Staff Surgeries (Q1–Q3), while the Annual Tenant Conference continues each January (Q4).

Following feedback received after the first Senior Staff Surgery in May, the format has been revised to better meet tenants' needs. The surgeries now operate through pre-booked 10-minute appointments, providing dedicated time for a focused one-to-one discussion with a member of the Executive Team. Who you meet with will depend on the topic you would like to discuss, ensuring you speak with the member of the Executive Team best placed to help.



Elaine Travers, Chief Executive



Jen Barrow, Services Director



Daniel Wedge, Technical Director

2026/27 Surgery Dates & Venues

You can attend any surgery – they are open to all tenants, regardless of where you live.

	Date	Venue	Attending
Q2	Tuesday 25 August 2026 6:00 – 7:30pm	Kelvin West Parish Church 77 Southpark Avenue, G12 8LE	Elaine Travers Jen Barrow Daniel Wedge
Q3	Thursday 29 October 2026 6:00– 7:30pm	The Pyramid at Anderston 759 Argyle Street, G3 8DS	Elaine Travers Jen Barrow Daniel Wedge

To help ensure you can speak with a member of the Executive Team, we recommend booking your 10-minute appointment in advance. Tenants are still welcome to attend on the day; however available slots cannot be guaranteed without a prior booking.

Phone us on **0141 331 6650** to book your slot.

To receive this information in another language, please get in touch

لتلقى هذه المعلومات بلغة أخرى، يُرجى التواصل معنا

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جهت دریافت این اطلاعات به زبان دیگر، لطفاً با ما تماس بگیرید.

Skontaktuj się z nami, aby otrzymać tę informację w innym języku.

Để nhận thông tin này bằng một ngôn ngữ khác, xin vui lòng liên hệ

What to expect on the day:

- ✓ A dedicated 10-minute appointment with a member of the Executive Team
- ✓ Opportunity to raise local or service-wide issues
- ✓ Senior staff will listen, answer questions, and record actions
- ✓ No long presentations or formal agenda

Who should attend?

All GWAHA tenants are welcome

Come along to whichever date and location suits you best

Booking required to guarantee a slot

What happens next?

Following each Senior Staff Surgery, we will publish a clear “You said, we did” update. These quarterly updates will:

- Summarise the key issues and questions raised by tenants
- Show what actions have been agreed, who is responsible, and the current status
- Be clear about what can be resolved quickly and what will take longer, including why

This ensures issues raised at surgeries are logged, tracked, and reported back, closing the feedback loop and showing how tenant input directly influences decisions and services.

Glasgow West Housing Association Limited

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