

# Tenant Engagement

February 2019 Edition

## Have Your Say!

On behalf of the Tenant Advisory Group, I would like to welcome you to a special Tenant Engagement Newsletter which we created as there is a lot going on at the moment which we want you to know about. It is really important to get your views especially on the Corporate Plan and review of federal structure and I hope you will give us your feedback.



You'll find out more about the Customer Service Charter and Good Neighbour Charter and I hope you will take the opportunity to nominate the good neighbours in your community that make a positive difference to where you live.

I hope you find this newsletter useful and if you have any questions please call Alistair Reid, Tenant Engagement Officer on 0141 550 5060 or [Alistair.reid@westscot.co.uk](mailto:Alistair.reid@westscot.co.uk)

*Anne Young*

Chair, Tenant Advisory Group

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# Corporate Plan Consultation

**We are in the process of developing our Corporate Plan which will set out the priorities we want to achieve in the next five years. It will highlight the key milestones in our journey to achieve our vision ‘we go further to provide housing you call home’.**

The Plan will show how we will fulfil our values:

To support our customers and communities by:

- Being adaptable and flexible in meeting your needs
- Empowering and providing opportunities to help you grow
- Creating a sense of belonging
- Engaging and connecting with others who can help



It will also outline how we will deliver our Strategic Aims:

- Deliver outstanding service to customers in all of our communities
- Actively manage our assets and develop new homes to meet local needs
- Be the best we can be for our customers
- Work with others to improve tenants lives
- Be well governed and financially strong

It is challenging to think five years into the future, however we want to set out clear aims for our tenants and other customers about what we hope to achieve and what our services will be like in five years' time.

We are ambitious for the future, and want you to guide the direction we take. Therefore we would appreciate if you could answer the following short questions so your feedback can be used to help identify our priorities:

- What standards would you expect from our existing properties, and any new properties we build, in the coming years?
- How would you expect our staff to work in the coming years?
- What changes do we need to think about in your homes?
- How can we work smarter to deliver better services for tenants, and save you money?
- What risks do we need to be aware of in the coming years?

**We would also be interested to hear about any other views you have which may influence our Plan.**

## How can you give your views?



0141 550 5060



haveyoursay@westscot.co.uk



<https://www.westscot.co.uk/>  
and follow the link to our survey



Corporate Plan, WSHA,  
40 Barrowfield Drive, Glasgow, G40 3QH



search for West of Scotland  
Housing Association

**Deadline for feedback is 22nd February 2019**

# Customer Service Charter

## **We've worked with the Tenant Scrutiny Group, and made some changes to our Customer Service Charter.**

The Charter reinforces our Corporate Values of 'being adaptable and meeting customer's needs, and our strategic aim of 'delivering outstanding services to customers in all our communities, and 'be the best we can be for our customers'.

The Charter sets out the standards that you can expect from both our staff, and any contractors that we use. This includes contact you have with us:

- By phone
- In person
- By email
- When you visit our office
- Through social media

We set out how we will respond to requests for service, and the commitment we have to uphold high standards of customer care. You will also find information in the charter should you wish to either make a complaint to us, or record a compliment when you have received particularly good service from a member of our staff or a contractor. Our updated Customer Service Charter will be available soon on our website.



# Good Neighbour Charter

We don't just provide houses, we want to create safe, healthy and happy communities. We are clear we have a role in achieving this, we also recognise that all of you have a role to play too in making your community a great place to live. Therefore, we have created our Good Neighbour Charter, in consultation with tenants, which gives some advice on what makes a good neighbour.



To celebrate the launch of the Good Neighbour Charter we are starting a scheme that will give you the chance to nominate your 'good neighbour' to receive a small prize. If you have a neighbour that makes a positive difference to your community then please let us know by phoning 0141 550 5060 or emailing [haveyoursay@westscot.co.uk](mailto:haveyoursay@westscot.co.uk).



# Review of Federal Stru

**Our Board decides the policy and direction of WSHA. It is made up of volunteers and we have a mix of tenants and general members who have specialist knowledge that they can bring to us. This mix ensures we are clear about our tenant's priorities and have the technical and specialist knowledge to achieve them. There are 15 members of the Board in total, 7 independent members and 8 who are tenants of WSHA.**



The tenant members of the Board are currently elected based on 2 members from each of the following geographical areas; Barrowfield, Glasgow, Lanarkshire and Ayrshire.

In late 2018, our Board agreed that a change in the structure was required as the current structure was no longer working. This was mainly as a result of the difficulty in filling some of the places reserved for Barrowfield. Repeated attempts were made to recruit members from this area with out success.

At a Special Meeting in October 2018, our Board agreed that the maximum number of Board members should remain at 15, and the split between tenant and general members would be retained at 8 and 7 members respectively. Other than these factors the Board is keen to seek tenants' opinion on the make up of the tenant membership of the Board.

