

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

# Landlord Report to Tenants for 2022/23

# Landlord Report to Tenants for 2022/23



As Chairperson of the Management Committee, I am very pleased to provide you with the annual report for the year 2022/23, and I'd like to share some of our achievements during another very busy year: -

- Similar to the previous year, our AGM and 12 committee meetings were held. 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 19 internal audit days reviewing the following subjects: New Finance & Housing Management System, Maintenance, Gas & Fire Safety, Factoring, Cyber Security as well as our external audit process.
  - We have continued to work with the Community Relations Unit, to deal with antisocial behaviour (GCC), and Police Scotland who continue to 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 5th Assurance Statement in October 2023. 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.
  - 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.
  - New Build Plans - we have design teams currently working on developing plans for the vacant sites on Bartiebeith Rd and Wellhouse Crecent, these are at an early stage, and we hope to bring you more exciting news in the near future.
  - We continue to work with Scottish Water and GCC in relation to flood mitigation and environmental work to prepare for future development work.
  - Our quarterly satisfaction phone surveys carried out independently showed areas of improvement and also areas in which we need to focus on to improve. We will continue to work in partnership with GCC to improve the area.
- Our Repairs Team:**
- Delivered 1532 responsive repairs, as well as other Planned and Cyclical Works
  - Secured funding of £64,203.00 which allowed us to carry out 28 adaptations.
  - Arranged for the installation of 56 kitchens, 39 bathrooms, and 23 boilers, as well 147 electrical tests, water testing, gutter cleaning and roof anchor testing.
  - Ensured that we carried out 100% gas safety checks within the anniversary date,
- Our Income Advice Officer continued to provide an excellent service throughout 2022/2023.**
- Successfully supported 203 service users.
  - Secured accumulated financial gains of £892,462.61 for the year. From 1st April 2018 – 31st March 2023, the Income Advice Officer has accessed £5,379,664.72 in cumulative financial gains, which has benefited around 1191 service users, some of them more than once.
  - Made 19 referrals to Home Energy Scotland for those requesting energy advice in the last 12 months.
  - Secured £15,000 funding from the SFHA Fuel Insecurity Fund Round 3, to support tenants experiencing fuel poverty. The funding was used to make cash payments to 152 local households experiencing high levels of fuel insecurity from October 2022 to January 2023.

- Supported tenants to claim £32,307.95 in Discretionary Housing Payments to prevent accrual of rent arrears.
- Supported tenants to claim £77,709.54 in Housing Benefit to prevent accrual of rent arrears.
- Supported tenants to claim £83,745.18 in Universal Credit Housing costs to prevent accrual of rent arrears.
- Secured £22,500 funding from the SFHA Hardship Fund to support families experiencing food insecurity over the 2022 winter period. The Income Advice Officer applied for Funding on behalf of Wellhouse Housing Association and Easthall Park Co-operative. We worked in partnership Easthall Park Co-operative and with our mutual community delivery partner to identify & support tenants of both Wellhouse Housing Association and Easthall Park Co-operative. Our project supported a total of 395 food insecure households to access food. (211 Wellhouse tenants and 184 Easthall Park tenants)
- Supported 585 households to access some type of crisis support funding for fuel, food, or white goods.
- The EHRA group applied for a cost-of-living payment to support tenants from Glasgow City Council. Wellhouse Housing Association were awarded a share of £8,827.00. Wellhouse Housing Association used the funding to extend the local free pop-up pantry to the end of March 2023. The remaining balance of £7,827.00 was used to purchase vouchers from the local Food Fayre shop to assist households struggling with food insecurity. The vouchers were distributed to 110 Wellhouse tenants experiencing food insecurity.
- Made 33 Foodbank referrals from April 2022 to March 2023, which was an increase of 43.47% increase from the previous year.

