

# Wellhouse Housing Association

**Performance Analysis Visit 2021/22**  
**September 2022**

- Fewer Emergency Repairs, taking less time to complete
- Increase in Non-emergency repairs and time to complete - addressing backlog and labour/material issues cited
- Reduction in "Right First Time" for both LAs and RSLs, reduction in repairs satisfaction
- Fewer properties meeting SHQS for both LAs and RSLs, increases in SHQS fails and abeyances - **new standards**
- EESSH compliance impacted nationally, less so for RSLs
- Gas safety fails significantly reduced - concentrated amongst a small number of organisations

- Increase in turnover of properties but not back to pre-pandemic levels
- Re-let times still high, RSL times reducing faster
- Proportionally more lets to housing list applicants, proportionally fewer lets to homeless applicants
- Increase in evictions and abandonments - LAs more abandonments, RSLs more evictions
- Rent increases across the sector, most pronounced for RSLs
- Continuing increase in rent collected as % of rent due for RSLs, LAs same level as last year
- Current arrears continue to reduce for RSLs, increase for LAs
- **Reduced tenant satisfaction for most measures**
- "Overall satisfaction", "Quality of Home" and "Value for Money" seen the greatest change for those who have carried out surveys since April 2020

## Peer Organisations

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Ardenglen Housing Association  
Barrhead Housing Association  
Blairtummock Housing Association  
Calvay Housing Association  
Cassiltoun Housing Association  
Cathcart & District Housing Association  
Cernach Housing Association  
Charing Cross Housing Association  
Cordale Housing Association  
Dalmuir Park Housing Association  
East Kilbride and District Housing Association  
Easthall Park Housing Cooperative  
Ferguslie Park Housing Association  
Forth Housing Association  
Horizon Housing Association

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Lanarkshire Housing Association  
Muirhouse Housing Association  
North View Housing Association  
Ore Valley Housing Association  
Pineview Housing Association  
Prospect Community Housing  
Reidvale Housing Association  
Rosehill Housing Co-operative  
Rutherglen and Cambuslang Housing Association  
Spire View Housing Association  
Wellhouse Housing Association  
West Whitlawburn Housing Co-operative  
Yoker Housing Association

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# Tenant Satisfaction

Survey Date:

**01/04/2021**

Number of tenants surveyed:

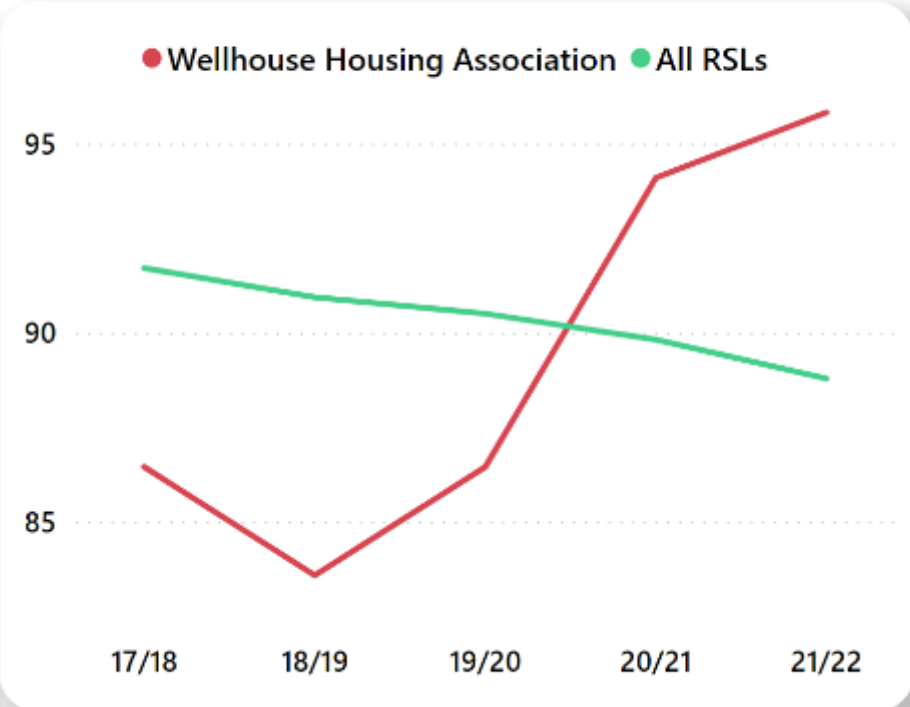
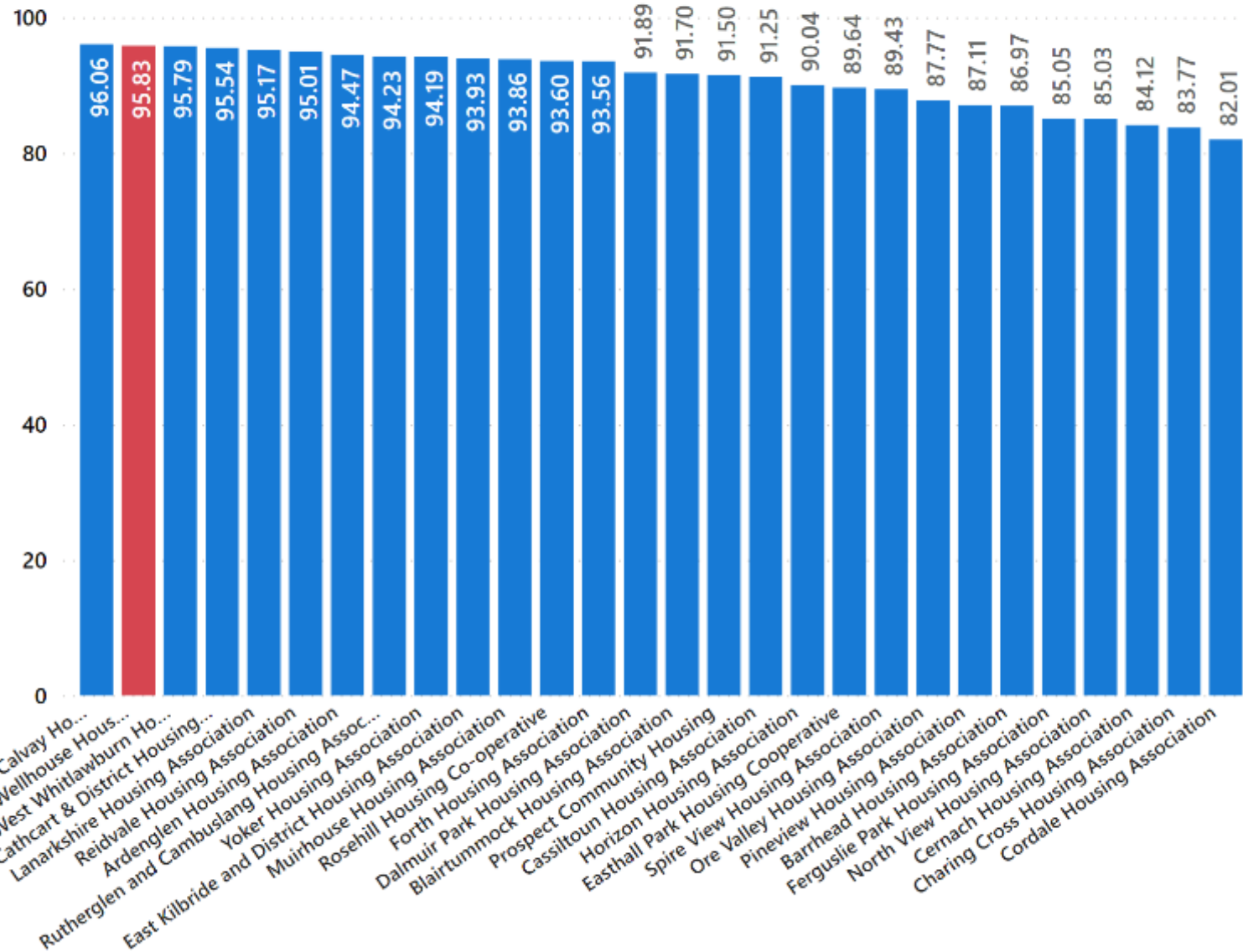
**288**

Survey Method:

**Telephone**

# Overall Satisfaction

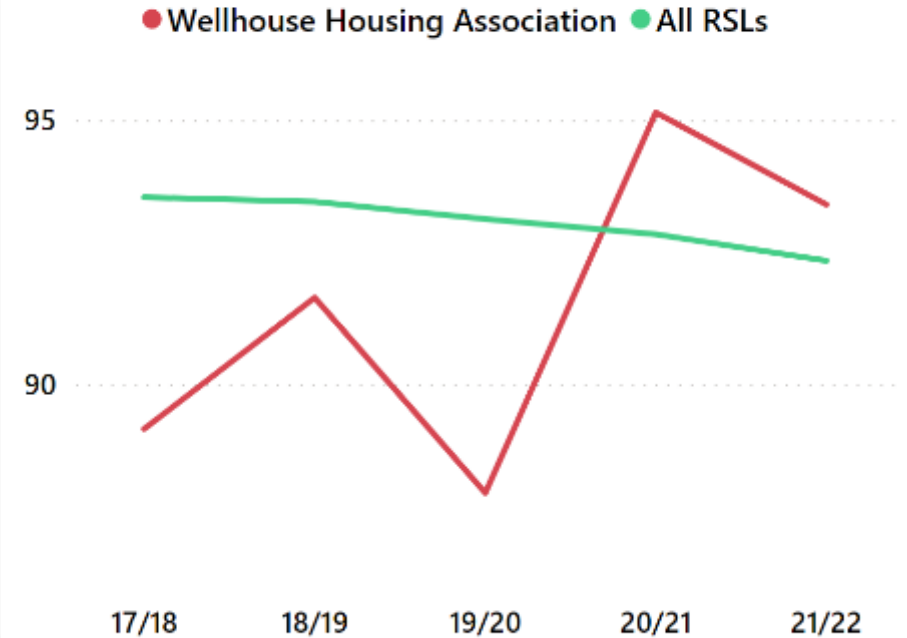
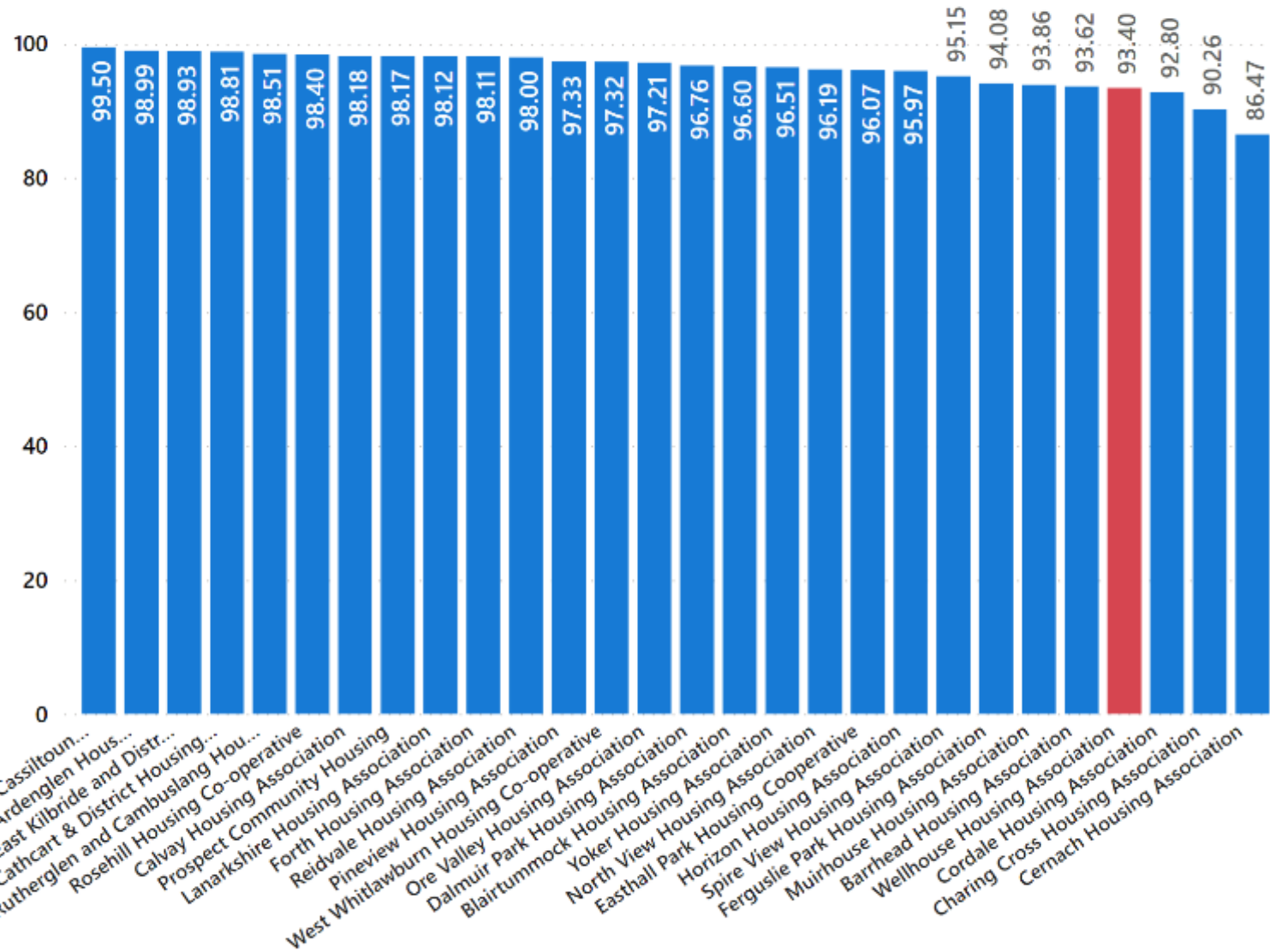
11 Percentage satisfied with overall service



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	86.45	94.10	95.83
Peer Group 4 - Medium urban	92.10	92.00	91.16
All RSLs	90.51	89.82	88.79
SHN Average	89.19	88.95	87.74

# Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions

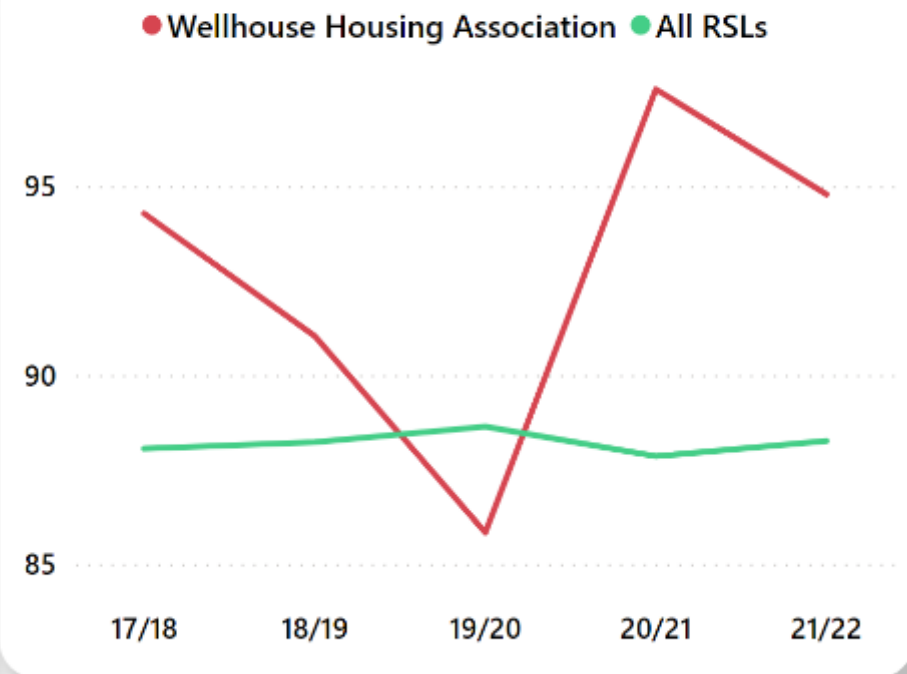
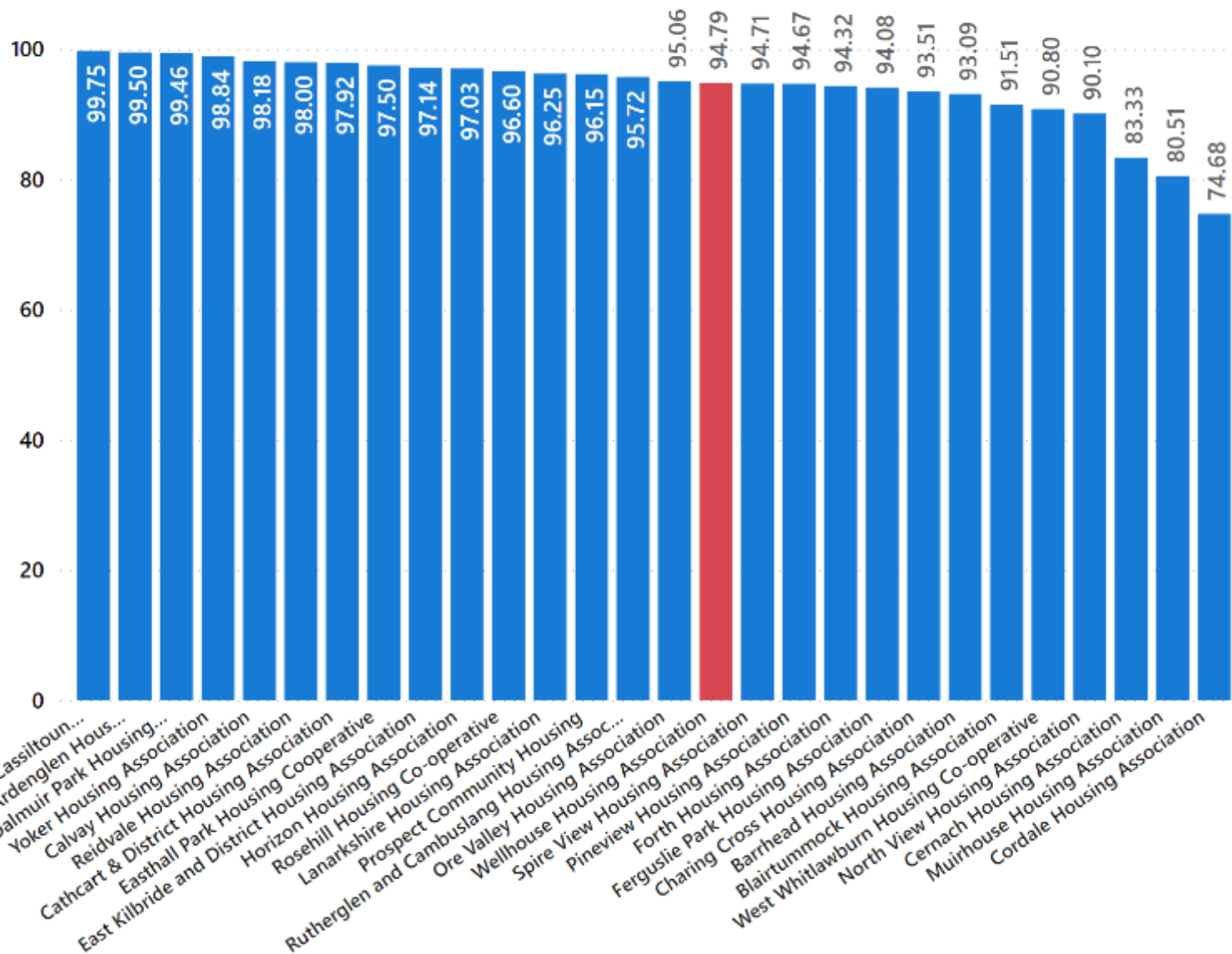


Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	87.95	95.14	93.40
Peer Group 4 - Medium urban	96.19	96.33	96.04
All RSLs	93.13	92.84	92.34
SHN Average	91.98	91.71	91.15



# Opportunities to Participate

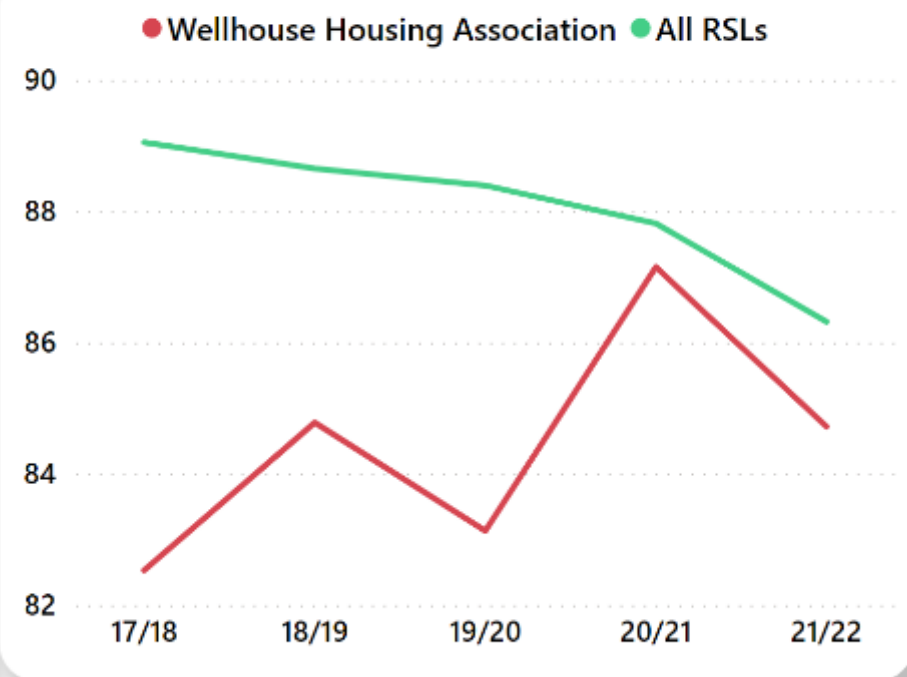
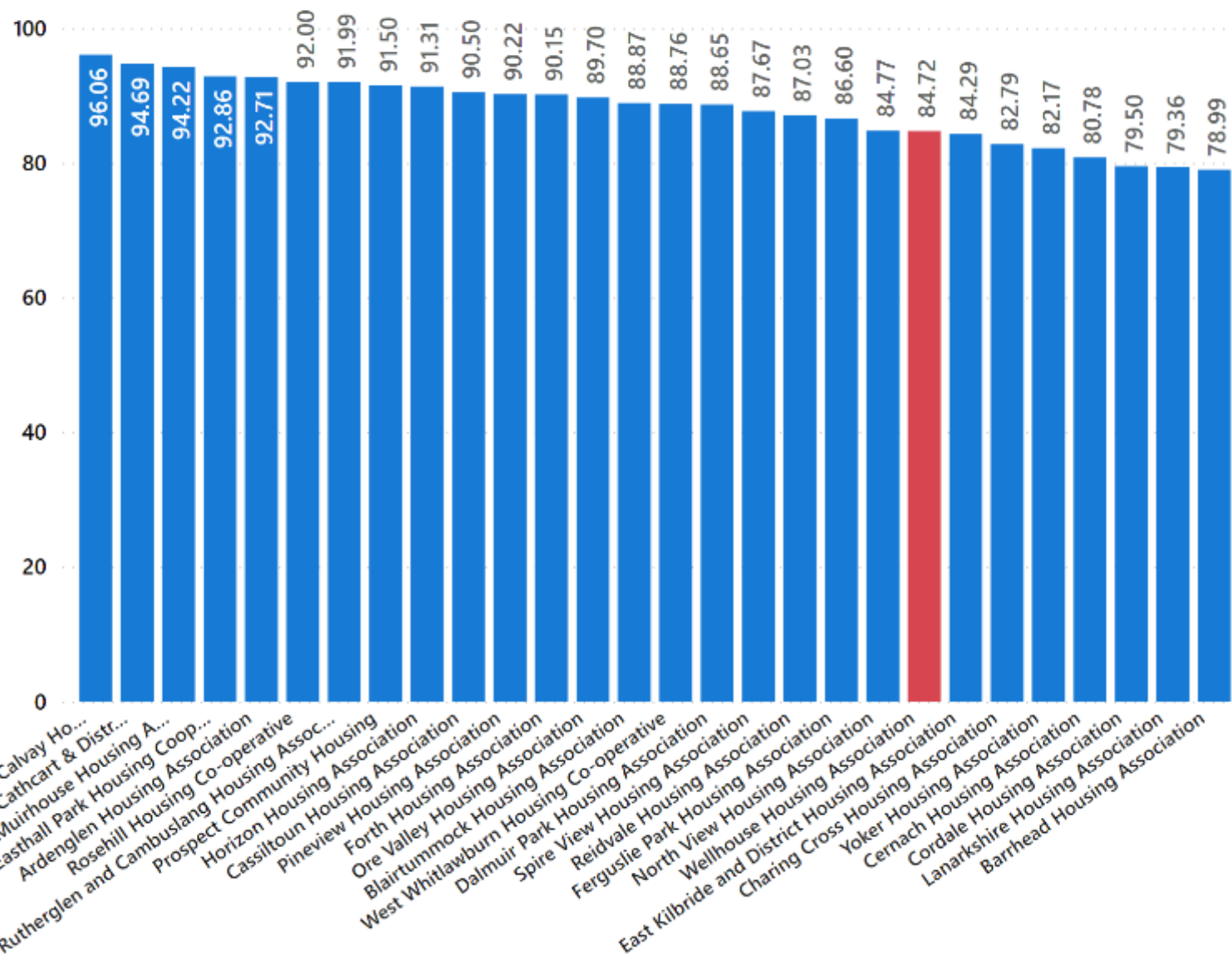
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	85.84	97.57	94.79
Peer Group 4 - Medium urban	94.21	94.20	94.00
All RSLs	88.64	87.86	88.26
SHN Average	87.21	86.57	86.81

