

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

Caring Open Respectful Empathy



# Annual Performance Report 2024/25

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As Chairperson of the Management Committee, I am very pleased to present our **Annual Performance Report for 2024/25**. This has been another busy and productive year, and I'd like to take this opportunity to highlight some of our key achievements and priorities going forward.

## Strong Financial Health

The Association remains in a healthy financial position and has fully adhered to its lending covenants throughout the year. We are pleased to report that the Scottish Housing Regulator has confirmed our continued compliance with the Regulatory Standards of Governance and Financial Management, and we are confident this will continue in the future.

## Tenant Satisfaction

A key focus for the year ahead is to improve tenant satisfaction. In our most recent survey (June 2024), 80% of tenants expressed satisfaction with our services—below the Scottish average of 86%. There were also decreases in satisfaction regarding being kept informed and opportunities to participate in decision-making. These are important areas we are committed to addressing.

## Repairs and Maintenance

On a more positive note, satisfaction with our repair service has increased, bringing us closer to the Scottish average. We continue to perform well in response times, attending emergency repairs within an average of 1.7 hours. We recognise how vital this service is to our tenants and will maintain a strong focus here.

## Rent Arrears

We have made significant progress in reducing rent arrears, which strengthens the financial stability of the organisation and supports future investment in our planned maintenance programme.

## Governance and Oversight

Over the course of the year, the Management Committee held seven meetings, in addition to our Annual General Meeting (AGM). Our internal auditors, Wylie Bisset, conducted reviews in the areas of arrears management, budgetary and financial reporting, and procurement.

## Community Engagement

Our partnership with Easthall Residents' Association continues to deliver real value to the community. Tenants benefit from youth services, a homework club, an IT suite, a community café, and bingo nights. We are aware of a growing interest in expanding these activities. We will explore options to secure grant funding to support this work—without drawing on rental income.

## New Housing Developments

Unfortunately, due to the suspension of the Affordable Housing Supply Programme in 2024/25, we were unable to progress plans for new homes at Balado Road and the St John Ogilvie site. With grant levels now reinstated, we will cautiously move forward with development plans.

## Strategy and Planning

In March 2025, staff and Committee members participated in a highly constructive Strategy Day, discussing our Business Plan, Strategic Objectives, and Core Values—laying a strong foundation for future direction.

You'll find more detailed information about our performance throughout this report. If you have any questions or would like further clarification, please don't hesitate to get in touch.

Kind regards,

**David Gebbie**

Chairperson of the Management Committee

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## Community based housing association, registered in 1994

- Governed by volunteer Management Committee
- Owner and manager of all social rented homes in Wellhouse
- Provider of comprehensive housing, estate and asset management services
- 80.67% tenant satisfaction rating with WHA's overall service (24/25)
- Easthall Residents Association is a Community anchor organisation for Wellhouse
- 16 office-based staff and 4 estate management staff
- New Director and Housing & Customer Services Manager, capable workforce and governing body

## WHA now owns and manages 792 homes, all located in Wellhouse

- Also factor for 54 properties and owner of a small portfolio of 4 commercial properties
- Average weekly rent for 3 apartment, £88.11 in 24/25 (Scottish Average for RSL's £96.00)
- Rent Increase 5.7% 24/25
- 3 new build projects under consideration, potential to provide circa 150 homes in the next 3 to 5 years

## WHA is a significant social business.

- Our turnover in 2024/25 was £4,481,512
- Our operating expenditure costs were £3,640,744
- 21% of turnover was spent on staffing costs
- Our operating surplus was 19% on annual turnover 24/25
- The net book value of our housing stock was £26m
- We had £6.9m of bank loans to be repaid in the long term (31 March 2025)
- We had cash in bank of £3.8m (31 March 2025)

## Wellhouse's five strategic objectives:

-  Remain a financially secure business by maximising income and achieving best value through efficiency
-  Engage with stakeholders using preferred communication methods to achieve a cohesive inclusive community
-  Invest in our properties to improve energy efficiency and provide high quality homes
-  Encourage innovative thinking and empower colleagues to problem solve
-  Create a vibrant well-maintained neighbourhood where people are proud to live

## Our Values:

As a charity and a community-based housing association working to deliver social benefits, our drive our behaviours and the work that we do.

