

Landlord Report to Tenants for 2019/20 – Assurance Statement



I am delighted to provide you with this year's annual report in my first year as Chairperson of the Management Committee. It has been a busy year as usual and I'd like to share our achievements with you: -

- As well as our AGM, 11 committee meetings were held throughout the year. You are able to see the minutes of the meetings on our website where we continue to keep you up to date with all of our business and plans for the future;
- Wylie Bisset spent 19 internal audit days on site, reviewing the following subjects: Procurement, Statutory Instruments – Scotland Housing Act, Regulatory Standards – Assurance Statement, Data Retentions and Follow Up Review, as well as our external audit process;
- We continue to implement 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;
- Throughout the year we worked with Glasgow City Council (GCC) to improve outcomes for homeless individuals and families and this work is ongoing;
- We continue to work with the Scottish Housing Regulator (SHR) in a positive and constructive manner and we submitted our first Assurance Statement in October 2019;
- We had a business planning session to deliver our new 3-year plan and approve our updated Asset Management Strategy. These are submitted to the SHR and you can view them on the website;
- We conducted the fifth 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 prepared for the introduction of the Freedom of Information requirements;
- We looked at rents and service charges and dropped the introduction of a service charge, following consultation;
- The Tenant Participatory Advisory Service (TPAS) facilitated conversations with tenants throughout 2019/20 to assess priorities for spend;
- We had quarterly satisfaction phone surveys carried out independently and joined the Next Steps pilot programme for improving our tenant involvement;

- We invested £443,818 on 61 bathrooms, 96 kitchens and 37 boilers in our homes;
- We carried out 100% gas safety checks
- 8 closes received new vinyl floors;
- We upgraded smoke alarms to meet new legislation requirements;
- We have identified back court areas for the new wheelie/euro bins to be provided by GCC;
- Our Income Advice Officer continued to provide an excellent service and throughout the year she successfully accessed in excess of £2m financial gains which benefited 500 tenants and the Association;
- The Housing Team took 14.46 days on average to let 35 homes to applicants;
- 86% of our tenants sustained their tenancy for more than one year and 100% of our tenants whom responded to our survey at their settling in visit were happy with the standard of their home when they moved in;
- Customer satisfaction indicators showed similar rating to previous years and the two largest increases were satisfaction with the overall service from 83.58% to 86.44% and satisfaction with repairs carried out improved from 87.43% to 88.18%.

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 we are seeing improvements in many areas, we remain concerned about the level of rent arrears, particularly for those affected by the impact of Universal Credit and more recently the effects of Covid 19. In addition, we have learned through our quarterly surveys with tenants that there is a drop in the satisfaction indicator for opportunities to take part in our decision-making process. Officers will continue to ensure that tenants and service users are aware of the various available methods of contact by posting information on the website, texting, e mailing and by newsletter so that you can advise us of your opinions and suggestions.

We want 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 express your views by email or text. 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 and supporting you.