# Quality of Home (All Tenants)

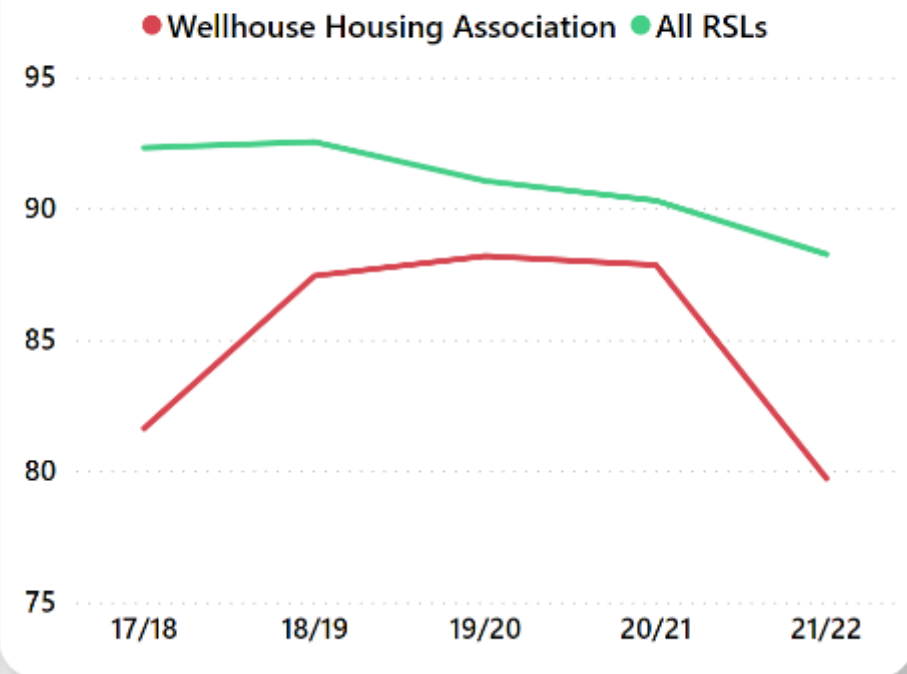
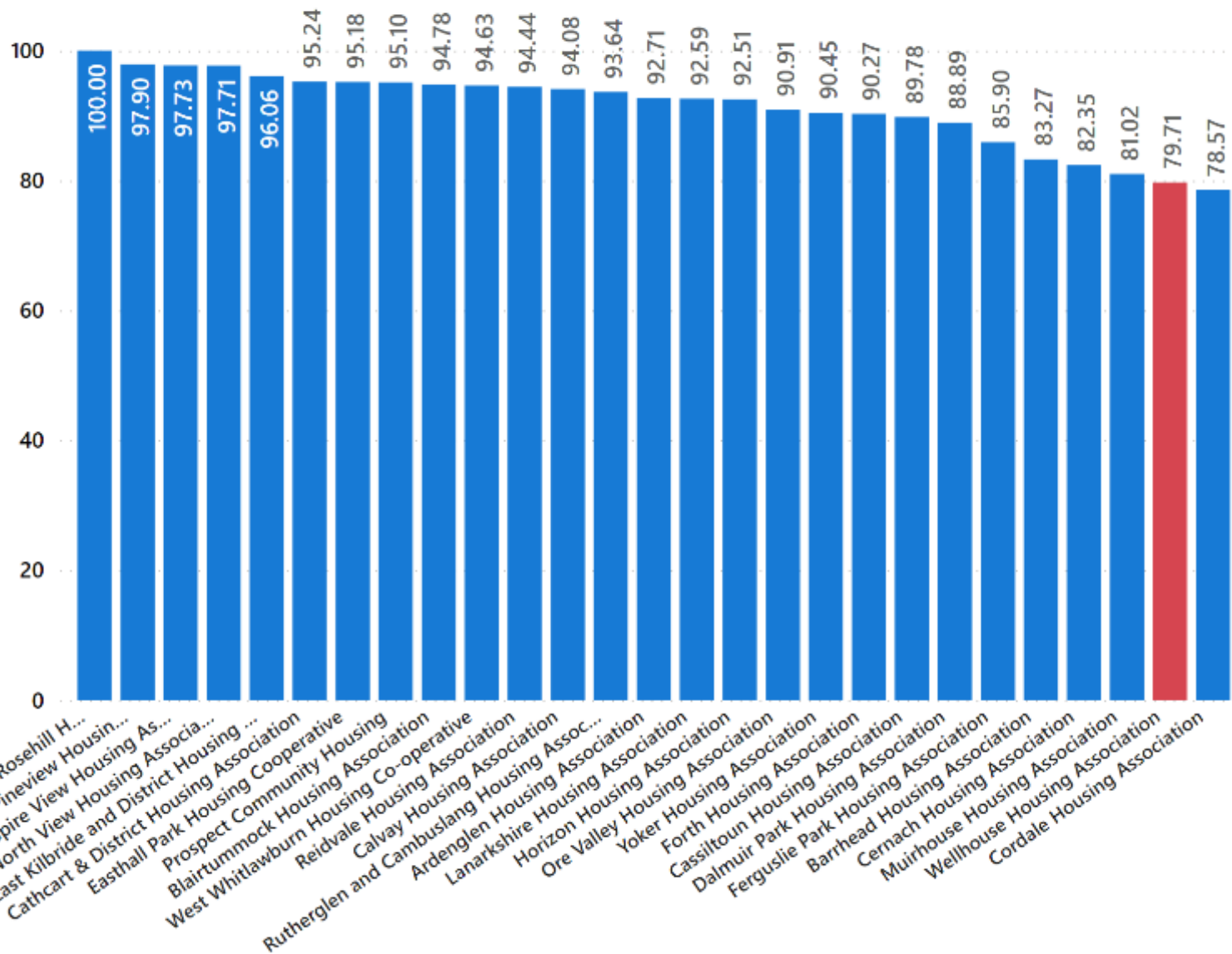
17 Percentage tenants satisfied with quality of home



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	83.13	87.15	84.72
Peer Group 4 - Medium urban	89.85	89.71	88.11
All RSLs	88.39	87.81	86.32
SHN Average	87.15	87.14	85.44

# Repairs

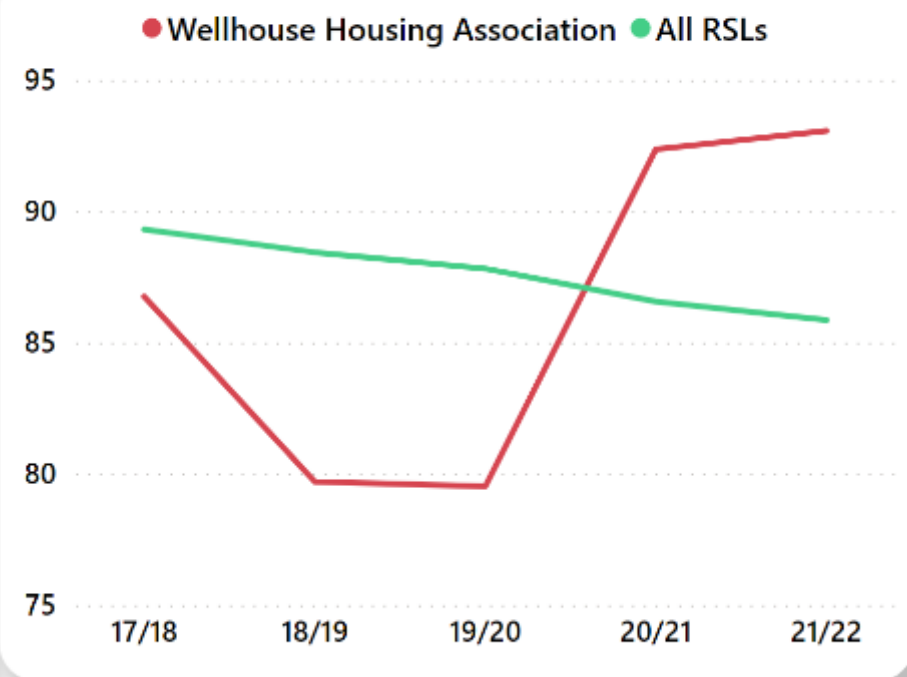
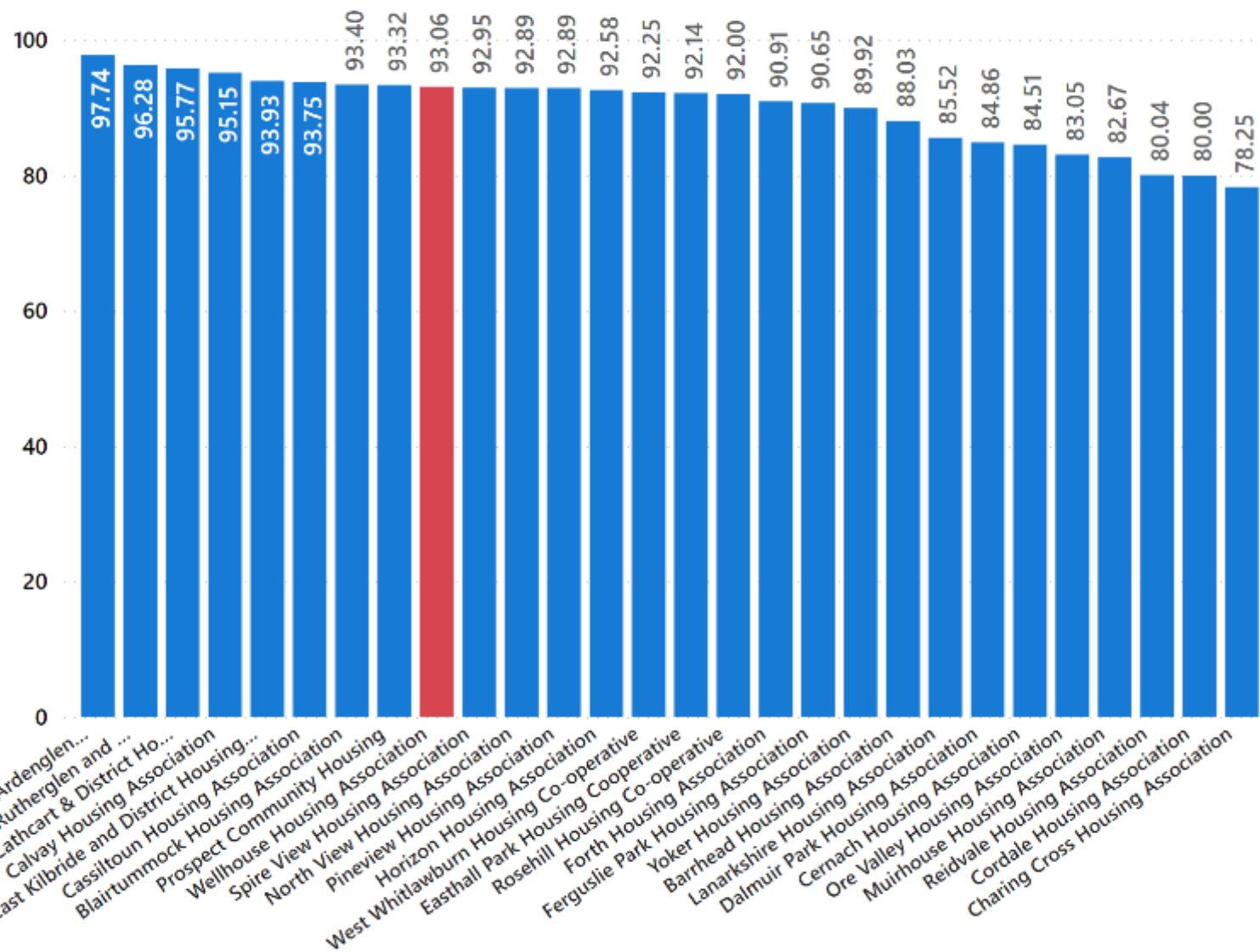
112 Percentage tenants satisfied with repairs service



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	88.18	87.84	79.71
Peer Group 4 - Medium urban	93.27	92.38	91.28
All RSLs	91.04	90.29	88.25
SHN Average	90.83	90.05	88.01

# Management of Neighbourhood

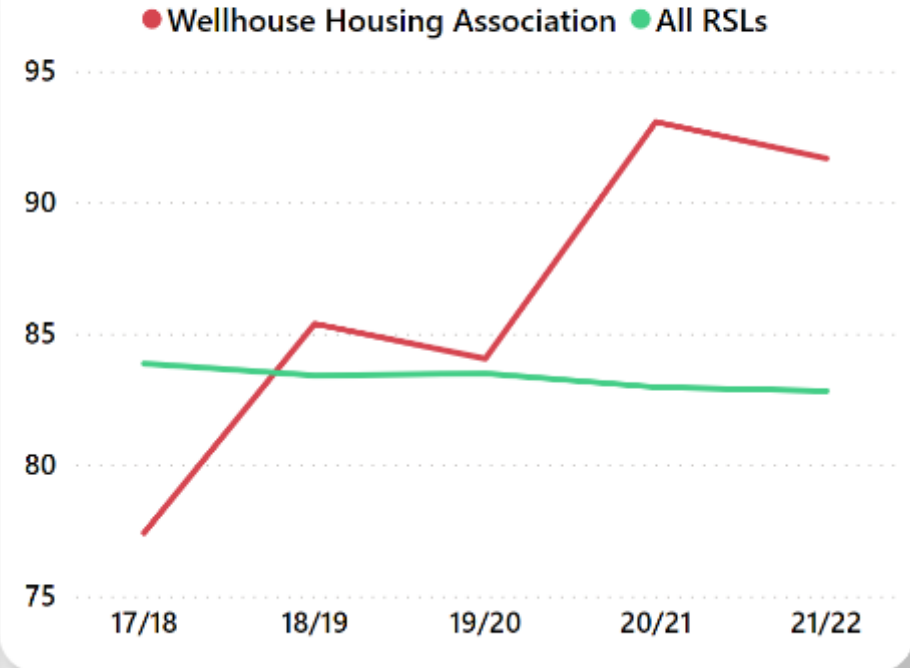
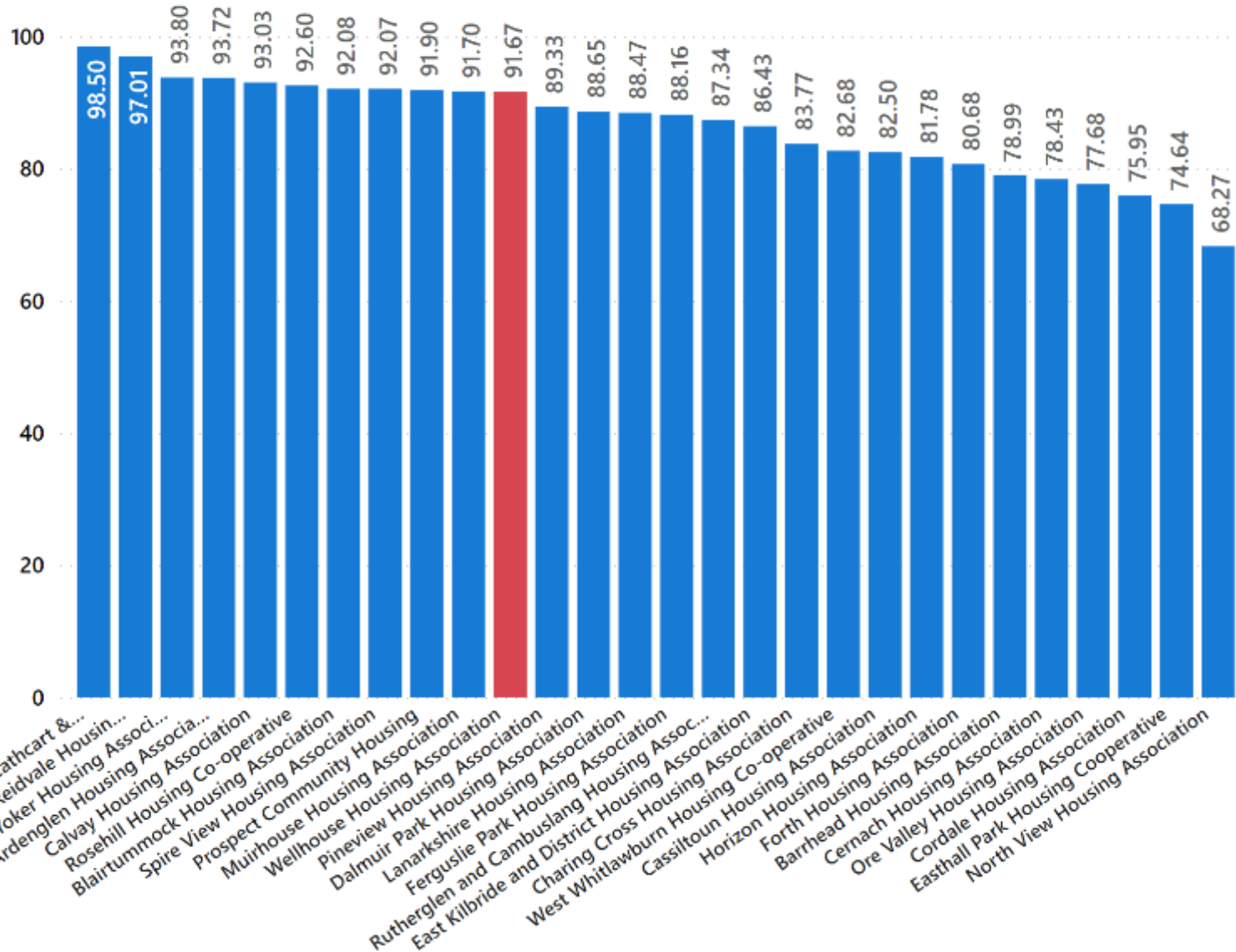
113 Percentage tenants satisfied with management of neighbourhood



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	79.52	92.36	93.06
Peer Group 4 - Medium urban	90.28	90.28	89.99
All RSLs	87.81	86.56	85.85
SHN Average	87.40	86.08	85.09

# Value For Money

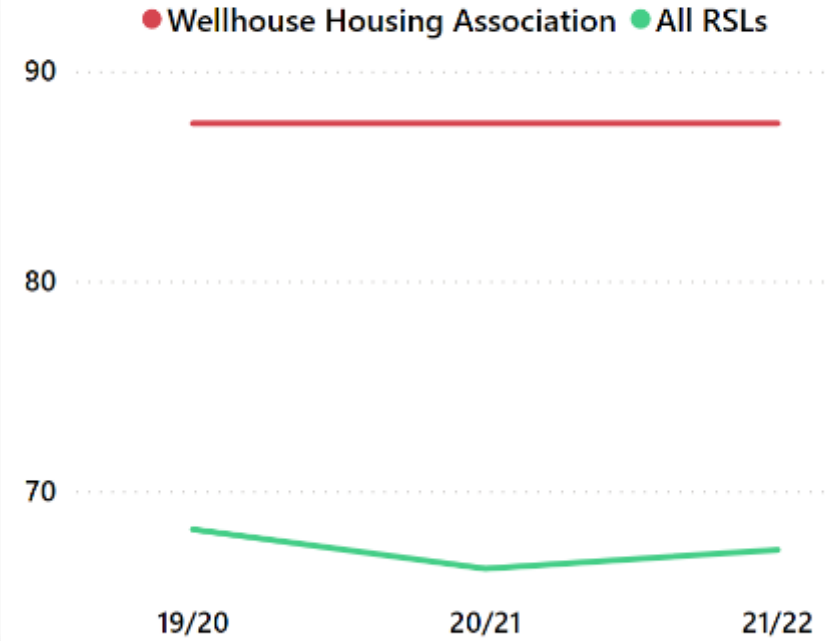
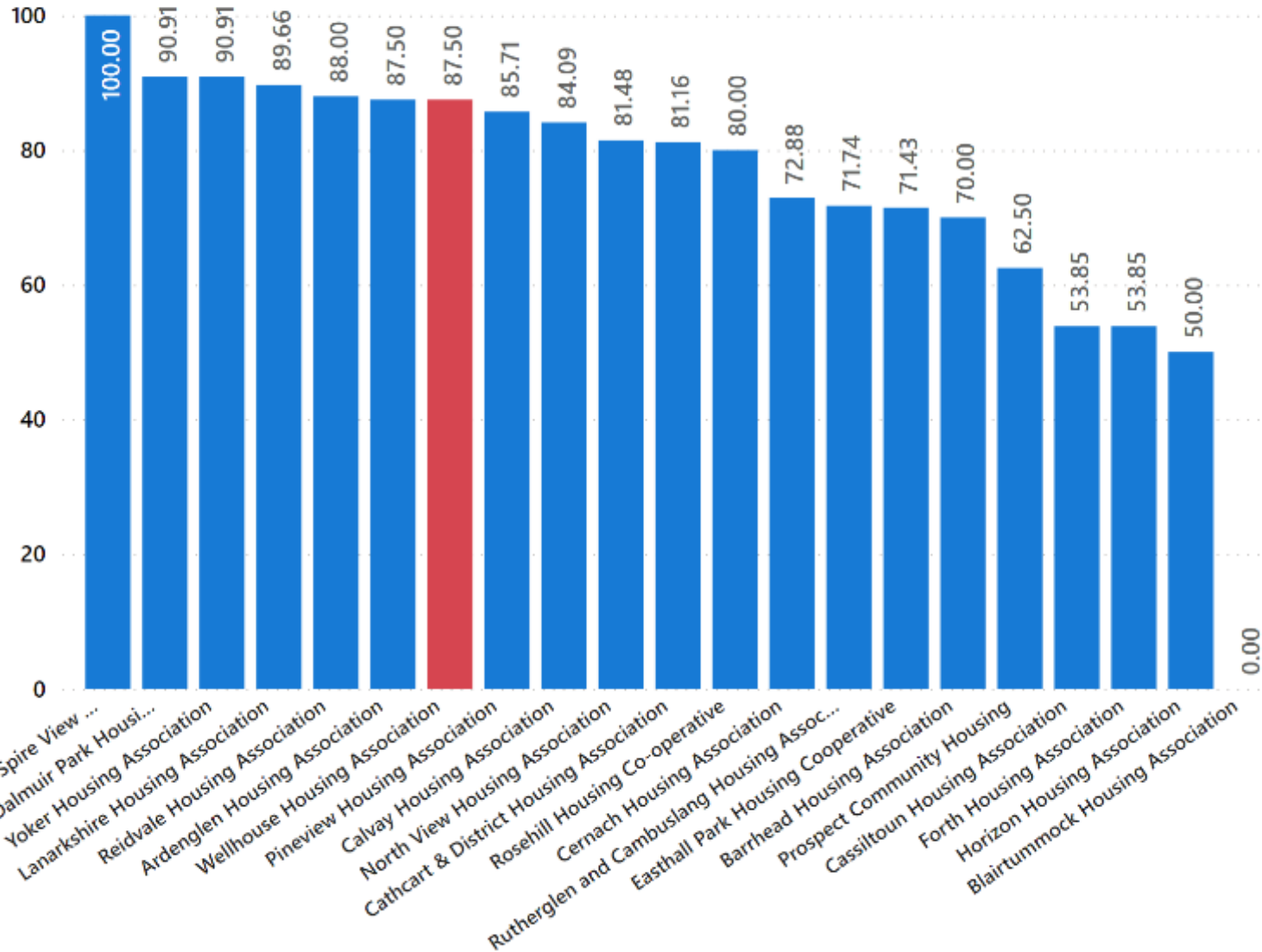
125 Percentage tenants who feel rent for their property represents good value for money



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	84.04	93.06	91.67
Peer Group 4 - Medium urban	87.79	87.34	86.58
All RSLs	83.48	82.96	82.81
SHN Average	83.56	82.77	82.51

