

Customer Engagement Strategy 2023-2026



*Govan Tenant Services
Scrutiny Group*



*TIS National
Excellence Awards*



Community Litter Pick

Policy Manual Section:	Housing
Policy Number:	OPHM7
Scottish Social Housing Charter Outcomes and Standards:	<ol style="list-style-type: none"> 1. Equalities 2. Communication 3. Participation
SHR Regulatory Requirements and Standards of Governance and Financial Management:	CH2/RS 1.1/RS 2.1/RS 2.4
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Govan Housing Group Customer Engagement Strategy 2023-2026

**Listening to
Customers!**

**Informing
Customers!**

**Empowering
Customers!**

**Responding
to ideas of
Customers!**

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Welcome to our Customer Engagement Strategy

It gives me great pleasure to introduce Govan Housing Association Customer Engagement Strategy which covers the period 2023 – 2026.

Govan Housing Group continues to build upon the solid foundation of its commitment to Customer Involvement and address the issues raised by those members of the community who become involved in the participation processes.

The Strategy recognises that customers must be equipped with the knowledge, information, skills and confidence to be able to be effective in Customer Involvement and Govan Housing Group will continue to support and involve customers in influencing and shaping the services they receive.

We hope you find the Customer Engagement Strategy 2023 – 2026 a useful and informative document

Caron Quinn

Group Chief Executive Officer



Introduction

Welcome to our Customer Engagement Strategy for Govan Housing Group, setting out our strategic direction for the next 3 years. The Customer Engagement Strategy, which complements the Association's Corporate Strategy, is published at a pivotal moment in our growth as we introduce a new subsidiary into our Group.

Govan Housing Group is an ambitious group of organisations. The Association itself possesses a rich history and one of development and innovation. Founded in 1971, the Association was the first community-based housing provider, leading the way for social housing provision in Scotland. After 50 years of operating in the housing sector, the Association now manages approximately 1,600 socially rented properties and over 650 factored properties as well as taking an active role in the regeneration of the area and continuing to improve the quality of life of residents.

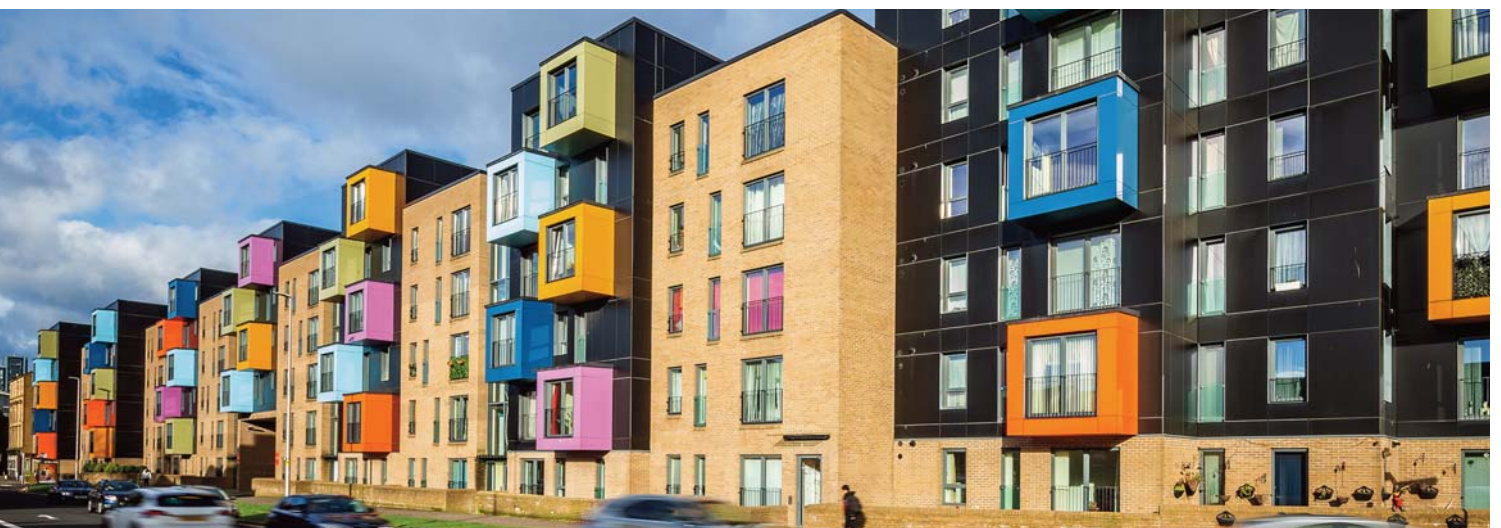
We are serious about turning our vision into reality and delivering excellent quality affordable homes and services that make a positive impact on people and communities. This strategy signals the future direction of The Govan Housing Group, one that is genuine about customer service, is committed to ensuring that tenants get the best possible deal and the highest quality products and services. Importantly we put our tenants central to everything that we do. Underpinning all of this is that we continue to ensure the Group is

strong and viable and able to deliver the innovative and ambitious plans we have.

