Customer Information and Consultation Register

Paisley Housing Association is committed to accountability and to engaging and consulting with our customers. By publishing our Annual Customer Information and Consultation Register, we aim to keep customers fully informed about the key responsibilities, consultations, and service commitments planned throughout the year.

This calendar sets out what we will deliver and when, from strategic reviews and rent consultations to performance reporting and major repair updates. It helps ensure we remain accountable for our responsibilities while giving customers the opportunity to engage with us at the right time, on the issues that matter most.

Your voice plays an important role in shaping the services we provide. This calendar is one of the ways we make sure you are kept up to date and able to influence our work throughout the year.

Customer Engagement Calendar	Person Responsible	Target Completion Timescale
Annual review of 3-year business plan 2025-2028	Chief executive	Staff February 2026 Board May 2026
Publish an annual customer information and consultation register	Customer involvement & project manager	April 2026
Consult with members of consultation register on relevant policy review	Director of housing & director of asset management & development	Continuous
Hold an annual general meeting	Chief executive & corporate services officer	September 2026
Distribute copies of annual & landlord report to all customers	Customer involvement & projects manager	October 2026
Begin rent consultation process	Director of housing	October 2026

Advise of rent review outcome	Director of housing	February 2027
Regularly report on the association's performance levels through the newsletter	Customer involvement & projects manager	Continuous
Publish regular bl monthly updates	Senior management team	Continuous
Publish details of the associations major and cyclical repairs programme and report on progress	Director of asset & development	Newsletter
Consult individual tenants regarding relevant major repair contracts	Director of asset management & development	Continuous