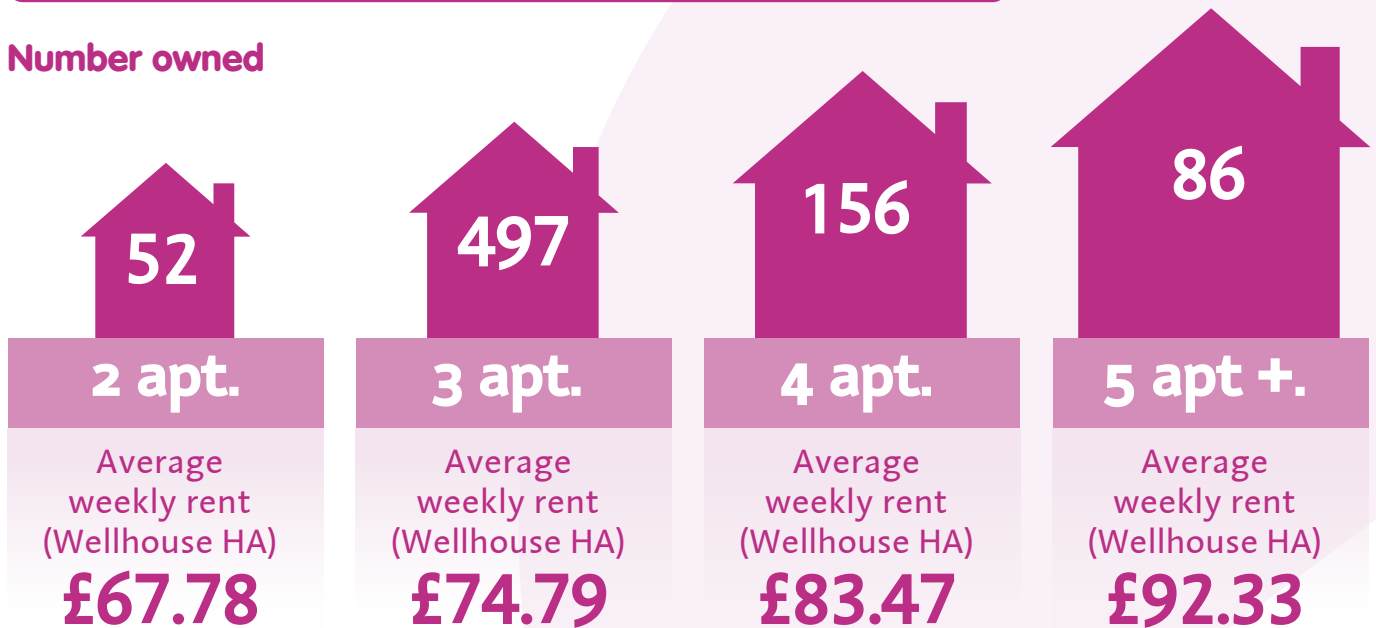
Kind regards
Darron Brown
Chairperson of the Management Committee

Homes and rents

At 31 March 2020 we owned 793 homes. The total rent due for the year was £3,218,894. We increased our weekly rent by 2.5% 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



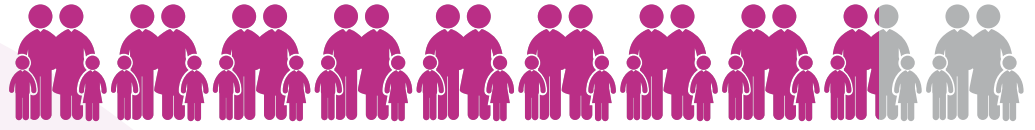
84.04% of tenants feel that the rent for their property represents good value for money



83.13% of existing tenants are satisfied with the quality of their home

Homes and rents

85.84%



85.84% of tenants were satisfied with the opportunities to participate in our decision making

79.52%



79.52% of tenants are satisfied with the management of the neighbourhood they live in

86.45%



86.45% said they were satisfied with the overall service we provided

87.97%



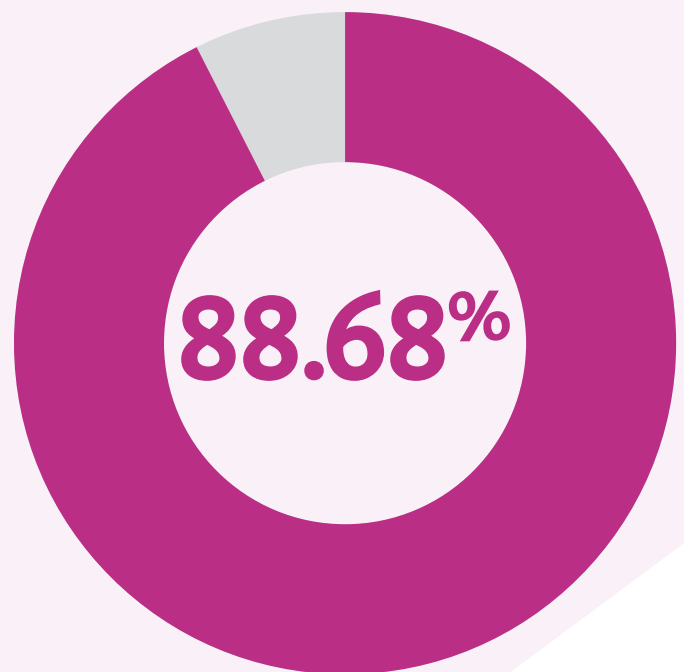
87.97% felt we were was good at keeping them informed about its services and outcomes.

House Allocations

35 houses were re-let last year.

