

Westworld

Official Newsletter of West of Scotland Housing Association

Spring 2021 Edition

WSHA appoints Turner Services to deliver maintenance contract

We are pleased to announce the appointment of Turner Services to deliver our reactive and void maintenance contract. Turner Services started to deliver the three-year contract from 1st April and will continue to deliver high levels of service to our tenants and customers.

Turner Services have provided a maintenance service to our void properties since 2018 and this contract will build on the established partnership. We are committed to providing outstanding customer service and are confident Turner Services will deliver a high-quality service to around 4,000 tenants and customers throughout the West of Scotland.

Andrew Kubski, Director of Development & Asset Management at WSHA commented: "WSHA is fully committed to improving services and delivering a high-quality service to our tenants and customers. I am confident that this partnership with Turner Services will deliver excellent customer service to all our tenants and customers."

David Black, Head of Operations and Commercial at Turner Services added: "Turner Services are proud to secure this new contract with West of Scotland Housing Association for their reactive maintenance and void refurbishment services. We will build on our existing experience of delivering quality void refurbishment services for WSHA and strengthen the client relationships already established. Customers will be at the heart of our services with all our efforts focused on delivering a positive repair journey, introducing a range of social value initiatives, and meeting the agreed performance targets."

You can report a repair as normal by phoning 0141 550 5600. Please note until 26th April we are only allowed to carry out emergency repairs.



Do you receive Universal Credit?

Your rent and/or service charge may have changed on 1st April 2021. If you are in receipt of Universal Credit, it is important that you inform the Department for Work and Pensions of any change to these charges. If you are in receipt of Universal Credit, you will need to notify the Department for Work and Pension of your new rent/service charges. This should be done by posting the details under the change of circumstances tab in your online journal. If you don't have an online claim, you should call the Universal Credit Helpline on 0800 328 5644. Failure to do so may result in a shortfall of the money you receive for your rent which could leave an outstanding balance.

Welcome



Welcome to the Spring 2021 Edition of our tenant newsletter, and our first of the year. We have now marked one year since the start of the coronavirus pandemic and our staff working from home due to our office being closed. Like workplaces around the world, we never imagined that we would be delivering our services from home for as long as this. Once again, I want to thank you for your patience and support during this time. It has been a tough year in many ways however brighter days are now hopefully on the horizon and we look forward to seeing you in person when it is safe to do so.

In this issue you will find out about our Corporate Business Plan 2021-26 including our Key Objectives for the year ahead which have been shaped by tenant feedback and I want to thank all of you who took the time to give your views. It is important that we provide services that meet the needs of our tenants and I would encourage you to get in touch with us if you ever have any comments or suggestions.

I am pleased to have launched our first ever Green Strategy (more on page 4) which shows our commitment to playing our part in tackling climate change. In the coming months we will work with a Green Strategy Project Group made up of tenants and staff which to look at how we can raise awareness and change behaviour in relation to making a positive contribution to the environment.

I would like to remind you all that we continue to provide a range of support services to tenants and if you feel you need any extra help at all then please do not hesitate to contact us and we will do our very best to help.

We will continue to provide regular updates and you can find latest information on our website www.westscot.co.uk/tenants/coronavirus/.

Remember you can also hear our latest news and updates on our Facebook page (WSHAScotland).

Best Wishes,

Brian Gannon
Chief Executive

Contact us

Whilst our staff continue to work from home, you can still contact us as normal. Our staff phones are diverted and should be answered as normal however please let us know if you are having any difficulty getting in touch.

- **Calling** – 0141 550 5600
(please note if you are contacting your Housing Officer you can contact them using their direct dial number which is found on our website)
- **Email** – info@westscot.co.uk
- **Facebook** – WSHAScotland
- **Twitter** – WSHAScotland

Reminder

If you are leaving a voicemail on a staff member's phone can you please ensure you leave your name, address and contact number so we can contact you.



Key Highlights

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Supporting you and your community

Since March 2020, our staff have continued to deliver support services to tenants and communities to help them through the coronavirus pandemic.