#### **The Housing Team**

- It has taken an average of 54.95 days on average to let 58 homes to applicants. There has been an issue with energy meter supply which has impacted re-let times.
- 85.42% of our tenants sustained their tenancy for more than one year.
- All (39) reported cases of Anti-social Behaviour were resolved by us within the year.
- The amount of rent money collected for current and past years was the equivalent of 98.33% of the total rent due for the 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.
- We have seen high levels of satisfaction from customers across many aspects of customer service, however, we acknowledge that there are lower levels of satisfaction with tenants and owners satisfied with the management of the neighbourhood they live in. We recognise that many servicers previously provided by GCC have been cut back or withdrawn. We continue to combat the issues within the community and will work alongside GCC to improve the area and the community.
- Our Estates Team has gone above and beyond to keep our communal areas safe and clean. They are a vital part of our community, and we are incredibly grateful for their hard work and dedication.
- Our rent arrears levels remain to be above the national average and are a major concern for the Association. We will continue to work with tenants experiencing financial issues and provide the best assistance we can. We have an experienced staff team who can assist with grant funding and benefits that you may be entitled to. We will be happy to review and help you to make affordable repayment arrangements if you have rent arrears. We strive to help those in need and who are affected by cost-of-living increases.
- Our staff will keep you informed of the different ways to contact us, such as through our website, telephone call, visit to the office, text message, email, and newsletter. This is so you can tell us what you think and how we can improve. We hope to have a tenant portal in 2024, so stay tuned!
- We would love to hear from you. If you would like more information on joining our committee or Customer Opinion Panel, contact us by email, text, phone, or mail. Your thoughts and opinions matter to us, and we are committed to providing a service that helps you enjoy living in this community.