We are committed to consulting, supporting and informing all customers on key matters. We really want our customers and communities to help us improve our homes and services. We strive to offer the highest level of management service to our customers. We recognise that a Customer Engagement is ongoing and open-ended. It needs to be flexible to the changing needs of our customers and the local community. Furthermore, we will endeavour to develop a culture and knowledge within the Group whereby staff and Board view and use participation processes as an integral part of service delivery.

In addition to customers becoming involved in the decision-making process, we as an organisation, recognise the need for our customers to act as a critical friend in the scrutiny of our performance.

This document represents our proposals for taking customer engagement forward.



About Us

We are a high-performing and ambitious housing group with a strong set of shared values at our core. We have a 50+ years' track record of growth and innovation.

Our parent organisation, **Govan Housing Association**, is a registered social landlord and was founded in 1971 under the name of Central Govan Housing Association. As one of the oldest housing associations in Scotland, we were the first to pioneer a community-based model. Governed by a skilled and committed Board, elected by our members, we continue to this day to serve residents across Greater Govan.

Govan Housing Association Group was created in 2017 with the establishment of our first subsidiary - **Govan Home Team**. Set up as a community interest company, with its own governing body, its profits are reinvested through the Housing Association. Founded on the earlier success of the Association's in-house trades team, it employs a skilled and experienced team committed to delivering a high-quality service. The subsidiary provides a range of essential repairs, maintenance and environmental services to Govan Housing Association and, from 2024, the Water Row Company – the second subsidiary in our Group.

Water Row Company was incorporated as a company limited by shares in 2023, with its own governing body and reinvests any profits through the Housing Association. Created in response to the Housing Association's decision to develop mid-market rent properties, it will manage 92 new homes aimed at working households on modest incomes looking to access high-quality, affordable, rented accommodation. Located on a strategically and historically important site at Water Row, on the Clyde, the new company has taken on the management of all the Group's commercial and non-core properties and services. This includes mid-market rent, factoring, commercial and residential leasing and our award-winning money advice service.



Our Vision

Moving Govan Forward

At the heart of this strategy is our enduring commitment to the local area and community. It is this commitment to place and people that motivates us to be the best we can. We continue to reflect this in our long-term vision and purpose statements, deliberately focusing these on the positive impact we want to make.

Our Purpose

To preserve the history and pride of Govan and guarantee its future by enhancing aspirations and improving lives.



We are proud to work in such a vibrant area of the City and share an appreciation of its rich history and archaeological and industrial heritage. Our purpose serves to remind us and others of why we do what we do. This is more important than ever as we expand our Group structure and introduce new services. How we will deliver on our purpose is set out in our values, ambitions and strategic priorities.

Our Values

Considerate

We offer understanding, respect and kindness.



Accountable

We understand our role and accept responsibility for our actions.



Results-focused

We agree clear performance standards and aim for success.



Enterprising

We use our initiative and are innovative and resourceful.



Our 'CARE' values drive our behaviours, approach and decisions. They help to ensure a consistent and seamless experience for our customers, staff and partners irrespective of their point of contact with us.

Our Corporate Strategic Objectives

To ensure we achieve our 3-year ambitions, we have sharpened our strategic objectives around our Corporate Strategy. Together, these five themes provide a focus for our decisions and activities.

Customers: Create a positive customer experience.

Services: Deliver excellent services and maximum value.

Homes: Provide high-quality, affordable and well-maintained properties.

Partnership: Develop effective and innovative partnerships

Leadership: Ensure strong governance, performance, and financial control.

Customers: Create a positive customer experience.

Over the next 3 years we will continue to smooth and simplify the journey our customers go through when they engage with us and access the services we offer. As we expand our group structure in 2024 to having three separate organisations working together to deliver services, sometimes to the same customers, we are more determined than ever that customers receive a consistently high quality and seamless service from us. We will seek feedback and input from our customers, set clear standards and expectations for our staff, make the most of digital technologies, and embed our values and customer-orientated approaches.



Services: Deliver excellent services and maximum value.

We are committed to ensuring that the services we deliver meet the needs and aspirations of our customers; deliver on the high standards set by Government, the Scottish Housing Regulator and others; and offer value for money to our customers and wider society. We appreciate in the current climate that we cannot afford to be complacent and will continue to strive to improve on previous performance despite the many challenges. We have identified areas where we believe we can improve our performance and deliver better value and we have clear plans in place to address these.





Homes: Invest in high-quality, affordable and well-maintained homes.



We perform well above the national average when it comes to the number of our tenants satisfied with the quality of our home. However, we do not perform so well when it comes to tenants' satisfaction with the quality of our repairs. We know we have work to do here. We have some very significant challenges in meeting modern energy efficiency standards and net zero targets because of the nature of many of our properties (e.g. pre-1919 tenements). We will continue to explore innovative solutions. Due to the increasing housing need in our local area, we will also continue to explore opportunities to build, purchase or lease good quality homes to add to our existing portfolio.