Our staff have been delivering a comprehensive package of support and at the time of going to print the key milestones were:

27,481 wellbeing calls have been made to older tenants

6,391 hot cooked meals delivered to tenants in our Sheltered Housing sites

3,228 referrals for support with welfare benefits since the end of March 2020

506 families offered support in the form of a supermarket gift voucher to support additional costs within the household via Cash for Kids

860 community meals have been delivered to families with children within Glasgow East

2,700 food shopping parcels have been delivered

232 tenants have been supported with Energy Advice

88 Christmas food hampers were delivered to vulnerable families

1,285 selection boxes were delivered to households with children under the age of 12



We have a number of support services available for tenants:

- Wellbeing Support Service
- Food Shopping Parcel (Essential Shopping Items)
- Welfare Benefits Advice
- Energy Advice and Fuel Top ups (Smart Meters Only)
- Money Advice (Personal Debt)
- Mobile Phone Top Up (Data)
- Housing and Rent Advice

To access one of these services please phone 0141 550 5664 or you can complete a form on our website www.westscot.co.uk/tenants/coronavirus/

“ Sometimes I do not know what day of the week it is! (self-isolating), your calls have fairly cheered me up, it's great to talk ”

“ The meal delivery has made a huge difference to the people that can't get out and about or do things for themselves ”

“ Undergoing cancer treatment at the moment so receiving this helped with my health/diet ”

Green Strategy

Taking action to tackle climate change

We have launched our first Green Strategy which highlights how we will achieve a greener and more sustainable future in the coming years.

The strategy for 2020-2023, which includes a foreword from Keep Scotland Beautiful, outlines five strategic objectives: reduce waste, energy consumption and harmful emissions, improve and enhance the environment of our communities, reduce our carbon footprint and ensure that our properties are resilient to the potential impact of climate change, improve the health and wellbeing of our staff and communities and work with partners who are environmentally aligned with us and are committed to delivering 'green' benefits to our assets, customers and communities.



Brian Gannon, Chief Executive of WSHA commented: “The world is at a critical point in the fight against climate change. As an organisation and as individuals we have a moral obligation now, more than ever, to reduce our impact on the environment. Our first Green Strategy demonstrates our commitment to reducing our impact on climate change through embedding a green impact assessment approach to every aspect of our business.”

Barry Fisher, Chief Executive at Keep Scotland Beautiful added: “It has never been more important to care for and protect our environment. The damaging effects of our neglect are becoming more apparent as we see increasing litter levels and witness the impacts of climate change and biodiversity loss. So, we are delighted to be working with West of Scotland Housing Association as it supports its organisation and the people living in its communities to understand the challenges ahead and to become empowered to take positive action for the future.”

The full Green Strategy 2020-23 can be found on our website www.westscot.co.uk.

Going Green

The list below provides some examples of the action we are taking to help address climate change and reduce our **carbon footprint**.

What is a Carbon Footprint?

The amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organisation, or community.

Vehicles & Office Management

- We have signed up to a cycle to work scheme for staff and have plans in place to install secure and weatherproof cycling storage at our office.
- We will be investing in electric pool cars for our staff and install necessary infrastructure at our office.
- We have replaced all our existing lighting in our office to low energy LED lighting.
- We are moving to an office Energy supplier where 100% of the energy is from renewable sources.

Homes & Communities

- We have employed consultants to provide a report on how our pre-1919 sandstone tenement homes can be brought up to Scottish Government Energy Efficiency Standards.
- We have two Passivhaus developments due to be completed by 2023 (Springfield Cross and Dundashill). Passivhaus buildings provide a high level of tenant comfort and use minimal energy for heating and cooling.
- We have replaced all our existing lighting in our community HUB to low energy LED lighting.
- We recycle furniture and white goods from our empty homes and distribute free of charge to more vulnerable tenants to minimise waste and help tenants stay in their homes.
- We are identifying empty sites used for fly tipping and working with the community to bring back to sustainable use. See below for an example of our work in Barrowfield.



Tenant Engagement

Through the challenges of the last year the Tenant Advisory Group, made up of tenants from across the communities we serve, have continued to work with us to ensure tenants views are heard.

Since June 2020, the Group have been meeting digitally with us over Zoom and have ensured that tenants views were heard in the following key areas:

- WSHA Corporate Business Plan
- Rent Policy and Rent Consultation process
- Annual Assurance Statement
- Policy reviews including Rechargeable Repairs, Compensation, Decant and Abandonment
- Development Strategy
- Older Peoples Strategy



TAG Online Meeting

The Group have also continued to receive regular updates about our performance against key performance indicators and have received updates about our customer satisfaction surveys.

