

2024 Community Engagement Events – Action Plan

ACTION	RESP	TIMESCALE
1 Community Engagement Events delivered for 2nd year	SD	2025/26
2 a) Investment plans to be published to GWHA website (short-term and long-term plans) b) Cyclical maintenance information to be published to GWHA website c) Develop communications to alert GWHA tenants when common response repairs are subject to HO engagement	TD (a+b) SD (c)	2025/26 [Q1]
3 Event communications: a) Include photos of key staff b) Earlier invites to be sent, to allow for text prompts in lead up to event to boost attendance c) Happy to translate logo on invites to promote translation opportunities d) Promote GWHA offer to provide interpreters (upon request, via RSVP)	Exec	Adopted
4 Improvements to response repairs service: a) Bell formally appointed for response repairs & voids contract b) KPI for pre/post inspections by GWHA	SD	Adopted
5 Interactive (non-digital) service provision to be retained	SD	Adopted
6 Explore feasibility/value of introducing new handyman service	SD	2025/26 [Q4]
7 Introduce colouring competition category for adults	SD	2025/26 [Q3]
8 Review engagement methods for factoring customers (GWEn)	TD	2025/26 [Q2]
9 Review Stock condition survey tenant communications	TD	2025/26 [Q1]
10 Resident workshop on energy usage	N/A	Complete
11 No action - not within GWHA scope	N/A	Not GWHA
12 Blythwood Court: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q2-3]
13 St Vincent Terrace: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q1-2]
14 Hyndland: Community engagement re: Investment Plan and Estates Review (with associated communications strategy)	TD*	2025/26 [Q2-3]

RESP = Responsible / **SD** = Services Director / **TD** = Technical Director / **TD*** = Technical Director, with wider input

January 2025