



West of
Scotland
Housing
Association



Tenant Advisory Group Annual Report 2017/2018

Welcome

It gives me great pleasure to introduce you to the first Annual Report of the Tenant Advisory Group (TAG). I hope you find it an interesting read and that you can see the work we have undertaken on behalf of tenants of West of Scotland Housing Association (WSHA). On behalf of TAG, I would like to thank all tenants who have given time over the past year to support our work whether by attending meetings and events, or by completing surveys.

Throughout 2017 a wider review of how WSHA interacts with its tenants was undertaken leading to a significant change in TAG membership. The Group was relaunched midway through the year with new members and a newly elected chair.

It was a busy year for both WSHA and the Group, with tenants involved in a number of policy reviews. The Group also worked with staff to promote the tenant ballot that was held regarding the decision whether or not to leave the Gentoo Group. You will be aware that tenants overwhelmingly backed the proposal, and we were delighted that so many tenants made the effort to use their vote. As a Group we have been monitoring the promises that were made to tenants throughout this exercise, progress to date is good and we will continue to monitor this in the coming year.

We also reviewed and updated our Tenant Engagement Strategy, which we'll explain in more detail later. This Strategy sets out the commitment that WSHA has to work with us and other tenants to deliver improved homes and services.

The Tenant Advisory Group is always looking to increase the involvement of tenants, and if you want to know more about what we do, then please get in touch with either myself or the Tenant Engagement Officer at WSHA.

I hope you enjoy this report, and I look forward to working with you in the future.

Anne Young

Chair – Tenants Advisory Group

What is TAG (Tenant Advisory Group)?

TAG is the main vehicle to engage and involve tenants in the operation of West of Scotland Housing Association. TAG is responsible for overseeing and scrutinising the performance of WSHA in how they deliver services to tenants, and reporting findings and recommendations to Board. TAG also has a role in overseeing the development of our approach to tenant engagement and supporting the development of new initiatives and approaches.

TAG is also the body that oversees the approach that WSHA takes when reviewing policies and procedures that impact on tenants. TAG will agree the approach for each review, and where required oversee specific working groups.

TAG generally meets every two months, in the WSHA office in Glasgow.

We need you!

We are really keen to grow the membership of TAG and to increase our representation from all the communities that WSHA serves. If you are interested in getting involved please get in touch:



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Achievements throughout the year

The last year has been a very busy one for TAG, with the Gentoo demerger; a governance restructure, a new Tenant Engagement Strategy, a review of the remit of TAG, and a consultation on an interim Allocations Policy. Members of the group have given up substantial time to support their work, getting involved in wide variety of working groups. Below you can read more about the key achievements of the group.

Development of a new Tenant Engagement Strategy

Using feedback from tenants' events held in Lanarkshire, Ayrshire and Glasgow in September 2017, TAG worked with WSHA to develop a new Tenant Engagement Strategy. This Strategy sets out the key ways in which WSHA will work with tenants and other stakeholders to consult on how they can deliver improved services. It also sets out the role for TAG in overseeing the way in which WSHA engages with tenants.



Review of TAG

Linked to the above, TAG as a group reviewed their remit and standing orders. These define how TAG works in partnership with WSHA and sets out who can be involved. It also sets out the support TAG expects to receive from the WSHA and how they will interact with the Board.

<p>Performance Monitoring</p>	<p>TAG has worked with WSHA to agree on a number of Performance Indicators that will be reported to the group on a quarterly basis. Going forward TAG will expect WSHA to detail reasons for poor performance, and where necessary identify the changes that will be made to improve services.</p>
<p>Allocations Review Panel</p>	<p>Members of TAG worked with Board members and staff to oversee the consultation and review of WSHA’s Allocations Policy. This involved undertaking a series of discussions about the legal framework for Allocations, a review of the existing policy, and the development of a survey distributed to over 300 housing applicants. The group considered all the feedback and made recommendations to WSHA based on this feedback. The interim Policy was approved by our Board in January.</p>
<p>Review of Rate Your Estate</p>	<p>A working group of TAG members met several times to undertake a review of RYE. The scheme has been operating successfully for a number of years now, however tenants felt that it was appropriate to step back and see if anything could be done more effectively. The group carried out a number of pilot inspections, reviewed the paperwork used and came up with a number of recommendations as to how the scheme could be improved. This related mainly to how WSHA acts on any negative findings, and includes the introduction of specific timescales for a response.</p>

Rent Consultation

TAG worked with WSHA to oversee how they engaged with tenants about the potential rent increase. TAG provided views on the level of information sent out to tenants, how tenants should be encouraged to respond, and the impact that the Rent Setting Policy was having.



Tenant Scrutiny

Throughout the year TAG and other tenants have been working with WSHA to develop the group's approach to Tenant Scrutiny. There were a number of training sessions and the Scrutiny Group agreed on two service areas for scrutiny. TAG developed actions plans for each activity and will report the findings soon.

Review of Repairs and Maintenance Policy

TAG had a meeting with the Property Manager who presented information about the proposed repairs and maintenance policy. The Group fed back about where they had concerns, and these comments were incorporated into the Policy.

Scottish Housing Regulator Regulatory Framework Review

TAG received a presentation about the Scottish Housing Regulators Regulatory Framework Review and made a number of comments about how the system could be improved.

Priorities for 2018/19

In 2018/19 TAG will continue to work with WSHA to improve the services that are delivered to tenants. The key priorities for the year ahead include:

Monitor the implementation of the Tenant Engagement Strategy

TAG will receive regular updates from WSHA about the progress they are making with delivering the Tenant Engagement Strategy.

Further development of scrutiny programme

The group will continue with scrutiny activities that started last year, and report findings to the WSHA Board.

Roll out of Rate Your Estate

TAG aim to visit every community in the next year to grade the estates in which tenants live. TAG will ensure that where any improvements are identified, that WSHA takes appropriate action.

Performance Monitoring

TAG will continue to receive regular updates on how the WSHA is performing, and challenge poor performance

Rent Setting Policy Review

Work with WSHA to review their rent setting policy, including contacting tenants who responded to last year's rent consultation to gain a greater insight into their views.

Value for Money Strategy

TAG will support WSHA as they develop their approach to delivering services which provide tenants with value for money, leading to the introduction of a new Value for Money Strategy.

Policy development and review

TAG will work closely with WSHA to identify the best methods to engage with tenants about the introduction of a Good Neighbour Charter, and the Anti-Social Behaviour Policy.

If there are any areas of work that you think TAG should focus on in the year ahead then do please get in touch with us.

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