In the months ahead the Group will be discussing the following with us:

- Annual Budget and Efficiencies Plan
- Review of Void, Estate Management and Anti-Social Behaviour Policy
- Annual Complaints Report

As always if you are interested in joining our Tenants Advisory Group please get in touch. Meetings are currently held online, on a monthly basis.

Get Involved

If you are interested in finding out more about any of the opportunities or joining our Tenant Advisory Group or Scrutiny Group, please get in touch with Alistair Reid, Customer Engagement Officer on 0141 550 5060, or at haveyoursay@westscot.co.uk

Update

Tenant Scrutiny

Our Tenant Scrutiny Group works with us to review our services in detail and in the past has looked into the following areas:

- Grounds Maintenance Service
- Customer Service
- Complaints Handling
- Void process

During the last year, the Group has not met however we are pleased to say the Group is now back up and running and the focus for their first activity will be how we support new tenants, particularly those who have been previously homeless. This activity will involve assessing our procedures in comparison to other landlords, speaking to new tenants, finding out from staff what they think, and looking for any complaints that have been received.



Rent Consultation

At the end of 2020, we asked for tenant's views about a proposed rent increase. We are pleased that around 350 tenants took the time to respond to this consultation.

The key question asked was whether we should apply a 1.5% or 0.5% rent increase from April 2021. Of those who responded, just under 90% supported the 0.5% increase which was agreed by our Board in February. We are grateful to all tenants who took the time to respond to this consultation.

Customer Engagement Strategy

One of our Key Business Objectives for the year ahead is to review our existing Engagement Strategy, to highlight successes and to identify areas where we did not achieve expected outcomes. This will feed into a new Customer Engagement Strategy which we hope to finalise later this year.

The last year has shown that how we engage with tenants can be done differently to traditional methods such as meetings and face to face discussions. We know that an increasing number of our tenant are online and feedback to a number of consultations shows that our tenants are happy to respond to online short surveys.

We will work with our customers in the coming months to find out how you want to engage with us and provide feedback on our services, and use this to inform our new Strategy.

Spotlight on Sheltered

Welcome to our first spotlight on sheltered housing. We are a landlord for 221 tenants living in nine sheltered housing sites spread across five local authorities in Glasgow, East Ayrshire, South Ayrshire, North & South Lanarkshire. Our aim is to enable our older tenants to live independently in their homes for as long as possible.

We offer tenants the opportunity to take part in health and social activities and events in our sheltered housing via our Wellbeing for Longer Programme. In five of the sheltered housing sites, support is offered to tenants via our Retirement Assistant Services who are based on-site for part of week and via the telephone.

At some of the other sites we work in partnership with the local authority who provide the support service to tenants. All these services are supported by staff members from our Community and Support Services Team.

During the last year we have had to adapt the services that we provide, and we have worked hard to ensure that our older tenants remained connected within their community. This has ensured that older tenants within sheltered housing did not experience further social isolation due to coronavirus restrictions.

A snapshot of our response to coronavirus is as follows:

- 6,391 hot meals have been delivered to tenants in our sheltered housing.
- 27,481 wellbeing support telephone calls have been made to tenants over the age of 65.
- Opportunity for tenants to become digitally connected by offering IT support via Digital Participation Officer.
- Staff on site twice a week offer support and to carry out vital health and safety checks with telephone support the rest of the week.
- Enhanced health and Safety protocols introduced including hand sanitiser, and anti-bacterial wipes/spray, wearing face coverings at all sheltered sites.
- Perspex screens in sheltered offices for the safety of tenants and staff.
- All common spaces temporarily closed in line with government guidance.



We are thankful that there have been very few cases of coronavirus confirmed within our older tenant community and we wish to thank tenants, staff and visitors for their cooperation with the enhanced health and safety measures implemented to ensure everyone's safety. Thank you – it has really helped stop the spread of infection and as the vaccination programme is rolled out across the country we can all hopefully look toward a brighter future.