Kind regards

**Maureen Morris**

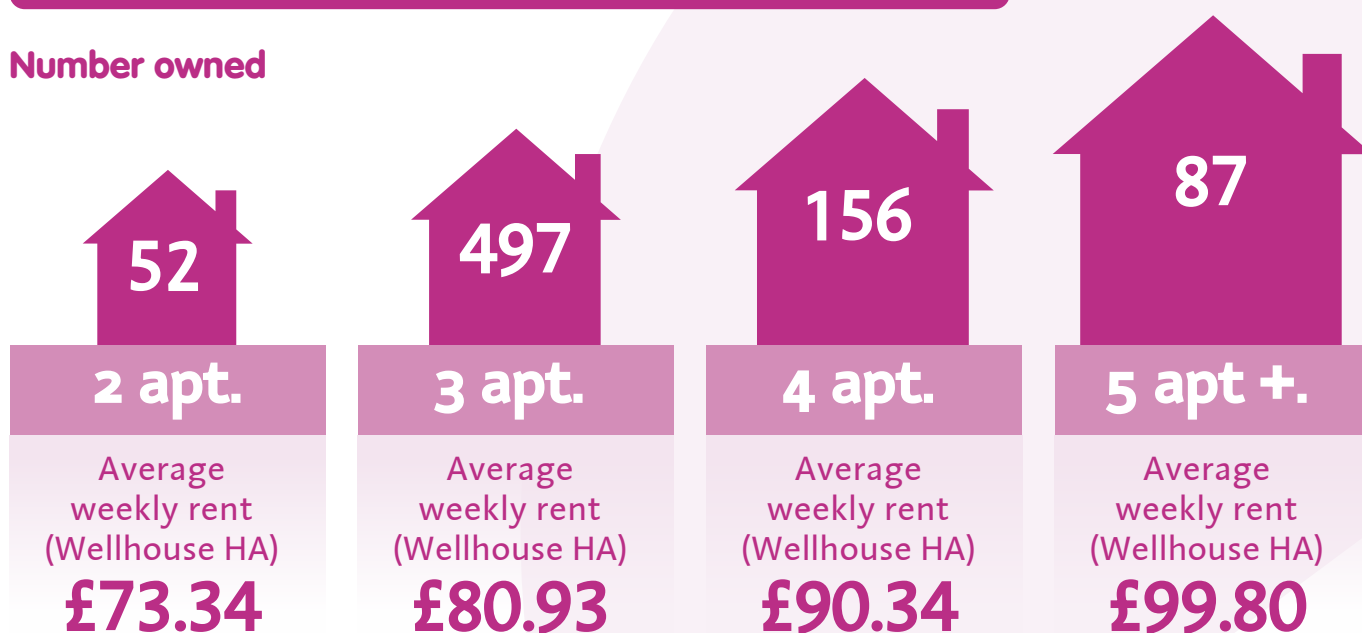
Chairperson of the Management Committee

# Homes and rents

At 31 March 2023 we owned 792 homes and 2 Supported Accommodation Units. The total rent due for the year was £3,469,044. We increased our weekly rent by 3.0% 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



**78.55%**

78.55% of tenants feel that the rent for their property represents good value for money

**75.78%**

75.78% of existing tenants are satisfied with the quality of their home

# Homes and rents



93.43% of tenants were satisfied with the opportunities to participate in our decision making



69.90% of tenants are satisfied with the management of the neighbourhood they live in



85.12% said they were satisfied with the overall service we provided

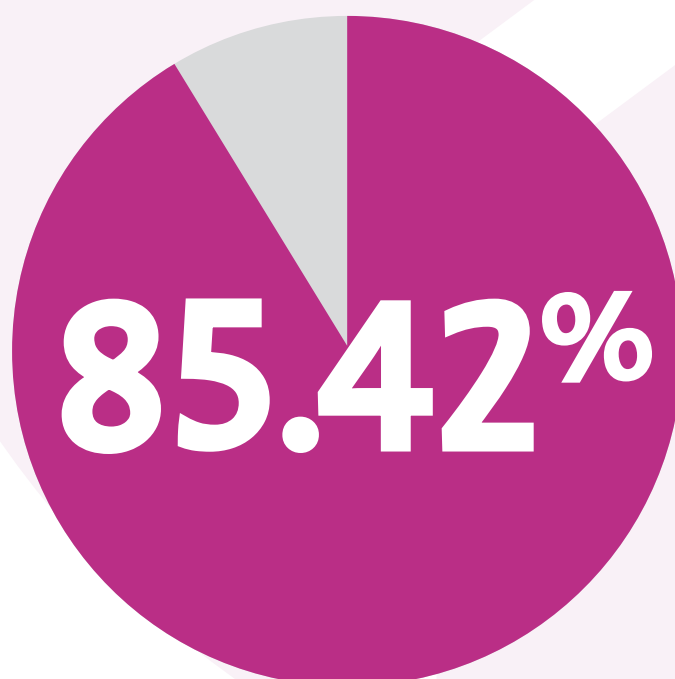


93.77% felt we were was good at keeping them informed about its services and outcomes.

# House Allocations



Our applicants on the **waiting list** was **394** at the end of March 2023.



**85.42%** of new tenants last year **sustained their tenancy** for more than one year.

# Aids and Adaptations

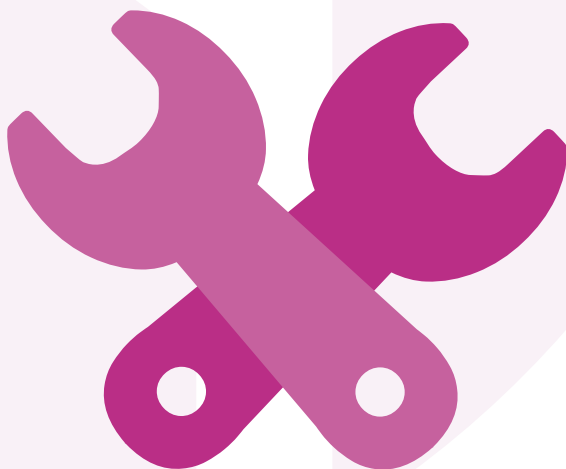


The total cost of adaptations completed during the year was **£64,203**, all of which was grant funded.



