



Anderston

St Vincent Terrace

Blythswood Court

Burnbank

Hillhead

Keith/Walker Court

Hyndland

- August 2024

Glasgow  
WEST  
HOUSING  
ASSOCIATION  
LIMITED

# Community Engagement Events

Thank you to everyone who attended our recent community engagement events. Invitations were sent to 1,471 GWhA households, and we were pleased to welcome participation from 33 tenants. These events were organised in direct response to feedback gathered at the Annual Tenant's Conference in January 2024. You expressed a desire for more informal discussions on the issues that matter most to you—concerns affecting your homes and communities, without the time constraints of formal meetings such as the AGM or rent consultations.

We have listened carefully to your input and are pleased to share the key themes that emerged. Most of the feedback has been captured under general themes, but where specific issues affect individual communities, these have been extracted and addressed separately under dedicated headings.



# Key Feedback Themes

## Positives

- Positive feedback on the event format: informal, interactive, with more opportunities to ask questions (felt GWHHA listened).
- Appreciation for receiving information specific to homes and communities.
- Delegate packs were well-received, especially updates on investment works.
- Interest in similar events in the future.
- Positive connection with staff through face-to-face interactions and photos on invites.
- Noted improvement in repairs services since Bell took over.
- Positive feedback on investment works (Kitchen/Bathroom renewals particularly)
- Positive feedback on the Oct 2023 Hyndland community event, with interest in similar events in future.

## Suggestions

- Suggested text prompts prior to events to boost attendance.
- Suggested Interpreters for future events.
- Strong preference for face-to-face and phone contact, with concerns about digital services and accessibility. Human interaction is highly valued for service provision.
- Desire for post-inspection follow-ups after repairs.
- Query about introducing a handyman service at an additional charge, especially for older tenants.
- Suggestion for a colouring competition category for adults.
- Consider replicating the event for homeowners.
- Request for a more detailed breakdown of stock visits (more information needed).
- Suggestion for resident workshops on energy usage.
- Request for transparency about delays in works.

## Concerns

- Concern that those with preserved rents are experiencing higher increases.
- Frustration over rent increases without corresponding investment or cyclical maintenance.
- Perception that rents from long-term tenants are funding new developments, while existing homes are neglected.
- Belief that timely cyclical maintenance would reduce disrepair and repair costs, with frustration over tenants bearing the cost.

## **Blythwood Court**

- Attendees appreciated locality of venue (City Centre side of the motorway)
- Concerns about security: unauthorised access, misuse of fobs, doors being forced open, and drug users entering the building.
- Need for drying areas.
- Concerns about replacing gas boilers with electric due to fuel cost concerns.
- Lack of estate services: Concierge complaints not followed through, reduced in-person service, no promised employment drive, and too many different concierge staff.
- No access to defibrillator at concierge station between 7pm and 7am.
- Tenants unable to get fibre broadband due to cable issues.

## **St Vincent Terrace**

- Security concerns: main door has been broken for an extended period.
- Request for deeper cleaning of common areas (urine), beyond standard concierge maintenance.
- Parking issues: barrier broken long-term, with non-residents using spaces to work in the city. Suggestion for GWHHA permits.
- Lack of community spirit: long-term tenants feel disconnected and embarrassed about the condition of the area.
- Desire for short-term improvements (trimming bushes, weeding, clean-ups, pressure washing) to see immediate progress alongside long-term investment plans.

## **Hyndland**

- Concierge are seen as conscientious but distant.
- Concerns about peeling paint and general disarray; request for visuals showing examples of paint work.
- Parking issues worsening, including double parking that blocks access to bins.
- Lock-ups being rented to non-tenants.
- Mobility scooter storage is a key issue, with many tenants facing restricted mobility. Reassured that a policy and consultation are in progress.



We are committed to taking your feedback forward and will develop an action plan to address the key themes discussed. This plan will be presented for consultation at the Annual Tenant's Conference in January 2025, and we encourage you to attend to contribute to our vision: Shaping thriving communities.