# Structure – WSHA Board

## There are two proposals for tenants to consider:

- 1** Remove the Barrowfield constituency and amend the tenant structure so that it more closely reflects the current and future stock mix. This proposal would mean four representatives from Glasgow, and two each from Ayrshire and Lanarkshire.
- 2** Remove the reference to constituencies (areas) and replace with general tenant membership. If this option is selected the Board notes the aim will always to achieve a balanced representation across the communities where we have homes.

The Board is also keen to hear from tenants if they have any other suggestions for the make up of the tenant membership.

It is important to note that our Board has not yet made a decision on its' future structure and it is vital that tenants give a view. The Board has an important role to guide us towards achieving our ambitious Corporate Plan over the coming years. The Board will consider feedback received, and make a decision in the Spring. Any decision to amend the rules will require to be ratified at a Special Meeting of the Association.



## How can you give your views?



0141 550 5060



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# Tenant Scrutiny Update

**The Tenant Scrutiny Group has completed its first year of work and has successfully undertaken two exercises looking at different services. The group looked at our Grounds Maintenance Service and carried out a Mystery Shopping exercise looking at how we respond to contact from tenants. Both activities have resulted in a number of recommendations which have been presented to our Board.**

## Grounds Maintenance Service

The review of our Grounds Maintenance Service looked at a number of aspects of the service including:

- Carrying out a review of complaints about the service
- Looking at feedback from the continuous customer satisfaction surveys undertaken on behalf of the Association
- Reviewing the policies and procedures relating to the service
- Reviewing the information sent to tenants about what to expect from the contractor
- Finding out staff views about the service provided to tenants
- Looking at the results of a survey of tenants who receive the service.

Considering the above information the Scrutiny Group made a number of recommendations about how the service could be improved. These included:

- Regular information sent to tenants about what to expect from the service in terms of timescales and standards of work
- Information included within the Tenants Handbook about the Grounds Maintenance service
- Improved avenues for tenants to raise complaints about poor, or missed service
- WSHA to implement processes to ensure that the contractor does what they are contracted to do.

These recommendations were used when we were selecting a new contractor to deliver the Grounds Maintenance Service. The Scrutiny Group will work with us to ensure the remaining actions will be implemented in the coming months.





# Contacting WSHA

**The Scrutiny Group undertook a mystery shopping exercise to assess how we respond to customer enquiries.**

## What is Mystery Shopping?

**Mystery Shopping is used to assess the quality of services provided by an organisation, and to ensure that staff are trained appropriately to respond to customer enquiries. It also assesses whether the procedures the organisation has in place are appropriate.**

Scrutiny Group members made a number of calls to us and also contacted us via Facebook and email and they recorded how well their enquiry was dealt with.

The group also reviewed the results of the monthly customer satisfaction surveys which contain a range of information about how well, or not, we respond to customer enquiries.

Based on the work above the Group made a number of recommendations to the us, including:

- Staff should check their voicemails regularly, and update them if they will be out of the office

- Staff should provide realistic timescales for when they will respond to tenants with further information and makes sure they reply on time
- We should set a fixed day of the month for staff training, so that tenants have advance notice that the office is closed
- If contact is made with us on social media, then we should respond fully on social media and avoid phone calls etc.

The recommendations made by the Group were accepted and were incorporated into our updated Customer Service Charter. This Charter sets out how we should respond to tenants and what level of service you should expect when you get in touch with us. You can find a copy of this on our website.

## The Year Ahead

The Scrutiny Group identified two service areas for scrutiny in the year ahead. These are, a review of our Void process, and review of how we handle complaints. The Group will also continue to monitor progress that we make in implementing the first round of recommendations.



# Rate your Estate Inspections

## **Our Rate Your Estate Inspectors are all geared up and ready to go in 2019.**

Dates have been agreed and we will be visiting communities in the coming months. 'Rate Your Estate' involves tenant inspectors assessing the quality of our estates, and providing a grade for different aspects. A report is presented to us with action taken where required.

If you think your estate could benefit from an inspection, or if you want to know more – get in touch. The inspectors will carry out their first inspection in February and undertake an inspection each month until November.

Results of these inspections will be publicised on our website.

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## Value for Money Summary

### **Towards the end of 2018, we asked all our tenants what value for money means to them in respect of what they pay rent for, we also asked tenants for ideas and suggestions around how we could improve in this area.**

A working group was then set up with representatives from the Tenant Advisory Group (TAG) and staff representatives from each department. The group took into account tenant feedback and views, staff feedback, good practice from other Housing Associations and developed a 5 Year Value for Money (VFM) Strategy. The draft strategy outline was presented to a joint meeting of TAG and the Leadership Group and the final strategy was approved by the Board in November 2018.



The key objectives of the strategy are to:

- Ensure customer needs and views are central to our VFM Approach
- Review and improve operational efficiency and internal processes to achieve value for money and obtain efficiencies
- Make best use of our assets including new build to achieve VFM for our customers and the Association
- Ensure the way we procure goods, services and works in the most sustainable, economic way possible
- Maximise the value and capacity of our staff
- Deliver social and environmental value
- Measure and communicate our approach to VFM

All tenants will receive a summary of the VFM Strategy next month and the full strategy will be available to access on our website.

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 **For more information please contact:**

t: 0141 550 5600

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