Our values are:

C

– Caring

O

– Openness

R

– Respectful

E

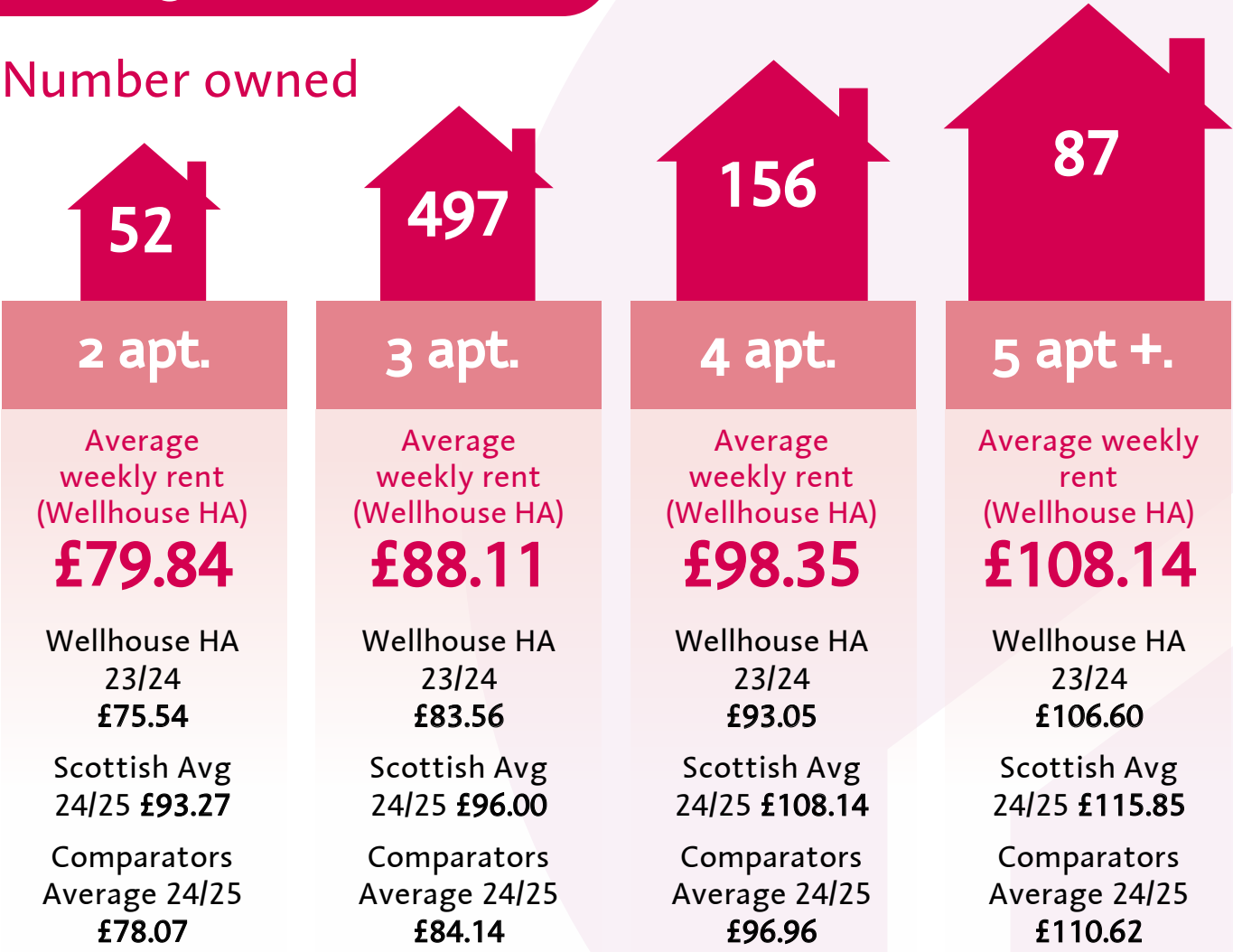
– Empathy

# Homes and rents

At 31 March 2025 we owned 792 homes and 2 Supported Accommodation Units. The total rent due for the year was £3,753,571. We increased our weekly rent by 3.3% 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



75.3%



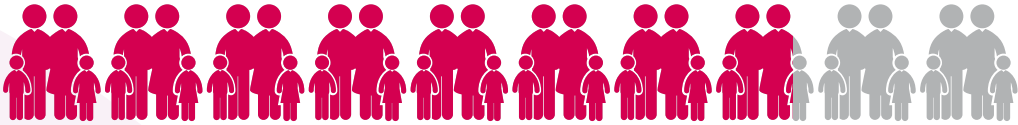
75.3% of tenants feel that the rent for their property represents good value for money

Wellhouse HA 23/24 **79.5%** Scottish Avg 24/25 **81.7%**

Comparators are: Easthall Park HA (694), Calvay HA (868), Blairtummock HA (699) & Provanhall HA (520)