# Factoring

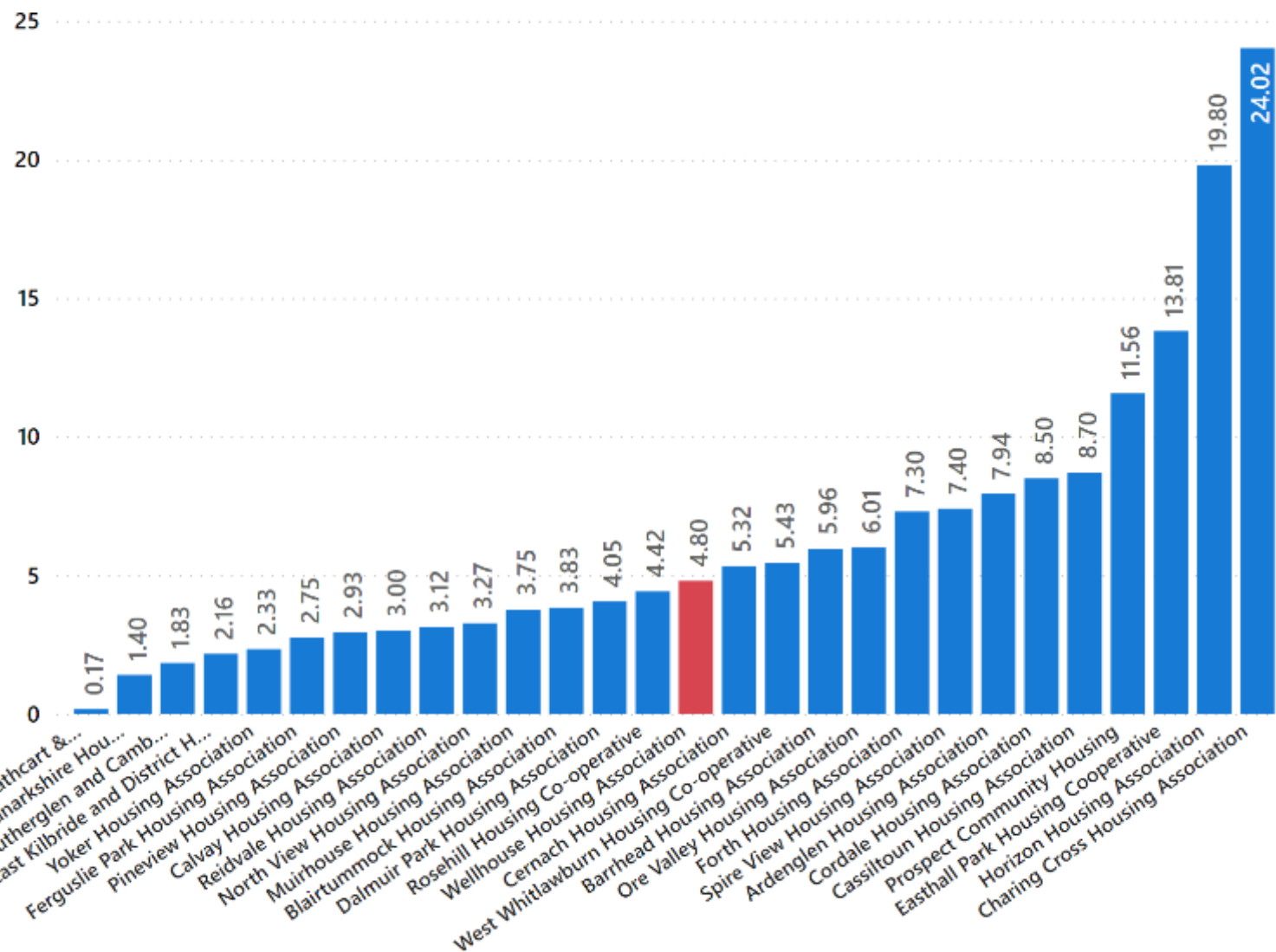
129 Percentage factored owners satisfied with factoring service



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	87.50	87.50	87.50
Peer Group 4 - Medium urban	76.17	75.06	73.96
All RSLs	68.17	66.30	67.20
SHN Average	66.84	65.05	65.38

# Complaints

13 Complaints per 100 homes & 14  
Time to respond to 1st & 2nd  
stage complaints



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	2.91	2.90	4.80
Peer Group 4 - Medium urban	6.33	4.31	6.05
All RSLs	6.66	5.11	7.24
SHN Average	5.13	3.69	5.45

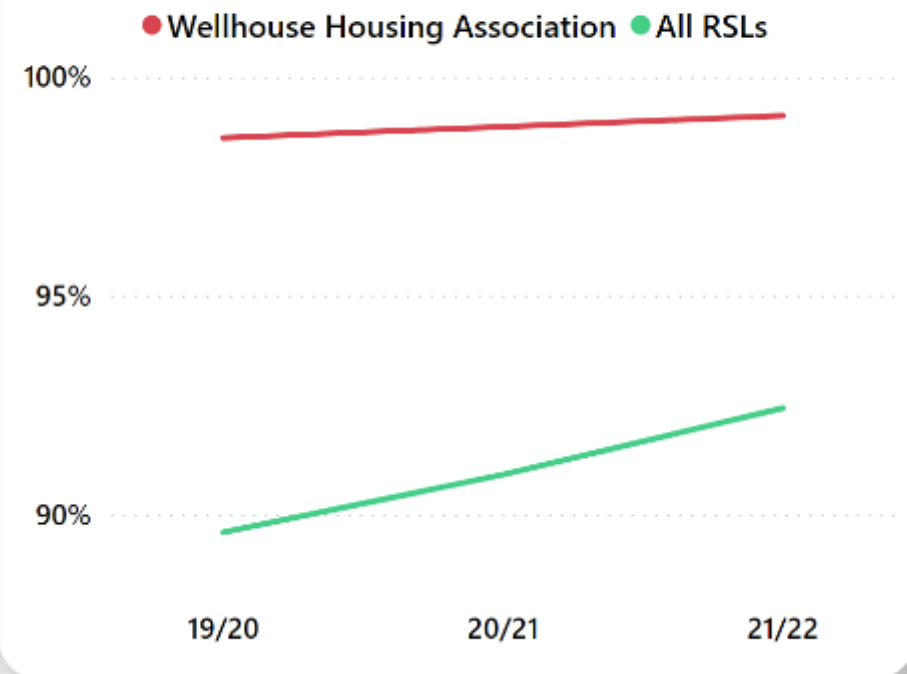
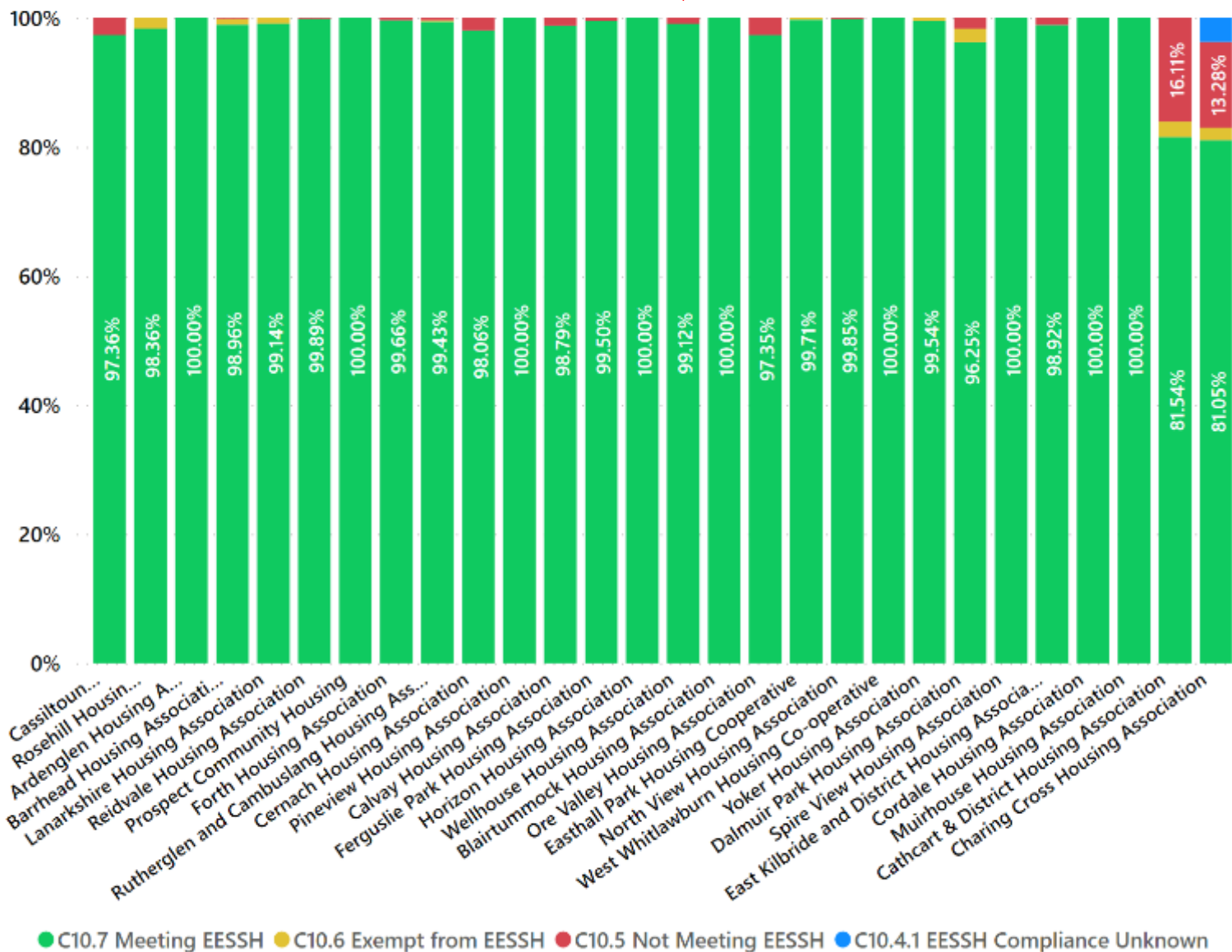
Organisation Name	21/22		
	13 complaints per 100 homes	14 Stage 1 complaints average time to respond	14 Stage 2 complaints average time to respond
Wellhouse Housing Association	4.80	3.88	12.60
All RSLs	7.24	4.41	17.16
SHN Average	5.45	5.76	27.44

SPSO Target

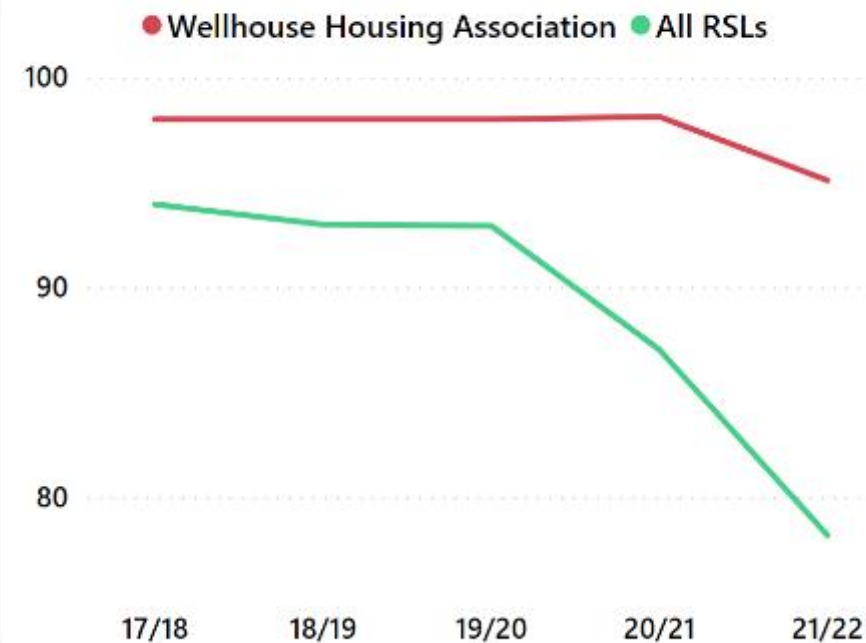
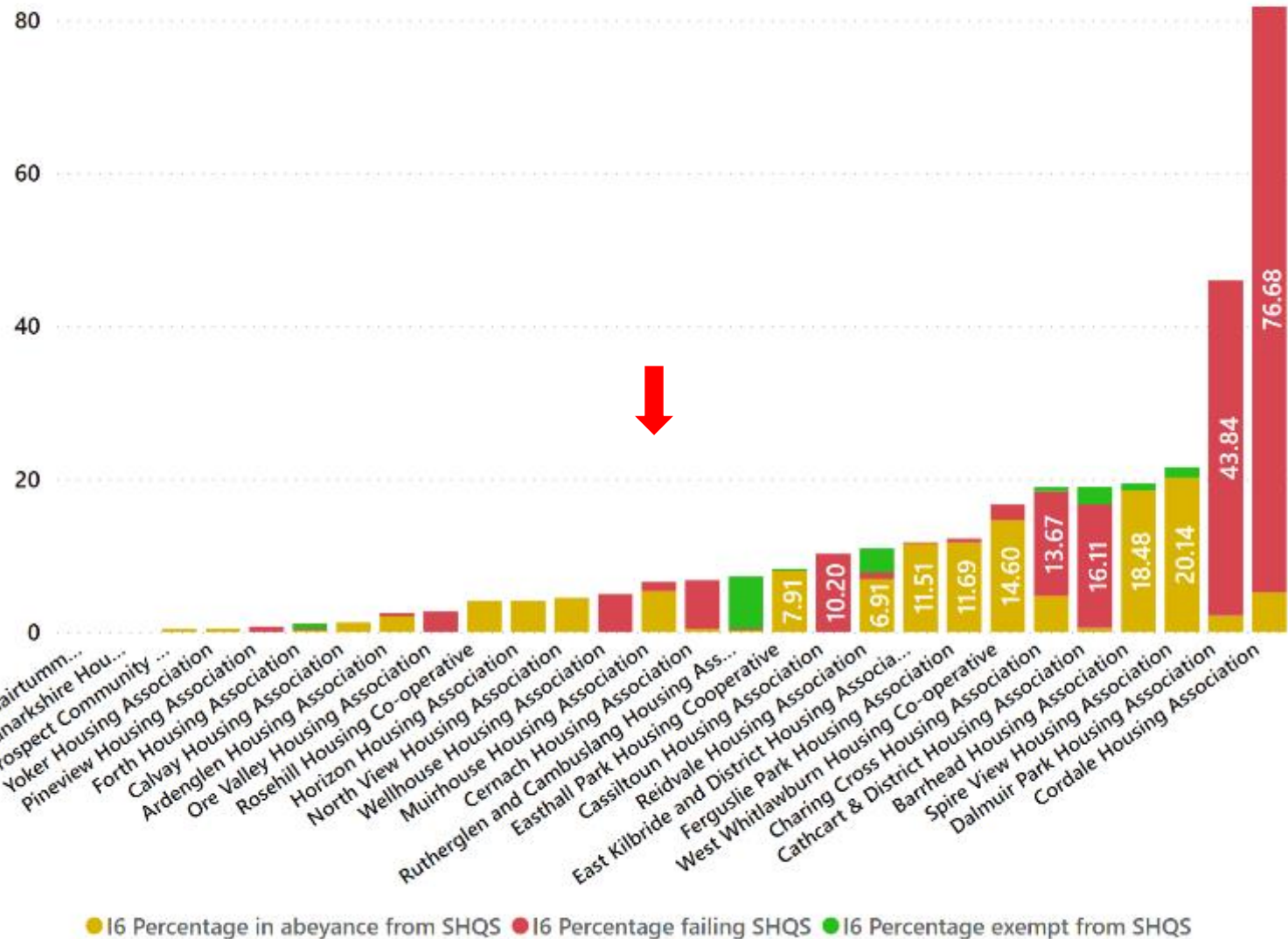
5 days    20 days

# Housing Quality & Maintenance





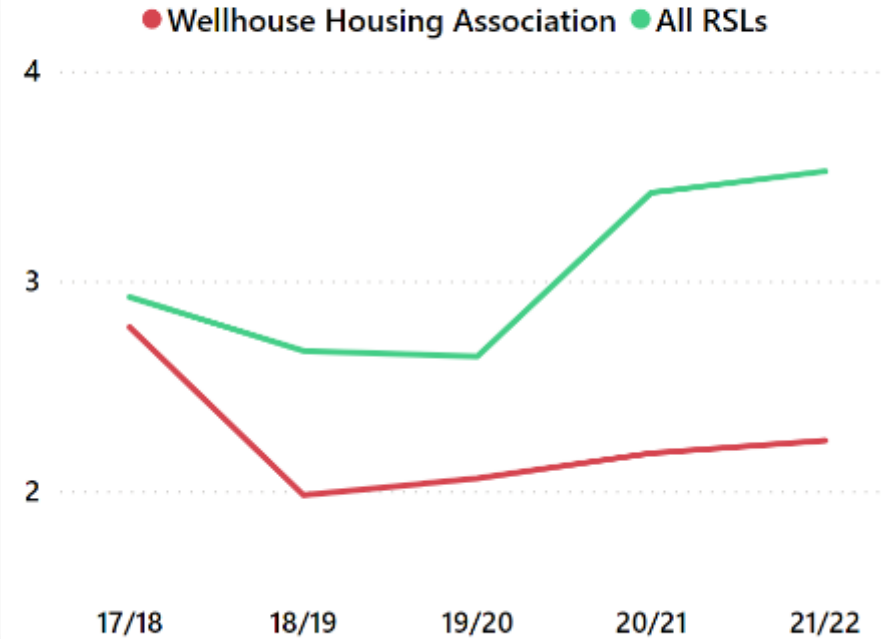
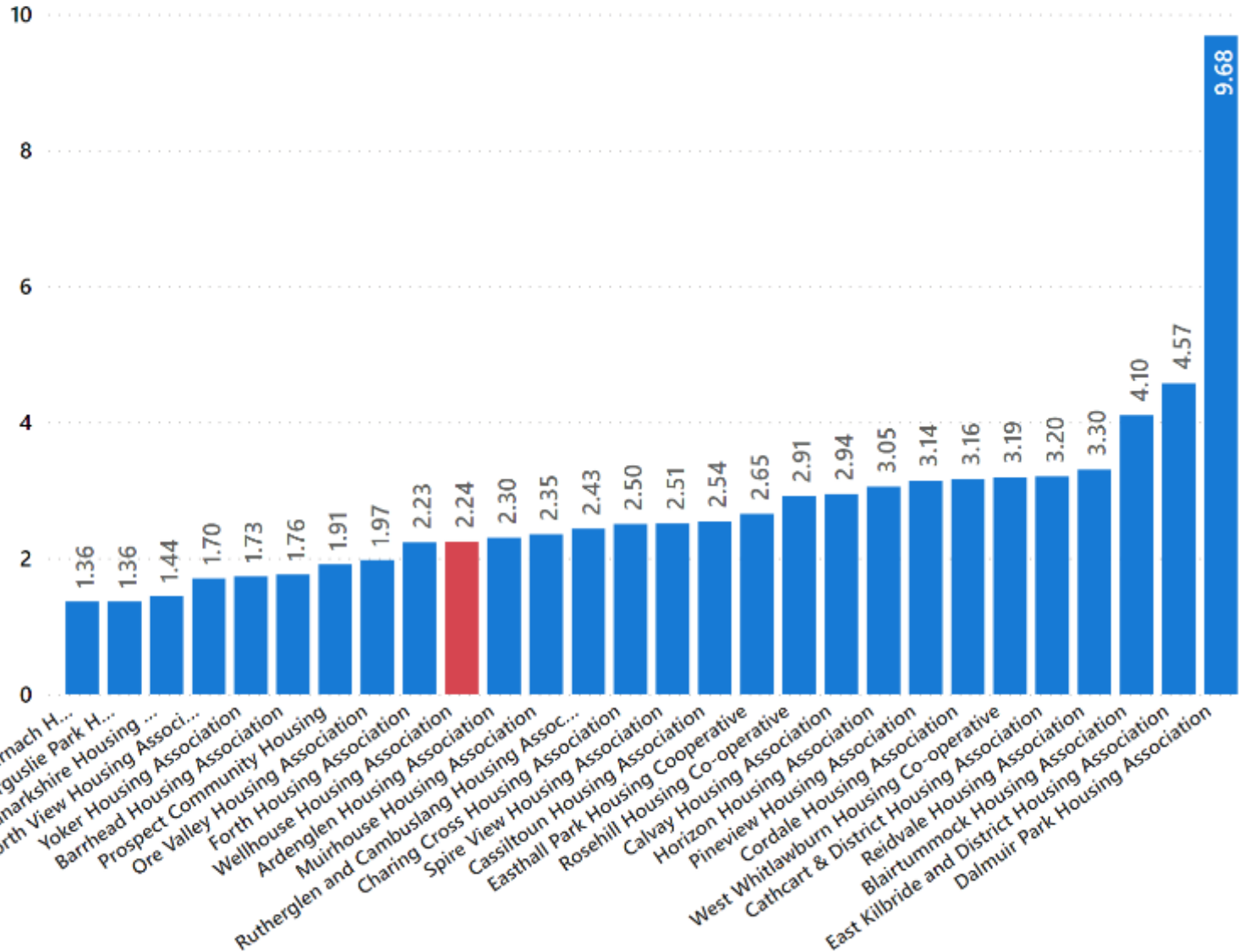
Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	98.61%	98.86%	99.12%
Peer Group 4 - Medium urban	97.17%	97.52%	98.32%
All RSLs	89.59%	90.91%	92.43%
SHN Average	87.34%	89.12%	87.89%



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	97.98	98.11	95.08
Peer Group 4 - Medium urban	98.13	96.74	90.18
All RSLs	92.91	87.02	78.18
SHN Average	94.36	86.84	74.57

# Emergency Repairs

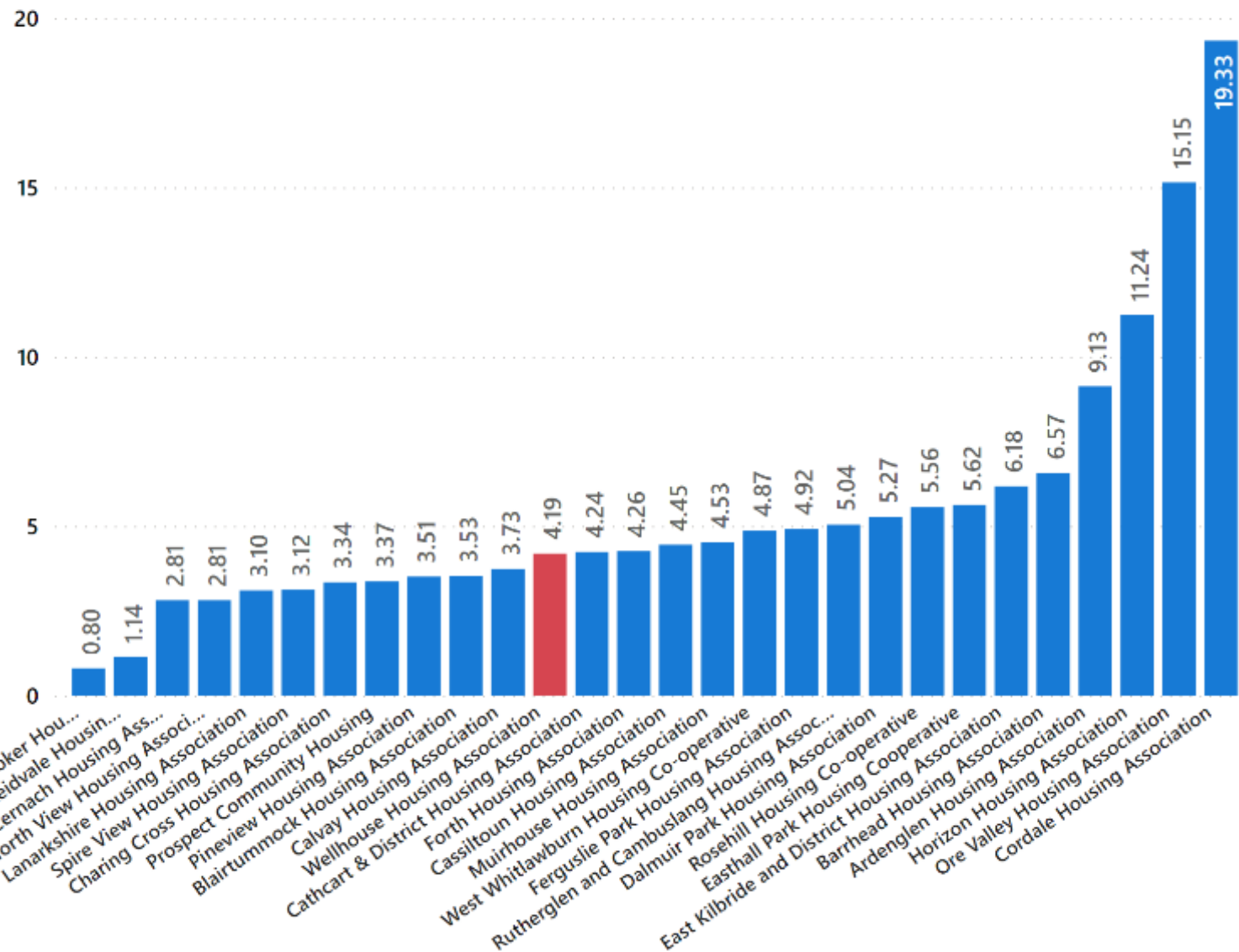
18 Average hours to complete emergency repairs



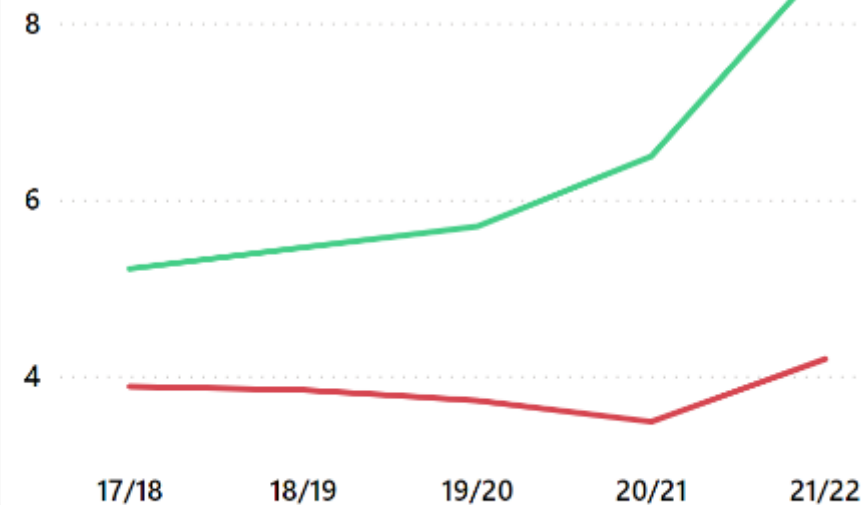
Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	2.06	2.18	2.24
Peer Group 4 - Medium urban	2.18	2.44	2.72
All RSLs	2.64	3.42	3.52
SHN Average	3.63	4.22	4.16

# Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



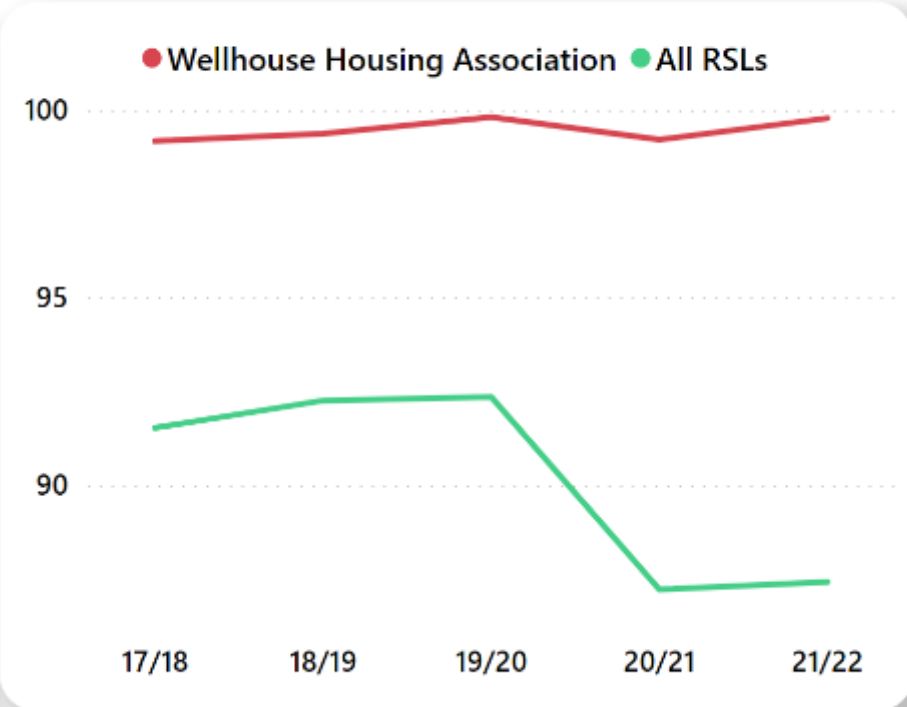
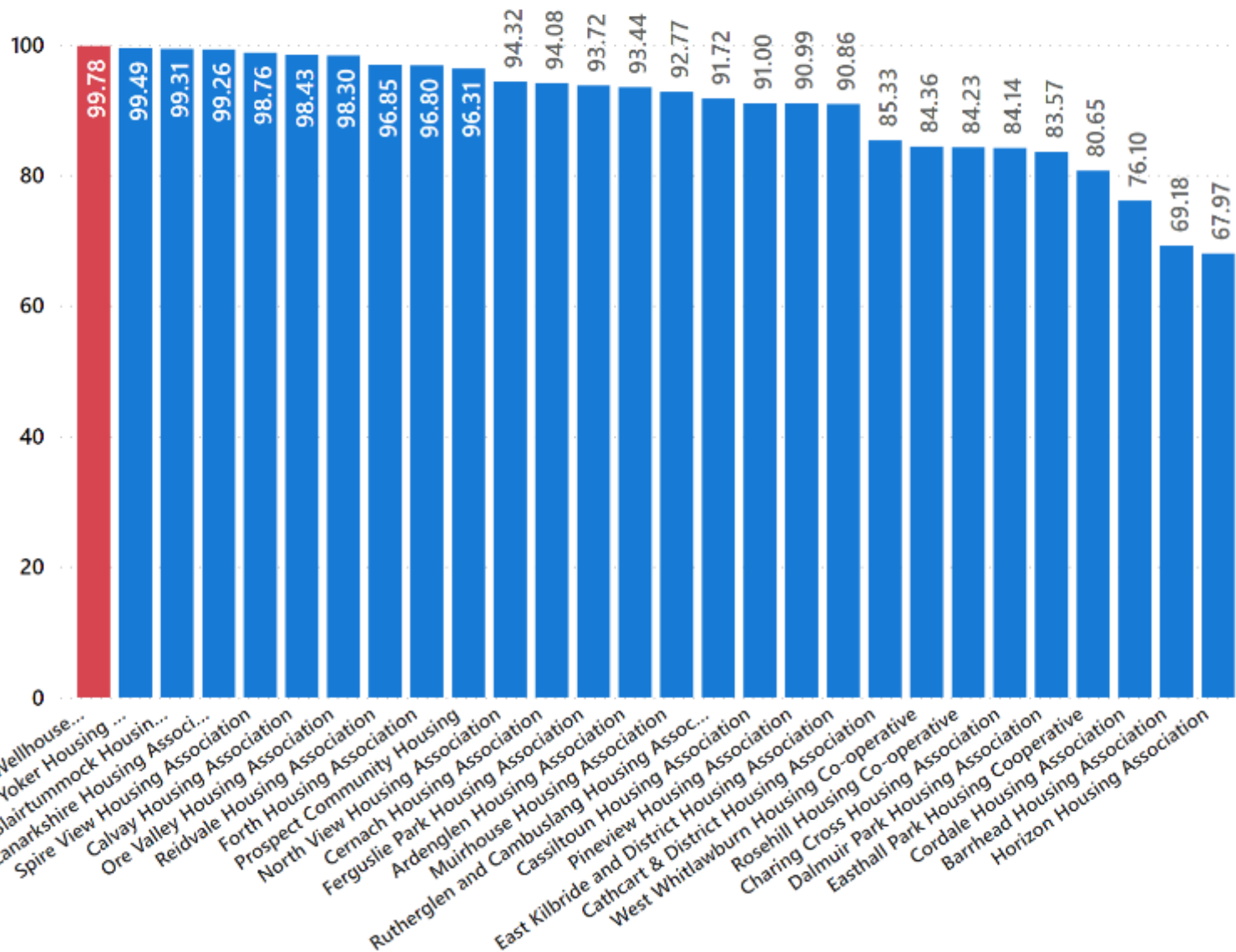
Wellhouse Housing Association All RSLs



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	3.72	3.48	4.19
Peer Group 4 - Medium urban	3.50	4.27	5.43
All RSLs	5.69	6.49	8.69
SHN Average	6.42	6.74	8.87

# Repairs Right First Time

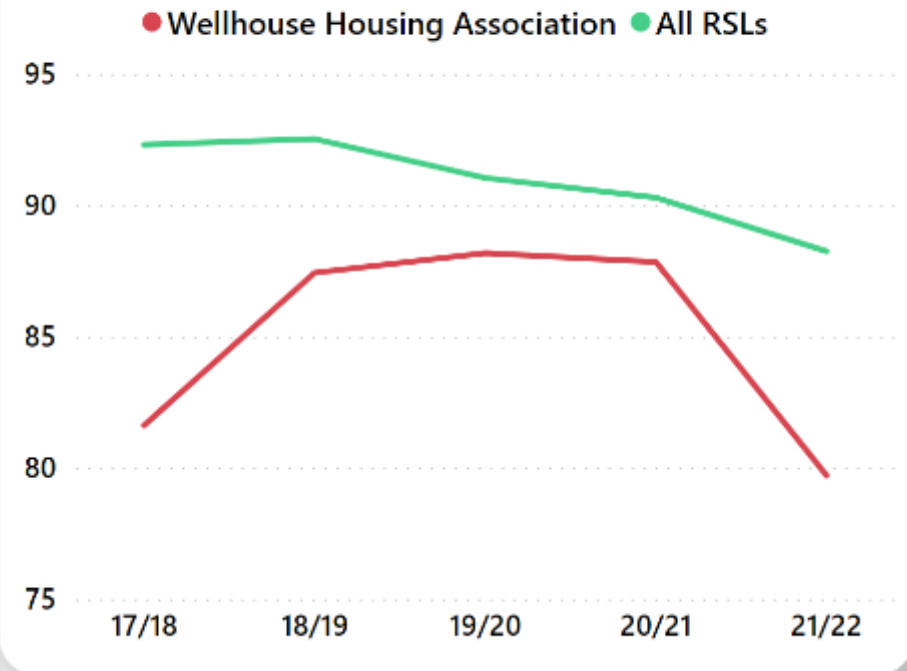
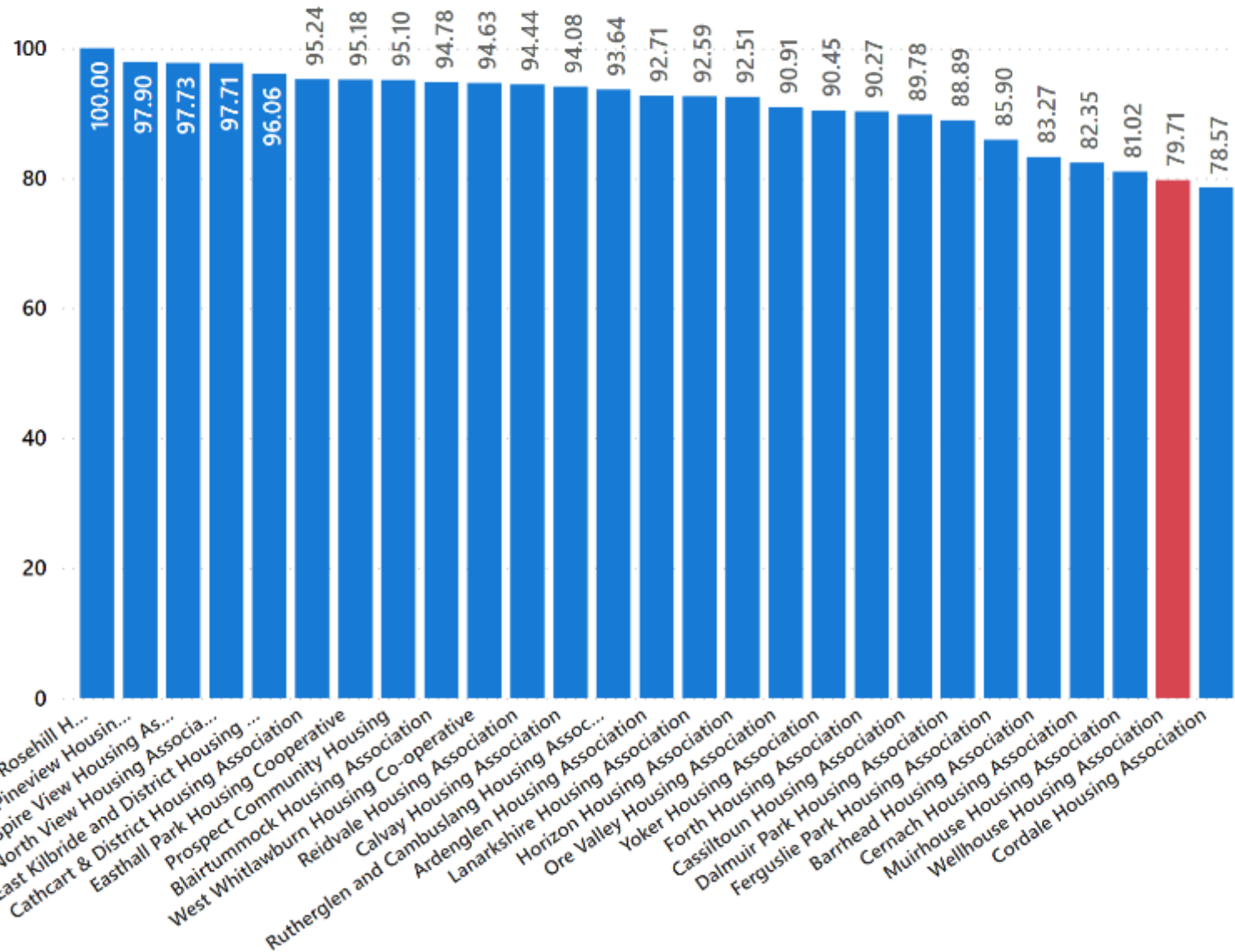
110 Percentage reactive repairs completed right first time



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	99.81	99.21	99.78
Peer Group 4 - Medium urban	93.92	92.68	90.80
All RSLs	92.35	87.22	87.41
SHN Average	92.36	91.46	88.27

# Repairs Satisfaction

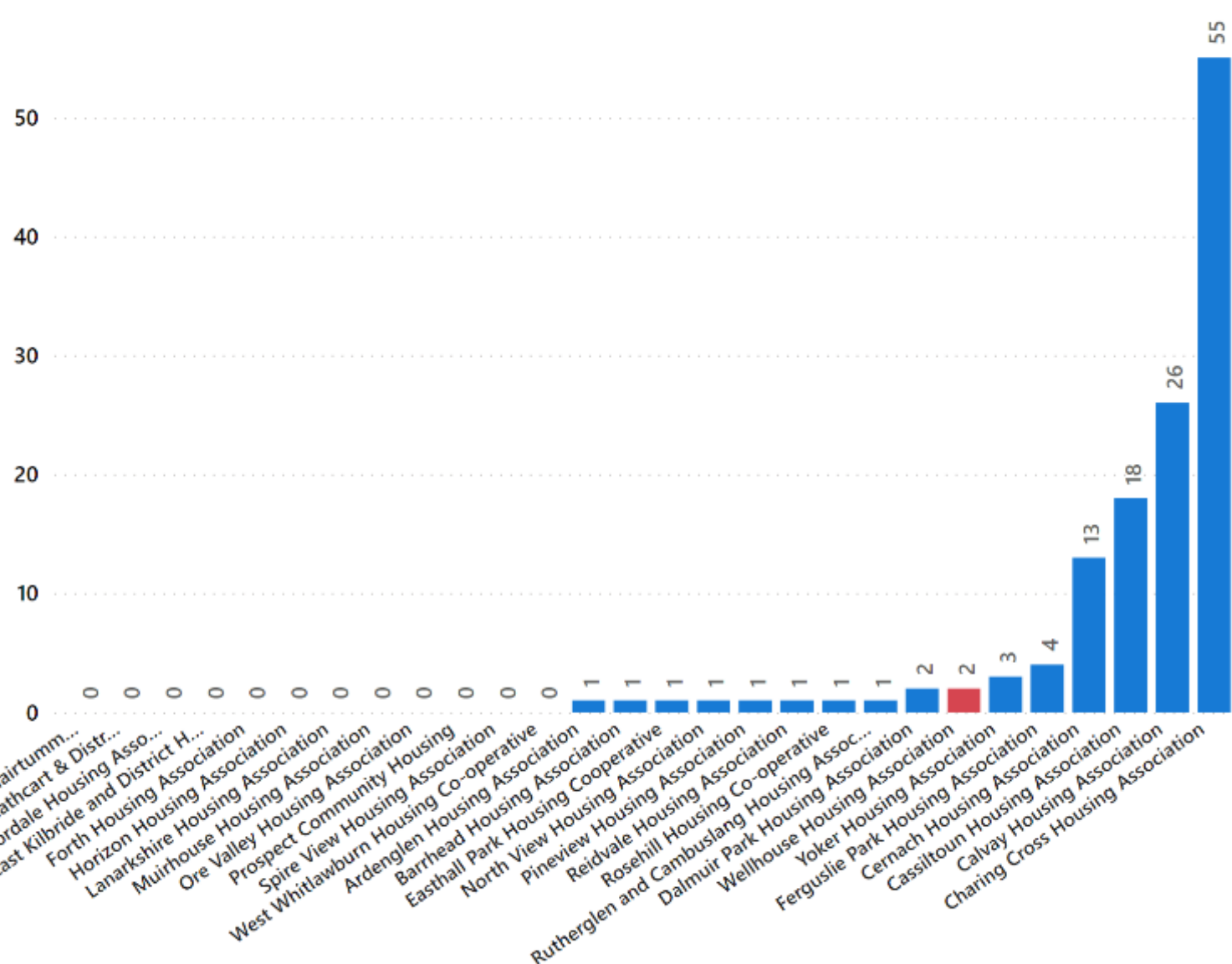
112 Percentage tenants satisfied with repairs service



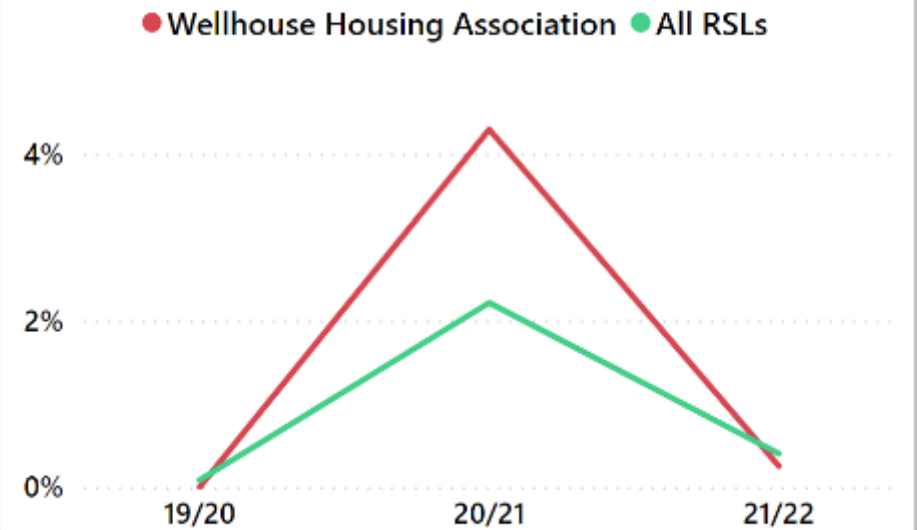
Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	88.18	87.84	79.71
Peer Group 4 - Medium urban	93.27	92.38	91.28
All RSLs	91.04	90.29	88.25
SHN Average	90.83	90.05	88.01

# Gas Safety

117.1 Lettable self-contained houses year end

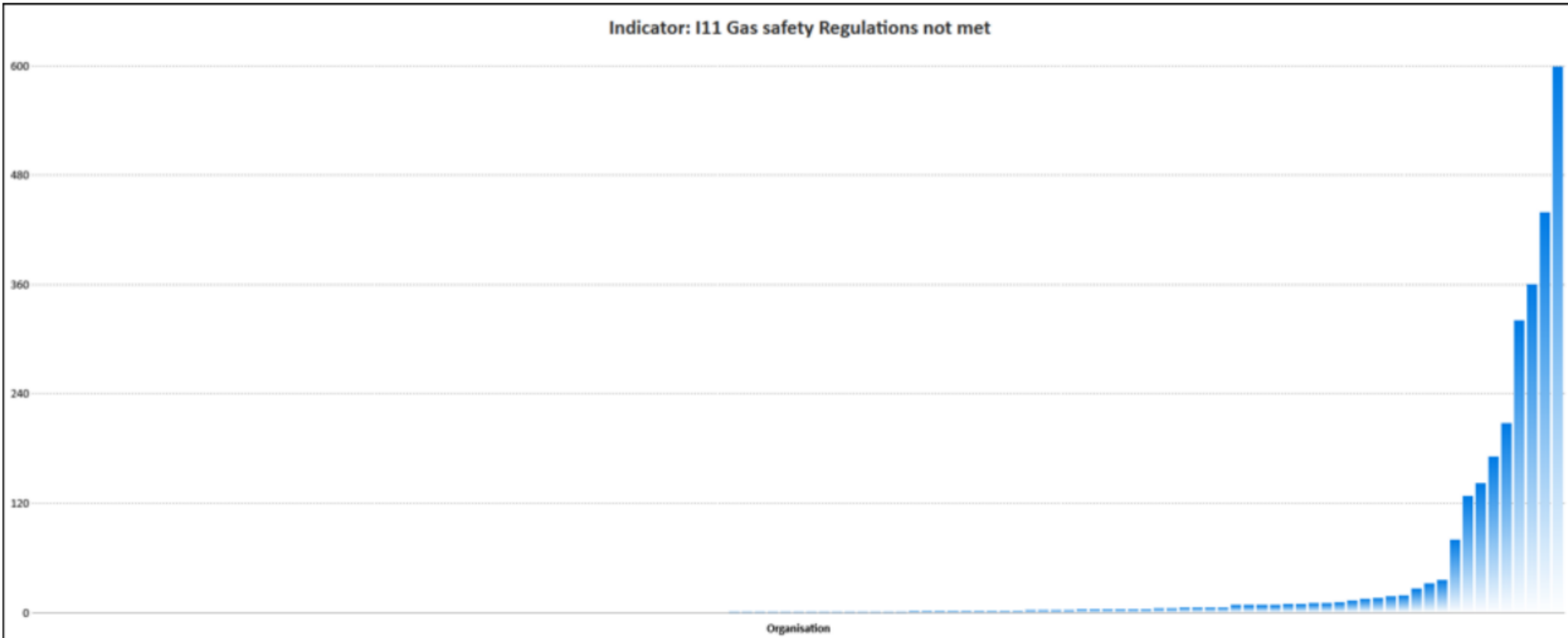


## 111 Gas safety fails count as a percentage of C17 Total lettable stock



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	0	34	2
Peer Group 4 - Medium urban	9	569	131
All RSLs	208	5,572	1,012
SHN Average	496	17,479	3,028

Indicator: I11 Gas safety Regulations not met





# Access to Housing

## Housing Lists & Lets



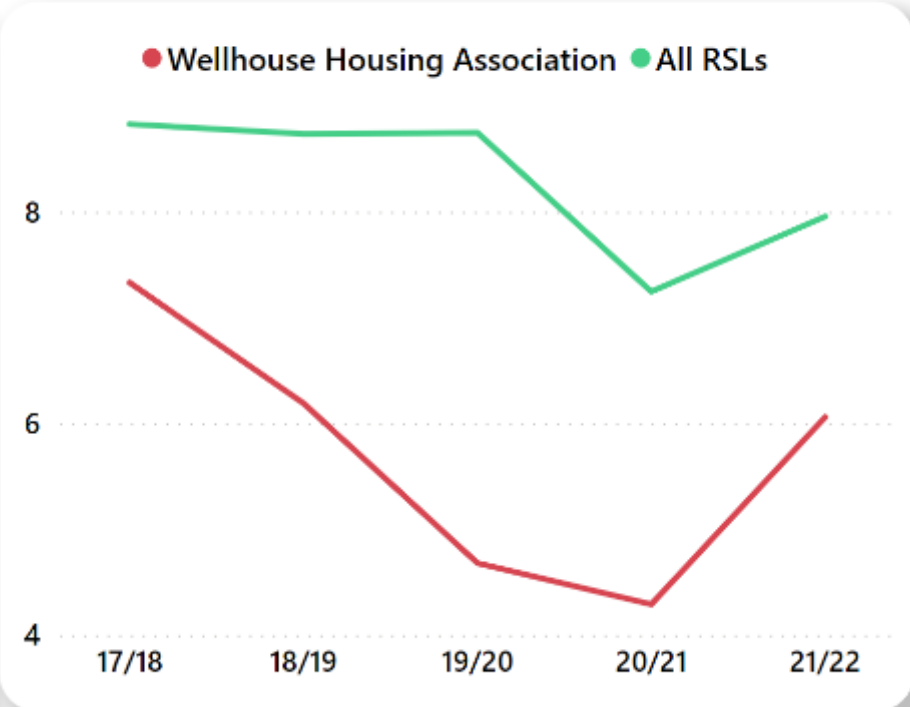
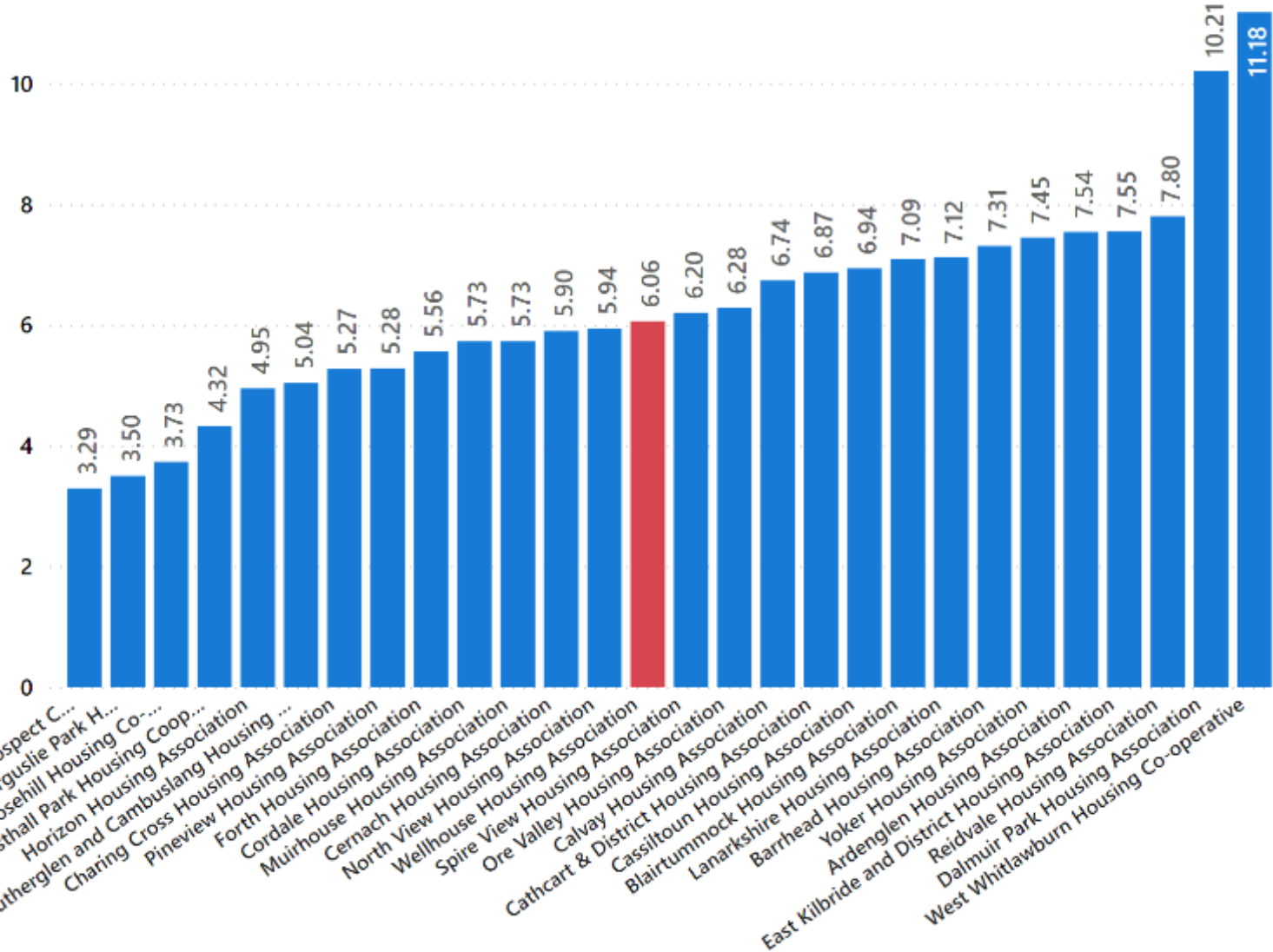
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<b>C2.1 The number of lets to existing tenants</b>	<b>10</b>
<b>C2.2 The number of lets to housing list applicants</b>	<b>27</b>
<b>C2.3 The number of mutual exchanges</b>	<b>7</b>
<b>C2.4 The number of lets from other sources</b>	<b>1</b>
<b>C2.5 The number of lets to homeless applicants</b>	<b>10</b>
<b>C3.1 General needs lets</b>	<b>48</b>
<b>C3.2 Supported housing lets</b>	<b>0</b>

