



Senior Staff Surgeries 2026/27

Surgery 2: Kelvin West Parish Church

77 Southpark Avenue, Hillhead, G12 8LE / Tuesday 25 August 2026 6:00 – 7:30 pm

Jen Barrow, Services Director and Daniel Wedge, Technical Director



Thank you to everyone who attended our second Senior Staff Surgery of the year. The event gave tenants and residents the opportunity to meet directly with Senior Staff to discuss issues affecting their homes, neighbourhoods and housing circumstances.

- 19 residents attended, and 32 issues and enquiries were raised
- Follow-up actions were identified across Housing, Repairs, Estates and Technical Services
- Many actions have already been completed, with others progressing through planned repairs, inspections and investment programmes
- Every attendee received advice, information or direct follow-up support

Several attendees told us that they found the surgery format more welcoming and accessible than larger group sessions, allowing them to discuss personal concerns in greater detail. This feedback has been welcomed and will help shape future tenant engagement activities.

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YOU SAID, WE DID



You wanted advice and support about rehousing and moving home

We reviewed housing applications, explained how properties are allocated and provided tailored advice on maximising rehousing opportunities. This included discussing area choices, medical assessments, Mutual Exchange opportunities and other housing options available to applicants. Follow-up appointments and individual case reviews were arranged where required.

You raised concerns about the condition of your home, including damp, mould, water ingress and heating issues

We arranged damp and mould inspections and follow-up visits, raised repairs where required and referred several cases for specialist assessment. We also reviewed reports of heating issues, including concerns about storage heaters, arranged repairs and replacements where necessary, and provided advice to help residents get the best performance from their heating systems. In some cases, further investigations or works have been programmed to address underlying causes.

You were concerned about building security and communal safety

We investigated reports relating to communal entrance doors, secure entry systems and close security. Repairs were instructed where required and communications were issued, or are being prepared, to remind residents about the importance of keeping communal entrances secure. At our St Vincent Terrace and Blythwood Court developments specialist investigations are also underway to help identify the most appropriate long-term solutions to more complex door entry and access control issues. Residents and owners have recently been issued with an update and further information will be provided once investigations and surveys are complete.

You had concerns about pests, including mice, rats, seagulls and pigeons

We arranged specialist pest control interventions, investigated potential access points into buildings and explored environmental improvements to help reduce pest activity. We also progressed enquiries relating to bin management, grounds maintenance and other measures intended to discourage recurring problems.

You wanted action taken to improve communal areas and neighbourhood environments

We followed up concerns about overgrown trees and vegetation, litter, cigarette waste, bin areas and items stored in common closes. In some locations we worked with property factors, contractors and neighbouring owners to progress inspections, maintenance work and cleaning programmes.

You wanted updates about planned investment work and future improvement programmes

We provided updates on planned kitchen, bathroom and heating replacement programmes, explained how future investment priorities are determined and reassured tenants that individual property circumstances will be considered when surveys and programme planning take place.