Partnership: Develop effective and innovative partnerships.



The Greater Govan area benefits from a large network of public and community organisations working to benefit the local area and its people. We have a successful track record of partnership with many of these. One of the best well-known is our GEL partnership, formed with Elderpark and Linthouse housing associations. Over the next 3 years we will seek to strengthen our existing partnerships while also assessing opportunities for new partnerships. For example, we hope to expand the commercial and non-core activities of our new subsidiary, the Water Row Company, which could include offering services to other social landlords.

Leadership: Ensure strong governance, performance, and financial control.



Directing, overseeing and safeguarding our Group requires effective leadership. The responsibility for this ultimately rests with Govan Housing Association's Board with prescribed elements discharged to four sub-committees, the Boards of the two subsidiaries, and the Group CEO. Over the next 5 years we will maintain our strong focus on governance, performance, risk, financial control, and assurance. We will embed our new subsidiary into these frameworks and seek to refine and improve our approach where possible. We will remain vigilant to changes in our operating environment and continue to review and test our financial assumptions. We will also continue to support and encourage our talented workforce, equipping and empowering them to deliver on our ambitions. We remain committed to creating a healthy working environment where the wellbeing of staff and governing body members is taken seriously.

Our Strategic Aims

The Group is committed to involving customers in shaping the services we provide.

We aim to create a culture that places customers views and opinions at the heart of everything we do. By creating opportunities for customers to become involved in Group Business, we hope to achieve customer service excellence.



Our Strategy aims to complement the five strategic objectives within our Corporate Strategy which provides a focus for our decisions and activities.

Legal Background

The Housing (Scotland) Act 2001 advises that **Govan Housing Group** has a **duty to have a Customer Engagement Strategy, keep a register of Registered Customer Organisations (RTO's) and consult its customers and RTOs on rent setting and significant changes to housing services.**

The Housing (Scotland) Act 2010 established the Scottish Social Housing Charter

<https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/> and changed the role of the Scottish Housing Regulator (SHR) making them an independent Regulatory Body, responsible for inspecting and regulating all Scotland's Social landlords.

The Scottish Housing Regulator expects that Tenants are at the heart of their organisation.

The Scottish Social Housing Charter and the Scottish Housing Regulator require that we have arrangements in place to make sure customers can scrutinise and help improve our performance and influence decisions about our policies and services.

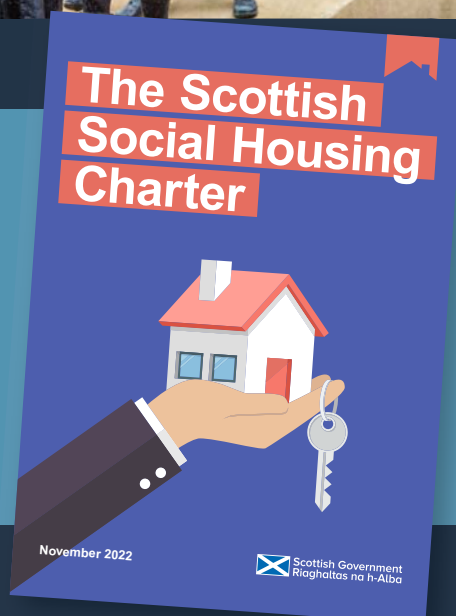
The way we work is governed by lots of legislation, including, but not limited to:

- Housing (Scotland) Acts 2014, 2010, 2001 and 1987
- Property Factors (Scotland) Act 2011
- Scottish Social Housing Charter 2017
- Equality Act 2020
- Data Protection Act 1998
- Health and Safety at Work Acts
- Charity & Trustee Investment (Scotland) Act 1965



Scottish Housing Regulator (SHR)

Appendix 1 details the purpose of the Charter which currently has 7 sections containing 16 outcomes and standards that apply to social landlords. 14 apply to us as 2 only apply to Councils.



The Benefits of Customer Engagement

We believe that the involvement in shaping the future of the Group is fundamental in developing responsive services, the views of customers will be used to influence future service delivery.

We want to work in partnership with Customers to help us reach high customer satisfaction levels, improved community spirit and contribute to establishing sustainable communities.

Effective customer involvement will ensure, transparent and accountable decision making and will nurture a spirit of mutual trust between customers and the Group.