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# Turnover

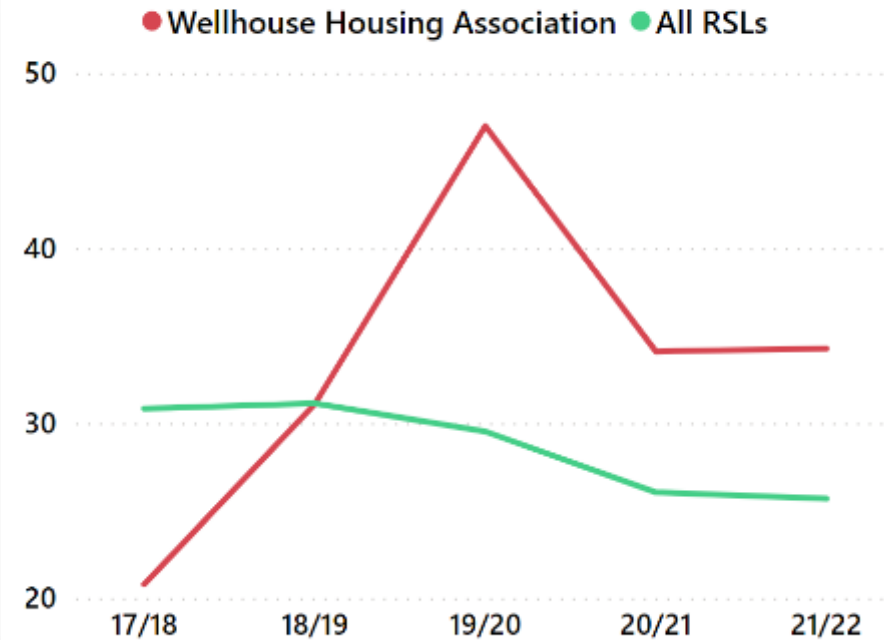
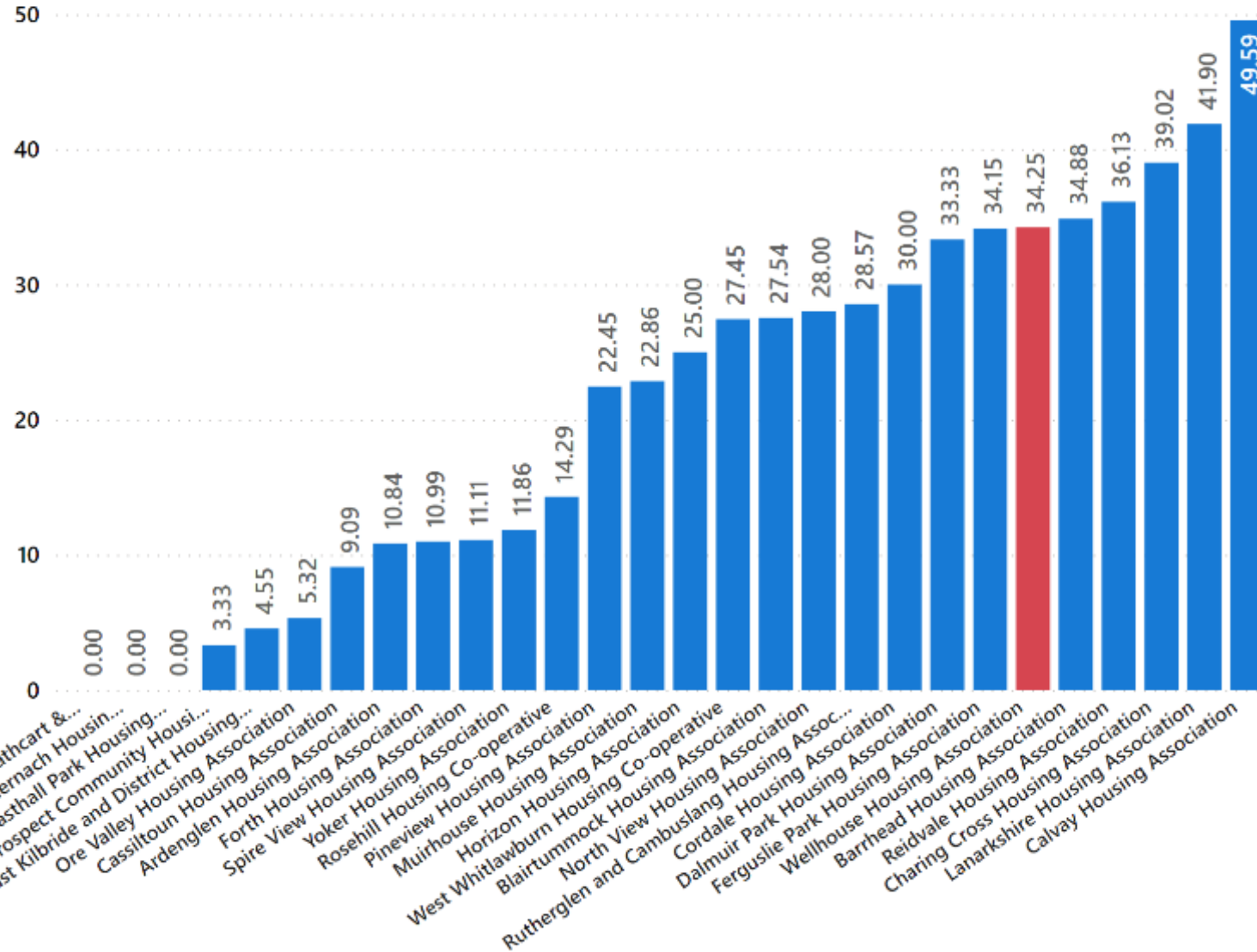
117 Percentage lettable self-contained houses that became vacant in year



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	4.68	4.29	6.06
Peer Group 4 - Medium urban	6.78	5.92	6.25
All RSLs	8.75	7.25	7.96
SHN Average	8.42	6.95	7.76

# Offers Refused

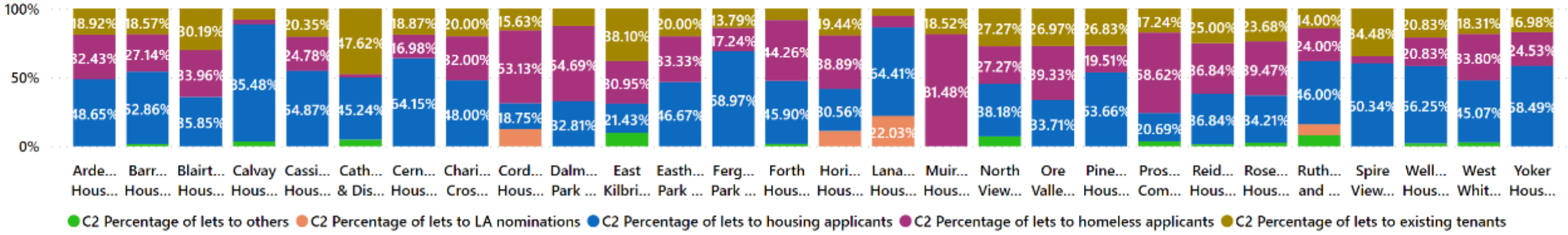
114 Percentage tenancy offers refused



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	46.97	34.09	34.25
Peer Group 4 - Medium urban	26.05	23.70	22.99
All RSLs	29.52	26.04	25.68
SHN Average	34.20	31.94	32.93

# Lets by Source

C2 percentage of lets by source of let

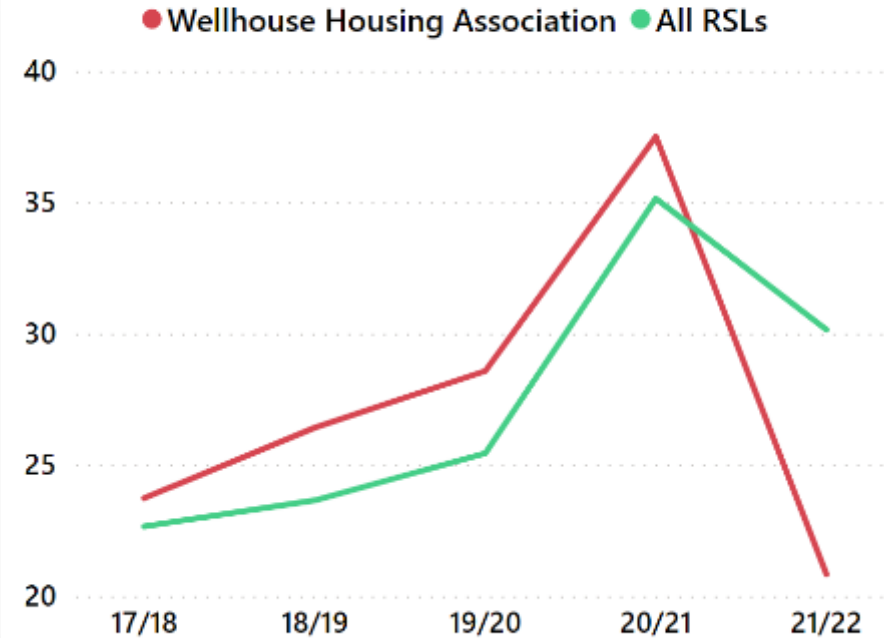
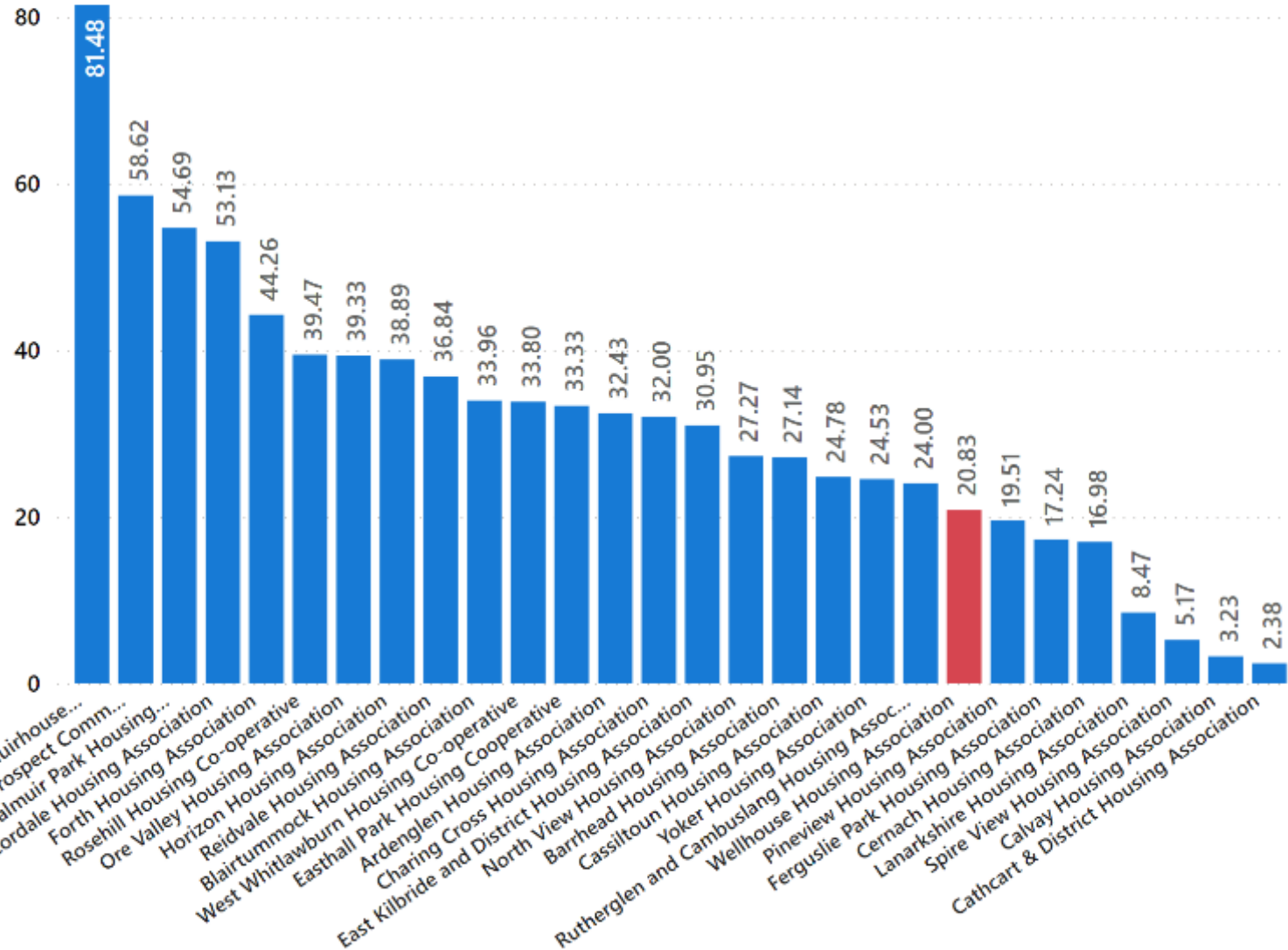


Indicator	17/18		18/19		19/20		20/21		21/22	
	Wellhouse Housing Association	All RSLs	Wellhouse Housing Association	All RSLs	Wellhouse Housing Association	All RSLs	Wellhouse Housing Association	All RSLs	Wellhouse Housing Association	All RSLs
C2 Percentage of lets to existing tenants	15.25	14.91	15.09	13.77	8.57	13.55	12.50	13.48	20.83	14.09
C2 Percentage of lets to homeless applicants	23.73	22.65	26.42	23.65	28.57	25.44	37.50	35.14	20.83	30.15
C2 Percentage of lets to housing applicants	61.02	55.08	54.72	51.63	62.86	52.86	50.00	44.35	56.25	47.95
C2 Percentage of lets to LA nominations	0.00	3.69	0.00	3.63	0.00	4.71	0.00	3.74	0.00	4.46
C2 Percentage of lets to others	0.00	3.67	3.77	3.58	0.00	3.44	0.00	3.28	2.08	3.36

Organisation Name	C2.1 The number of lets to existing tenants	C2.2 The number of lets to housing list applicants	C2.3 The number of mutual exchanges	C2.4 The number of lets from other sources	C2.5 The number of lets to homeless applicants	C2.6 Other nominations from local authorities
Wellhouse Housing Association	10	27	7	1	10	0

# Lets to Homeless

## C2 Percentage of lets to homeless applicants



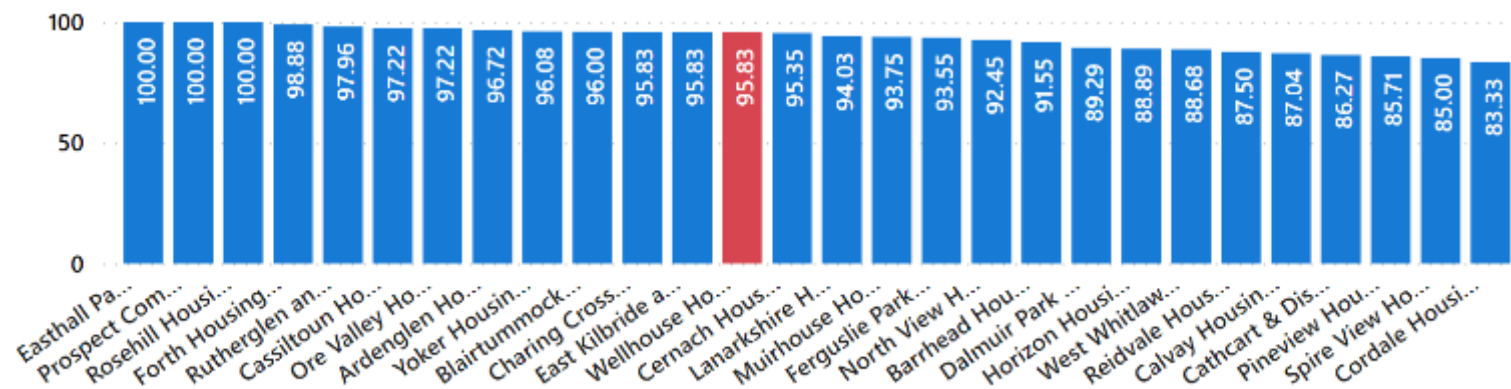
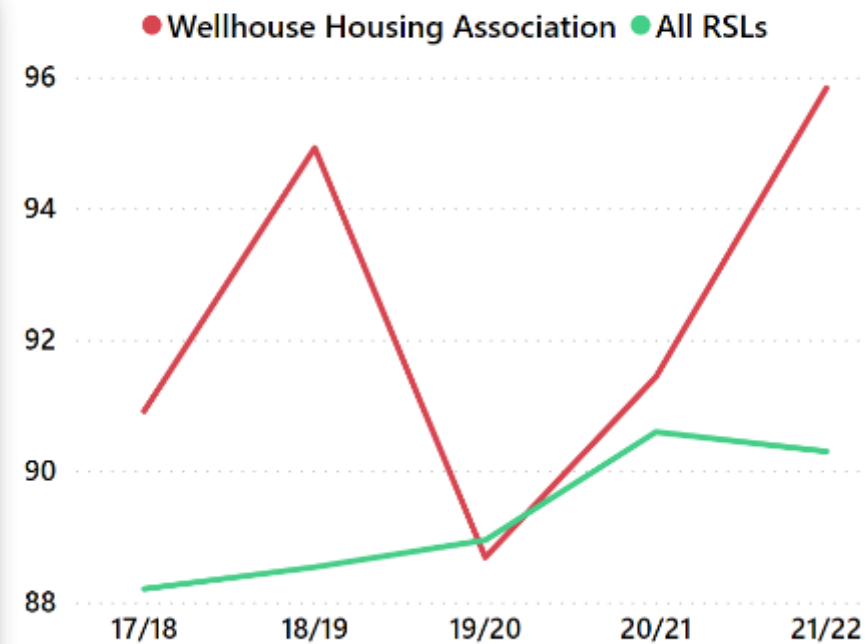
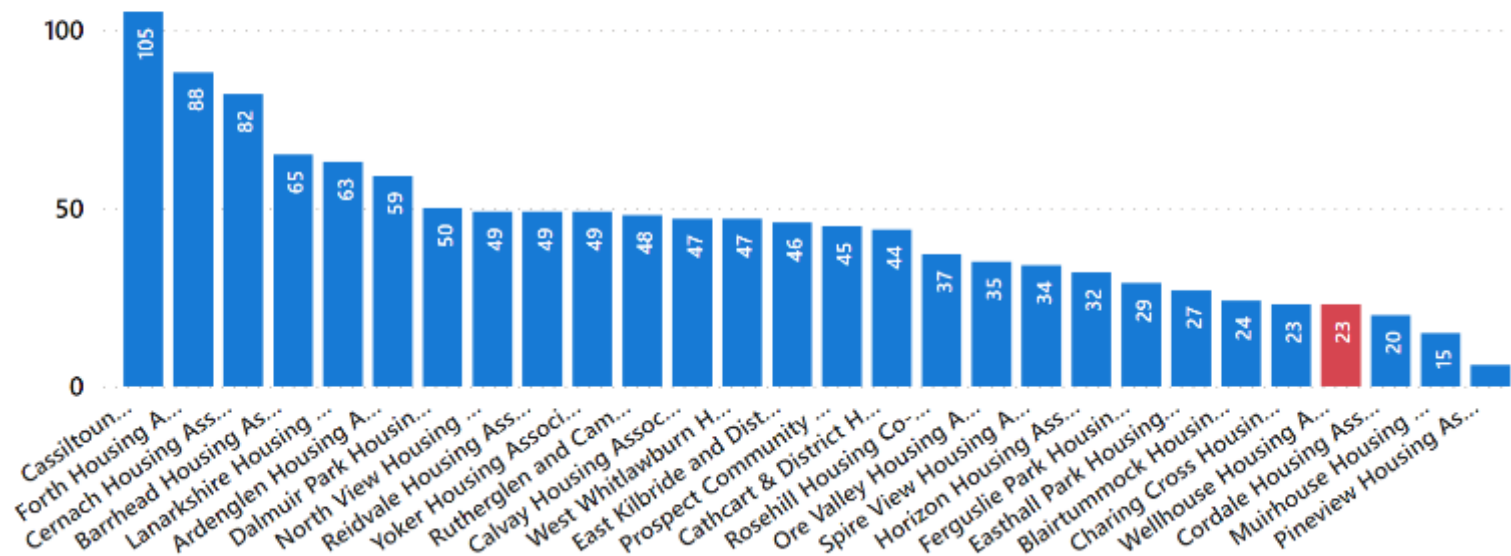
Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	28.57	37.50	20.83
Peer Group 4 - Medium urban	27.57	34.24	30.20
All RSLs	25.44	35.14	30.15
SHN Average	34.41	43.83	39.10

