

Landlord name: Wellhouse Housing Association Ltd

RSL Reg. No.: 281

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Approval

A1.1	Date approved	21/05/2025
A1.2	Approver	Diane Hendry
A1.3	Approver job title	Director
A1.4	Comments (Approval)	N/A

Annual Return on the Charter (ARC) 2024-2025

Comments (Submission)



Approved by Management Committee 21/05/25.

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms. Diane Hendry
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.60
C1.2.2	the number of office based staff	11.50
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	19.10
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	50.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.29%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	48
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		48

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	20
C2.3	The number of mutual exchanges	12
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	20
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	48

C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	20
C2.3	The number of mutual exchanges	12
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	20
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	48

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

There has been 13 lets due to tenant deaths and 7 lets due to fleeing violence which goes towards an increase in lets this year.

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	300
1.1.2	the fieldwork dates of the survey	06/2024
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/> <input checked="" type="checkbox"/> <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	99
1.2.2	fairly satisfied	143
1.2.3	neither satisfied nor dissatisfied	34
1.2.4	fairly dissatisfied	14
1.2.5	very dissatisfied	10
1.2.6	no opinion	0
1.2.7	Total	300

Indicator 1	80.67%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The Association intends to carry out a further survey in Autumn 2025 to assess the impact of changes made since April 1 2025 to services.

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?"	300
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	150
2.2.2	fairly good at keeping them informed	119
2.2.3	neither good nor poor at keeping them informed	9
2.2.4	fairly poor at keeping them informed	20
2.2.5	very poor at keeping them informed	2
2.2.6	Total	300

	Indicator 2	89.67%
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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?"	300
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	117
5.2.2	fairly satisfied	152
5.2.3	neither satisfied nor dissatisfied	21
5.2.4	fairly dissatisfied	7
5.2.5	very dissatisfied	3
5.2.6	Total	300

	Indicator 5	89.67%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Performance consistent with previous year. Changes made from 1 April 2025 to Newsletter format and consideration of social medial reintroduction.

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	06/2022
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	06/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	30.00
C8.5	Comments on method of assessing SHQS compliance.	

external Consultant will carry out SCS

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	20	5
C9.4.1	Self-contained stock failing SHQS for one criterion	19	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	1
C9.4.3	Total self-contained stock failing SHQS	20	1
C9.5	Stock meeting the SHQS	752	786

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	752	786
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	752	786

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	752
6.2.2	projected to the end of the next reporting year	786

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	94.95%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.24%

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?"	300
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	88
7.2.2	fairly satisfied	146
7.2.3	neither satisfied nor dissatisfied	22
7.2.4	fairly dissatisfied	31
7.2.5	very dissatisfied	13
7.3	Total	300

Indicator 7	78.00%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	293
8.2	The total number of hours taken to complete emergency repairs	510

	Indicator 8	1.74
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,621
9.2	The total number of working days taken to complete non-emergency repairs	9,816

	Indicator 9	6.06
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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	1,255
10.2	The total number of reactive repairs completed during the reporting year	1,281

Indicator 10	97.97%
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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.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11

0

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?"	139
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	83
12.2.2	fairly satisfied	36
12.2.3	neither satisfied nor dissatisfied	5
12.2.4	fairly dissatisfied	9
12.2.5	very dissatisfied	6
12.2.6	Total	139

Indicator 12

85.61%

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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

ECIRs

we have included 10 ecirs we reported as being late from 23-24 and carried out in 24-25 in last years submission, we have 4 ECIRs not completed in the reporting year due to the following issues 1x forced access no power meter in high debt, 1 x forced access twice, tenants autistic son was alone in property and work could not go ahead, 2x forced access under 16 year old children in at time of forced access, we also had 23 that were completed after the 5 year anniversary date which were either forced or mutually arranged access, we have also included 3 heating systems and 2 kitchens and the one property with 2 elements failing.

our non emergency repairs time to complete has increased this is due to completion times around storm damage repairs



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	27	11
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	27	11
Number of complaints responded to in full by the landlord in the reporting year	27	11
Time taken in working days to provide a full response	100	168

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
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	3.70
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.27

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?"	300
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	89
13.2.2	fairly satisfied	137
13.2.3	neither satisfied nor dissatisfied	25
13.2.4	fairly dissatisfied	38
13.2.5	very dissatisfied	11
13.2.6	Total	300

Indicator 13	75.33%
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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	69
14.2	The number of tenancy offers that were refused	20

Indicator 14	28.99%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	85
15.2	Of those at 15.1, the number of cases resolved in the last year	78

Indicator 15	91.76%
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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	7
22.2.1	22.2 The number of properties recovered: because rent had not been paid	3
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	42.86%
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	42.86%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Figures consistent with last year. Since 1 April 2025 we have reviewed our estate services in line with feed back from tenants.

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)

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	54

Indicator 17	6.82%
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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.	17
19.2	The number of approved applications completed between the start and end of the reporting year	15
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

2

Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
20.1	The cost(£) that was landlord funded;	£0
20.2	The cost(£) that was grant funded	£62,754
20.3	The cost(£) that was funded by other sources.	£0
		Indicator 20
		£62,754

20.1	The cost(£) that was landlord funded;	£0
20.2	The cost(£) that was grant funded	£62,754
20.3	The cost(£) that was funded by other sources.	£0

	Indicator 20	£62,754
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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.	780
21.2	The total number of adaptations completed during the reporting year.	20
Indicator 21		39.00

21.1	The total number of working days taken to complete all adaptations.	780
21.2	The total number of adaptations completed during the reporting year.	20

Indicator 21	39.00
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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.	26
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.	26
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	26
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.	26
23.7	The total number of accepted offers.	20

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	76.92%

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	48
30.2	The total number of calendar days properties were empty	1,360

Indicator 30	28.33
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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	5
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	16
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	5
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	16
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	100.00%
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

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Tenancy sustainment - improvement on last year 100% sustainment of waiting list and internal applicants. Reduction on void let days and quota achieved for homeless lets.



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	£377,187,848
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£375,357,115

	Indicator 26	100.49%
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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	£318,187
27.2	The total rent due for the reporting year	£3,770,860

	Indicator 27	8.44%
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**Average annual management fee per factored property (Indicator 28)**

28.1	The number of residential properties factored	54
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,588

	Indicator 28	£84.96
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£3,770,860
18.2	The total amount of rent lost through properties being empty during the reporting year	£17,289

	Indicator 18	0.46%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.30%
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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	560
C6.2	The value of direct housing cost payments received during the reporting year	£2,883,223

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	£103,514
C7.2	The total value of former tenant arrears written off at year end	£1,792

Indicator C7	1.73%
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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?"	300
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	72
25.2.2	fairly good value for money	154
25.2.3	neither good nor poor value for money	28
25.2.4	fairly poor value for money	42
25.2.5	very poor value for money	4
25.3	Total	300

Indicator 25

75.33%

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?"	28
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	11
29.2.2	fairly satisfied	12
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	0
29.3	Total	28

	Indicator 29	82.14%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Internal staff changes last year to address rent arrear issues has seen a reduction in gross rent arrears this year.

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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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.