

Landlord Report to Tenants for 2018/19



As we celebrate 25 years here at Wellhouse I am very pleased to provide you with this year's annual report in my final year as Chairperson of the Management Committee. It has been a very busy year for all of us at

Wellhouse Housing Association and I'd like to share our achievements with you:-

- As well as our AGM, 11 committee meetings were held throughout the year. In April we began publishing the minutes of the meetings on our website and you will be kept up to date with all of our business and plans for the future;
- Wylie Bisset spent 17 days on site, including a follow up review, auditing the following subjects: Value for Money – Estate Warden Services, Relationship with Connect Community Trust, General Data Protection Regulations, and Rent Accounting. A further 3 days were spent off site;
- We Implemented the Common Housing Register for applicants with neighbouring social housing providers in Easterhouse, (EHRA), and we continue to work together to make it easier for our applicants to apply for a new home;
- We held our annual business planning day and in February this year our 3 Year business plan was approved. A summary of this can be viewed on our website;
- We conducted the fourth consecutive Committee appraisals as part of our commitment to continuous improvement;
- All of our returns have been submitted accurately and on time to our governing bodies;
- We invested £218k on new bathrooms and £196k on kitchens in our homes;
- 11 Closes were renovated which included new vinyl floors;
- We continue to keep all of you up to date with the latest news on our website;
- Our Income Advisor joined us during the year and she has accessed £1,447,532.45 financial gains which is of benefit to tenants and the Association. The Income Advisor has assisted 270 tenants over the course of the year;
- The housing team let 52 homes to applicants;
- We signed up for 'Disability Confident Commitment' and we ensure that our recruitment process is fully accessible to those with disabilities;
- We strive to give young people a positive start and so we welcomed a Modern Apprentice and 2 students who are making a valuable contribution to the Association as they learn about housing;
- In February our Estate Wardens joined in the 'Give an hour for Wellhouse' initiative and helped the community with the litter pick;
- We commissioned TPAS Scotland to undertake an independent tenant's survey as part of our ongoing tenant consultation on our business plan priorities. The key focus was to find out tenant's priorities for work on kitchens, bathrooms, bin stores, back courts, and to gather your thoughts on building new homes. We also consulted you on whether we should continue to fund external agencies.

Each year we provide the Scottish Housing Regulator with details of our performance throughout the year which allows us to compare how we perform with all other Scottish Landlords. While our stock numbers have not risen, I am pleased to advise that for the first time for many years, stock numbers nationally have risen to over 600,000 in Scotland and we are seeing service improvement in many areas, including the average time taken to complete repairs, the time taken to re-let empty properties and the percentage of Anti-Social Behaviour cases dealt with within target timescales. There has been an increase in lets to homeless by registered Social Landlords and we at Wellhouse continue to make a valuable contribution.

The Management Committee and staff here at Wellhouse are committed to seeking your views and making decisions in line with your opinions and suggestions. We would love as many of you to contribute in any way that you can, so please let us know if you'd like to join our Committee or Customer Opinion Panel, or you may simply like to respond to our consultation by email or text from your living room. We will continue to provide a service which is dedicated to ensuring that our tenants enjoy living in this community and we look forward to working with you to make continual improvements for the next 25 years!

