

Landlord Report to Tenants for 2020/21 - Assurance Statement



Wellhouse: *the Place to Be*



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

Landlord Report to Tenants for



As Chairperson of the Management Committee, I am very pleased to provide you with the annual report for the year 2020/21. We have successfully conducted our service delivery in a very different way due to the impact of Covid-19 and we have been busier than ever. Despite the difficulties and The Hub being closed to the public, we were able to adapt and maintain our standards and commitment to you and I'd like to share some of our achievements: -

- Our AGM and 11 committee meetings were held remotely throughout the year. A special General Meeting was held in late 2020 and we adopted the New Model Rules, which have been lodged with all regulators. As usual, 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 15 internal audit days reviewing the following subjects: Fixed Assets, Developments, Factoring and Business Planning, as well as our external audit process;
- We continued to work with Glasgow City Council (GCC) throughout the year to provide support and accommodation for homeless individuals and families who are especially affected by the Pandemic and this work is ongoing;
- To help protect our community and deal with anti-social behaviour effectively, we have adopted a joint approach with the Community Relations Unit, (GCC), and Police Scotland who will assist us to find swift, effective solutions for the more serious type of complaints.
- We continue to submit our returns timeously and accurately to the Scottish Housing Regulator (SHR), The Scottish Charity Regulator (OSCR) and the Financial Conduct Authority (FCA) and we submitted our second Assurance Statement in October 2020. The SHR found Wellhouse to be compliant with the regulatory standards. This means that we meet regulatory requirements, including the Standards of Governance and Financial Management;
- We conducted the sixth consecutive Committee appraisals as part of our commitment to continuous improvement;
- We have reaffirmed our approach to equalities and diversity, extending it to embrace human rights and promoted this to tenants, applicants, staff and stakeholders;
- Our work with Easterhouse Housing Regeneration Alliance (EHRA) included campaigning and lobbying, service improvement and benchmarking performance, social welfare projects and initiatives, employment and training for local people and work to produce a Covid response report which will be published in due course;
- We worked with Scottish Water and GCC in relation to flood mitigation and environmental work to prepare for future development work;
- We have produced a plan for common areas, bin shelters and back courts which will be launched after the lockdown period;
- Our quarterly satisfaction phone surveys carried out independently, showed increased customer satisfaction across all areas and all indicators were within target. We saw improvements in the percentages of tenants who feel that we are good at keeping you informed as well as an increase in tenants who were satisfied with our contribution to the neighbourhood.

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- We delivered 1431 response repairs to the value of £56,000 together with £268,000 of cyclical repairs. Due to the impact of lockdown, we were unable to deliver our £1.1m planned maintenance investment and this will be resume as soon as possible;
- We received funding of £54,135 which allowed us to carry out 14 adaptations and we self-funded another 2 at a cost of £7,875
- We installed 19 kitchens, 17 bathrooms, and 16 boilers which cost £154,000, as well as verandah upgrades, smoke alarm upgrades, gutter cleaning and roof anchor testing
- We carried out 95.66% gas safety checks within the anniversary date, although we now have to report the failures - being 4.34% ; our performance was impacted by Covid – with more tenants than usual being unable or unwilling to allow access for these works
- Our Income Advice Officer continued to provide an excellent service and throughout 2020/21 she successfully supported 177 service users. To date she has accessed in excess of £3.3m financial gains which has benefited around 500 service users and the Association;
- Grant funding of £1000 was provided to Connect Community Trust (CCT) as part of the greater Easterhouse Covid response to deal with social isolation and food parcels as well as £2000 match funding to deliver a summer programme for young people.
- We were able to secure £2000 from STV which was used to support tenants with fuel bills and food parcels as well as securing £9750 from the Government to provide iPads, mobile phones and data to those who were struggling with digital connection.
- The Housing Team took 30.57 days on average to let 24 homes to applicants as well as leasing 3 additional properties for vulnerable homeless families. It took longer than usual to let our properties due to Covid;

- 91.43% of our tenants sustained their tenancy for more than one 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 continue to see improvements in many areas that is evidenced by our customer satisfaction rates, we are disappointed by the withdrawal of some Council services including garden maintenance and changes to the bulk uplift service, both of which are having a detrimental effect on our community, so we are continuing to liaise with GCC to look for solutions. Our Estates Team have worked extremely hard to keep the communal areas safe and clean.

