

# Your Priorities for Your Homes

Tenant focus groups, 24<sup>th</sup> August 2023.

Please find below a record of the questions that were asked and the answers that were given at our recent tenant focus group on 24<sup>th</sup> August 2023.

We're always happy to answer your queries and questions. Please be in touch with our Customer Service team on 0141 550 5600 or [customerservice@westscot.co.uk](mailto:customerservice@westscot.co.uk).

## Q&As

Question	Response
Can you consider sensor lighting for closes in flats? This would mean that the lights are only on when they need to be which would reduce energy costs.	We are looking for ways to reduce energy costs and consumption as part of our Sustainability Strategy. There is an action on the Sustainability Strategy action plan to consider this option.
Close Cleaning – could you consider getting closes deep cleaned twice a year? The current cleaning is not always adequate	We could do this but it would mean an increase in service charge costs for tenants which we would want to avoid. We are re-tendering our close cleaning contracts this year and will be consulting with tenants on the standards and specification to get the contract right for our tenants. If anyone has any complaints about the close cleaning service, they should get in touch with us as tenant complaints assist us to manage the contract and shape future service delivery.
I live in a property that only has a bath and no shower. All the other houses in my block have a shower as the shower was installed when the property became empty. As I have lived in my house for so long I have not had a shower installed. Keeping a bath going rather than a shower impacts on my energy bills.	We are aware that we have around 15% of our properties without a shower. We are currently developing a plan as part of our investment programme over the next 3-5 years to prioritise bathroom replacements where a tenant does not have a shower. We recognise that all our properties should have a shower and this will assist tenants to reduce their energy costs.
I have no issues paying my rent and I am happy to pay a rent increase each year but I would like the damp and mould treated in my house so that my house is of a good standard.	Arrangements were made for the CEO to visit this tenant's property and for a contractor to visit the property. Any tenant who has damp and mould in their property should contact us to let us know. More information on damp & mould can be found at (add in website link)
Grounds Maintenance – the hedges in my area are not being	This issue was followed up with the individual tenant but any complaints in respect

Question	Response
cut and the grass cutters leave grass cuttings	of the grounds maintenance service should be notified to us at <a href="mailto:customer.service@westscot.co.uk">customer.service@westscot.co.uk</a> or by calling 0141 550 5600.
Bin Areas – can something be done about the bin areas in Cecil Street. The paths are really overgrown and it is sometimes difficult to access the bins	This is issue was followed up with the individual tenant but any complaints in respect of the grounds maintenance service should be notified to us at <a href="mailto:customer.service@westscot.co.uk">customer.service@westscot.co.uk</a> or by calling 0141 550 5600.