By getting involved, you can:

- Help us to improve services
- Help us to deliver better services that customers want
- Help us to improve performance
- Get involved in new activities
- Learn new skills and knowledge
- Attend conferences and other events
- Meet new people
- Improve your community

Customer engagement within Govan Housing Association offers several benefits

- Community Trust and Cooperation
- Improved Service Delivery - tailoring its services to better fit the needs
- Community Development and Empowerment – aligning community needs, priorities and aspirations
- Enhanced Social Cohesion – fostering a sense of belonging
- Effective communication and Information Sharing – fostering transparency and accountability, building trust and confidence
- Early Intervention – identifying issues and concerns in the community as early as possible to mitigate community tension and escalation
- Increased Satisfaction and Retention – tenants feeling valued and engaged
- Innovation and Collaboration – engaging with tenants may spark innovation and collaboration as tenants may offer unique perspectives and ideas
- Compliance and Regulatory Benefits – strong customer engagement can help the association meet regulatory requirements and demonstrate compliance with relevant standards which align with legal and regulatory frameworks, reducing the risk of non-compliance.

Informing our Tenants

We will provide timely, easy to understand, relevant information, so tenants are well informed and equipped to participate and provide feedback.

We recognise that this is one of the most important features of the customer involvement process. We recognise that customers who have taken the time to become involved should be made aware of the outcome of their involvement. If we keep people informed, they may be willing to continue their involvement.

We will provide feedback on all consultation events to those individuals involved and to all other customers through our various feedback methods.

Tenant and Resident Involvement opportunities for 2024 can be found within Appendix 4.

Good communication is the basis of effective involvement. In consultation with our Govan Tenant Services Scrutiny Group, it has been agreed that in addition to producing regular printed material (Newsletters, information leaflets, annual reports etc, we will do the following:

Website

The Group's website allows the Group to give you information and you can communicate with the Group by reporting repairs, make general enquiries and pay rent. <https://www.govanha.org.uk/>

Social Media

We have our website, Facebook page and Twitter account. As well as providing information about Govan Housing Association and the services, it also provides opportunities to consult with customers about service and policy matters and gather opinion about a wide range of issues. Your views can feed into other more formal mechanisms such as estate, service or policy reviews. Social media is also great for keeping you informed, up to date and let you know of any events or activities that you can get involved in.



Newsletter/Leaflets

We issue our newsletter four times a year, through which we encourage involvement in its content where possible and that we ensure the following:

- Use photographs of local areas in newsletters.
- All forms of communication between Govan Housing Group and tenants will always be clear and concise using plain language, and will be jargon free.
- ★ All information and leaflets will be made available in other languages, Braille, audio tape or large print upon request.
- We will set up an editorial group with customers and staff to review our newsletters and other publications.



Tenants Handbook

We will provide tenants with a handbook which will contain information regarding customer engagement and an application to get involved which can be found within Appendix 8.

We will invite Govan Tenant Services Scrutiny Group and other customers to participate in the content of the Tenants Handbook when under review.

Telephone

Staff members are always available to provide information to customers by telephone or email as follows:

Phone **0141 440 0308** • Email **General@Govanha.org.uk** or **community@govanha.org.uk**

Tenant Satisfaction Survey

We carry out regular surveys to obtain feedback on satisfaction levels. We feedback to customers the results of these surveys, through our newsletters. The outcome of these surveys also informs service delivery and policy reviews.

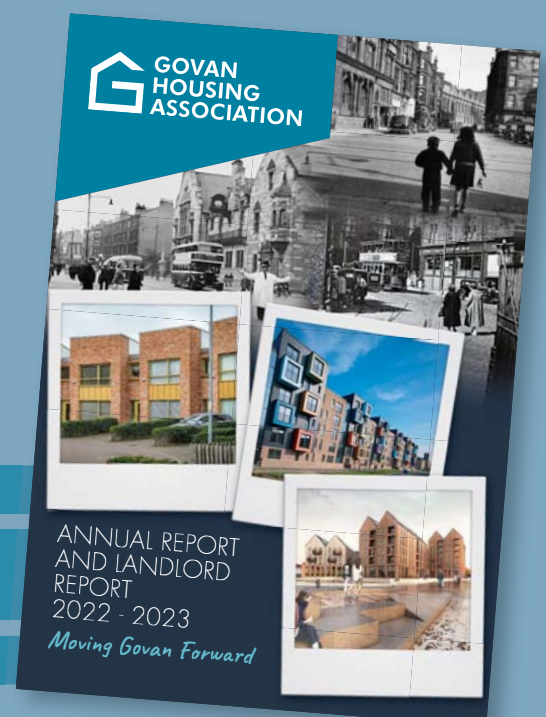
Annual Report

We publish our Annual Report to provide an over view of our Financial Performance for the year as well as other progress updates.

Landlord Performance Report

Publish our Landlords Performance Report which:

- highlights our successes
- informs our customers of the areas of service delivery we need to improve
- advises of the actions we will take to improve.



How we deliver this to you – listening to customers

We cannot meet the challenges set out in this Strategy without the input of our customers and to ensure that everyone who wants to get involved can; we will:

- Advertise opportunities to get involved regularly within all publications we produce including within the tenant's handbook.
- Make sure our information is attractive and in relevant formats
- Ensure we update our website and social media accounts on a regular basis



How you can get involved with us – responding to ideas

We want to use your experiences to put you at the heart of decision making by providing a range of options for you to get involved in what affects you and your neighbours:

Board

The Group is run by a Board of volunteers, to sit on the Board you must be a member of Govan Housing Group and be elected at our Annual General Meeting (AGM).

