

TOLLCROSS
housing association limited



Performance Improvement



Network

**Why not join us and have Your Say
in making a difference in
Your Community**



Find out more about our
**PIN (Performance Improvement Network) &
PIL (Performance Improvement Loop)**



Background

In 2013 Tollcross Housing Association reached out to their local tenants and other residents to seek help in making sure the Association listened and more importantly, responded to its customers' needs. This included considering the requirements within the newly introduced Scottish Government's Social Housing Charter (The Charter), which is designed to help improve the quality and value of the services that social landlords provide. The Performance Improvement Network (PIN), supported by the Performance Improvement Loops (PILs) was created and there are now over 20 members who monitor the Association's service standards and targets.

The local people who participate within the PIN and PILs have already influenced change by providing their experience and input to service delivered by the Association, who, in turn, have listened to our point of view.

The PILs take part in various activities linked to the outcomes of The Charter, and these have included going out into the community looking at areas such as back courts, close cleaning and void properties to give our views on how the Association measures up against the standards set.

How it works:

The PILs meet at times that are flexible to all and discuss issues that affect our area e.g. Estate Management. We are supported by a member of Association staff and we make our recommendations to the PIN. The PIN in turn provides a report to the Association's Management Committee, who have been very supportive of proposed changes and welcome positive change coming from the PIN.

This is a two way process whereby progress on decisions taken are fed back to the PILs and we get to see how these changes are implemented. Each PIL works differently and you have a say on how your group operates.



The difference we have made so far:

- Void re-let standard reviewed
- Post-repair questionnaire
- Preparing actions flowing from customer satisfaction surveys
- Representing our community in preparing the annual Landlord Performance Report
- Monitoring standard of close cleaning and landscape contracts
- Contributing to service policy reviews such as rent arrears; repairs & maintenance and customer service standards.
- Participating in the Association's annual Rent Review

What it's like being involved:

Members of the PIN & PILs feel that rather than complain about issues that affect us, we would take part in the Groups to help make a difference. Participating has provided us with a better understanding of how things happen and what decisions are taken within the Association.

We feel that being part of the PIN and PILs has made real change in the area and we feel strongly that our contribution counts. We feel it is a learning curve and are proud to have our work recognised. Not only does the Association publish our work within its quarterly Newsletters, but in 2015, we were joint runners up for Tenant Participation Advisory Service Scotland (TPAS) "Best Practice in Tenant led Scrutiny of the Charter Award".



How you can join in:

If you would like to become part of this exciting initiative where you can be involved in decision making, make a difference and see the difference then why not get in touch for a chat.

You can join any (or all) of the groups below and make a real change by giving as little as 4 hours of your time per month

- Communication & Participation PIL
- Estate Management PIL
- Housing Options & Access to Social Housing PIL
- Quality of Housing PIL
- Repairs, Maintenance & Improvement PIL
- Tenancy Sustainment PIL
- PIN Group



Joining these Groups provides an element of knowing how and why things happen relating to the Association's activities in the community.

Get involved a little or get involved a lot – it's up to you!



TOLLCROSS
housing association limited

REPAIRS, FACTORING, FINANCE, HOUSING, RENT, APPLICATIONS

688 Tollcross Road, Glasgow G32 8PF.

Tel 0141 763 1317

Fax 0141 778 4528 or 0141 763 3949

Email info@tollcross-ha.org.uk

www.tollcross-ha.org.uk



HAPPY TO TRANSLATE

**FOR OUT OF HOURS EMERGENCIES CALL
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan
Property Factor Registered No PF000261
Registered with the Scottish Housing Regulator registration No. 197 and with the Financial Conduct Authority as a registered society under the Co-operative and Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing Association Limited is a Registered Scottish Charity, No SC040876

On request the Association can provide services for an interpreter, preferred method of communication for those with hearing impairments and translation services of all documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, braille etc. These can be obtained by contacting the Association offices.