



West of
Scotland
Housing
Association

Tenant Advisory Group
Annual Report 2024/25

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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 on a monthly basis 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 – 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 the Management Committee
- Monitor and review the progress of the Customer Engagement Strategy on a regular basis

We meet on a monthly basis 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 2024/25?

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 get in touch with us.

Tenant Scrutiny Group

This year the Tenant Scrutiny Group undertook a comprehensive review of the repairs service provided by West of Scotland HA.

As part of this activity we undertook interviews with staff, had a session with the main repairs contractor, spoke to different teams across the Association about their interactions with tenants, reviewed complaints and customer satisfaction results and finally, spoke with tenants who used the repairs service to get a view on how they felt the service had operated from start to finish. We prepared a report which made a series of recommendations that we felt would improve the service, and we will continue to work with the service to ensure these are implemented.

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Corporate Business Plan and Rent & Services Engagement

On an annual basis we hear from the Chief Executive during the development stage of the Corporate Business Plan. This year we were able to hear about the actions that had been completed and were able to give our views about priorities for the year ahead. This is an area we are keen to develop and hope that for this year's Business Planning session we can extend the invite to any other tenants who wish to attend.

We also heard from the Association about their proposals around the rent increase and were able to give our views on the consultation processes to be used, ensuring as many tenants as possible had an opportunity to have their say. We also agreed that WSHA would present the final proposal and consultation feedback to us in future years before the Board has made a final decision.

Consultations

Providing tenant feedback on a range of policies, procedures, plans and Strategies remains a key part of our role, and last year was no exception. Over the course of the year, we heard about and provided feedback on the following:

- Asset Management Strategy
- Customer Care Charter
- Artificial Intelligence Policy
- Bike Pod Policy

- Communications Strategy
- Medical Adaptations Policy
- Donations Policy
- Allocations Policy

For the above we also supported the Association to undertake further consultation on issues that we felt were important to tenants

Other Areas of Work

We have also had ongoing discussions with staff around the following topics which were not directly linked to policies or procedures:

- Assurance Statement – we had several sessions around this so we could better understand the regulatory standards that WSHA have to adhere to
- Review of Community and Support Services – as part of this review we gave our views on the services provided by Willowacre Trust we have utilised
- Annual Satisfaction Survey – we were presented with the findings of this exercise, and the action plan developed following this

4. 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 the 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.

We also receive on a quarterly basis a detailed complaints report which allows us to monitor the key service areas being complained about, and improvements to services that are made.

5. What will we focus on in 2025/26?

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

- Overseeing implementation of the new Customer Engagement Strategy and supporting completion of the action plan where required
- Completing the Tenant Scrutiny activity around Anti Social Behaviour, and undertaking an activity looking at the Associations staff performance framework
- Increasing the membership of TAG with a particular focus on communities currently underrepresented
- Continuing to monitor the Associations 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

6. How can you get involved?

The report above provides a flavour of the work Tenant Advisory Group undertakes. As well as the above, our 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 get in touch with us via email at haveyoursay@westscot.co.uk, or call 0141 550 5060