# Homes and rents

78%



78% of existing tenants are satisfied with the quality of their home

Wellhouse HA 23/24 **83.6%** Scottish Avg 24/25 **86.8%**

89.7%



89.7% of tenants were satisfied with the opportunities to participate in our decision making

Wellhouse HA 23/24 **92.2%** Scottish Avg 24/25 **86.3%** Comparators Average 24/25 **97.3%**

75.3%



75.3% of tenants are satisfied with the management of the neighbourhood they live in

Wellhouse HA 23/24 **75.3%** Scottish Avg 24/25 **84.3%**

80.7%



80.7% said they were satisfied with the overall service we provided

Wellhouse HA 23/24 **82.2%** Scottish Avg 24/25 **86.9%** Comparators Average 24/25 **91.7%**

89.7%



89.7% felt we were good at keeping them informed about its services and outcomes.

Wellhouse HA 23/24 **90%** Scottish Avg 24/25 **90%** Comparators Average 24/25 **97.3%**

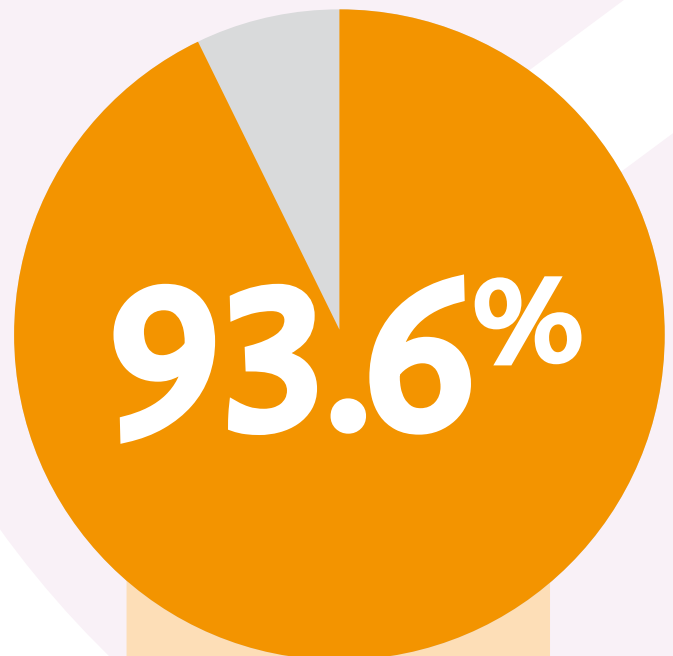
# House Allocations



Wellhouse HA 23/24 31



Wellhouse HA 23/24 427



Wellhouse HA 23/24 92.3%  
Scottish Avg 24/25 91.61%

Our applicants on the **waiting list** was 445 at the end of March 2025.

93.6% of new tenants last year **sustained their tenancy** for more than one year.

# Aids and Adaptations



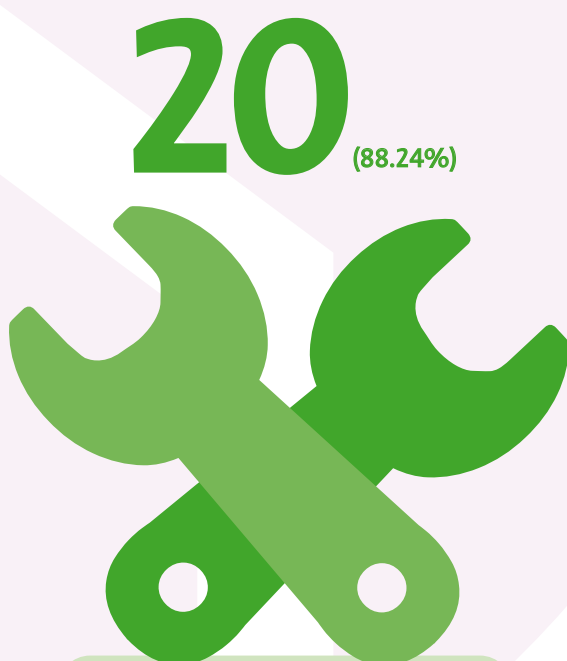
Wellhouse HA 23/24 £88,541

The total cost of adaptations completed during the year was **£62,754**, all of which was grant funded.