We will continue to follow Scottish Government guidance and keep tenants updated of any changes.

ed Housing

Meet the Team

Name Jackie Stubbs

Job Retirement Assistant

Based Sheltered Housing in Easterhouse, Glasgow

Jackie works part time Monday to Friday 9am – 1pm and is currently working at home 2 days a week. Jackie has taken time out of her day to let us know what a typical day in the life of a Retirement Assistant is like.



“Firstly, what I can say is that every single day is different. You never know what you have in store for you. The sheltered housing site I work at has 25 terraced bungalow properties with a common room, laundry and office in the middle. The tenants who live here are very independent but there is always a way for me to help and support when needed.

When I first arrive on site, I do a walk round - this not only allows me to note anything with regards to health and safety, but it also allows tenants to see that I am here. In my job, you get to know people’s routines such as what time they are up and about. When I see closed curtains or blinds, I make a note to check again in around 20 minutes. This gives me peace of mind as well as the tenants. I then go about my day, carrying out socially distanced calls to tenants’ doors, carrying out vital health and safety checks, reporting any repairs and speaking with other members of staff within the organisation.

We have received some funding from Glasgow HSCP which allows us to supply a hot meal once a week which the tenants really love. It is important for me to know that the tenants that I support are eating well and keeping themselves healthy. The lunch helps towards that.

Since the start of the pandemic, I have also carried out wellbeing calls to other sheltered, amenity and mainstream tenants. This has enabled me to appreciate how everyone is coping differently as well as being able to be a listening ear.

I really love my job. I work within a great team who all support each other but mostly I love it because of the tenants – they make me smile everyday with the stories they tell and their reminiscing about times gone by.”

Tenant Perspective

A tenant at our Witch Road sheltered housing site has appreciated the wellbeing calls from Jackie and said: “The calls have been really great. I always look forward to Jackie’s call, it has brought me a lot of peace of mind during very difficult times.”

Share your Story

If you wish to share a good news story, please get in touch and you could feature in forthcoming editions of Westworld. Please call our Community & Support Services Team on 0141 550 5600 option 4 or email communications@westscot.co.uk.

Building Homes for th

South Ayrshire

Greenan Phase 2 (Doonfoot)

We are working with McTaggart and Mickel to create 61 new 2 and 3 bedroom homes at our second phase of development in Greenan, South Ayrshire. The development will consist mainly of semi-detached and terraced housing with some amenity homes and a wheelchair adapted house. The first 12 homes will be available to rent from the end of April 2021 with the remaining homes being completed on a phased basis from June to November 2021.



Doonfoot

Glasgow

Dalmarnock Station

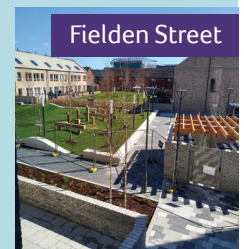
Built by Springfield Properties, the development consists of 114 flats, of which 60 are for social rent and 54 for mid-market rent. Works is progressing in line with the programme and the first social rented homes are expected to arrive early 2022 with the mid-market rent homes following shortly after in summer 2022.



Dalmarnock

Fielden Street

The project, in partnership with McTaggart Construction, will see the completion of our housing regeneration in Barrowfield. Fielden Street is now complete with tenants beginning to move in to their new homes. The 52 homes are a mixture of flats and 3-5 bedroom townhouses located on Barrowfield Street and Fielden Place, a stone's throw from our Office in Glasgow's East End.



Fielden Street

Springfield Cross

Our first Passivhaus development, and the largest of its kind in Glasgow, will consist of 36 one, two and three bed flats and includes four wheelchair adaptable and 12 flats designated for over 55's. Our contractor, CCG (Scotland) Ltd are making good progress in preparing the site for delivery of the timber frame which is currently being built in their local off site manufacturing facility in Cambuslang. The project is expected to complete early February 2022.



Springfield Cross

Dundashill

We have submitted an application for grant funding to Glasgow City Council in March 2021. The development will have a mix of 1 to 3 bedroom flats, including wheelchair adaptable for Mid Market Rent. Many of the flats will also have private balconies with spectacular views overlooking Glasgow City Centre.

The contractor, CCG (Scotland) Ltd will construct the timber frame in their off-site Manufacturing facility which improve airtightness and helps reduce heat loss and energy demand for tenants. The development will not be connected to the gas network which in turns reduces our carbon emission which contributes to our Green Strategy. The flats have been designed to Passivhaus standard and will benefit from renewable technology to provide low-cost heating and hot water to each property.