Registered Tenants Organisations (RTOs)

We can help your group become an RTO. This gives more rights, access to funding, and ensures your group is consulted on a variety of issues. A formal constitution is required, you must have a Board with elected members who meet regularly.

Contact our office on **0141 440 0308** email: **info@govanha.org.uk** or **community@goveha.org.uk**.

More information on registering your residents organisation can be found within Appendix 3.

Tenant Consultation Register

We have a Tenant Consultation Register, where we have a database of tenants who wanted to be contacted on specific topics in which they have a particular interest. To join the register, contact us by emailing:

General@Govanha.org.uk

Follow this link to register on our website: <https://www.govanha.org.uk/community/consultation-register/>

Govan Tenant Services Scrutiny Group

The Govan Tenant Services Scrutiny Group (GTSSG) was formed to ensure our customers have an opportunity to:

- Challenge our service standards and performance;
- Assess our performance against the Charter's outcomes; and
- Aid the Group to report our performance to Scottish Housing Regulator (SHR) and tenants.

At times, the role of this group will be to robustly challenge policy and practice as a 'critical friend'.

https://www.govanha.org.uk/community/service_improvement/





Consultations

We will consult you on a variety of issues for example the annual report consultation on any proposed rent rises.

Community Fund

We have a community fund, to which groups of at least 2 people can apply. This fund is to improve the quality of life in their local area. You can find out more on our community fund within Appendix 5 and an application form can be found within Appendix 6.



Tenants' Forum

Regular meeting where tenants come together to hear more about the work of the Group, ask questions and give feedback. Chance for refreshments and a chat at the end of the meeting.

Walkabouts & Litter picks

Members of our customer services team will be out and about in Govan for anyone who wants to come along to say hello, or raise any issues. We will also use this time to litter pick and we welcome any volunteers who would like to help with this.





Individual close meetings

We are happy to arrange individual close meetings to discuss any local issues, practical and social. Just get in touch.

Satisfaction Surveys

We currently carry out satisfaction surveys to engage with our customers on various areas of Group service delivery. We also undertake continuous satisfaction monitoring of processes on a regular basis.

Policy Reviews

We consult with Registered Tenant organisations (RTOs), those tenants on our tenants Consultation Register and with the members of our Govan Tenant Services Scrutiny Group (GTSSG), around significant policy changes/reviews and these will be notified to tenants in our regular newsletter.

How the Strategy will be monitored – empowering Customers and our Staff

Involvement of customers is both proactive and reactive. Methods and requirements will change and develop overtime. To ensure our Strategy develops effectively to meet the needs of our customers, the Group will:

- On an annual basis we will review the Strategy in consultation with the members of our consultation register, Govan tenant Services Scrutiny Group (GTSSG), Staff Members and Board Members.
- Submit progress reports to our Board for consideration
- Detail through our budget process, the level of finance available for Customer involvement, which reflect our commitment
- We will publish a statement on customer involvement activity in our annual report. This statement will include a summary of customer involvement activities, outcomes from those activities and the resources used in delivering the strategy.

Staff Role

All staff we employ, regardless of which part of the service they deliver, have a responsibility to deliver this Strategy's aim.

Making Customer Involvement part of everyone's job strengthens the staff/customer relationship and improves services. For most staff, their role is limited (most of the time) to encouraging customers to take part in activities, listening to and passing on views and providing feedback on how customers' views are used. Others will have more specific roles relating to groups or activities, which will be identified as required.

We will ensure all our staff are trained in customer engagement.



Equality

The Group is committed to fairness and equality for all regardless of:

Age – Refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18-30 year olds).

Disability – A person has a disability or they have a physical or mental impairment which has a substantial and long-term adverse effect on that persons ability to carry out normal day to day activities.

Gender Reassignment – The process of transitioning from one gender to another.

Marriage and Civil Partnership – Marriage and civil partnerships means some who is legally married or in a civil partnership with another person. Living together or engaged does not constitute a legal marriage or civil partnership. A marriage can either be between partners of the same or opposite sex. A Civil partnership can be between partners of the same or opposite sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Pregnancy or Maternity – Pregnancy is the condition of being pregnant or expecting a baby, maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-working context, protection against maternity discrimination is for twenty-six weeks after giving birth, and this includes treating a woman unfavourable because she is breast feeding.

Race – Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour and nationality (including citizenship) ethnic or national origin.

Religion and Belief – Religion has the meaning usually given it but belief includes religious and philosophical beliefs including a lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex – In the Equality Act, sex can mean either male or female, or a group of people like men or boys, or women or girls.

