



West of
Scotland
Housing
Association

Tenant Advisory Group
Annual Report 2025/2026

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1. Introduction

Thank you for taking the time to read our Annual Report. At TAG we have been working with the Association for many years to help ensure that tenant priorities remain at the heart of everything WSHA does. We have had another busy year discussing a range of policies and services with staff across the Association, providing feedback on behalf of tenants, and encouraging wider consultation. It is really helpful to us, and to WSHA, when tenants take their time to provide feedback – we know everyone has busy lives.

The TAG members take the time to meet with Association staff monthly, and I would like to thank them for their time and effort over the last year – it has been a pleasure working with them all.

As always, if you want to get more involved, or to discuss anything in this report, then please do get in touch.

Lynn Clark – Chair of TAG

2. What is the Tenant Advisory Group and what do we do?

What is TAG?

TAG stands for Tenant Advisory Group. We are a group of West of Scotland Housing Association tenants who work together to improve services that tenants receive.

We have a formal remit that sets out the activities that we will undertake on an ongoing basis. TAG will:

- Assess WSHA's quality of service delivery and customer care.
- Review policies and procedures which impact on tenants and other customers.
- Support the growth in the number of tenants who engage with the Association.
- Carry out scrutiny activities of housing and related services, and report any findings, including recommendations for improvement, to Board.
- Monitor and review the progress of the Customer Engagement Strategy on a regular basis.

We meet monthly with West of Scotland HA staff to consider the above. We would usually aim to have a speaker from the Association to discuss a policy or procedural change. We receive regular updates on performance, and one of our most important tasks is to oversee the implementation of the Customer Engagement Strategy.

We prepare reports that are presented to the Board of WSHA, generally following our Scrutiny activities but also through our Annual Report. The Board and management of the Association value the work that we do and know that they make better decisions when they involve TAG and other tenants in the process.

3. What have we worked on in the last year?

Since our last report we have undertaken a wide range of work, of which you can read more below. We know that tenants have busy lives, and lots of you cannot afford the time to come to regular meetings. We also know that some tenants have particular interests when it comes to WSHA services – if you read something below that you want to know more about, please contact us.

Tenant Scrutiny

As a group we have continued to explore how the Association manages Anti-Social Behaviour. We have heard from staff involved in delivering services and have been exploring the legal framework. We will be engaging with tenants to find out their views about the service in the coming months and will conclude our report in the summer of 2026.

Corporate Business Plan and Rent & Services engagement

As with every year, one of the most important activities we are involved in is the development of the Key Business Objectives that are part of WSHA Group's Corporate Business Plan. These objectives are what the Association will focus on over and above the day-to-day activities they undertake. When these objectives are agreed this then informs the proposed rent increase.

We provided feedback on the proposed key objectives and raised what we thought were important tenant issues regarding the wider management of communities and continuing to provide support to tenants who need it. This feedback was reflected in the development of the Key Business Objectives the Association set.

We also had the opportunity to hear about and feed into the Willowacre Trust Business Plan and were excited to hear about their plans for enhancing the services provided.

Consultations

Throughout the year we have heard from several staff members across the Association about different areas of their work. We have provided feedback about the following policy and strategy reviews:

- Domestic Abuse Policy
- Decant Policy
- Value for Money Strategy
- Lettings Plan
- Asset Management Strategy
- Development Strategy

For each consultation activity we aim to reflect what we think would be the needs and priorities of tenants. We will always encourage the Association to consult wider where we think this would be important to other tenants.

Ongoing Activities

As outlined above, one of the key responsibilities of TAG is to oversee implementation of the Customer Engagement Strategy and assess WSHA performance. On a quarterly basis we review progress against the key priorities in the Strategy and are updated on any engagement activities planned or undertaken.

This year part of our work has been identifying any changes required to the Strategy as part of the wider review process. We also receive the same performance report that is presented to Board which shows progress against Corporate Business Plan objectives, and the agreed Key Performance Indicators. Every quarter we also receive a detailed complaints report, which allows us to monitor the key service areas being complained about, and improvements to services that are made.

Other Areas of Work

As well as the above work we have also had a session with staff covering the changes that have been introduced as part of the recent Housing Act, and so that we better understand the communities WSHA serves we had a stock tour where we visited a number of areas across Glasgow, Lanarkshire and Ayrshire.

4. What will we focus on in the year ahead?

In the year ahead we have a number of priorities to focus on:

- Overseeing implementation of the Customer Engagement Strategy and supporting completion of the action plan where required
- Completing the Tenant Scrutiny activity around Anti-Social Behaviour, and undertaking two further activities looking at different service areas
- Reviewing the Scrutiny Framework (which sets out the relationship between the Scrutiny Group and the Board / Management Team of WSHA)
- Increasing the membership of TAG with a particular focus on communities currently underrepresented
- Continuing to monitor the Association's Key Performance Indicators and challenging staff when targets are not met
- Ensuring the Association provides a range of opportunities for tenants to feedback to consultation activities
- Overseeing implementation of Key Business Objective in relation to Co-design of Association services

5. How can you get involved?

The report above provides a flavour of the work we undertake. As well as the above the meetings provide a good opportunity to meet with other tenants and share experiences of WSHA services.

If you would like to become involved in TAG, or want to know more please contact us via:

Email: haveyoursay@westscot.co.uk

Phone: 0141 550 5060