

A. Engagement & Communication						
Item		Action	Owner	Timeline	Status	Q1 Progress Update
1	Quarterly Engagement Events	Introduce Senior Staff Surgeries - Define schedule (Q1–Q3), rotate areas, publish calendar.	TSM	Feb–Mar 2026	Complete	Senior Staff Surgery information sheet published April 2026. Info sheets contains Q1, Q2 and Q3 surgery dates, times, locations and Exec staff attending.
2	Event communications	Standardise invites; SMS reminders sent ≥7 days & 1 day prior; area noticeboard posts	QAM	Mar-26	Complete	
3	'Senior Staff Surgery' explainer leaflet	Simple leaflet/QR website page setting expectations (Q&A focus)	QAM	Mar-26	Complete	
B. Repairs, Improvement Programmes & Follow Up						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	Repairs photo-upload & tracking	Explore feasibility of introducing portal/process to add photos when reporting repairs	RSM and FITM	Q2 2026/27	In progress	Exploring feasibility and system capabilities
2	Post-repair satisfaction	Explore SMS mini-survey after job completion; dashboard reporting	RSM and QAM	Q2 2026/27	In progress	Considering in alignment with launch of new independent repairs surveys from July 2026.
3	Contractor start times	Re-brief contractors (no works before agreed hours); escalate breaches	RSM	Oct-25	Complete	Contractor briefing completed October 2025. 0 subsequent reported instances of early starts
4	Responsibilities clarity	Update major works leaflet: tenant vs contractor responsibilities	TM	Q1 2026/27	Complete	Tenant Responsibilities detailed under 'What do I need to do to prepare for them?' Section of MW Leaflet. Leaflet reviewed for inclusion on the new GWhA website 'Planned Maintenance' Section.
5	Ventilation/ damp & mould	100% inspections for reports of damp and mould	RSM	In place	Complete	Already in practice
C. Accessibility & Inclusion						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	Venue accessibility	Update event/venue H&S checklist to confirm ground-floor-first venue policy; confirm lift access when needed.	TM	Mar-26	Complete	Added to H&S Cheklist of Events Venues Form v2.
2	Language support	Continue use of standard statement offering translation /interpretation on request to all GWhA event invites	QAM	Mar-26	Complete	Standard statement offering translation /interpretation on request to all GWhA event invites has been implemented.
3	Staff late-travel safety	Provide taxis for staff leaving late GWhA events by public transport	HRGM	Adopted from Feb 2026	Complete	
4	Venue signage/ navigation	Update event checklist to necessitate signage and reception guidance for large venues.	TM	Mar-26	Complete	Added to H&S Cheklist of Events Venues Form v2.
D. Safety & Security						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	Security contact info	Ensure concierge and Prime Secure numbers displayed in all blocks	EFM	Feb-26	Not started	New EFM in post from May 2026. Action incorporated into workplan. Revised timescale for completion: Q2 2026.
2	Community policing engagement	Request community meeting with local officers; promote anonymous reporting channels (CrimeStoppers)	TSM	Q2 2026/27	In progress	Request submitted to Police Scotland, awaiting confirmation of availability.
3	Illegal sublets & tenancy breaches	Newsletter article on tenancy enforcement and anonymous reporting options	TSM	Q3 2026/27	In progress	Noted for next edition of newsletter (Winter 2026).
4	Pest control response	Respond to pest complaints promptly; review prevention measures	EFM (environmental) and RSM (individual residences)	As received	Complete	Already in practice
E. External Interfaces (Beyond GWhA Remit)						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	Parking & disabled bays (Hyndland)	Request for GCC to reinstate/refresh markings	EFM	Q2 2026	Not started	New EFM in post from May 2026. Action incorporated into workplan.
2	Public bin reinstatement	Submit GCC request for Hyndland Rd/Prince Albert Rd bin	EFM	Q2 2026	Not started	New EFM in post from May 2026. Action incorporated into workplan.

3	Recycling provision (BWC & SVT)	Review recycling facilities – explore whether request for additional bins from GCC or provide internal solution required	EFM	Q2 2026	Not started	New EFM in post from May 2026. Action incorporated into workplan.
F. Homeowner Buy-in & Stock Strategy						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	HO communication	Issue letters when a programme of works cannot proceed; add FAQ on HO buy-in	TM	Mar-26	<i>In progress</i>	HO Letters are routinely issued by GWEn when project does not proceed beyond home-owner buy-in stage. Resident Letters are issued by Technical where planned investment does not go ahead due to lack of HO buy-in. FAQ section on HO Buy in to be developed by Tech+GWEN. T: Q4
2	Exploration of Buybacks	Feasibility on buybacks where cost-effective vs new development	CE	Ongoing	Complete	Already in practice (Acquisitions framework)
G. Reporting Back						
Item		Action	Owner	Timeline	Outcome	Q1 Progress Update
1	Senior Staff Surgeries	Website: Publish quarterly 'You Said, We Did' updates, representing outcomes from each surgery.	SD	From Q1 2026/27	<i>In progress</i>	Surgery 1 delivered Monday 11 May 2026 at Hyndland Community Hall, 1-2pm. Chief Executive and Services Director in attendance. Updated information sheet published to website. 'You Said, We Did' update published to website and social media platforms 20 May 2026. Copies sent directly to all attendees. Format of Q2 and Q3 events will be refined to better reflect a surgery-style approach, as per feedback from this event.
2	Action Plan progress	Website: Publish quarterly Action Plan progress update	SD	From Q1 2026/27	<i>In progress</i>	Q1 action plan progress update (this document) published to website within 2 weeks of period end.

Owners	
CE	Chief Executive
EFM	Estates and Factoring Manager
FITM	Finance and IT Manager
HRGM	HR and Governance Manager
QAM	Quality Assurance Manager
RSM	Repairs Services Manager
SD	Services Director
TM	Technical Manager
TSM	Tenancy Services Manager

Quarterly progress updates	
Q1	As at 30/06/2026
Q2	As at 30/09/2026
Q3	As at 31/12/2026
Q4	As at 31/03/2027