Sexual orientation – Whether a person's sexual attraction is towards their own sex, the opposite sex or all sexes.

We require all groups and individuals involved with customer involvement to act to promote equality and welcome participation from all our community. This strategy complies with our Equality and Diversity Strategy.



APPENDIX 1

The Scottish Social Housing Charter



The Charter was approved by the Scottish Parliament and came into effect on 1 April 2012. It was then reviewed in 2017 and again in 2022.

The purpose of the Charter is to improve the quality and services that social landlords provide. It:

- Provides a set of consistent standards and outcomes which should be met for all social housing tenants wherever they live
- Focuses landlord activity on services that are important to tenants and other customers
- Encourages a culture of involving services

The Charter currently has 7 sections containing 16 outcomes and standards that apply to social landlords. 14 apply to us and 2 only applicable to Councils.

We go some way to providing we meet these outcomes by reporting to the Scottish Housing Regulator on 31 of the 37 indicators in May of each year.

Here is a summary of the 14 outcomes that are applicable to us:

1	Equalities
2	Communication
3	Participation
4	Quality of housing
5	Repairs, maintenance and improvements
6	Estate management, antisocial behaviour, neighbour nuisance and tenant disputes
7, 8 & 9	Housing options
10	Access to social housing
11	Tenancy sustainment
13	Value for money
14 & 15	Rents and service charges

APPENDIX 2

Registering your Tenants/Residents Organisation (RTOs) – Guidance Notes



We can give your organisation support in getting together all of the information below. Please contact community@govanha.org.uk, if you need support with this.

We will maintain a Register of tenants/Residents Organisations (RTOs). The criteria for registration are:

1. The Organisation must have a publicly available written constitution that sets out:

- a. Its objectives and area of operation
- b. How people can become members of the organisation
- c. The way the committee will work
- d. How people can become committee members/office bearers
- e. How the business of the organisation will be conducted
- f. How decisions will be reached democratically
- g. How funds will be managed
- h. Arrangements for public meetings
- i. Arrangements for an annual general meeting (AGM)
- j. How changes can be made to the constitution
- k. Its commitment to the promotion of the housing and housing related interests of tenants

2. The Organisation must have a committee that:

- a. Is elected at an AGM (After the first year)
- b. Has at least three members
- c. Can co-opt others onto the committee during the course of a year
- d. Have elected office bearers
- e. Can show that decisions are reached democratically and
- f. Promotes equal opportunities

3. The Organisation must operate within:

- a. A defined area which includes housing stock owned and managed by us; or
- b. Membership of the organisation and participation in its activities must be open to all eligible tenants within its defined area of operation

4. The Organisation must have appropriate accounting records and present an audited, annual, financial statement to their AGM.

Continued...

5. The Organisation must demonstrate that it is committed to representing the interests of its members and that, when consulted by the registered landlord.

It can represent the views of its members who are tenants of the registered landlord in its defined area of operation.

6. The Organisation must accept and abide by our statement of ethical standards.

Application for Registration of Tenants Organisations (RTOs)

An application for registration is available within APPENDIX 3 (page 21). The organisation must also give us the following information:

- The written constitution
- The names and contact details of committee members (identifying the office bearers); and
- A statement which demonstrates point 5 above.

It is recognised that groups may comprise a mix of tenants and residents. There is nothing to prevent a mixed group of tenants and residents applying to be registered provided they meet the necessary criteria and provided there is a mechanism in place within the RTO for the views of the tenants of that landlord to be sought, for example, through tenant only surveys or tenant sub-committees.

Remember, if you need any help or clarification, please contact the office.

APPENDIX 3

Application for Registration of Tenant/Residents Organisation



Please read Appendix 2 – Guidance Notes, before completing this application. All information asked for should be included within this application.

Name of Organisation:	
Contact Name:	
Contact Address:	
Contact Telephone:	
Contact Email:	
Approximate Number of Members:	
Area of Operation:	
Chairperson:	
Vice Chairperson:	
Secretary:	
Treasurer:	
Meetings usually held (date and time):	

We enclose our constitution, names and contact details of the committee (identifying office bearers) and a statement which demonstrates point 5 of the criteria.

Please note that the above details will be published in our publicly available Register of Tenants and residents Organisations. If you would prefer, the address can be care of the Association for the purpose of the register. By signing, we accept and will abide by the Association's statement of ethical standards.

Signed:			
Position Held:		Date:	

APPENDIX 4

Tenant and Resident Involvement Opportunities for 2024



We want to continue to hear from you and for you to be involved in our decision-making processes. We have a range of opportunities, so that anyone who wants to get involved or give feedback can find a comfortable way to do this. These opportunities are also social gatherings to meet others in our community, work together and find out what is happening. They are all in person unless stated otherwise. If you are interested in finding out more, please contact usecommunity@govanha.org.uk

Govan Tenants Service Scrutiny Group (GTSSG)

1st Tuesday of the month 6pm, Housing Office

We would like more tenants to join our scrutiny group, which looks at organisational processes and procedures including what works well and what could be better. There is support for anyone who would like to join this group. The GTSSG recently chose the reactive repairs policy as their first piece of scrutiny, to make sure our policies and processes are working effectively. The overall aim to improve services for anyone and to achieve good value for money. It is a chance to make a real difference to the way we work.