The average time taken to complete an adaptation was **54.04 days**.

28



**28 medical adaptations** were completed



3

There were **3 households** waiting on adaptations to their home at the end of the year.



# Quality & maintenance of your home



96.34% of our properties met the Scottish Housing Quality Standard



We completed 99.68% of reactive repairs 'right first time'



86.62% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service



99.2% of our properties met the Energy Efficiency Standard for Social Housing



# Quality & maintenance of your home



The average time we took to complete **non-emergency repairs** was 2.51 days.



1.45 hours

The average time we took to complete **emergency repairs** was 1.45 hours.

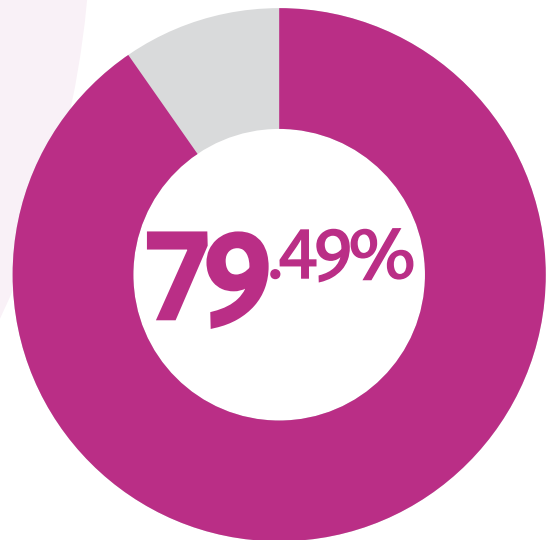
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## Anti social behaviour (ASB)



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

- noise nuisance
- loud parties
- neighbour disputes



**79.49%** of these ASB cases were **resolved** within targets agreed locally.

## Value for money



**98.33%**

The amount of money we collected for current and past rent was equal to **98.33%** of the **total rent** due in the year.



**1.07%**

We did not collect **1.07%** of rent due because **homes were empty**.



**54.95 days**

We took an average of **54.95 days** to **re-let homes**.

## Complaints



**11**  
**Stage 1**



**9**  
**Stage 2**

**11 Stage 1** and **9 Stage 2** complaints were received.



**Stage 1 Average Response Time**  
**4.55 days**



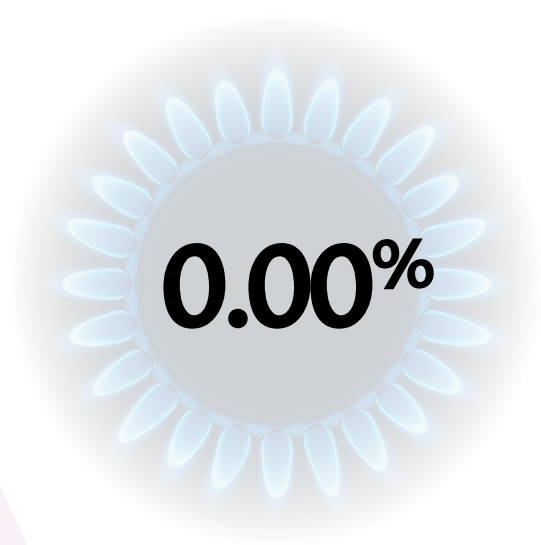
**Stage 2 Average Response Time**  
**16.67 days**

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



785 houses require a gas safety certificate.



0.00% did not have their certificate renewed by anniversary date.

## Arrears / Evictions



Total rent due last year was £3,469,044.



Total rent arrears as % of rent due was 9.06%.



Two tenants were evicted, one for not paying rent and one due to their anti-social behaviour.



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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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**[www.wellhouseha.org.uk](http://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.