# Tenancy Sustainment

116 Percentage tenancies began in previous year remained more than a year - all



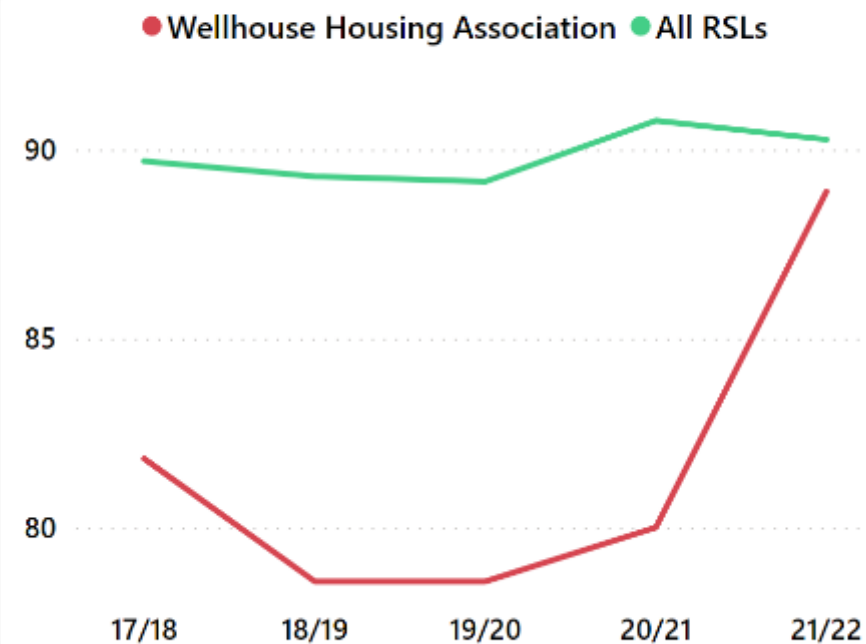
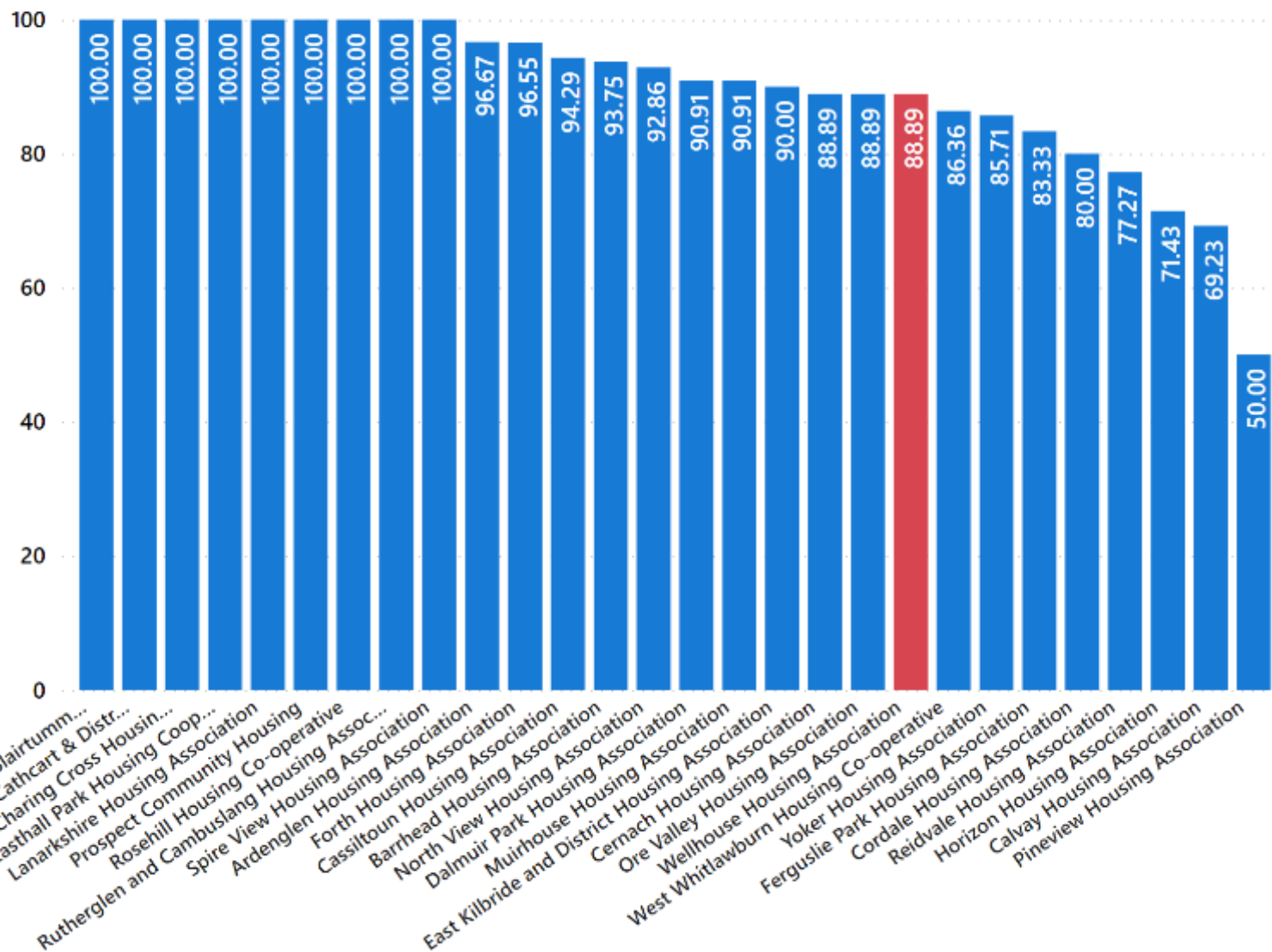
Number of tenancies began in previous year remained more than a year - all



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	88.68	91.43	95.83
Peer Group 4 - Medium urban	92.36	93.75	93.77
All RSLs	88.94	90.59	90.29
SHN Average	89.14	90.89	90.75

# Tenancy Sustainment (Homeless)

116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	78.57	80.00	88.89
Peer Group 4 - Medium urban	88.54	91.90	91.88
All RSLs	89.15	90.77	90.27
SHN Average	88.12	90.16	90.22

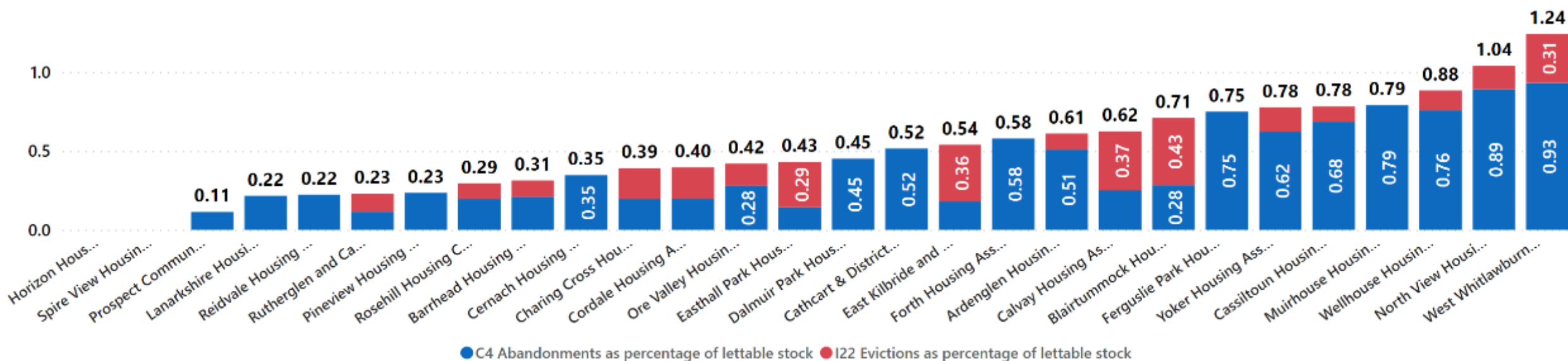


# Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

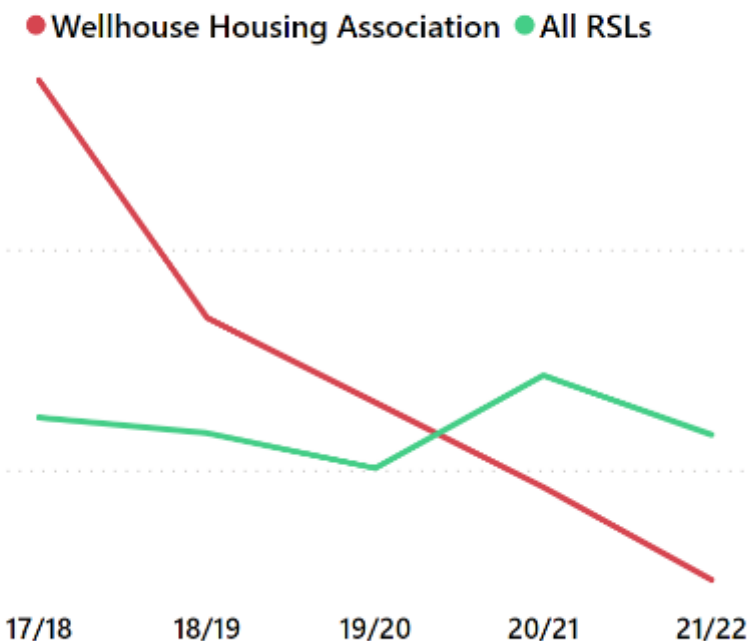
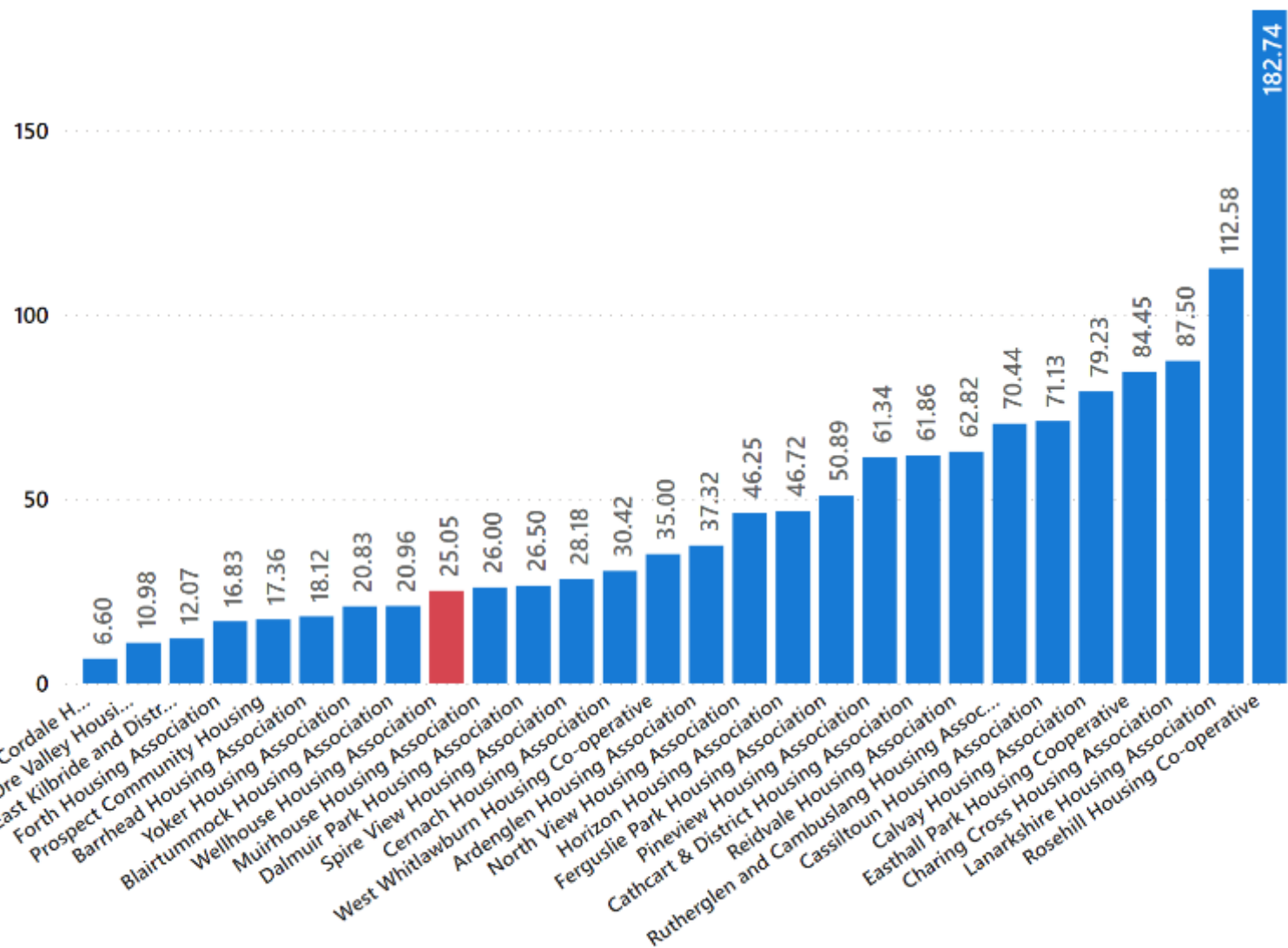


Organisation Name	19/20		20/21		21/22	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Wellhouse Housing Association	0.76	0.00	0.51	0.00	0.76	0.13
Peer Group 4 - Medium urban	0.44	0.27	0.41	0.05	0.37	0.10
All RSLs	0.54	0.27	0.36	0.03	0.39	0.10
SHN Average	0.57	0.31	0.36	0.02	0.45	0.06



# Medical Adaptations

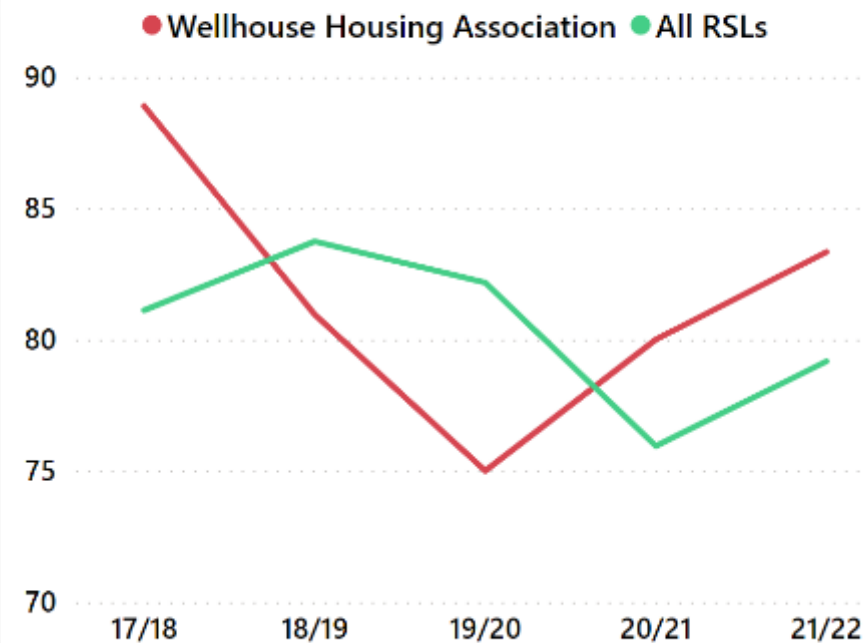
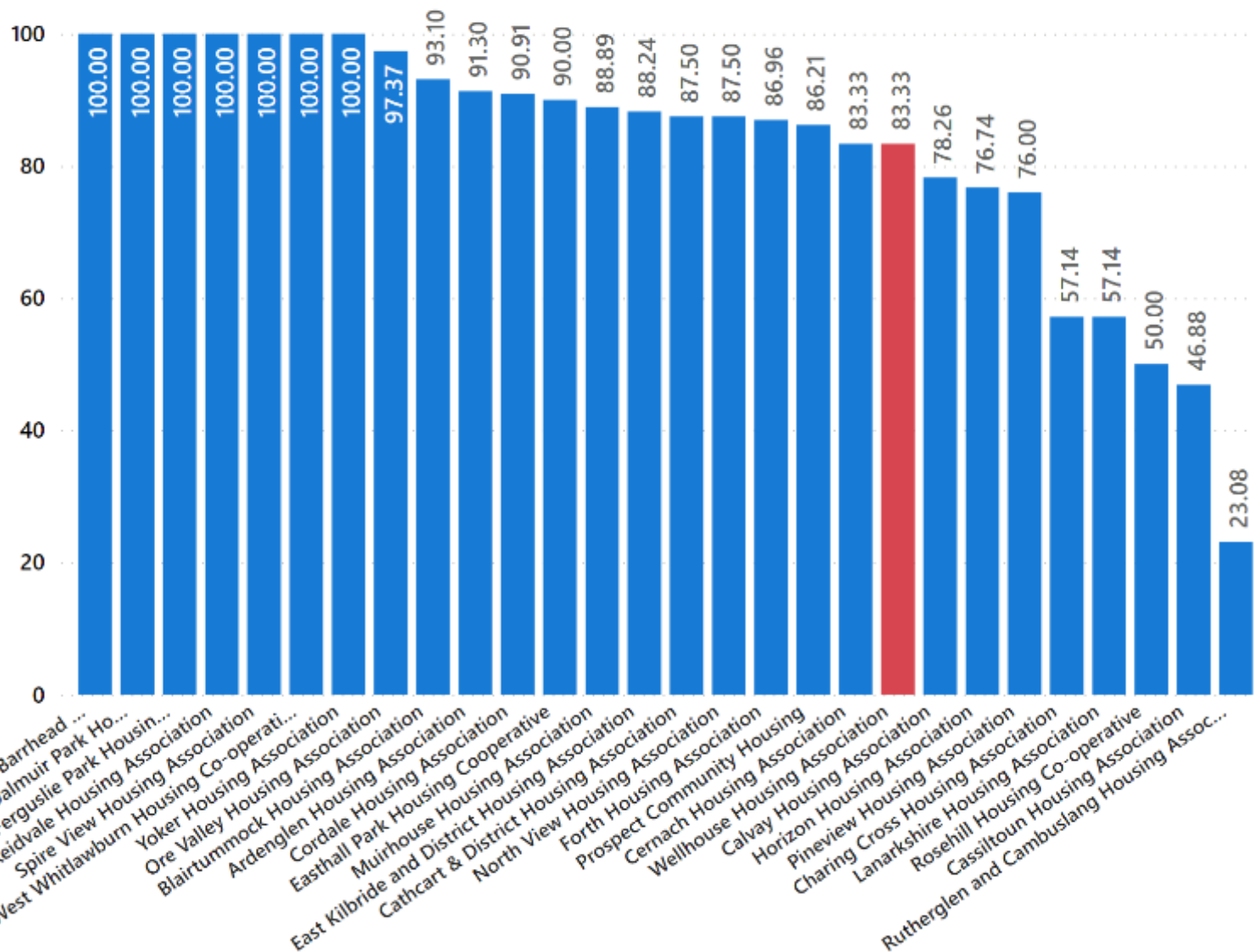
121 Average days to complete approved adaptations



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	65.28	46.06	25.05
Peer Group 4 - Medium urban	37.39	36.56	40.66
All RSLs	50.37	71.40	57.96
SHN Average	41.51	58.00	54.35

# Medical Adaptations

119 Percentage approved applications for medical adaptations completed

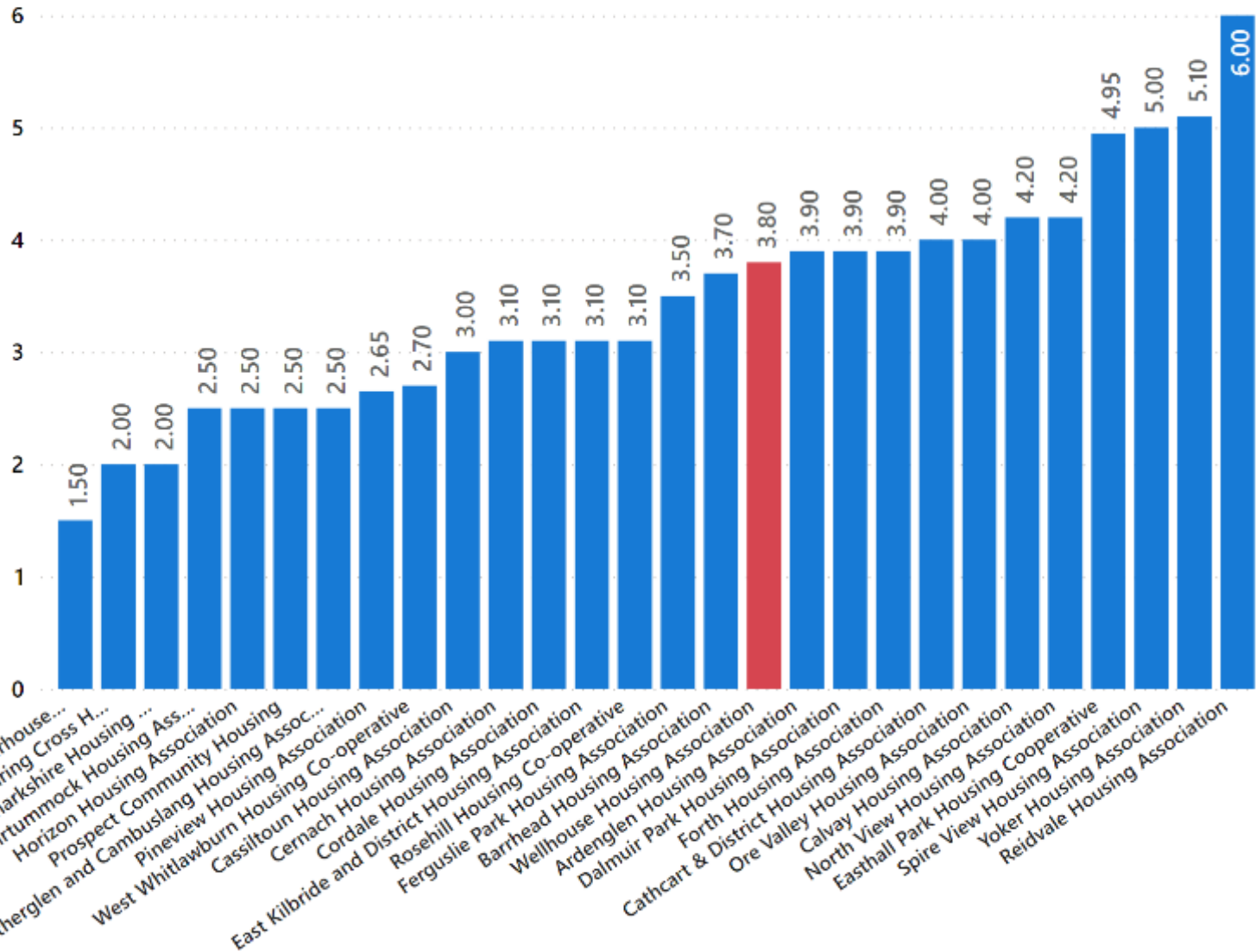


Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	75.00	80.00	83.33
Peer Group 4 - Medium urban	86.76	75.29	81.76
All RSLs	82.17	75.94	79.17
SHN Average	83.86	69.92	78.22

# Rents

# Rents

**C5 Percentage average weekly rent increase to be applied next year & C17 Average weekly rent**

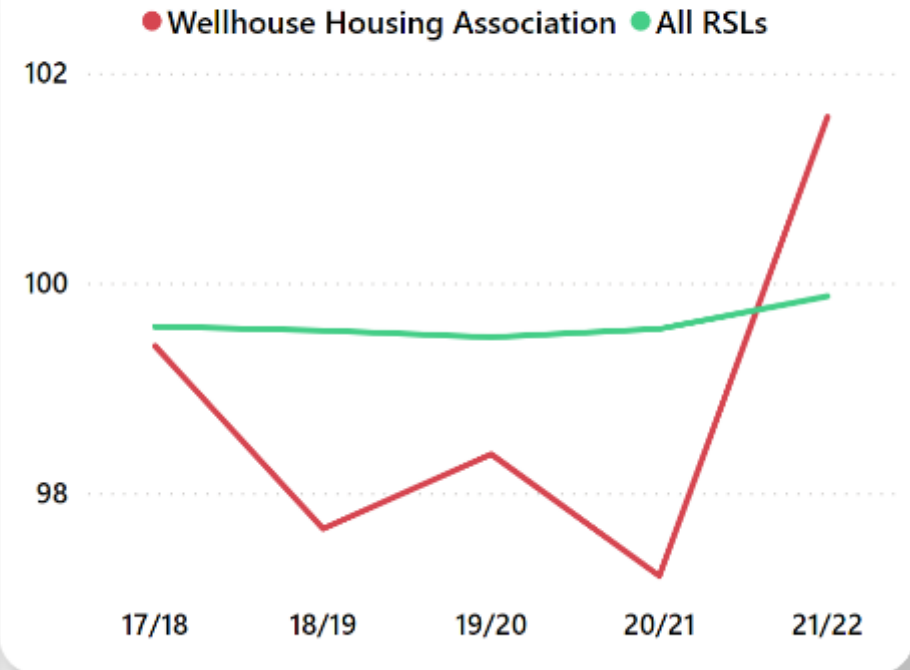
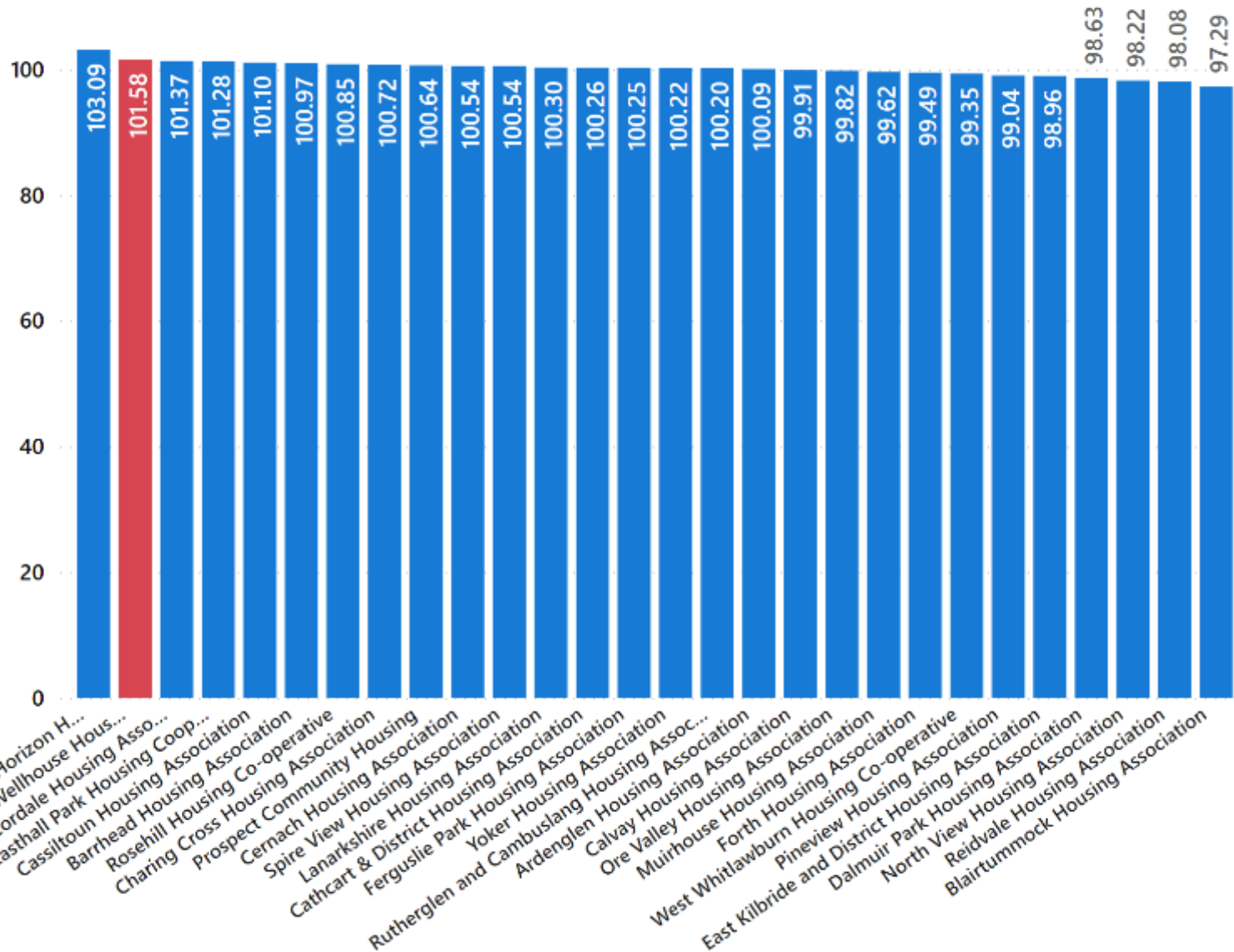


Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	2.50	1.70	3.80
Peer Group 4 - Medium urban	2.31	1.18	3.39
All RSLs	2.40	1.15	3.25
SHN Average	2.49	1.22	2.98

Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	77.95		81.25
Peer Group 4 - Medium urban	79.93	82.63	83.74
All RSLs	88.24	89.96	91.61
SHN Average	81.47	83.78	85.36

# Rent Collection

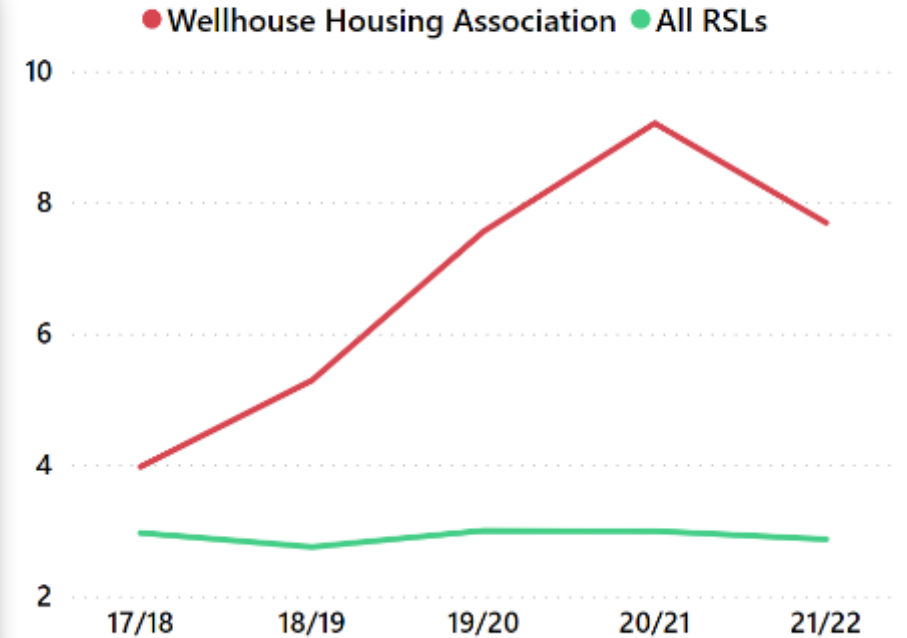
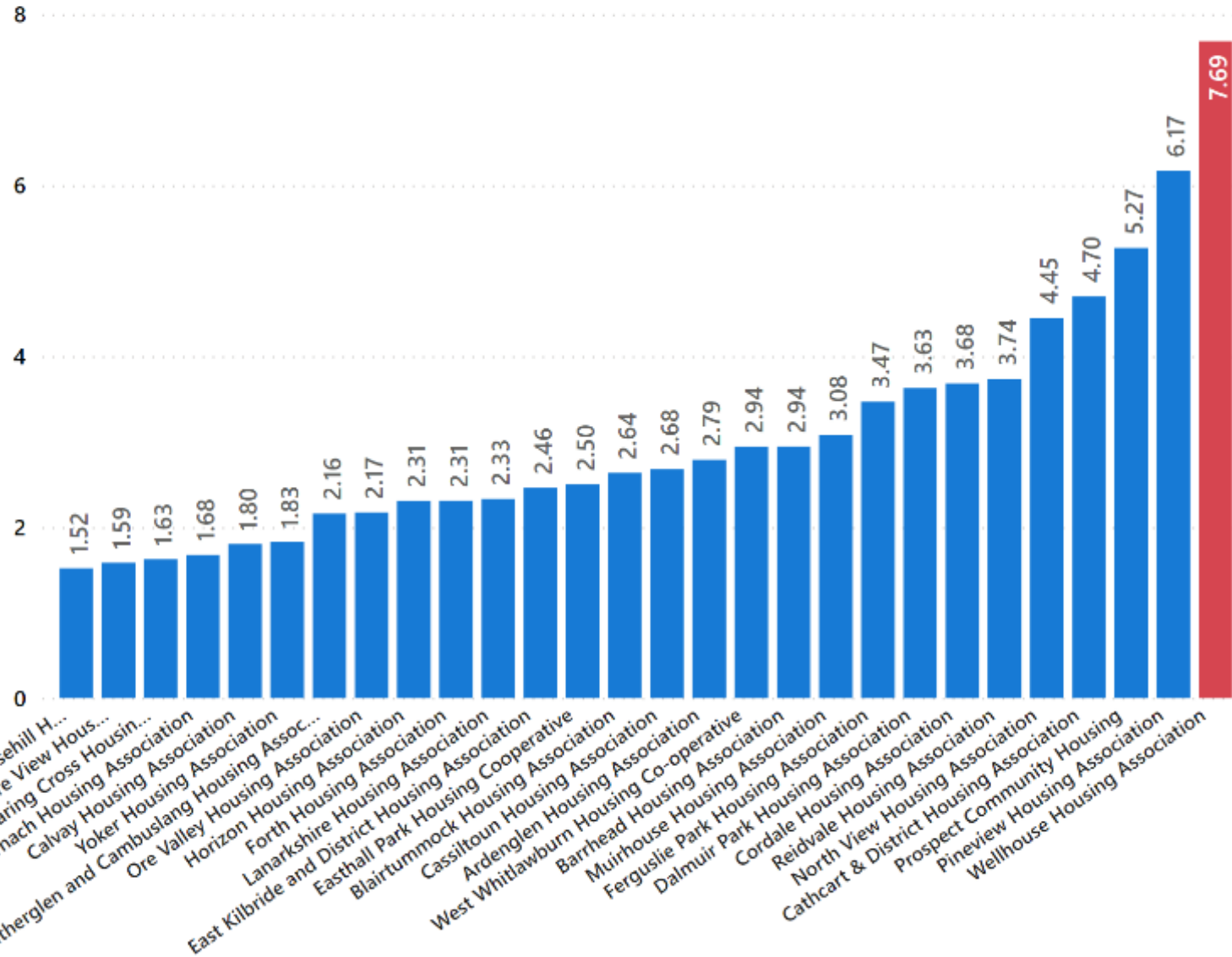
126 Percentage collected of rent due



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	98.37	97.21	101.58
Peer Group 4 - Medium urban	99.22	99.51	100.96
All RSLs	99.48	99.56	99.87
SHN Average	99.30	99.08	99.28

# Arrears

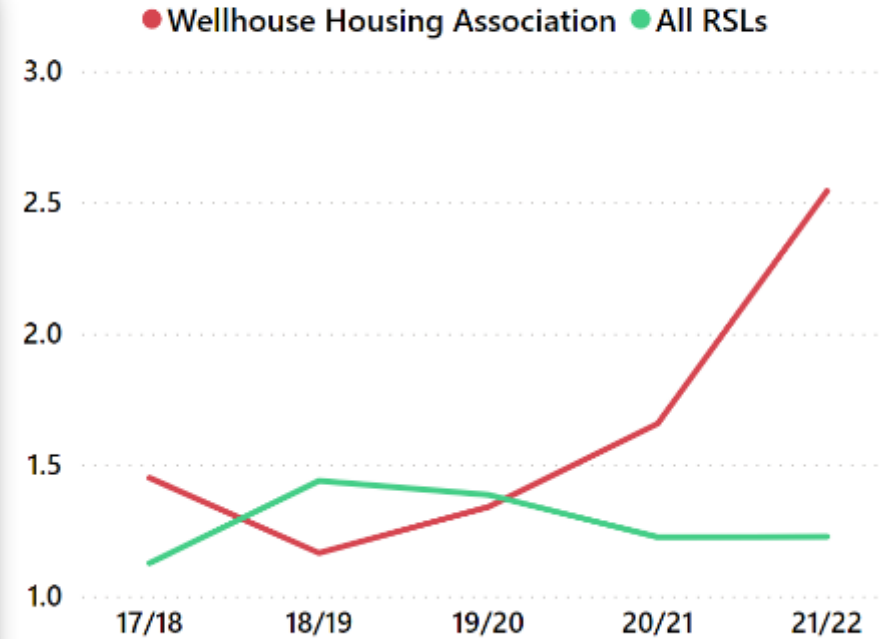
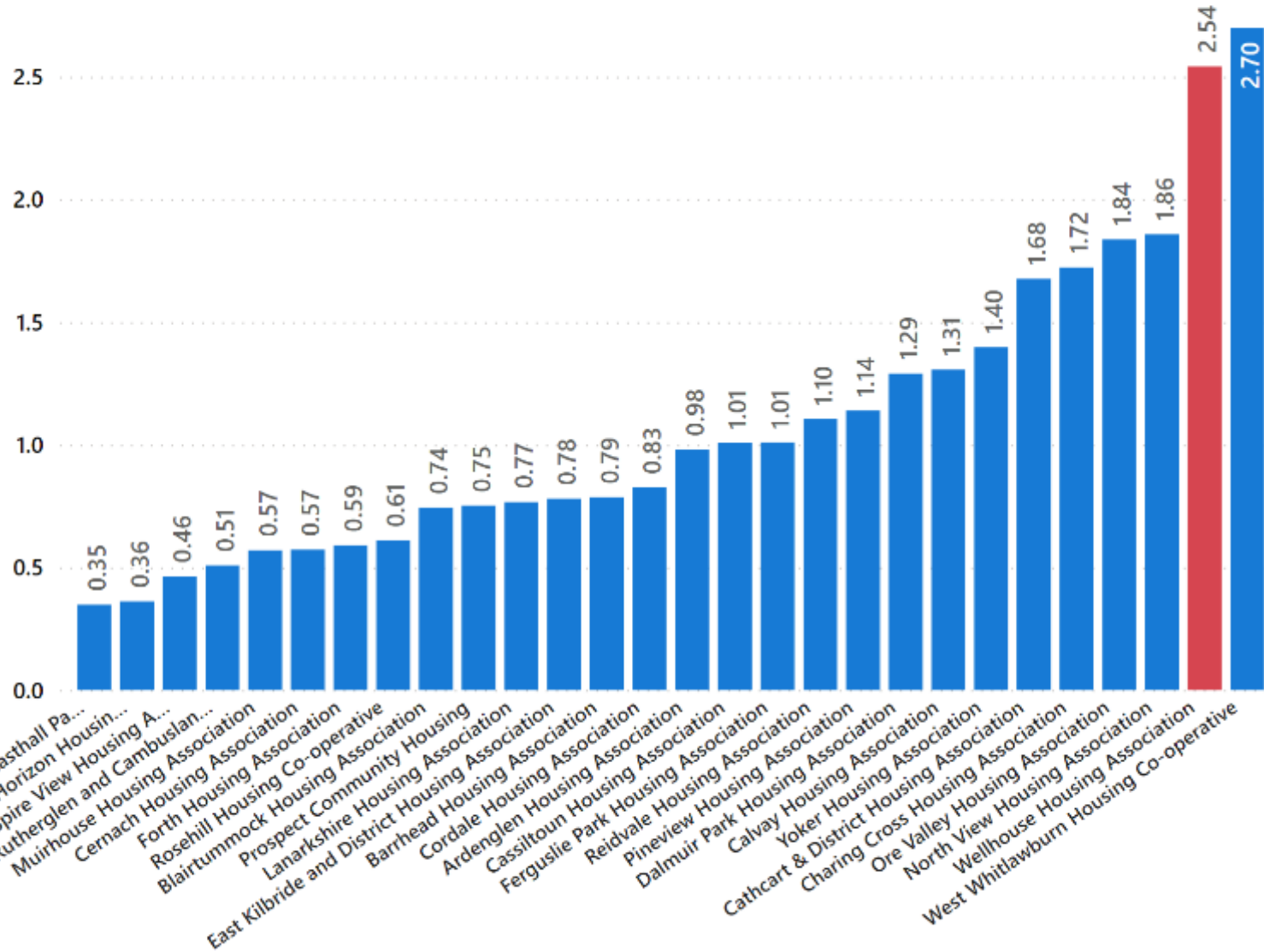
127 Current arrears percentage of rent due



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	7.55	9.20	7.69
Peer Group 4 - Medium urban	3.16	3.41	3.07
All RSLs	3.00	2.99	2.87
SHN Average	3.84	4.28	4.38

# Arrears

## 127 Former arrears percentage of rent due

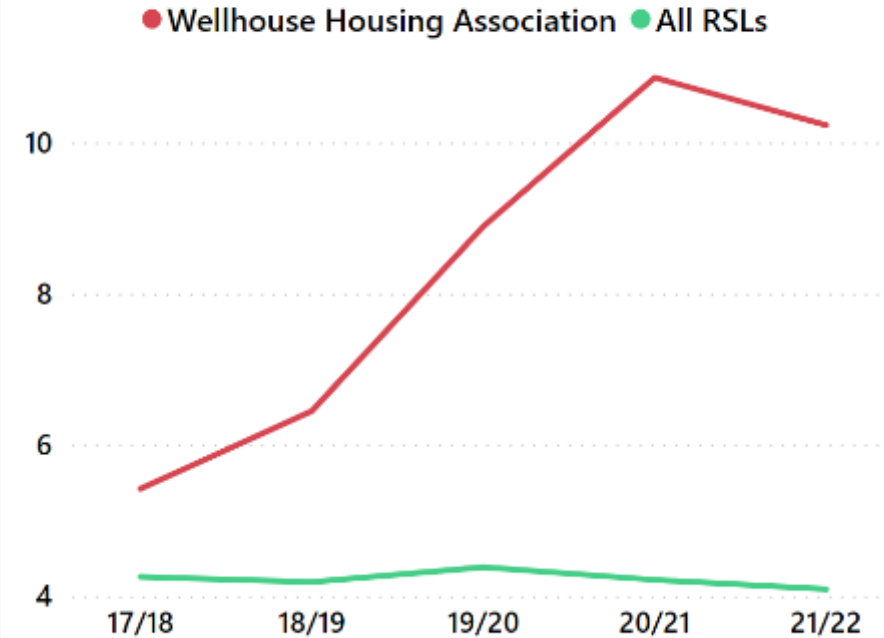
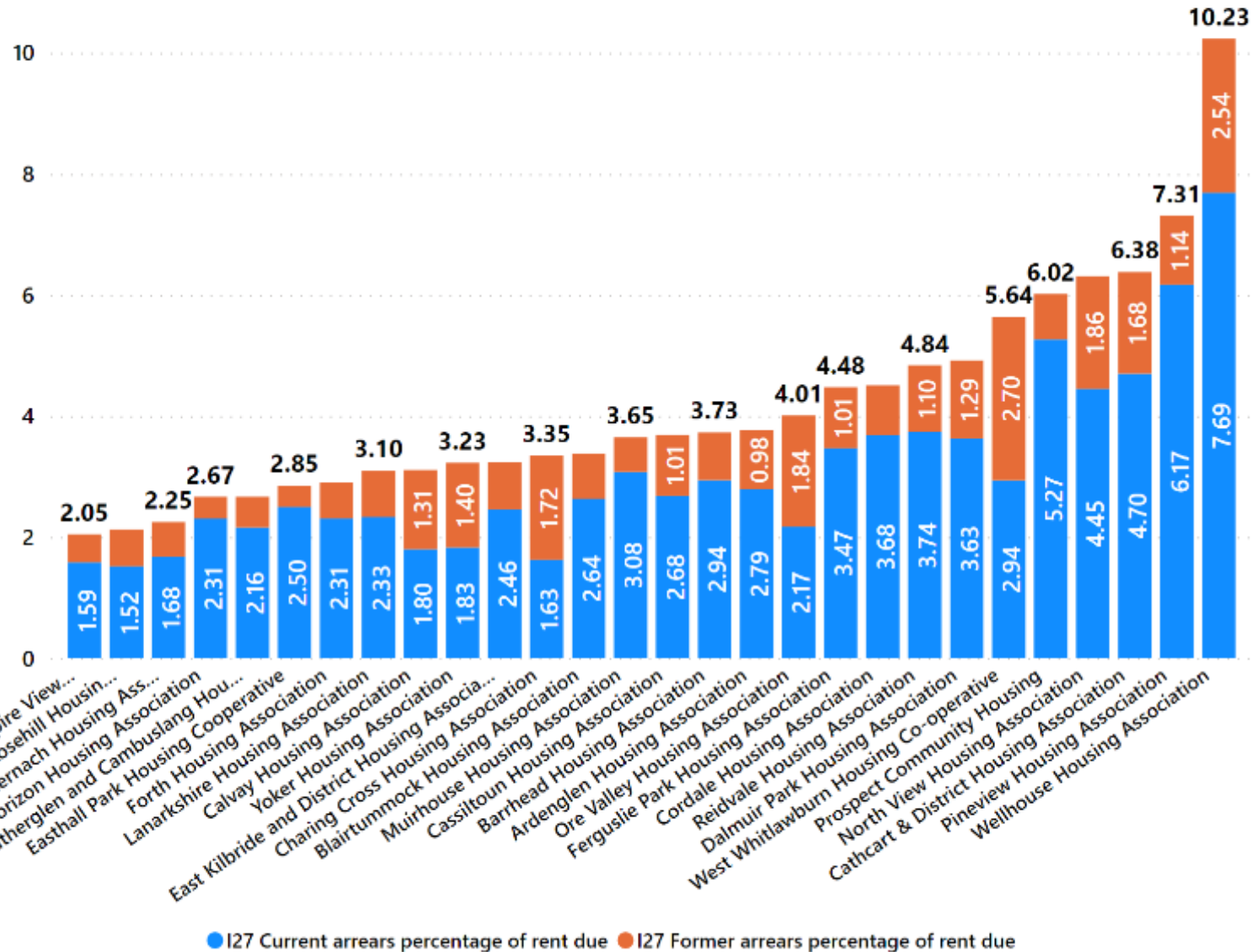


Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	1.34	1.66	2.54
Peer Group 4 - Medium urban	1.24	1.17	1.03
All RSLs	1.39	1.22	1.23
SHN Average	1.96	1.86	1.96



# Arrears

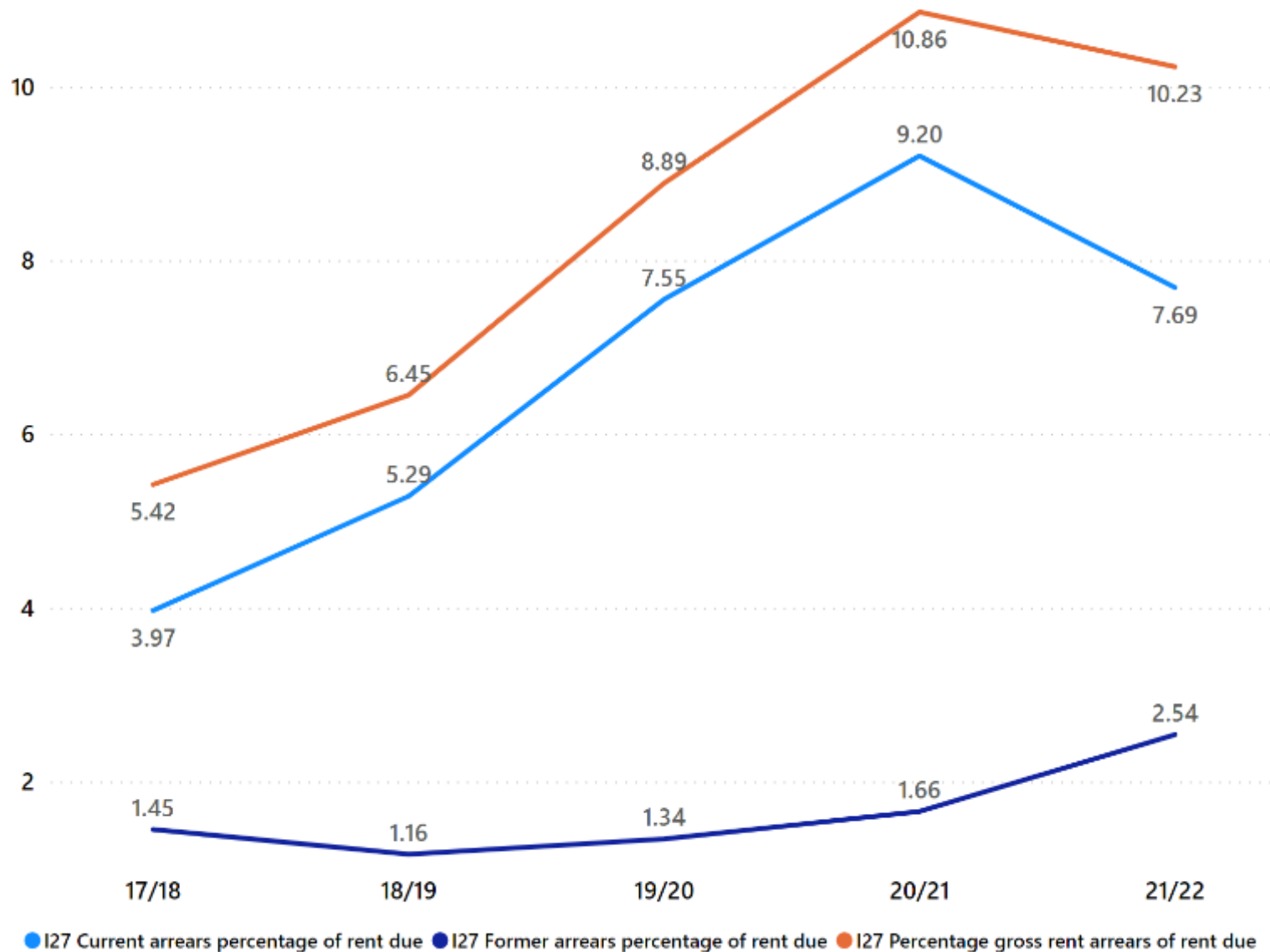
## I27 Percentage gross rent arrears of rent due



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	8.89	10.86	10.23
Peer Group 4 - Medium urban	4.40	4.58	4.11
All RSLs	4.38	4.21	4.09
SHN Average	5.81	6.14	6.34