Dundashill

South Lanarkshire

Former St Andrews Church Hall, Hamilton

We purchased the land on 31st March 2021 and planning consent and Stage 1 building warrant is imminent. Apsis Construction Ltd are expected to start on site to build the twelve 2 bed flats in the Summer 21 with completion in the Autumn 2022.

the Future

Delivering more new build housing in our communities is a priority within our Corporate Business Plan. It is important that we grow our housing stock in a sustainable manner that is fundable and compliments our other investment priorities.

Our Development Strategy 2021-2016 sets out the scale and nature of development we feel is sustainable. The Strategy has been developed in consultation with WSHA staff and our Tenants Advisory Group (TAG).

TAG Feedback... TAG were asked for their feedback and raised the following points for consideration:	
TAG Suggestion	Strategy Outcome
Consideration should be given to refurbishing older/historical buildings to preserve the area's history.	We have made reference to refurbishing empty buildings in the Strategy where deemed viable and affordable.
Add North Lanarkshire Council to priority areas for new homes development but only in areas that we operate.	We will develop in North Lanarkshire Council should opportunities arise.
A mix of different affordable housing types should be provided to meet everyone's needs. However, this should be following evidence of demand and affordability.	The Strategy outlines the requirement for market research on demand and affordability to be carried out prior to approval of any potential mid market rent and/or low cost home ownership developments.
Building two beds rather than one bedroom homes was supported by TAG. They welcomed the idea of creating a property that could be converted to create more bedrooms if needed.	The Development Strategy Action Plan includes a task to develop and cost a one bed property layout that can easily be converted and where viable we will include within future projects.
WSHA should look to increase their number of homes as long as it can be afforded.	The Strategy makes provision to take forward sites not in the main programme in order to replace any sites that are delayed or increase the number of new homes should this be affordable to WSHA.

The main objectives for the Strategy are:

- Grow the number of our stock and contribute to the regeneration of our communities through the completion of our development programme
- Deliver high quality, energy efficient, environmentally conscious homes through adopting a whole life approach to the use of low carbon materials during construction and future maintenance
- Deliver a minimum of 200 MMR homes
- Achieve the highest possible quality standards whilst demonstrating value for money
- Achieve customer satisfaction levels of at least 98% for our new homes

Over the lifetime of the Strategy, WSHA aim to deliver 689 new affordable homes across our main areas of operation including as Glasgow, South Lanarkshire and South Ayrshire.

Our Development Strategy has an accompanying Action Plan which details specific tasks we plan to complete during the timescales of the Plan

You can find the Development Strategy our website at www.westscot.co.uk

Welfare Rights Upda

Changes to the Rights of EEA Nationals:

The Brexit transitional period for those coming to live in Britain, from Europe, ended on 31st December 2020. There is now a grace period running until 30th June 2021.

You usually need to apply to stay in the UK if you're from:

- a country in the EU, European Economic Area (EEA) or Switzerland
- another country and you are the family member of someone who is from the EU, EEA or Switzerland
- The EEA includes EU countries and Norway, Iceland and Liechtenstein.

You can apply for 'pre-settled status' or 'settled status' under the EU Settlement Scheme. You might also be able to apply for British citizenship, but it's a good idea to apply for pre-settled or settled status too – it's faster and it's free.

It's worth applying to stay in the UK now. After 30 June 2021 you might be asked to prove your right to do things like get a job or use the NHS. Once you've got either settled or pre-settled status you will have a right to:

- stay in the UK
- work
- study
- use the NHS
- claim benefits - including the State Pension
- rent a home
- register to vote

If you're a British or Irish citizen, you don't need to apply to stay in the UK.

Check what you need to apply for:

What you need to apply for depends on how long you've lived in the UK and if you've applied to stay in the UK before.

If you've lived in the UK for less than 5 years:

- You should apply to the EU Settlement Scheme for pre-settled status. To get it, you'll need to prove you've lived in the UK for at least 1 day that was both on or before 31 December 2020 in the 6 months before you applied

If you get pre-settled status, you can live and work in the UK for up to 5 years. After you've lived in the UK for 5 years, you should apply for settled status to stay for longer.