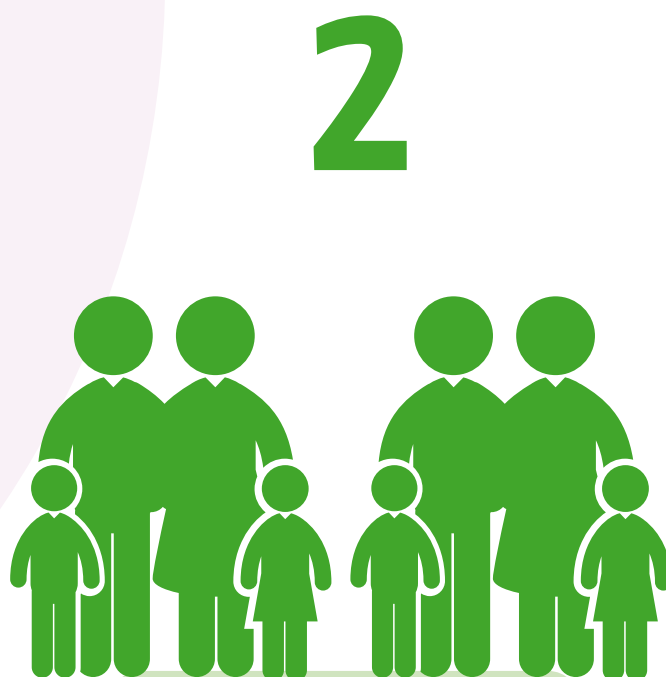
Wellhouse HA 23/24 32.28 days  
Scottish Avg 24/25 44.3 days

The average time taken to complete an adaptation was **39 days**.



Wellhouse HA 23/24 29 (100%)  
Scottish Avg 24/25 80.57%

**20 medical adaptations** were completed



Wellhouse HA 23/24 15

There were **2 households** waiting on adaptations to their home at the end of the year.



# Quality & maintenance of your home

95%



Wellhouse HA 23/24 **87.2%** Scottish Avg 24/25 **97.04%** Comparators Average 24/25 **94%**

95% of our properties met the Scottish Housing Quality Standard

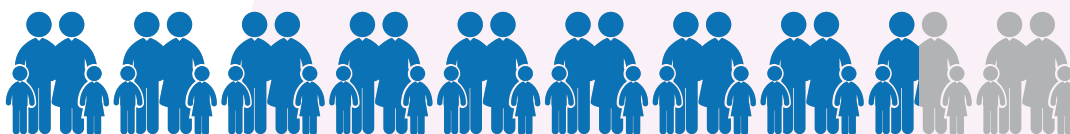
98%



Wellhouse HA 23/24 **99.8%** Scottish Avg 24/25 **88.03%** Comparators Average 24/25 **94.8%**

We completed 98% of reactive repairs 'right first time'

85.6%



Wellhouse HA 23/24 **86.8%** Scottish Avg 24/25 **86.74%** Comparators Average 24/25 **91.7%**

85.6% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service



# Quality & maintenance of your home



Wellhouse HA 23/24 **2.45 Days**  
Scottish Avg 24/25 **9.1 Days**  
Comparators Average 24/25 **4.3 Days**

The average time we took to complete **non-emergency repairs** was **6.06 Days**.



## 1.7 Hours

Wellhouse HA 23/24 **1.6 Hours**  
Scottish Avg 24/25 **3.9Hours**  
Comparators Average 24/25 **2.6 Hours**

The average time we took to complete **emergency repairs** was **1.7 Hours**.

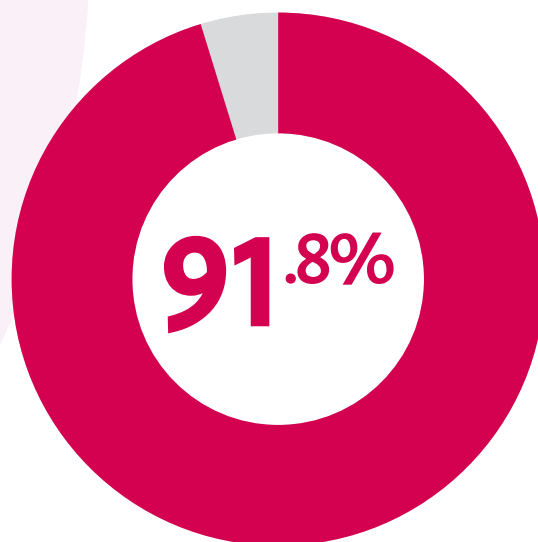
## Anti social behaviour (ASB)



Wellhouse HA 23/24 **67**

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

- noise nuisance
- loud parties
- neighbour disputes



Wellhouse HA 23/24 **95.5%**  
Scottish Avg 24/25 **93.4%**  
Comparators Average 24/25 **99.3%**

**91.8%** of these ASB cases were resolved within targets agreed locally.

# Value for money



**100.5%**

Wellhouse HA 23/24 **97.5%**  
Scottish Avg 24/25 **100.2%**  
Comparators Average 24/25  
**101.6%**

The amount of money we collected for current and past rent was equal to **100.5%** of the **total rent** due in the year.