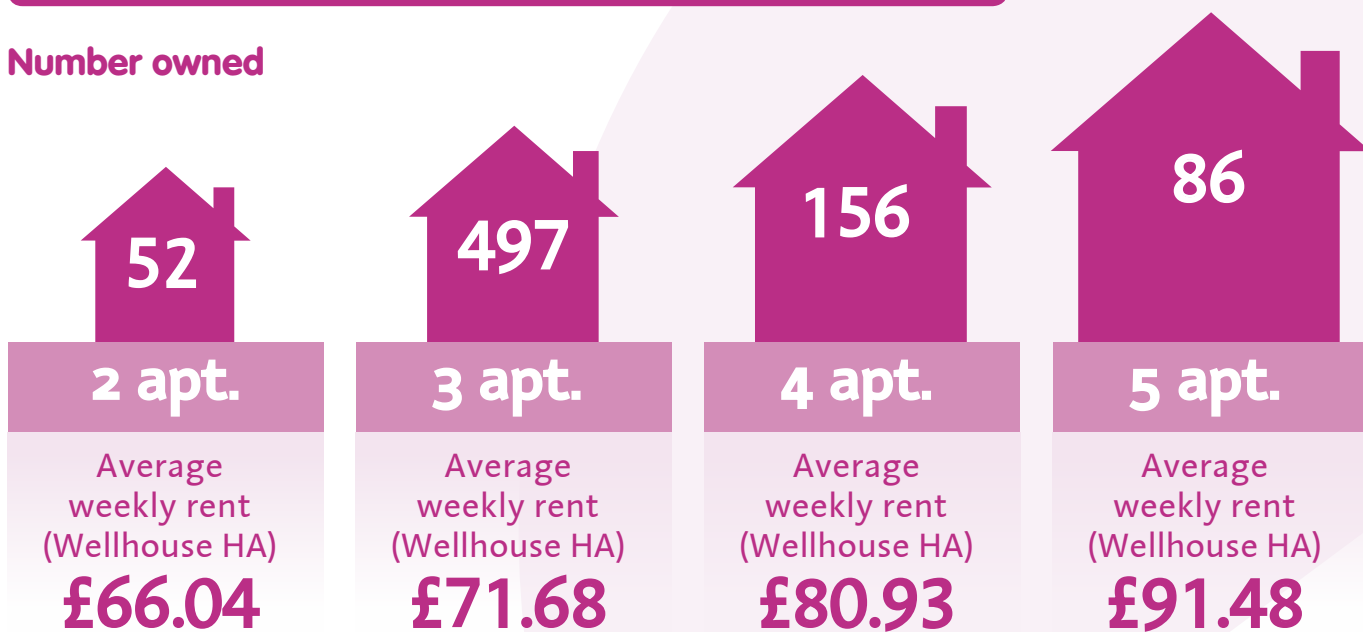
Kind regards
Maureen Morris
Chairperson of the Management Committee

Homes and rents

At 31 March 2019 we owned 793 homes. The total rent due for the year was £3,103,798. We increased our weekly rent by 3.4% from the previous year. Your rent makes a significant contribution towards the delivery of our services. It also helps us to manage our existing housing stock, carry out maintenance, repair and modernisation work.

Average weekly rents

Number owned



85.37% of tenants feel that the rent for their property represents good value for money



84.78% of existing tenants are satisfied with the quality of their home

Homes and rents

91.04%



91.04% of tenants were satisfied with the opportunities to participate in our decision making

79.70%



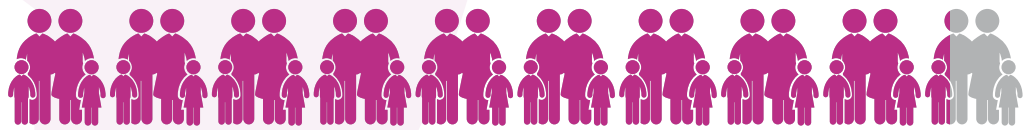
79.70% of tenants are satisfied with the management of the neighbourhood they live in

83.58%



83.58% said they were satisfied with the overall service we provided

91.64%



91.64% felt we were was good at keeping them informed about its services and outcomes.

100%



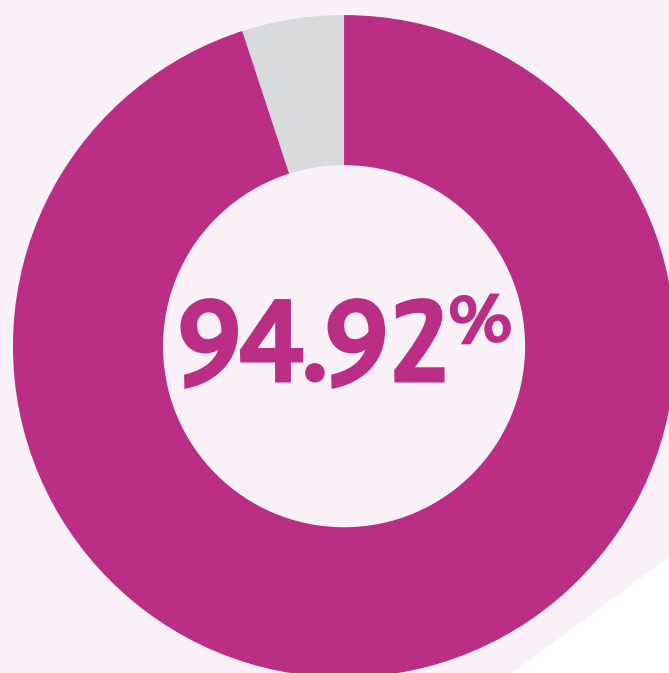
100% of new tenants were happy with the standard of their home when moving in.