Another concern is the level of rent arrears which are very much higher than most Landlords in Scotland. As you know, rental income pays for all of the services we provide and we are always here to support anyone who is experiencing financial issues. Our Officers can help you access grant funding and benefits that you may be entitled to and we can help you to make affordable repayment arrangements if you have rent arrears.

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. Please let us know if you'd like to join our committee or Customer Opinion Panel. If you prefer, you can get in touch with us by email, text, telephone or post. Your thoughts and opinions really matter to us and 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 through these difficult times.

Kind regards

Darron Brown

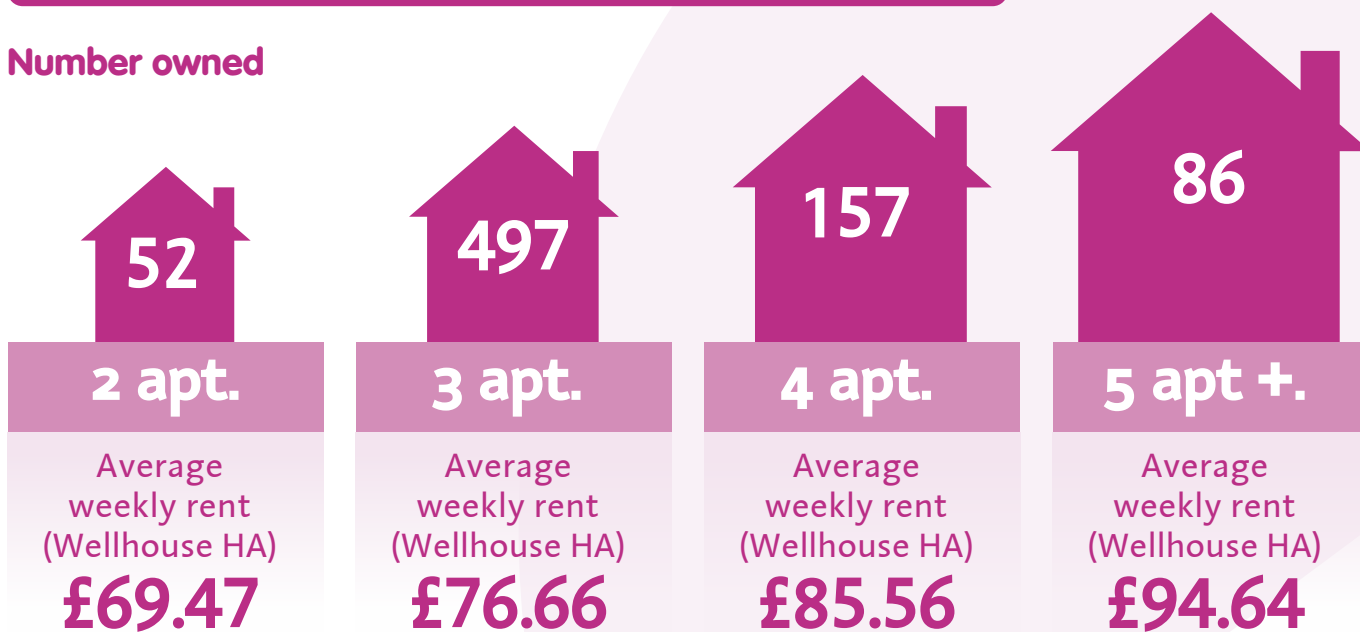
Chairperson of the Management Committee

Homes and rents

At 31 March 2021 we owned 794 homes. The total rent due for the year was £3,291,878. We increased our weekly rent by 1.7% 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



93.06% of tenants feel that the rent for their property represents good value for money



87.15% of existing tenants are satisfied with the quality of their home

Homes and rents



97.57% of tenants were satisfied with the opportunities to participate in our decision making



92.36% of tenants are satisfied with the management of the neighbourhood they live in



94.10% said they were satisfied with the overall service we provided



95.14% felt we were was good at keeping them informed about its services and outcomes.