Tenants Steering Group

1st Thursday in June, September and December 11am, Housing Office

Quarterly meetings to tenants steering group, to set the agenda for the Forum Meetings, decide whom tenants would like to hear from and suggest topics of interest or concern. Tenants on this group co-host the Forum meeting alongside staff.

Tenants Forum

2nd Thursday in June, September and December, Riverside Hall at 1pm

Quarterly meetings for tenants to come together, hear more about the work of the Association, ask questions and give feedback. There is a chance to chat at the end of the meeting over refreshments.

Community Walkabouts and Litter Picks

Last Wednesday of the month 2pm

Join us for community walkabouts and litter picks organised by Govan Housing Association. Our staff will be in the area, dedicated to keeping our neighbourhood clean and vibrant. We warmly welcome any volunteers who wish to contribute. Your participation makes a significant difference. Let's work together to create a better community.

Individual Close Meeting (Ad hoc)

We are happy to arrange individual close meetings to discuss any local issues, practical and social. Just get in touch.

Community Fund

The decision making for all community funds are embedded within the Govan Tenants Services Scrutiny Group (GTSSG) who meet every month to award the Community Fund Applications of up to £500 for local projects.

APPENDIX 5

Community Fund

Guidance Note for Application



Applications are welcome for funding for local community initiatives, which will improve the quality of life in the Govan area. Applications for amounts in the region of £500 will be considered.

Funding Criteria

1. Projects must fit into our Community Engagement priorities for each year which are:

- Improving the quality of life in Govan, for example to improve the environment and promote healthy communities
- Encourage community involvement specifically for families, children and young people
- Supporting tenancy sustainment, make Govan a long-term home
- Enhancing digital skills

2. Groups (with a minimum of 2 people) can apply for one grant per funding session. There will be 3 funding sessions per year. Applications cannot be accepted from individuals. The community fund panel will meet to consider applications submitted by 31st March, 31st May and 30th September.

3. The community fund panel will include Govan community members and Govan Housing Association staff.

4. Successful applications will be featured on our social media and newsletters.

EXAMPLES

Examples could include a bench for back gardens, raised flowerbeds, herb garden, communal barbecue, organised activity for children, day trip etc. However, all projects which fit our criteria, will be considered.

To apply please complete the Community Fund Application Form within Appendix 6 and post to Community Fund, Govan Housing Association, 35 McKechnie Street, Govan, Glasgow G51 3AQ or email to community@govanha.org.uk and someone will be in touch to confirm receipt and advise of the next steps. Please get back to us if you do not receive confirmation of receipt.

APPENDIX 6

Community Fund Application



Project Name:	
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Project Background:

Project Summary:

Community Fund Criteria: Please tick ✓ in the box applicable for your project.	
Contributes to the quality of life in the areas where Govan Housing tenants and residents reside, for example, to improve the environment and promote healthy communities	<input type="checkbox"/>
Encourages community involvement specifically for families, children or young people	<input type="checkbox"/>
Supports tenant sustainment, making Govan a long-term home	<input type="checkbox"/>
Increases volunteering or employment opportunities	<input type="checkbox"/>
Enhances digital skills	<input type="checkbox"/>

Group or Project Requesting Funds: (please write full lead contact name and include a contact telephone number and /or email address)

Amount Requested:	£
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Match Funding (if applicable):	
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Benefit to the Community and any additional notes:

When completed please return to Community Fund, Govan Housing Association,
35 McKechnie Street, Govan, Glasgow G51 3AQ or email community@govanha.org.uk

APPENDIX 7

Application to Get Involved



We would like tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.

Tenants and other customers can get involved in our decision-making process in many ways. We want to shape our services to reflect their views.

If you would like to get involved and give your views on how we can improve any aspect of our service, PLEASE don't hesitate to get in touch or complete and return this form to us.

Name:	
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Address:

Contact Telephone Number:	
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Email:	
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Please tick ✓ as many as you wish.	
I/we would like to join the Association's consultation register (if you want to have a say in how we do things)	<input type="checkbox"/>
I/we would like to be invited to any focus group meetings the Association has (to discuss specific aspects of our service)	<input type="checkbox"/>
I/we would like to join the Tenant Panel (the Associations 'critical friend')	<input type="checkbox"/>
I/we would like information/help about setting up a tenant's group (to find out about the benefits)	<input type="checkbox"/>
I/we would like information on becoming a shareholder (to attend our Annual General Meeting)	<input type="checkbox"/>

Signed:		Date:	
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If you need this form in Braille, large print, or in any other language, please contact us.