House Allocations

52 houses were re-let last year.

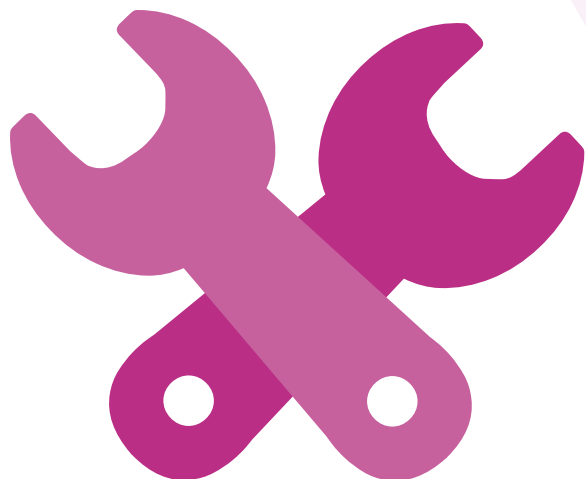


Our applicants on the **waiting list** has risen to **815** due to us joining the Easterhouse Common Housing Register.



94.92% of new tenants last year **sustained their tenancy** for more than one year.

Medical Adaptations



17

17 medical adaptations were completed

Quality & maintenance of your home



97.98% of our properties met the Scottish Housing Quality Standard



We completed 99.37% of reactive repairs 'right first time'



87.43% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service



The average time we took to complete **non-emergency** repairs was 3.84 days.



1.98
hours

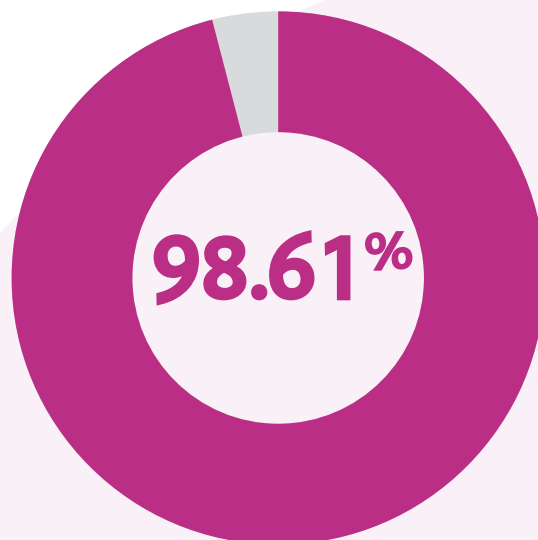
The average time we took to complete **emergency** repairs was 1.98 hours.

Anti social behaviour (ASB)



72 cases of ASB were reported to Wellhouse HA. The types of anti social behaviour reported include:

- noise nuisance
- loud parties
- neighbour disputes



98.61% of these ASB cases were resolved within targets agreed locally.

Value for money



The amount of money we collected for current and past rent was equal to 97.66% of the total rent due in the year.



We did not collect 0.22% of rent due because homes were empty.



We took an average of 12.52 days to re-let homes.

Complaints

20
Stage 1

2
Stage 2

20 Stage 1 and 2 Stage 2 complaints were received.

90.91%

90.91% were responded to in full within the timescales set out by the Scottish Public Services Ombudsman.

We upheld 9 complaints in favour of our customers.

Gas Safety

783

783 houses require a gas safety certificate.

100%

100% had certificate renewed by anniversary date.

Arrears / Evictions



Total rent due last year was £3,103,798.



Total rent arrears as % of rent due was 6.45%.



1 tenant was evicted for not paying rent.

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

We close at 5pm Monday to Thursday and at 4.30pm on Fridays

Call us on 0141 781 1884.

Email us direct, e.g. Pat@wellhouseha.org.uk if you know who you want to contact, or info@wellhouseha.org.uk

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



wellhouse
Housing Association

49 Wellhouse Crescent, Glasgow G33 4LA

(office hours) Tel: 0141 781 1884

Emergency 0800 595 595 Fax: 0141 781 1885

www.wellhouseha.org.uk



Scottish Charity No. SC036552



Wellhouse Housing Association has the following registrations: Scottish Charity – SC036552 • Scottish Housing Regulator – HAC281 • Co-op & Community Benefits Societies – 2469R (S) • Property Factors – PF000109 • Financial Conduct Authority - 2469R (S).
Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.