

Service Review Panel – Window Replacement Programme

Venue & date: Parkhead Schoolhouse, 20.02.2026

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1. Window Replacement Programme – definition

The window replacement programme is an integral part of Parkhead Housing Association's long-term maintenance cycle. Windows typically have a lifespan of around 30 years and replacing them at this stage helps to ensure the safety, warmth and good condition of the homes. Windows are replaced according to a life cycle plan, condition assessment and long-term financial projections.

The programme aims to:

- Improve energy efficiency
- Minimise draughts and heat loss
- Improve safety and functionality
- Maintain long-term property standards

2. Purpose of the Panel

The purpose of this Service Review Panel was to collect feedback from tenants who had gone through the complete window replacement process in the past year. Residents were invited to reflect on the entire process, from first notification to installation and completion, including any follow-up or snagging issues.

The session aimed to:

- Understand what worked well
- Identify areas for improvement
- Make sure the service provided aligns with what was planned
- Strengthen communication and coordination for future programmes

3. Participants & Attendance

Residents who finished a complete window replacement cycle in the last year were invited to join. We sent out invitation letters to those who qualified. Participation was voluntary. The

meeting brought together 8 residents from various streets and types of properties, providing a mix of experiences. Of the invites sent, a further 8 respondents said they were happy with their windows and didn't want or feel they need to come along.

4. Session Structure

We worked together as a group during the panel, discussing each stage in turn. The discussion was divided into four key stages of window replacement:

1. Communication & First Contact
2. Contractor Contact & Scheduling
3. Installation & Quality of Work
4. Snagging, Completion & Overall Impact

The session was led by Linda Jaap and Anna Denkiewicz. Representatives from Parkhead Housing Association's housing and maintenance team Myles Millar (Technical Manager) and Ian Wylie (Senior Technical Officer), also took part in the discussion, providing an overview of the planning, budgeting and implementation of the window replacement programme.

During the session, they explained:

- The 30-year life cycle planning process
- How windows are grouped and prioritised
- The procurement and tendering process
- How contractors are selected
- The role of quality control and rectification

This gave residents a better understanding of the preparatory work that takes place before any letter is sent out, including financial planning and regulatory requirements.

5. Results

Communication & First Contact

Residents did not question the need for new windows. However, they asked for clearer explanation about how properties were prioritised.

- Why neighbouring properties were completed earlier
- Why some elevations (rear/front) were replaced first
- The technical reasoning behind sequencing (e.g. weather exposure)

Tenant Feedback:

“Nobody explained why my neighbour’s windows were done first.”

“If someone had explained the reason, I would have better understood the process.”

Contractor Contact & Scheduling

Generally, tenants felt appointment dates were communicated clearly and contractors were flexible where possible.

Some concerns included:

- Multiple phone calls from different contacts
- Confusion about who to contact for queries

Tenant Feedback:

“It would be easier if there was one main contact person”

“Sometimes too many people were involved.”

Installation & Quality of Work

Residents were generally very positive about both the quality of the new windows and the overall outcome of the works. They spoke positively about the contractors, describing them as polite, respectful and professional.

Feedback highlighted:

- Reduced drafts
- Warmer homes
- Lower noise levels
- Easier cleaning and operation

Minor concerns included:

- Dust sheet handling
- Scaffolding disruption
- One instance of a missing glass panel fitted the following day

Tenant Feedback:

“The new windows have made a big difference”

“Contractors were polite and did a good job”

“The scaffolding caused some disruption.”

Snagging, Completion & Impact

Most installations were completed successfully. A small number of minor follow-up issues were raised, including:

- Delayed glass replacement
- Internal cosmetic damage
- Waiting times for small remedial works

These issues were individual in nature rather than widespread across the programme. For the few outstanding issues, residents emphasised the importance of timely follow-up action.

6. Cross-Cutting Themes

- Communication Clarity
- Single Point of Contact
- Scaffolding Coordination
- Quality Assurance

7. Recommendations

- Provide clearer explanation of programme sequencing within initial communications.
- Designate a single point of contact during the implementation of large programmes.
- Improve communication around scaffolding erection and removal timelines.
- Strengthen final checks before contractor sign-off to minimise small outstanding issues.
- Representative from Technical team to attend future RTO meeting to explain process.

8. Points of Note

The overall feedback was positive. Residents were satisfied with the quality of the windows and the improvement in comfort within their homes. The primary area identified for improvement relates to communication and coordination rather than product quality. This Service Review format will continue to be applied to future planned programmes including kitchens and boilers.