

Tenant Advisory Group

Annual Report 2021 / 2022

1	Introduction
	<p>Welcome to the fifth annual report of the Tenant Advisory Group. It remained another challenging year with a mix of digital and latterly in person meetings. We were glad to get back to in person meetings, allowing us to more effectively work with the Association to improve services and processes for tenants.</p> <p>We have had a busy year covering a wide range of service areas and as always we can only achieve what we do with the hard work of our members and those of you who provide feedback to our surveys and consultation activities. We have set out our priorities for the year ahead and will continue to work with all of you to ensure your views are heard and acted upon.</p> <p>We hope you find our report interesting and informative and should you want to get involved with us, we are always seeking new members. You can join us in person, or if you would prefer digitally.</p> <p>Lynn Clark, Chair, Tenants Advisory Group</p>
2	What is TAG?
	<p>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 the Association 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.</p> <p>TAG is also the body that oversees the approach that West of Scotland takes when reviewing policies and procedures that impact on our tenants. TAG will agree the approach for each review, and where required oversee specific working groups.</p>

	<p>TAG generally meets on a monthly basis in the Association offices, though we are happy to visit different venues to allow other tenants to get involved.</p>
3	<p>Achievements throughout the year</p>
	<p>We have had a very busy year and been involved in a number of different tasks and activities over and above our role in monitoring performance and overseeing development of the approach to customer engagement. This involvement has included:</p> <ul style="list-style-type: none"> • Customer Engagement Strategy – we undertook a detailed review of the Associations approach to customer engagement. A lot of progress has been made in the last few years but we know we need to more to encourage tenants and other customers to get involved to improve services. We worked with others to develop a refreshed customer engagement strategy that focuses on increasing the methods that are available to you to get involved, that set out how the Association would work in a transparent way with us, and that they would commit to telling you how your feedback had made a difference. The Strategy is available on the website and will be sent in summary form to all tenants • Values and Customer Care Standards – a number of us sat on a working group to help the Association review their values – so that they better reflected what we as tenants want to experience when we engage with the Association. We wanted these to be meaningful, and something that staff and tenants alike could understand. You can read about the values and what they mean at the beginning of this report • Key Business Objectives – we had our regular annual meeting with the Chief Executive where he listened to our views about the areas we wanted the Association to focus on. This was then fed back to Board and the Leadership Team and informed the development of the Key Business Objectives. We know that repairs are one of the most important interactions you have with the Association, and ensured that improving this service was a priority for the current year • Customer App – we worked with staff from the Association to provide input in the specification for the new customer app. We know not all tenants will want to use this but for those that do – we have tried to think of the different requests that you would like to make via the app. If you sign up – and think of something you can not do via the app – then please get in touch and we will see if we can add it to the app. • Rent Consultation – as always we provided input into the consultation exercise that the Association undertook to gather tenants views on the proposed increase. We tried to ensure that tenants had a variety of ways to provide feedback though are aware that public meetings of any sort at the time would not have been appropriate. We will raise with the Association over their plans for the rent consultation to continue to ensure tenants have a range of ways to give their views. • Policy reviews – we have provided feedback to the Association on a number of reviews that have taken place throughout the year and welcomed different staff members to our TAG meetings. We have

	<p>informed the income management policy, the void management policy, the estate management policy and the anti-social behaviour policy. We also received feedback about what tenants were saying in the consultation activities that the Association undertook via survey monkey.</p> <p>As well as the above members of our Group continue to be involved in the Green Strategy Project Group which is made up of tenants, Board members and staff.</p>
4	Challenges
	<p>We have faced several challenges over the year particularly with our digital skills in the early part of the year. However, we have all become quite skilled at using our tablets, and are generally able to engage with each other using digital means. The Association has a digital participation officer who is able to support you if you are new to using technology and several group members benefited from training.</p> <p>We have like many tenants struggled with the lack of face to face meetings and look forward to these returning in the near future.</p>
5	Priorities for 2020 / 2021
	<p>We have a number of key priorities in the year ahead. These include:</p> <ul style="list-style-type: none"> • Increasing our engagement with younger tenants. We are aware that we do not have many younger tenants attending TAG meetings so we will explore options for more effectively gathering their views and aim to set up a specific mechanism for younger tenants to become involved. • Resuming Rate Your Estate inspections. We will look to identify more effective mechanisms to allow tenants to get involved in this area, exploring digital options for involvement. We will explore whether the customer app can be used to identify areas that require follow up actions. • Resumption of Tenant Scrutiny group. At the end of the year we began the process of reconvening our Scrutiny Group. We will continue to focus on this area with a view to undertaking two full scrutiny activities, leading to improved services for tenants and other customers. • Introducing a consultation plan. This will allow all tenants to see what consultation exercises are coming in the next few months – so if there is an area you are particularly interested in you can get in touch. <p>As well as the above we will continue to be involved in a number of policy reviews, regular performance updates, and review complaints handling on a regular basis. We will also look to ensure the rent consultation process gives tenants the opportunity to have their say.</p>

6	With thanks
	<p>We'd like to thank all tenants who have given time over the past year to support our work whether by attending digital meetings and events, or by completing surveys that formed part of our activities.</p> <p>We are really keen to grow the membership of TAG and to increase our representation from all the communities that West of Scotland Housing Association serves. If you are interested in getting involved do please get in touch with the Association.</p>
	<p>Haveyoursay@westscot.co.uk / 0141 550 5600</p>