



Landlord name: Wellhouse Housing Association Ltd

RSL Reg. No.: 281

Report generated date: 26/05/2021 12:26:44

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments	

**Social landlord contextual information****Staff**

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Martin Wilkie-McFarlane
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	 3.00
C1.2.2	the number of office based staff	12.00
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	4.00
C1.2.6	the total number of staff	19.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	 25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	6.25%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.46%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
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C3.1	The number of 'general needs' lets during the reporting year	23
C3.2	The number of 'supported housing' lets during the reporting year	1

Indicator C3		24
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	3
C2.2	The number of lets to housing list applicants	12
C2.3	The number of mutual exchanges	6
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	9
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	24

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

C1.2.1 & 1.3.1 Senior Staff based on established posts of 4 staff. Finance & Corporate Services Manager's post vacant at year end. C2 3 additional lets were made to Glasgow City Council, via Lease, for use as Temporary Furnished Flats

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	288
1.1.2	the fieldwork dates of the survey	04/2020
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	203
1.2.2	fairly satisfied	68
1.2.3	neither satisfied nor dissatisfied	6
1.2.4	fairly dissatisfied	5
1.2.5	very dissatisfied	6
1.2.6	no opinion	0
1.2.7	Total	288

Indicator 1	94.10%
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Comments (Overall satisfaction)

Fieldwork and reporting done each quarter throughout year, initially face to face but amended to telephone due to Covid 19



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	288
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	244
2.2.2	fairly good at keeping them informed	30
2.2.3	neither good nor poor at keeping them informed	2
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	8
2.2.6	Total	288

Indicator 2	95.14%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	288
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	229
5.2.2	fairly satisfied	52
5.2.3	neither satisfied nor dissatisfied	0
5.2.4	fairly dissatisfied	2
5.2.5	very dissatisfied	5
5.2.6	Total	288

Indicator 5	97.57%
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Comments (The customer / landlord relationship)

Switch to telephone surveys due to Covid 19



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	10/2016
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	10.00
C8.3	The date of your next scheduled stock condition survey or assessment	11/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

external consultants will be engaged to carry out the survey full survey delayed due to Covid this will be planned for 2022



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	792	792
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	15	15
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	777	777



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	777	777
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	777	777



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	792
6.1.2	projected to the end of the next reporting year	792
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	777
6.2.2	projected to the end of the next reporting year	777

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.11%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.11%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	288
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	205
7.2.2	fairly satisfied	46
7.2.3	neither satisfied nor dissatisfied	7
7.2.4	fairly dissatisfied	12
7.2.5	very dissatisfied	18
7.3	Total	288

Indicator 7	87.15%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
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8.1	The number of emergency repairs completed in the reporting year	667
8.2	The total number of hours taken to complete emergency repairs	1,452

Indicator 8		2.18
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Average length of time taken to complete non-emergency repairs (Indicator 9)
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9.1	The total number of non-emergency repairs completed in the reporting year	764
9.2	The total number of working days taken to complete non-emergency repairs	2,661

Indicator 9		3.48
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	758
10.2	The total number of reactive repairs completed during the reporting year	764

Indicator 10		99.21%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	34
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>These were due to no forced accesses during lockdown periods, tenants shielding, waiting on covid test results or telling us they had a household member who was positive access was either gained during lockdown or forced access letter issued so these could be done as soon as we came out of lockdown .</p> <p>From the 1st April this year we have had 2 property's which have not met their anniversary dates during last lockdown one was completed within lockdown and the other was completed 2 days after the end of the current lockdown period. We do not envisage any more missed services as we will be forcing access as normal to complete the safety checks .</p>		

Indicator 11		34
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	148
12.2	Of the tenants who answered, how many said that they were:	110
12.2.1	very satisfied	
12.2.2	fairly satisfied	20
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	6
12.2.5	very dissatisfied	11
12.2.6	Total	148

Indicator 12	87.84%
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**EESH**

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	414	9	0	423
Four-in-a-block	134	0	0	134
Houses (other than detached)	231	2	0	233
Detached houses	2	0	0	2
Total	781	11	0	792

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	414	9	0	423
Four-in-a-block	134	0	0	134
Houses (other than detached)	231	2	0	233
Detached houses	2	0	0	2
Total	781	11	0	792

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
	N/A

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1	6	0	7
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	2	0	2
Detached houses	0	0	0	0
Total	1	8	0	9