APPENDIX 8

Jargon Buster



KEY INITIAL/TERM	DEFINITION
GHG	Govan Housing Group
RTO	Registered Tenants Organisation
RSL	Registered Social Landlord – A non profit landlord that is registered and monitored by the Housing Regulator.
TIS	Tenants Information Service - A national organisation run by a board of tenant directors that provides information, advice and training to tenants across Scotland.
TPAS	Tenant Participation Advisory Service – TPAS Scotland is the national tenant and landlord advisory service for Scotland, who promote good tenant participation throughout Scotland.
Govan C Residents Group	A group of tenants and residents from the Govan C area that has registered officially with the Group as a group that democratically represents the views of the tenants.
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the Landlord before a decision is made.
Participation	This is when the Group, tenants and resident groups come together and work as equal partners in making improvements to Group services.
Strategy	Strategy is a long term plan of action designed to achieve a particular goal or set of goals or objectives.
Policies	Documents that explain how the Group will deliver its services.
SHR	Scottish Housing Regulator



APPENDIX 9

Translation



HAPPY TO TRANSLATE

Govan Housing Group can provide this document on request, in different languages and formats, including Braille and audio formats.

這分政策可在被要求下提供,有不同的語言和不同的格式,比如大字体,也有 錄音帶和盲文。

تتوفر هذه السياسة عند الطلب بلغات مختلفة وبتنسيقات مختلفة، مثل الطباعة الكبيرة والأشرطة الصوتية وطريقة برايل.

این خطمشی در صورت درخواست به زبانهای مختلف و در قالبهای مختلف، مانند چاپ بزرگ، نوار صوتی و خط بریل در دسترس است.

یہ پالیسی درخواست پر، مختلف زبانوں اور مختلف فارمیٹس، جیسے بڑے پرنٹ، آڈیو ٹیپ اور بریل میں دستیاب ہے۔

ਇਹ ਨੀਤੀ ਬੇਨਤੀ ਕਰਨ 'ਤੇ, ਵੱਖ-ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਵੱਖ-ਵੱਖ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ, ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ।

Chính sách này được cung cấp theo yêu cầu bằng nhiều ngôn ngữ và định dạng khác nhau, chẳng hạn như bản in khổ lớn, băng ghi âm và chữ nổi Braille.

Ця політика доступна за запитом різними мовами та в різних форматах, таких як великий шрифт, аудіокасета та шрифт Брайля.

Niniejsza polityka jest dostępna na żądanie w różnych językach i w różnych formatach, takich jak duży druk, taśma audio i alfabet Braille'a.

ئەم سیاسەتە لەسەر داواکاری، بە زمانی جیاواز و بە شیوەی جیاواز، وەک چاپی گەورە، شریتی دەنگی و بریل بەردەستە.

APPENDIX 10

Action Plan 2024/2025



Time to Communicate

Customer Engagement Action Plan 2024/2025

Core Focus 1: Communication

Objective: Improve the quality, frequency, and clarity of communication with residents to enhance trust and satisfaction.

Core Focus 2: Customer Service Visibility

Objective: Increase the presence and accessibility of housing officers to foster a stronger community relationship and address issues promptly.

Core Focus 3: Environmental/Estate Standards

Objective: Maintain and improve the physical standards of the estate to ensure a safe, clean and pleasant environment.

By implementing this action plan, the goal is to enhance customer engagement through improved communication, greater customer service visibility and higher environmental/estate standards, ultimately leading to a more satisfied and cohesive community for Govan Housing Association tenants.

Proposed Action	Lead Officer(s)	Timescales
Increase the numbers and diversity of tenants in our tenant groups.	Customer Engagement Officer	Ongoing
Update information on our website, leaflets, and review our tenants Handbook on tenants' rights to participate and ways to participate across the Association.	Customer Service Manager	Ongoing
Promote participation to all new tenants through updating the Sign-Up pack.	Customer Service Officers	Ongoing
Review and implement the New Tenant Visits and vulnerable tenant indicators.	Customer Service Manager	Ongoing
For staff to refer tenants and residents to the Customer Engagement Officer to learn more about wider involvement.	Housing Officers/Housing Services	Ongoing
Engage at Community and Tenant events to promote participation both formally and informally.	Customer Engagement Officer/Housing Officer	Ongoing
Consider staff's training needs on Tenant Participation.	Head of Operations and Performance	Ongoing
Publicise any major changes that affect tenants.	Head of Operations and Performance	Ongoing
Establish a programme of Estate Walkabouts attended by tenants.	Head of Operations and Performance	Ongoing





35 McKechnie Street, Glasgow G51 3AQ

 **0141 440 0308**  **www.govanha.org.uk**

 facebook.com/govanhousingassociation  [@MovingGovanFwd](https://twitter.com/MovingGovanFwd)

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A Registered Scottish Charity No. SC009055 • Property Factor Registered Number PF000200