You can spend up to 2 years outside the UK without losing your pre-settled status. But, if you want to apply for settled status later, you need to:

- have lived in the UK for 5 years in a row
- prove that you lived in the UK for 6 months out of every 12 months during those 5 years

The 5 years can include time before you got pre-settled status.



You might get settled status if you've lived in the UK for less than 5 years and any of the following apply:

- you had to stop working permanently because of an accident or illness
- you retired early
- you stopped working when you reached State Pension age - check your State Pension age on GOV.UK

If you've lived in the UK for 5 years or more, you should either apply to the EU Settlement Scheme for settled status or for British citizenship:

If you get settled status, you can:

- live and work in the UK for as long as you like
- live outside the UK for up to 5 years in a row without losing your status - 4 years if you're Swiss
- bring your family to live in the UK
- register to vote

You might also find it easier to apply for British citizenship if you have settled status.

Claiming benefits and getting help with housing:

You have the right to apply for benefits or help with housing if you have settled status or pre-settled status.

If you have pre-settled status, it's easier to get benefits and housing help if you have another 'right to reside' - this depends on things like your work and family.

If you don't have settled status or pre-settled status yet, you might still be able to claim benefits or get housing help. You must have been in the UK with a right to reside on 31 December 2020.

After 30 June 2021, you'll usually need to have pre-settled or settled status to:

- keep getting some benefits - like Universal Credit, Pension Credit and Child Benefit
- be entitled to apply for help with housing

Form more information on how to apply and on what documents you will need to provide, please see the **GOV.UK website or contact our Welfare Rights Team on 0141 550 5662**

1) Welfare Rights Assistance:

Amongst other things, our Welfare Rights Team are here to assist you with benefit applications and reviews, many of which are still carried out on paper. Some benefit awards have been extended due to Covid-19 but many of our customers are still receiving forms to complete and will require assistance to carry this out and submit them to the Local Authority or DWP, in tight timescales.

It is therefore important that you contact us as quickly as possible on receipt of your forms, so that we can make sure enough time is given to complete and submit your applications. As the Team are still working from home, as per Government guidance, these tasks are taking longer.

The Welfare Rights Team phone number is: 0141 550 5662

2) Welfare Benefit Awards:

Monies obtained from April 20 – December 20

Backdates: £440,756

Income generated: £1,527,101

We know that these are increasingly worrying and stressful times for tenants and families and we are continuing to monitor the situation and identify relevant advice and support to share with tenants. We have our own in-house Welfare Rights Team who can give you advice and support. You can contact them on 0141 550 5600 or welfarights@westscot.co.uk

Communications Strategy 2021-26

We have finalised our Communications Strategy for 2021-26 which outlines how we will communicate effectively with tenants and other customers. The strategy builds on the successful implementation of our previous strategy and it has been encouraging to see increased satisfaction with performance measurements indicators linked, wholly or in part, to communication activities. This includes the below indicator that we report to the Scottish Housing Regulator in our Annual Return on Scottish Social Housing Charter (ARC).

ARC Indicator	2017/18	2018/19	2019/20
% of tenants and customers happy with how WSHA keeps them informed about services and decisions (ARC)	98%	97%	99%

You can view the Communications Strategy 2021-26 on our website www.westscot.co.uk

Grounds maintenance contract

We are very pleased to say that idverde have been chosen as our new ground maintenance contractor and should be starting on site in May 2021. This will give idverde a chance to get staff and equipment in ready to hit the ground running. Until idverde are in place our existing contractor, Tivoli, will continue with the ground maintenance contract. We are looking forward to forming a great working relationship idverde and we hope their appointment will see an increase in satisfaction with our grounds maintenance service.



In conjunction with the new contractor we also have a new member of staff, Martin Connor (Estates Officer) who will help look after this contract in addition to helping the Housing Officers look after the estates in our communities.

The specification for the new contract was based on the existing one and we are confident that with all of these changes, there will be a big improvement in the management of areas.

Corporate Business Plan

Our Corporate Business Plan is our key strategic document which outlines our vision and objectives for the coming years and the actions we will take to achieve those objectives. We use it to make decisions about how we operate and deliver our services. A summary of our Corporate Business Plan 2021-26 is included with the Westworld.