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	413	3	0	416
Four-in-a-block	134	0	0	134
Houses (other than detached)	231	0	0	231
Detached houses	2	0	0	2
Total	780	3	0	783

	C10	98.9%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	1	6	0	7
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	2	0	2
Detached houses	0	0	0	0
Total	1	8	0	9

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		9
Total		9

C11.3	If other reason or unknown, please explain
	tenant's unwilling to change type fuel or allow works to fit new heating



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	52	7
C	444	71
D	4	1
E	6	6
F	1	0
G	0	0
Total	507	85

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	84	
SAP 2009	42	
SAP 2012	381	
Other procedure / unknown	0	
Total	507	

C12.3	If other procedure or unknown, please explain	
		N/A

Indicator C12

64.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	1
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£3,440
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£3,440

C13.3 Please give reasons for any investment which came from another source

N/A

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Comments (Housing quality and maintenance)

we will continually work with tenants to upgrade property's or carry out the improvements once they become void

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	22	1
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	22	1
Number of complaints responded to in full by the landlord in the reporting year	19	1
Time taken in working days to provide a full response	52	5

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	86.36%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.74
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	5.00



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	288
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	165
13.2.2	fairly satisfied	101
13.2.3	neither satisfied nor dissatisfied	5
13.2.4	fairly dissatisfied	15
13.2.5	very dissatisfied	2
13.2.6	Total	288

Indicator 13	92.36%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	44
14.2	The number of tenancy offers that were refused	15

Indicator 14	34.09%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	69
15.2	Of those at 15.1, the number of cases resolved in the last year	65

Indicator 15	94.20%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	4
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	8
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

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Comments (Neighbourhood & community)

Worked with Shelter (Scotland) to prevent an Eviction after Decree Granted - assisted tenant to clear account.
3 Stage 1 complaints were carried forward into 2021/22 and responded to in April 21



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	792
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	34

Indicator 17	4.29%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	20
19.2	The number of approved applications completed between the start and end of the reporting year	16
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	4
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	4
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost(£) that was landlord funded;	£7,875
20.2	The cost(£) that was grant funded	£54,135
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£62,010
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	737
21.2	The total number of adaptations completed during the reporting year.	16

Indicator 21		46.06
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	15
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	15
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	15
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	15
23.7	The total number of accepted offers.	9

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	60.00%



Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	23
30.2	The total number of calendar days properties were empty	703

Indicator 30		30.57
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	3
16.1.2	applicants who were assessed as statutory homeless by the local authority	10
16.1.3	applicants from your organisation's housing list	22
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	3
16.2.2	applicants who were assessed as statutory homeless by the local authority	8
16.2.3	applicants from your organisation's housing list	21
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	80.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.45%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

Ind 23 17 offers were made, 2 were withdrawn, one due to repairs delays and the other agreed with caseworker not an appropriate offer.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£3,200,124
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,291,878

Indicator 26	97.21%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£358,640
27.2	The total rent due for the reporting year	£3,301,435

Indicator 27		10.86%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	55
28.2	The total value of management fees invoiced to factored owners in the reporting year	£3,834

Indicator 28		£69.71
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	£3,301,435
18.2	The total amount of rent lost through properties being empty during the reporting year	£9,557

Indicator 18	0.29%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.70%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	552
C6.2	The value of direct housing cost payments received during the reporting year	£1,953,790



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£54,685
C7.2	The total value of former tenant arrears written off at year end	£0

Indicator C7	0.00%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	288
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	182
25.2.2	fairly good value for money	86
25.2.3	neither good nor poor value for money	3
25.2.4	fairly poor value for money	6
25.2.5	very poor value for money	11
25.3	Total	288

Indicator 25	93.06%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	16
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	4
29.2.2	fairly satisfied	10
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	0
29.3	Total	16

Indicator 29	87.50%
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Comments (Getting good value from rents and service charges)

Satisfaction survey changed to telephone due to Covid 19

Rent Arrears have increased during pandemic - we are aware of issue and have taken several steps to address matters including: taking a tougher approach to case management, promoting a 'Rent First' approach, evening and weekend contacts, restricting non-essential repairs and improvements, restructuring to put additional resources including an additional member of staff and contracting Glasgow City Council to manage serious Anti-Social Behaviour for us, so Housing Officers can concentrate on arrears case management. We are also exploring use of some kind of tenant incentive scheme.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)

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