**0.5%**

Wellhouse HA 23/24 **0.4%**  
Scottish Avg 24/25 **1.3%**  
Comparators Average 24/25  
**0.3%**

We did not collect **0.5%** of rent due because **homes were empty**.



**28.3 Days**

Wellhouse HA 23/24 **31.4 Days**  
Scottish Avg 24/25 **60.6 Days**  
Comparators Average 24/25  
**20 Days**

We took an average of **28.3 days** to re-let homes.

## Complaints



**27**  
**Stage 1**



**11**  
**Stage 2**

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



**Stage 1 Average Response Time**  
**3.7 Days**

Wellhouse HA 23/24 **5.2 Days**  
Scottish Avg 24/25 **5.4 Days**



**Stage 2 Average Response Time**  
**15.3 Days**

Wellhouse HA 23/24 **10.3 Days**  
Scottish Avg 24/25 **21.3 Days**

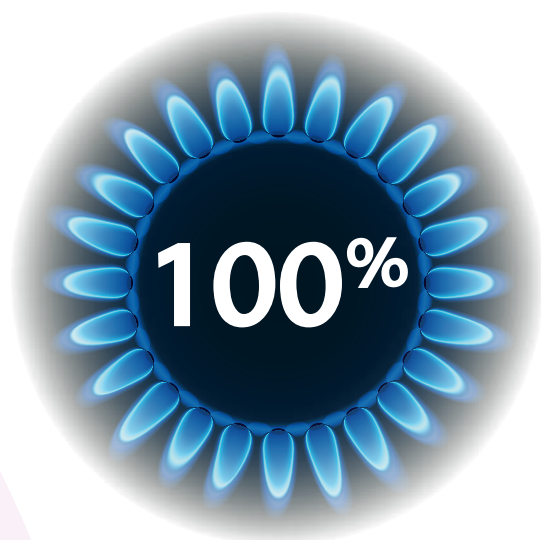
The Average time we took to respond to Complaints against target timescales set out by Scottish Public Sector Ombudsman of **Stage 1 - 5 Days** and **Stage 2 - 20 Days**

## Gas Safety



Wellhouse HA 23/24 **786**

787 houses require a gas safety certificate.  
(5 houses are electric.)



Wellhouse HA 23/24 **100%**

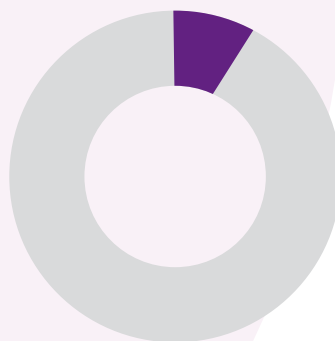
100% had their certificate renewed by anniversary date.

## Arrears / Evictions



Wellhouse HA 23/24  
**£3,571,729**  
Comparators Average 24/25  
**£3,110,839**

Total rent due last year was £3,753,571.



**8.44%**

Wellhouse HA 23/24  
**9.34%**  
Scottish Average 24/25  
**6.14%**

Total rent arrears as % of rent due was 8.44%.



**3**  
(0.38%)

Wellhouse HA 23/24  
**0 (0%)**  
Scottish Average 24/25  
**0.20%**

3 tenants were evicted.

Comparators are: Easthall Park HA (694), Calvay HA (868), Blairtummock HA (699) & Provanhall HA (520)

# Wellhouse: the Place to Be



# wellhouse

Housing Association

Caring Open Respectful Empathy



The Association remains committed to delivering improved services and performance. In response to feedback from our Tenant Satisfaction Survey conducted in June 2024, we have introduced several new services to enhance the tenant experience, including:

- garden maintenance service
- bulk uplift service
- close cleaning service

We appreciate the feedback provided and will continue to listen and respond to our tenants' needs. A further Tenant Satisfaction Survey is scheduled for November 2025 to help us measure progress and identify new opportunities for improvement.

In addition to service enhancements, we are working closely with our tenants to address rent arrears and improve the living environment. Through regular intensive estate management inspections, we aim to maintain high standards across our community and offer support wherever possible.

## ..... We Welcome Your Feedback .....

We would love to hear your thoughts on the style and format of this Annual Report.

Please get in touch with any comments or questions:

Email: [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

Call: 0141 781 1884

You can also contact us during our office hours:

Monday – Thursday: 9:00 am – 5:00 pm

Friday: 9:00 am – 4:30 pm

(Please note we are closed for lunch daily from 1:00 pm – 2:00 pm)

CARING • OPEN • RESPECTFUL • EMPATHY

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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.