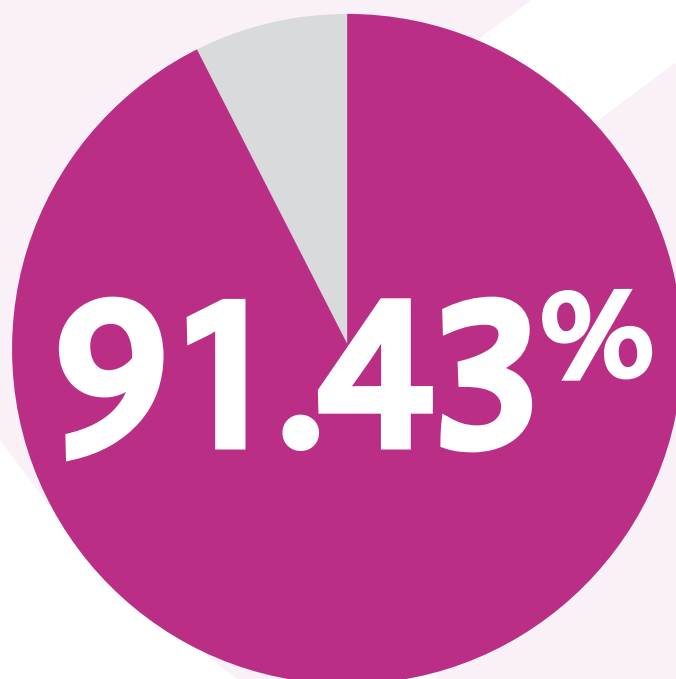
House Allocations



and



Our applicants on the **waiting list** has risen to **482** due to us joining the Easterhouse Common Housing Register.



91.43% of new tenants last year **sustained their tenancy** for more than one year.

Aids and Adaptations



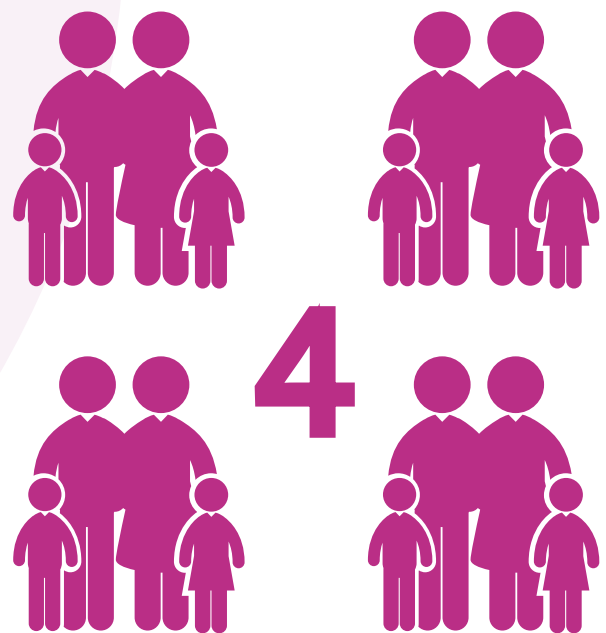
The total cost of adaptations completed during the year was **£62,010**. £54,135 was grant funded and £7875 was landlord funded.



The average time taken to complete an adaptation was **46.06 days**.



16 medical adaptations were completed



There were **4 households** waiting on adaptations to their home at the end of the year.

Quality & maintenance of your home



98.11% of our properties met the Scottish Housing Quality Standard



We completed 99.21% of reactive repairs 'right first time'



87.84% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service



98.9% of our properties met the Scottish Housing Quality Standard

Quality & maintenance of your home



The average time we took to complete **non-emergency repairs** was 3.48 days.