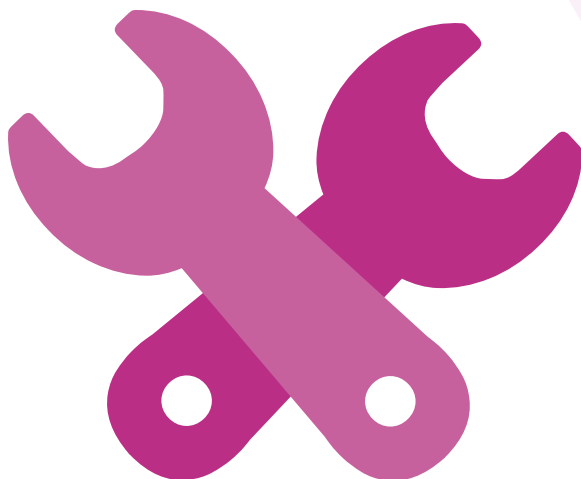


Our applicants on the **waiting list** has risen to **457** due to us joining the Easterhouse Common Housing Register.



88.68% of new tenants last year **sustained their tenancy** for more than one year.

Medical Adaptations



18

18 medical adaptations were completed

Quality & maintenance of your home



97.98% of our properties met the Scottish Housing Quality Standard



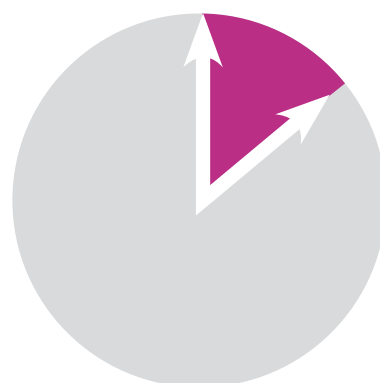
We completed 99.81% of reactive repairs 'right first time'



88.18% 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 3.72 days.



2.06 hours

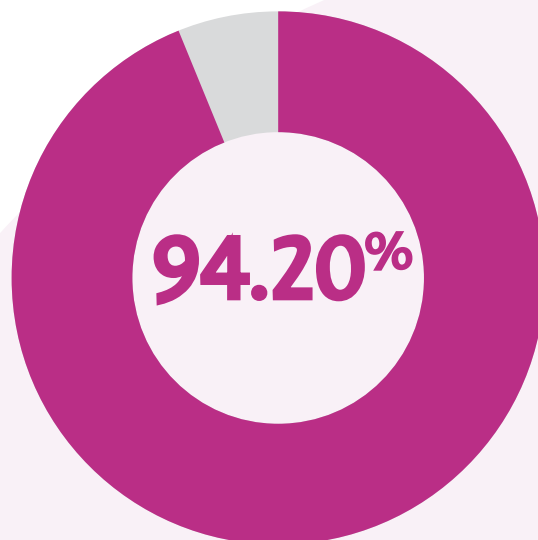
The average time we took to complete **emergency** repairs was 2.06 hours.

Anti social behaviour (ASB)



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

- noise nuisance
- loud parties
- neighbour disputes



94.20% 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 98.37% of the total rent due in the year.



We did not collect 0.19% of rent due because homes were empty.



We took an average of 14.46 days to re-let homes.

Complaints

17
Stage 1

6
Stage 2

17 Stage 1 and 6 Stage 2 complaints were received.

Stage 1 Average Response Time
6.12 days

Stage 2 Average Response Time
14.46 days

The Average time we took to respond to Complaints against target timescales set out by Scottish Public Sector Ombudsman of Stage 1 - 5 Days and Stage 2 - 20 Days

Gas Safety

783

783 houses require a gas safety certificate.

100%

100% had certificate renewed by anniversary date.

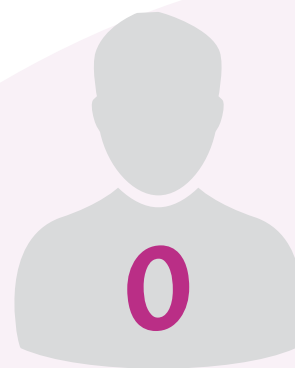
Arrears / Evictions



Total rent due last year was **£3,218,894.**



Total rent arrears as % of rent due was **8.89%.**



No tenants were evicted for not paying rent.

Wellhouse: *the Place to Be*



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

You can contact us daily from Mon – Thurs 9-5 and 9 – 4.30 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

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(office hours) Tel: **0141 781 1884**

Emergency **0800 595 595** Fax: **0141 781 1885**

www.wellhouseha.org.uk



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.