Get involved

Our Performance Improvement Network

TOLLCROSS
housing association limited

PIN APPROVED

We are committed to continually improving our services for our customers, and to do this successfully we need to listen to what they have to say. To ensure our customer voices are heard, we have established our Performance Improvement Network (PIN) and Loops (PIL).

Performance Improvement Loops

Focusing on topics detailed within the Scottish Housing Charter, our PIL members look at specific areas where improvements can be made to ensure we meet or exceed the standards set. PILs provide recommendations to the PIN to consider.

Performance Improvement Network

Focusing on wider performance matters and key areas of commitment, our PIN members monitor, assess, and review policy, practice, and action plans, to ensure we meet or exceed the standards set. The PIN provides progress updates and recommendations to the Management Committee to consider.

Management Committee

The Management Committee is responsible for providing strategic direction, monitoring performance, and driving continual improvement of our homes and services. The Management Committee will review any improvements put forward and may ask the PIN and PIL to look at specific areas of service to review.

Value for money
Communication & participation
Access to housing & support
Repairs, maintenance & improvements
Estate management
Tenancy sustainment
Anti-social behaviour & tenancy disputes
Equalities

✉ info@tollcross-ha.org.uk
☎ 0141 763 1317
💻 www.tollcross-ha.org.uk

Who are the PIN & PIL?

Both the PIN and PIL are made up of local volunteers who want to make Tollcross a great place to live. Working together we look at ways to improve services, look for new opportunities, and build our community.

What do they do?

PIN & PIL members are the voice of our tenants and community members and are asked to consider ways to improve our services. Examples of what our PIN have done in the past includes:

- Reviewing our void re-let standard to ensure tenants move into a safe & secure home.
- Build action plans based on customer satisfaction feedback and ensure the Association achieved the action points identified.
- Scrutinising rent review proposals, to ensure they are fair and reasonable.

How does it work?

Both groups are supported by Association employees to turn ideas into proposals for improvement. Once ideas are given the green light from the Management Committee, the PIN are tasked with monitoring progress, with the PIL providing feedback with how things are working with the changes made.

How do you join?

Simply email us at GetInvolved@tollcross-ha.org.uk and we will meet with you to chat about how you can get involved with improving our performance.

More information about the Standards and Charter

We ensure that we monitor and review our performance, in line with the Scottish Housing Regulator's (SHR) Standards and the Scottish Social Housing Charter.

There are 7 SHR Standards we, as a social landlord, and our Management Committee must adhere to. They include; operating with honesty and integrity, being open and accountable for what we do, understand and prioritise the needs of our customers and ensure the financial wellbeing of the Association, while ensuring our rents stay affordable. The full 7 standards can be found on the Scottish Housing Regulator's website, www.housingregulator.gov.scot

The Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. They include the following areas: Customer & landlord relationship, Housing quality & maintenance, Neighbourhood & community, Access to housing & support and Getting good value from rents & service charges. The full charter can be found on the Scottish Government website.www.gov.scot/publications

Happy to translate | Możemy przetłumaczyć | Раді перекладати | Ni Fahari kutafsiri | अनुवाद करके खुशी हुई | ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖ਼ੁਸ਼ੀ | 乐意翻译 | نحن سعداء لتقديم