2.18 hours

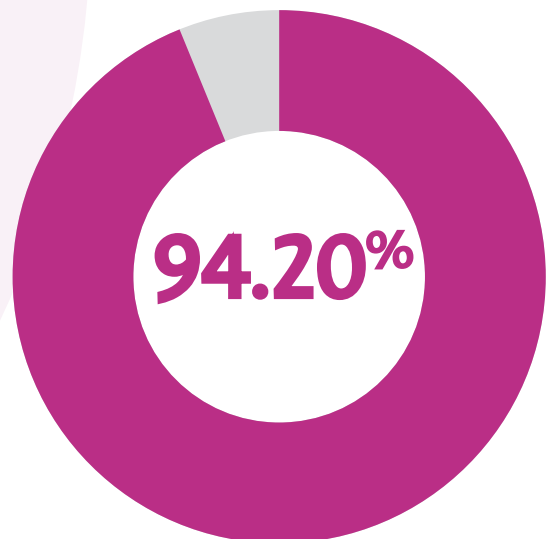
The average time we took to complete **emergency repairs** was 2.18 hours.

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



97.21%

The amount of money we collected for current and past rent was equal to **97.21%** of the **total rent** due in the year.



0.29%

We did not collect **0.29%** of rent due because **homes were empty**.



30.57 days

We took an average of **30.57 days** to re-let homes.

Complaints



22
Stage 1



1
Stage 2

22 Stage 1 and **1 Stage 2** complaints were received.



Stage 1 Average Response Time
2.74 days



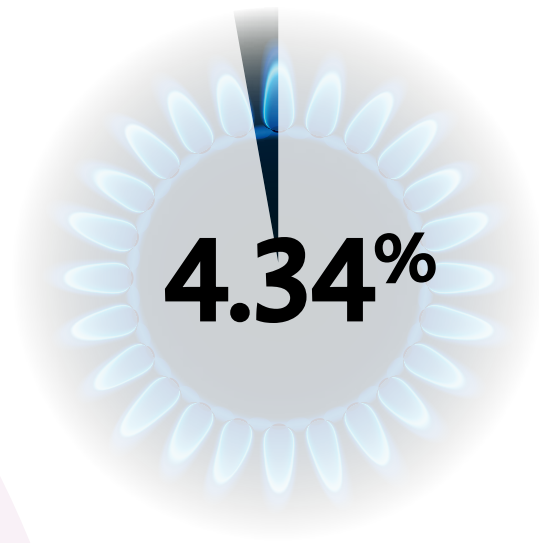
Stage 2 Average Response Time
5.00 days

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



784 houses require a gas safety certificate.

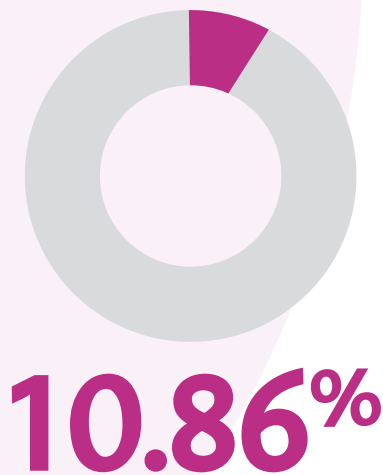


4.34% did not have their certificate renewed by anniversary date.

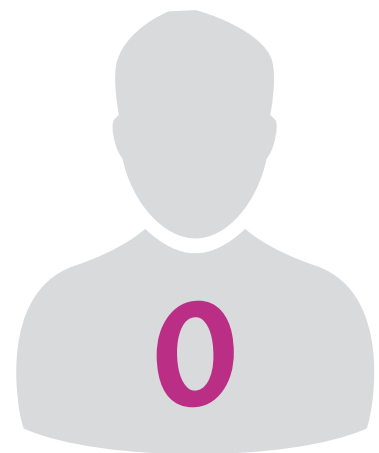
Arrears / Evictions



Total rent due last year was £3,299,071.



Total rent arrears as % of rent due was 10.86%.



No tenants were evicted for not paying rent.

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..... **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



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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.