How to get involved and help shape our services.
Get involved

Have your say – in whatever way suits you. Here’s all the ways you can get involved and help shape our services.

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We can produce information on request in large print, Braille and audio formats. Visit gha.org.uk or contact your local Housing Officer.
Get involved

We want tenants to get involved and help shape our services. There are lots of different ways for you to have your say about your community, GHA and the way we work.

You can join in a conversation with us on Facebook and Twitter – or you can become part of our panels, forums or committees. Or you could apply to become a tenant Board Member.

We hold community events – including litter picks and pop-up roadshows – throughout the year where you can come along and talk to us.

We also carry out consultations and tenant conferences in our head office which let you have a say in some of the big issues for tenants.

Our Tenants’ Satisfaction Survey, which is carried out each year, asks tenants their views on what we are doing right – and how we can get better.

Scrutiny Panel
The panel looks closely at how GHA and other parts of Wheatley Group performs.

It’s made up of customers from across the Group. The panel produces a statement each year, making recommendations which are considered by the GHA Board. This informs GHA’s Annual Report to Tenants.

Customer Inspectors
Customer Inspectors work across GHA’s parent company, Wheatley Group. They review services from the point of view of a customer. This includes visiting sites and interviewing customers.

They focus on key areas which are important to tenants, including repairs, customer service and complaints. The Inspectors make recommendations which we use to help improve services.

Find us on Facebook
facebook.com/ glasgowhousing
Ways you can get involved

Registered Tenant Organisations
Tenant groups who meet our conditions can become a Registered Tenant Organisation (RTO). RTOs can get direct grant funding and apply for ‘top-up grants’ to help them with one-off costs. They represent the interests of customers in local areas.

They also carry out a range of activities including organising events to improve their neighbourhoods. Find more information at RTO Public Register.

Polish Forum and African Housing Forums
Forums give customers from minority communities a voice to shape our services. Their views help us create future plans for our services.

Youth Board
Views of our younger tenants also help influence our services.

Local Housing Committees
We have 15 Local Housing Committees across the city. Committees work closely with our area housing managers to identify local priorities for tenants, look at our performance at a local level and help inform our local plans.

Chairs and Vice-Chairs get together regularly to discuss shared interests and city-wide priorities.

Need to get in touch?
We’re always here to help.

- Speak to your Housing Officer
- Visit us at gha.org.uk
- Call us free on 0800 479 7979
- Email us on talk@gha.org.uk
- Find us on Facebook facebook.com/glasgowhousing
- Write to us GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD
Sign up for My GHA

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at gha.org.uk