Service Review Panel -Housing Operations

From Application to Moving Into Your New Home

Venue & date: Parkhead Schoolhouse, 29th September 2026

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1. Housing process

The housing process starts when someone applies for a home and continues through moving in and settling into the area. The panel looked at tenants' experiences at each stage and whether the information and support from PHA were clear and helpful.

Main objectives of the housing process:

- Clarity: helping applicants understand the process, points, offers and reasons for different waiting times.
- Support: making it easier to ask questions, prepare for moving and access suitable advice or practical help.
- Settling in: ensuring tenants know their Housing Officer and how to raise concerns after moving into their home.

2. Purpose of the panel

The panel brought together tenants who had recently moved into PHA homes and staff involved in the housing process. The aim was to understand what worked well and what could be improved for future tenants. This followed on from previous service review panels focusing on medical adaptations and window replacements.

The discussion was structured around an agenda, four topics for discussion, a ten-step guide to the process, and information on what the Parkhead Housing Association can and can't influence. The discussion covered both the housing allocation process and broader aspects of

moving into a new home, including access to advice, local initiatives and individual housing issues.

3. Participants & Attendance

Tenants who had moved into a PHA home within the last two years were selected and invited to take part in the panel. We sent invitation letters, followed by phone calls and text reminders. Twelve people confirmed they would attend, but a smaller group took part on the day. The discussion involved tenants who had moved for different reasons, including overcrowding, having a new baby, losing their private rented home, and health needs. One participant had lived in his home for around ten months, while another had moved in during November 2024. Their different experiences helped us understand both the move-in process and the support available afterwards.

Routes into housing

The participants' experiences reflected different routes into housing and different reasons for needing to move.

Medical needs and Housing Options support

One household needed to move because their previous home no longer met the husband's needs following an amputation. Stairs and difficulties accessing bathroom facilities made everyday life challenging. They received support to explore housing options and apply for a more suitable home. This experience highlighted the importance of finding a property that could meet specific mobility and accessibility needs.

Section 5 homelessness referral

One participant had been housed through a Section 5 homelessness referral. This is where Glasgow City Council refers a household assessed as homeless to a housing association for accommodation.

Waiting list applications and overcrowding

Other participants described applying directly to PHA, either online or using a paper form. Their reasons for seeking housing included overcrowding and the need for more suitable accommodation following the arrival of a baby. Applications were assessed according to

housing circumstances and the allocation policy, with offers depending on priority and the availability of a suitable property.

These different circumstances are important when interpreting the feedback. Participants were not all following the same route or facing the same level of urgency. Their waiting times therefore reflected different needs, referral arrangements and the types of homes available, rather than a single standard timescale.

4. Session structure

The session was led by Linda Jaap and Anna Denkiewicz. Nicola Paul (Senior Housing Officer) and Alana Tobias (Housing Assistant) from Parkhead Housing Association also attended. They explained the housing application process, the waiting list and how homes are offered to applicants. During the session, they provided explanations of the housing application, waiting list and allocation process.

Although four discussion stations had been planned, the session took place as one group conversation. The four themes guided the discussion, allowing tenants to share their experiences and staff to respond to questions as they arose.

- Applying and First Contact
- Understanding the Housing Process
- Offers, Viewing and Moving In
- Communication, Support and Improvement

5. Results of each stage

Applying & First Contact

- A tenant who applied online described the form as easy to navigate and quick to complete, taking around 20 minutes or less.
- Another tenant submitted a paper application at the office with a supporting letter about unsuitable accommodation for his family. He praised the speed of PHA's response in an urgent situation.

- One household received help with applications following the husband's amputation, when their previous home could no longer meet his mobility needs.
- Summary of tenant feedback: *The online application was straightforward; The office responded quickly when my family needed help. Support with the application was important when our previous home became unsuitable.*

Understanding the Housing process

- The waiting times described at the panel should be considered in the context of each household's circumstances and route into housing. Some participants described urgent situations, while one tenant reported waiting approximately two years.
- Staff explained that waiting times depend on housing need and the availability of a suitable property, including its size and location. Some applicants may wait considerably longer, particularly where suitable homes are limited.
- One tenant said he was unsure what was happening while he waited. He wanted reassurance that his application was still being considered.

Offers viewing & Moving in

- Those responding to the question about offers indicated that they had accepted the first property offered. Some explained that urgent circumstances and limited alternatives influenced their decision.
- A tenant valued the location of his home, nearby shops and the sense of connection to his community.
- Participants who commented on the sign-up process generally said that the tenancy paperwork and explanations were clear.
- Some homes were accepted despite difficulties, including upper-floor access without a lift, a small kitchen or aspects of the building that did not meet all household needs. One tenant described asthma-related difficulty using the stairs and requested consideration of a lower-floor home.

Communication, Support & Improvement

- Some tenants knew their Housing Officer and had direct contact details; others would contact the office without knowing the current officer's name. Staff discussed making the contact arrangements clearer.
- A tenant with immigration-related restrictions was cautious about seeking help because of no recourse to public funds conditions. He had received leaflets but remained uncertain about which support he could access. Staff highlighted individual advice through Welfare Rights and possible charitable support.
- Participants had different levels of interest in local activities. Some appreciated family events and sewing or cooking activities; others preferred to organise their own lives. Staff emphasised that support and free activities should be known to tenants even when they choose not to use them.
- One tenant said he had not received a settling-in visit and only found out that his Housing Officer had changed when he contacted PHA about a problem. Staff said that changes in the team may have contributed to the missed visit.

6. Recommendations

- Check that tenants receive and can easily find their current Housing Officer's contact details, including when staffing changes occur.
- Consider how applicants can be reassured that their application remains active, while clearly explaining that an offer or waiting time cannot be guaranteed.
- Review how settling-in contacts are recorded and followed up, particularly where there has been a change of Housing Officer.
- Make the availability of Welfare Rights advice clearer, including for tenants who are unsure how their immigration circumstances may affect access to support.

7. Points of note

The panel brought together a small group of tenants with different reasons for needing a home and different routes into housing. Their feedback reflects their own experiences and may not be the same as those of other tenants or applicants.

Throughout the meeting, tenants were asked what worked well and what could be improved. Feedback was mainly positive, but some tenants raised concerns about communication, support after moving in and problems in their homes. These individual concerns need to be followed up by the relevant team.

8. Overall Conclusion

- Tenants spoke positively about the help they received from PHA.
- They valued staff support and the difference that having a home had made to their lives.
- The discussion showed where clearer information and follow-up could help, especially while waiting for a home, after moving in and when asking for advice or support.
- Advice for those people who may be subject to NRPF could be made clearer and that they can access this help.