# Arrears (Trends)

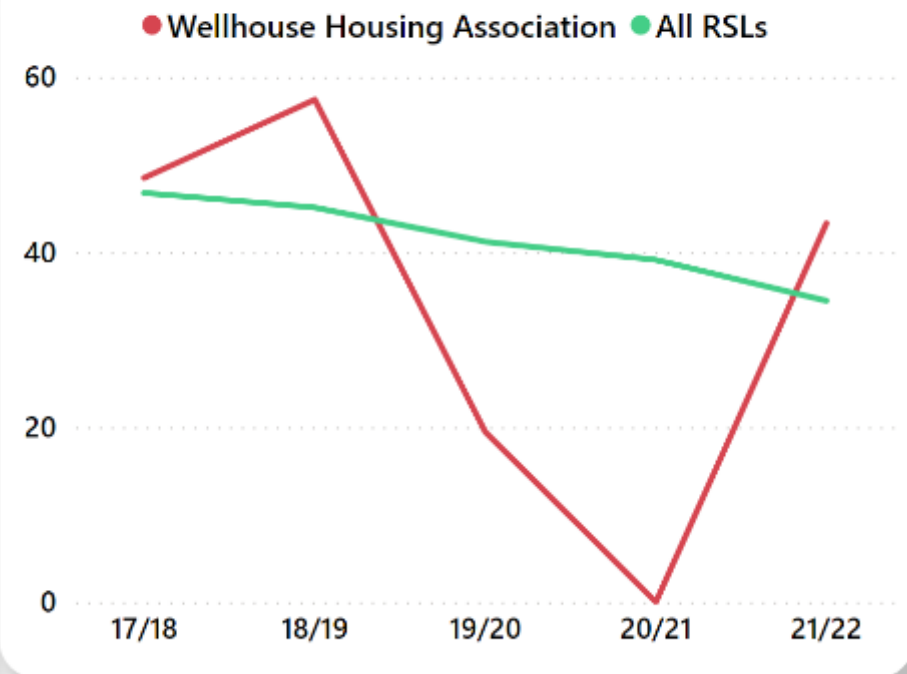
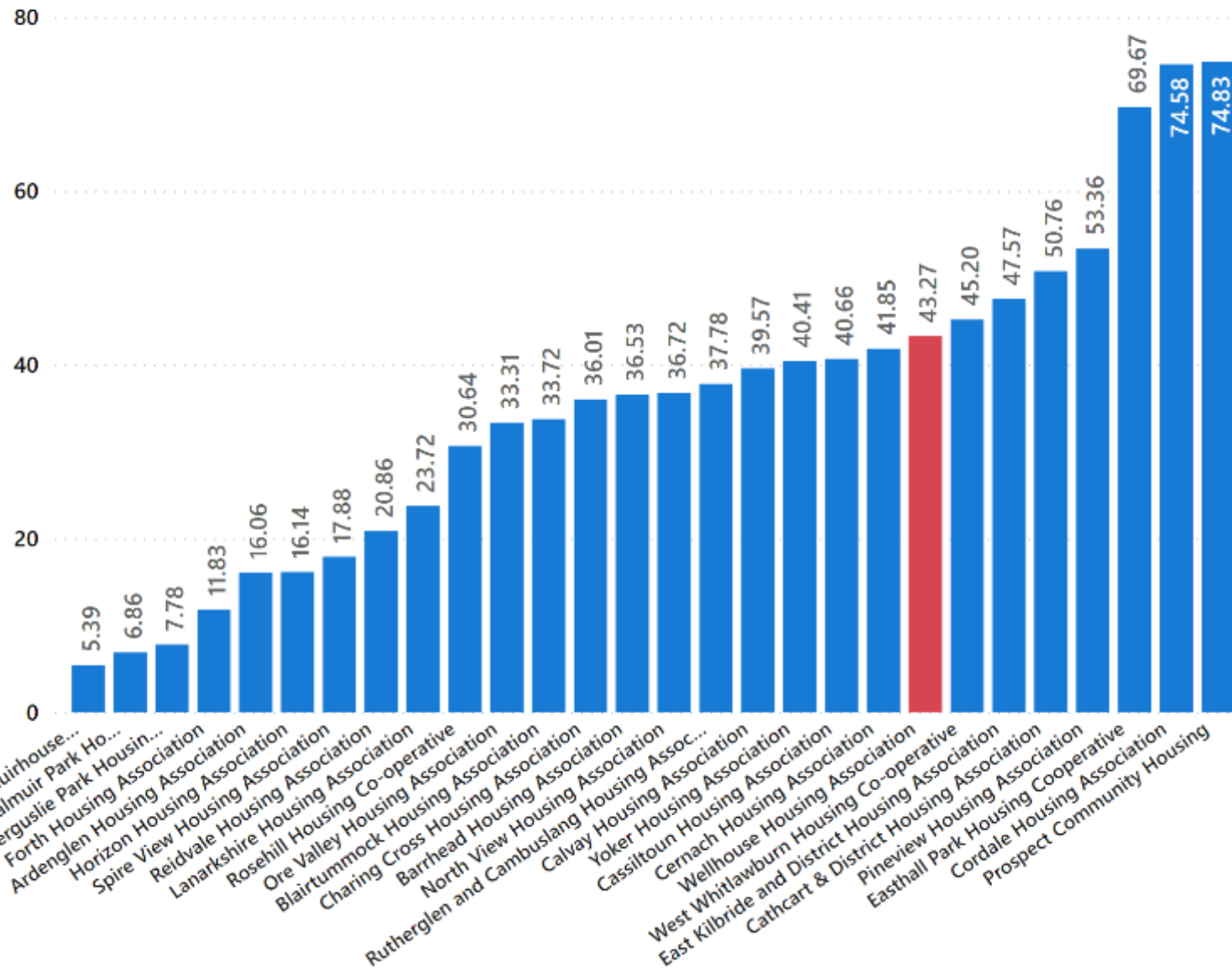
## I27 Percentage gross rent arrears of rent due



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	8.89	10.86	10.23
Peer Group 4 - Medium urban	4.40	4.58	4.11
All RSLs	4.38	4.21	4.09
SHN Average	5.81	6.14	6.34

# Arrears Written Off

## C7 Percentage former tenant rent arrears written off

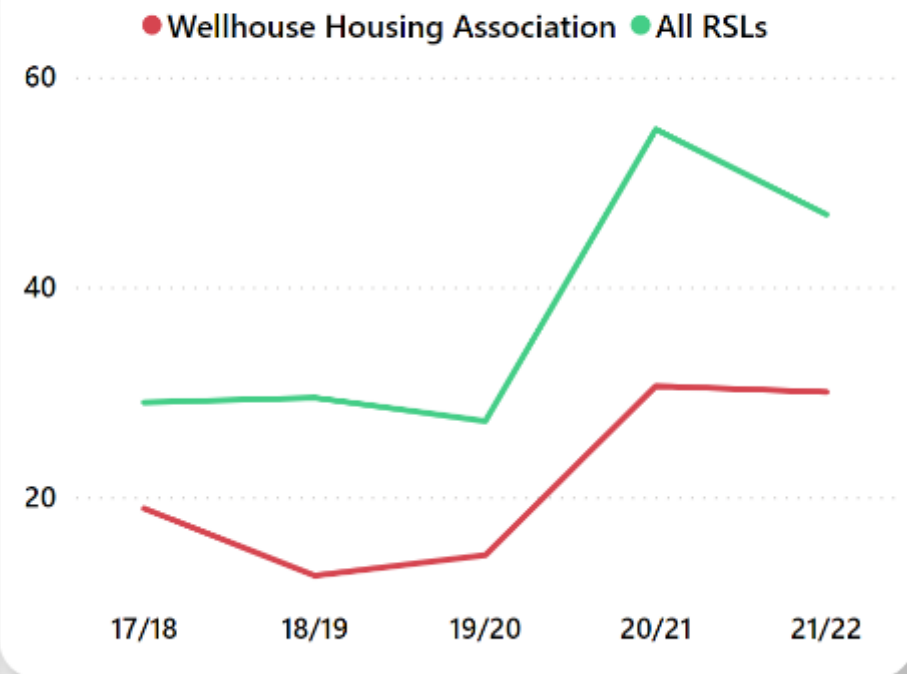
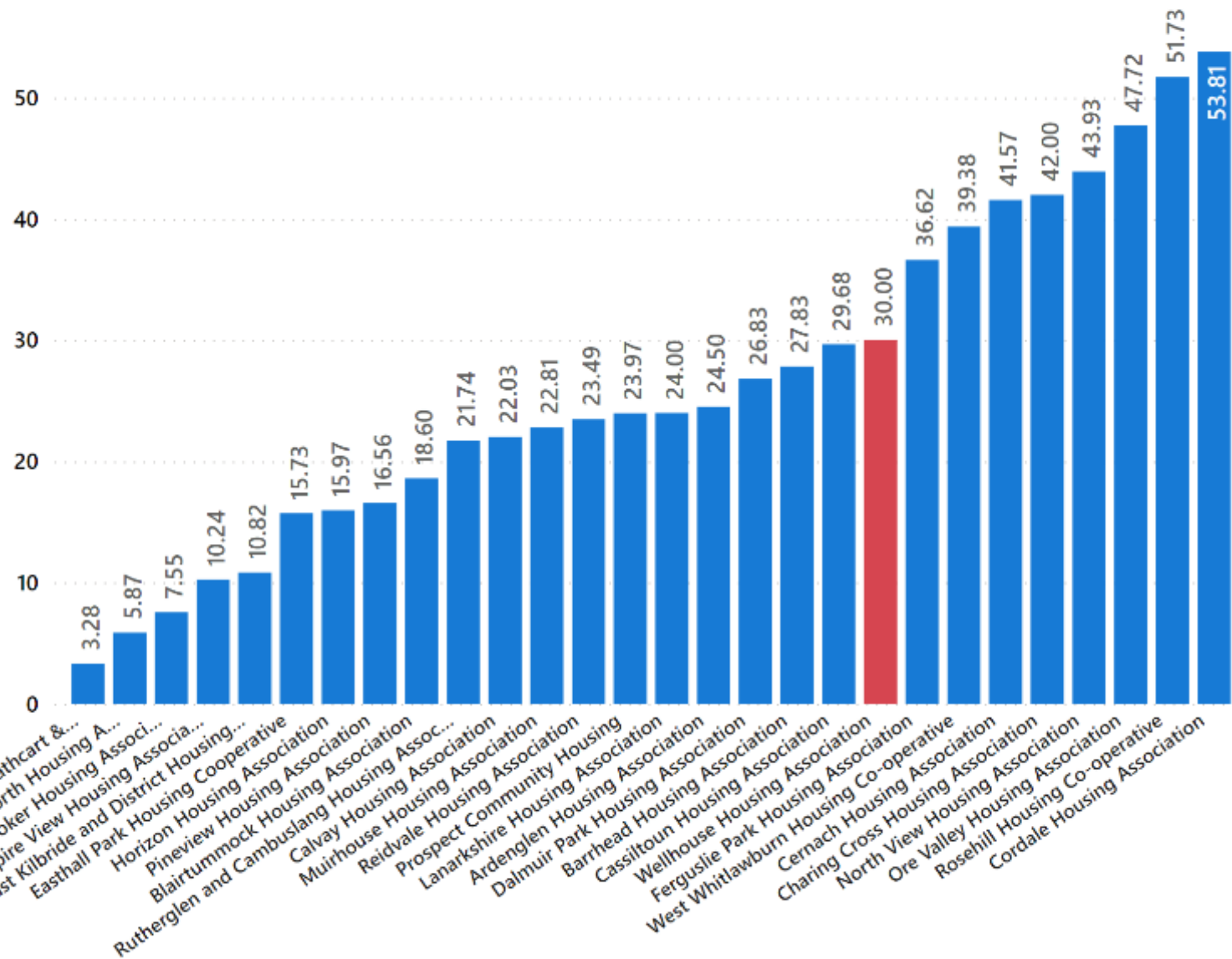


Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	19.45	0.00	43.27
Peer Group 4 - Medium urban	32.15	45.93	36.34
All RSLs	41.17	39.10	34.42
SHN Average	34.38	31.92	27.57

# Voids

# Relet Times

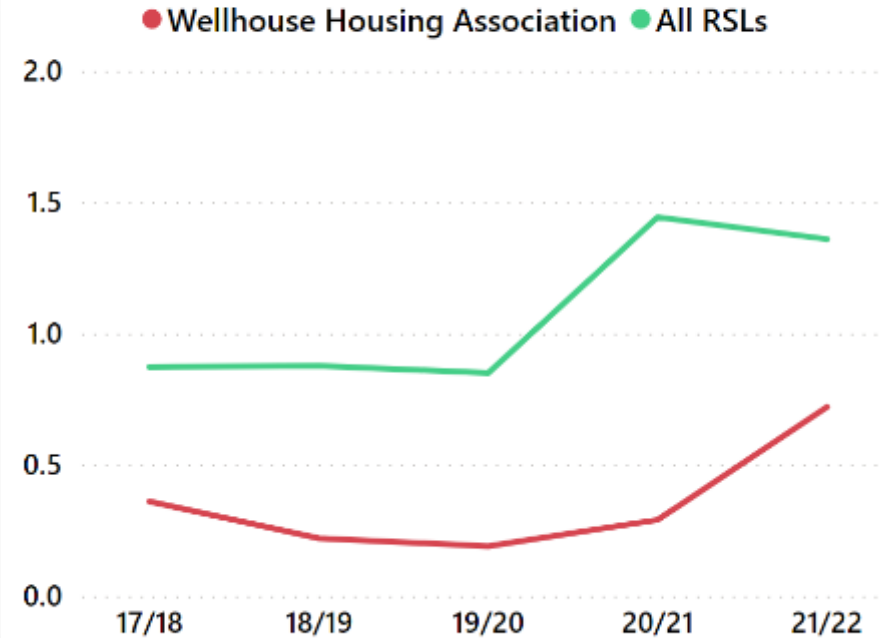
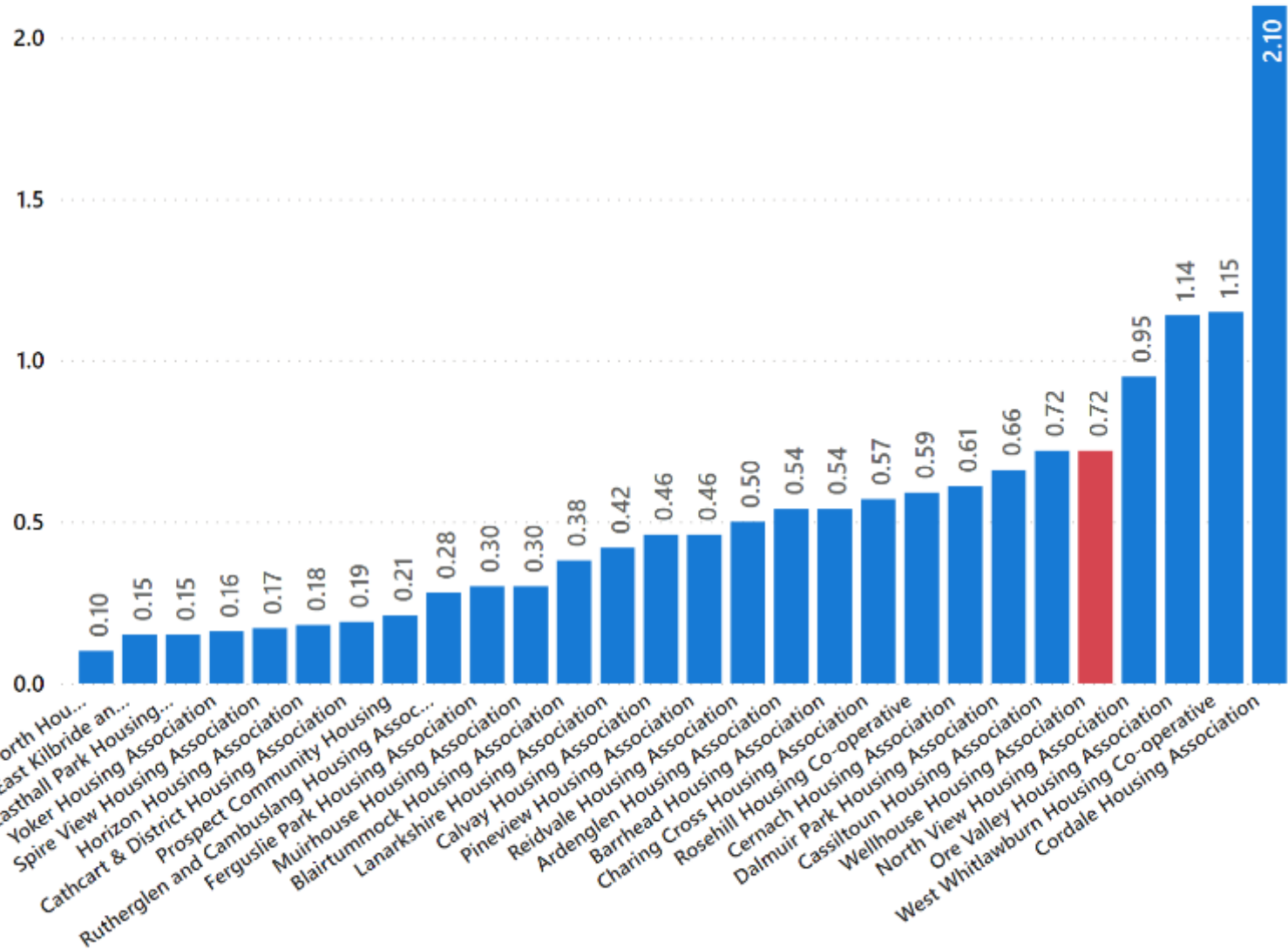
130 Average time to re-let properties



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	14.46	30.57	30.00
Peer Group 4 - Medium urban	12.23	34.00	25.64
All RSLs	27.23	55.02	46.90
SHN Average	31.54	56.29	51.57

# Void Rent Loss

118 Percentage of rent due lost through properties being empty



Organisation Name	19/20	20/21	21/22
Wellhouse Housing Association	0.19	0.29	0.72
Peer Group 4 - Medium urban	0.26	0.57	0.51
All RSLs	0.85	1.44	1.36
SHN Average	0.92	1.37	1.43

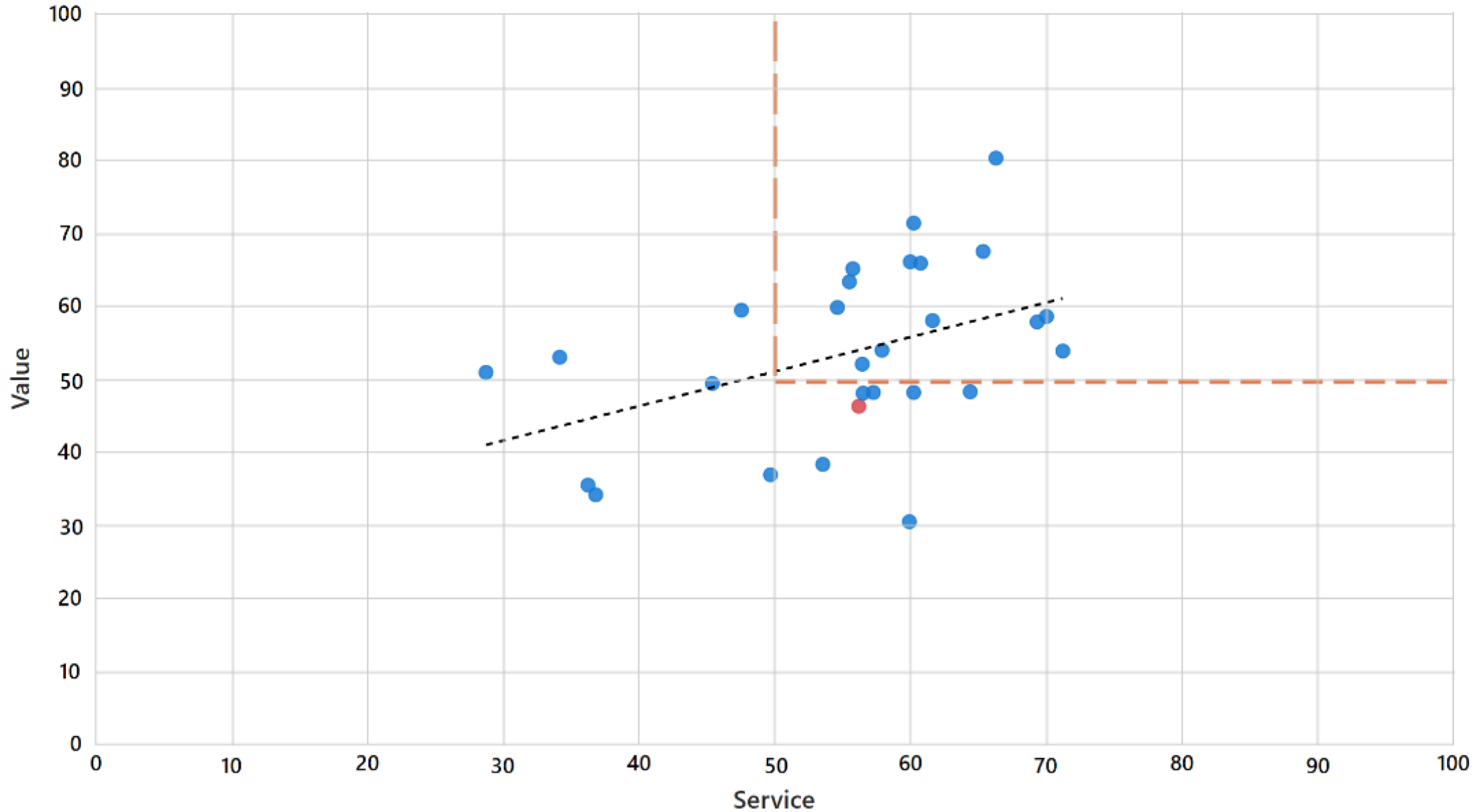
# Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Calvay Housing Association	96.06	98.18	98.18	98.79	2.94	3.73	98.43	94.08	100.00	4.20	76.36	77.37	99.91	0.46	22.03
Wellhouse Housing Association	95.83	93.40	94.79	95.08	2.24	4.19	99.78	79.71	100.00	3.80	77.98	81.25	101.58	0.72	30.00
West Whitlawburn Housing Co-operative	95.79	97.32	90.80	83.39	3.19	4.87	84.36	94.63	92.86	2.70	94.34	95.41	99.35	1.15	39.38
Cathcart & District Housing Association	95.54	98.81	97.92	81.04	3.20	4.24	85.33	95.24		4.00	83.38	76.53	100.26	0.19	3.28
Lanarkshire Housing Association	95.17	98.12	96.25	100.00	1.44	3.10	99.26	92.59	88.89	2.00	90.14	85.89	100.30	0.42	24.00
Reidvale Housing Association	95.01	98.00	98.00	89.07	3.30	1.14	96.85	94.44	100.00	6.00	69.59	68.05	98.08	0.50	23.49
Ardenglen Housing Association	94.47	98.99	99.50	97.56	2.30	9.13	93.44	92.71	100.00	3.90	80.86	81.21	100.09	0.54	24.50
Rutherglen and Cambuslang Housing Association	94.23	98.51	95.72	92.78	2.43	5.04	91.72	93.64	100.00	2.50	85.13	86.70	100.20	0.28	21.74
Yoker Housing Association	94.19	96.51	98.84	99.54	1.73	0.80	99.49	90.45	100.00	5.10	73.66	72.62	100.22	0.16	7.55
East Kilbride and District Housing Association	93.93	98.93	97.14	88.31	4.57	6.18	90.86	96.06	100.00	3.10	91.40	92.03	98.96	0.15	10.82
Muirhouse Housing Association	93.86	93.86	80.51	93.48	2.35	4.53	92.77	81.02	100.00	1.50	88.02	89.91	99.62	0.30	22.81
Rosehill Housing Co-operative	93.60	98.40	96.60	95.95	2.91	5.56	84.23	100.00	100.00	3.10	80.17	79.24	100.85	0.59	51.73
Forth Housing Association	93.56	98.11	94.32	98.97	2.23	4.26	96.80	90.27	98.36	3.90	84.06	82.95	99.49	0.10	5.87
Dalmuir Park Housing Association	91.89	96.76	99.46	54.05	9.68	5.27	83.57	88.89	100.00	3.90	85.33	85.84	98.63	0.66	26.83
Blairtummock Housing Association	91.70	96.60	91.51	100.00	4.10	3.53	99.31	94.78	100.00	2.50	72.59	73.65	97.29	0.38	18.60
Prospect Community Housing	91.50	98.17	96.15	99.66	1.91	3.37	96.31	95.10	90.91	2.50	88.33	94.20	100.64	0.21	23.97
Cassiltoun Housing Association	91.25	99.50	99.75	89.80	2.54	4.45	91.00	89.78	95.65	3.00	81.44	84.93	101.10	0.72	29.68
Horizon Housing Association	90.04	95.97	97.03	95.94	3.05	11.24	67.97	92.51	100.00	2.50	91.98	90.64	103.09	0.18	15.97
Easthall Park Housing Cooperative	89.64	96.07	97.50	91.80	2.65	5.62	80.65	95.18	97.78	4.95	72.22	76.38	101.28	0.15	15.73
Spire View Housing Association	89.43	95.15	94.71	78.49	2.51	3.12	98.76	97.73	100.00	5.00	70.97	70.75	100.54	0.17	10.24
Ore Valley Housing Association	87.77	97.21	95.06	97.35	1.97	15.15	98.30	90.91	91.89	4.00	89.62	91.44	99.82	1.14	47.72
Pineview Housing Association	87.11	97.33	94.67	99.30	3.14	3.51	90.99	97.90	100.00	2.65	77.23	79.65	99.04	0.46	16.56
Barrhead Housing Association	86.97	93.62	93.09	80.58	1.76	6.57	69.18	83.27	97.11	3.70	93.39	91.44	100.97	0.54	27.83
Ferguslie Park Housing Association	85.05	94.08	94.08	87.81	1.36	4.92	93.72	85.90	100.00	3.50	84.60	86.53	100.25	0.30	36.62
North View Housing Association	85.03	96.19	90.10	95.56	1.70	2.81	94.32	97.71	98.41	4.20	89.91	91.25	98.22	0.95	43.93
Cernach Housing Association	84.12	86.47	83.33	93.26	1.36	2.81	94.08	82.35	99.01	3.10	75.36	79.62	100.54	0.61	41.57
Charing Cross Housing Association	83.77	90.26	93.51	81.05	2.50	3.34	84.14		90.40	2.00	84.07	84.58	100.72	0.57	42.00
Cordale Housing Association	82.01	92.80	74.68	18.18	3.16	19.33	76.10	78.57	100.00	3.10	81.64	86.72	101.37	2.10	53.81

# Landlord Report

Service vs Value for money

Comparison with Peer Group





## • Strengths

- Tenant satisfaction – 95.83%
- ESSH -99.112%
- SHQS– 95.08%
- Repairs right first time -9978%
- Turnover low, tenancy sustainment high
- Rent arrears reducing
- Medical adaptations

## • Areas to monitor

- Offers refused
- Repairs satisfaction




## Scotland's Housing Network


64a Cumberland Street  
Edinburgh  
EH3 6RE


**T:** 01315819222

**E:** [info@scotlandshousingnetwork.org](mailto:info@scotlandshousingnetwork.org)

**W:** [www.scotlandshousingnetwork.org](http://www.scotlandshousingnetwork.org)

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