We review our plan annually and identify Key Business Objectives for the year ahead. You can find our Key Business Objectives for 2021/22 below. They were developed by our Board and Leadership Team after consultation with staff and tenants to ensure all our stakeholders helped to create our priorities are for the year ahead.



Tenant Consultation

We asked tenants to give us their views on our proposed Key Business Objectives and also give any suggestions on how we deliver service with 90% of tenants who responded agreeing with our suggested Key Business Objectives. We have aimed to reflect the views of tenants when finalising our Key Business Objectives and tenant feedback included:

- Need to focus on investment in existing homes especially older tenemental properties and modernisation of homes
- Review support provided to tenants in relation to mental health services
- Increase the use of alternate heating sources to reduce tenants carbon footprints
- Continue the development of new homes to support tenants to move into family sized homes
Improve the customer care provided by WSHA
- Improve the customer care provided by WSHA

Key Business Objectives 2021/22

1. Agree investment priorities in existing and new homes
2. Review priorities for Community & Support Services
3. Review and develop our customer care and engagement approach
4. Develop our business, people and culture in line with the review of our strategic aims and values
5. Continue our digital transformation
6. Become more efficient/reduce costs
7. Deliver our Green Strategy
8. Prepare for management of Mid Market Rent (MMR)
9. Develop comprehensive plan for growth & consolidation

You can view our full Corporate Business Plan 2021-26 on our website www.westscot.co.uk

Performance/Complaints

Complaints and Customer Satisfaction

We are committed to listening to your views so we can deliver services more effectively, or where we can do more things that you want us to do. To support us to do this we regularly monitor the complaints we receive, and also have an independent company Research Resource undertake monthly satisfaction surveys. Where an issue comes up as part of a complaint, or is fed back to us by Research Resource we will look to make changes to how we work.

Complaints Update

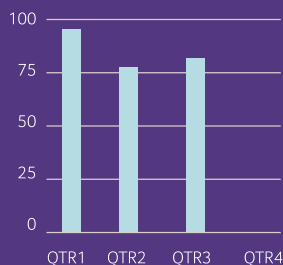
From October 2021-December 2021 we received 60 complaints about our services. Some of the common complaints we received related to communication with our gas contractor when they were waiting for parts to be delivered. We will continue to work with the contractor to ensure that both us and tenants are kept up to date about delays.

If you are unhappy with any aspect of our service then you can report a complaint via our website - <https://westscot.co.uk/tenants/complaints-feedback/>

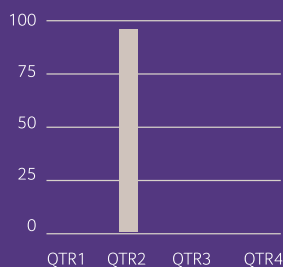
You Said	We Did
We received a number of complaints about our Grounds Maintenance contractor throughout the last year both in terms of the quality of the work and the frequency	We undertook a tender exercise to secure a new Grounds Maintenance contractor who we hope will deliver a better service. You can also report a complaint by contacting our office.

WSHA Customer Satisfaction 2020/21

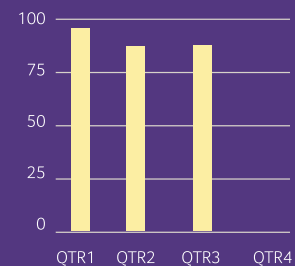
Overall, how satisfied were you with the repairs and maintenance service received?



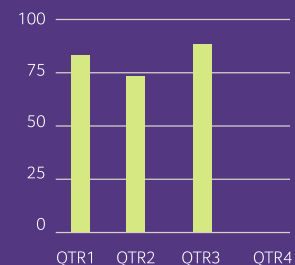
% of tenants satisfied with planned maintenance



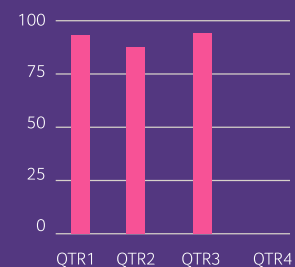
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by West of Scotland Housing Association?



Overall, how satisfied or dissatisfied are you with the landlords's management of the neighbourhood you live in?



Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good value for money?



For more information please contact:

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West of
Scotland
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