

# Landlord Report to Tenants for 2017/18 – Assurance Statement



Please find our annual report to you on the tenants' charter. This year, we wanted to share more information, following our reduction from high to medium engagement in May 2018. I am pleased to let you know that your committee, amongst other activities:-

- Held 11 committee meetings in the year and our AGM. 2 of these meetings were observed by the Scottish Housing Regulator, who had sight of all reports and minutes for 2017/18;
- Held 4 audit and risk sub-committee meetings;
- Scheduled 23 days of internal audit days in 2017/18 conducted by Wylie Bisset, reviewing the following subjects - property management, health & safety and gas safety, rental income & arrears management, void management, I.T. systems, rechargeable repairs, and follow up review.
- Had our external audit – the auditor was at our AGM.
- Had our revised approach to managing risk verified by independent consultants, RSM;
- Had a business planning day to review year 3 of our plan and approve our asset management strategy, which are formally reviewed by the committee each quarter;
- Ran a review day to carry out a self-assessment against the regulatory standards, facilitated by consultant Linda Ewart. This assessment has been submitted to the Regulator;
- Conducted a third consecutive year of committee appraisals and are acting upon continuous improvement;
- Reaffirmed our approach to equalities & diversity;
- Adopted new privacy, ethical standards, sustainability and value for money statements and promoted these through our website, social media and newsletters;
- Welcomed the Scottish Federation of Housing Association and their colleagues from England, Wales and Northern Ireland to Wellhouse to discuss with committee members and senior management, the challenges for Boards of community based housing and the impact of the full roll out of Universal Credit;
- Submitted our returns timeously and accurately to our other regulators;
- Held tenant scrutiny, supported by TIS, through our customer opinion panel, had quarterly satisfaction phone surveys carried out and verified independently and run consultation events with respect to rent increases and allocation changes, supported by TPAS;
- Assured ourselves as to safety of tenants homes, including checking any external cladding for fire retardancy and loose panels;
- Continued networking with our colleagues in EHRA which included campaigning and lobbying, service improvement and benchmarking performance, social welfare projects and initiatives, employment and training for local people and training for EHRA staff and committee and hosting a tour for SFHA and SHR board members, and;
- Launched a new website, based upon our values and the 'open all hours' report by the SFHA and firmed up all approaches to accessibility of information via leaflets, newsletters, open events and social media.

We ask that you accept this as a self-reflection by the management committee and confirmation of our confidence in our continuing commitment to good governance. Those of you who have been to the office will see the changes we made to reception to bring our services closer to you and will see all staff out and about in Wellhouse regularly. Rest assured we remain committed to continuous improvement.

Kind regards,  
Maureen Morris, Chair on behalf of  
The Management Committee

# Homes and rents

At 31 March 2018 we owned 793 homes. The total rent due for the year was £3,018,596. 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



**77.41%**

77.41% of tenants feel that the rent for their property represents good value for money

**82.53%**

82.53% of existing tenants are satisfied with the quality of their home

# Homes and rents



94.28% of tenants were satisfied with the opportunities to participate in our decision making



86.75% of tenants are satisfied with the management of the neighbourhood they live in



86.45% said they were satisfied with the overall service we provided



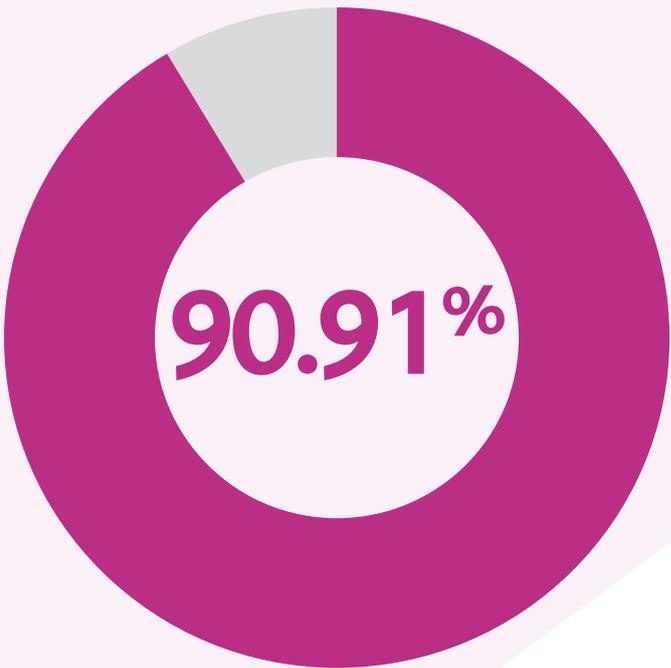
89.16% felt we were was good at keeping them informed about its services and outcomes.



80.56% of new tenants were happy with the standard of their home when moving in.

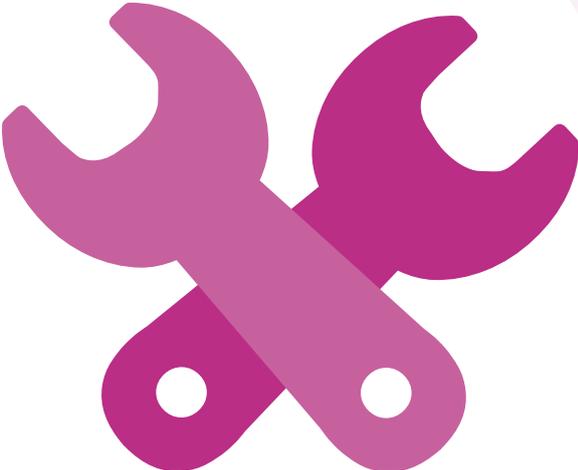
# House Allocations

**59** houses were re-let last year.



90.91% of new tenants last year sustained their tenancy for more than one year.

# Medical Adaptations



**24**

24 medical adaptations were completed

# Quality & maintenance of your home



97.98% of our properties met the Scottish Housing Quality Standard



We completed 99.17% of reactive repairs 'right first time'



81.62% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service

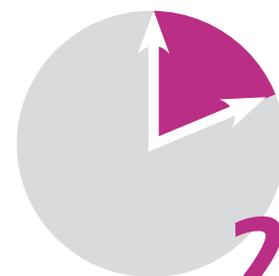


99.19%

We operate a **repairs appointment system**. We kept 99.19% of appointments.



The average time we took to complete **non-emergency repairs** was 3.88 days.



2.78 hours

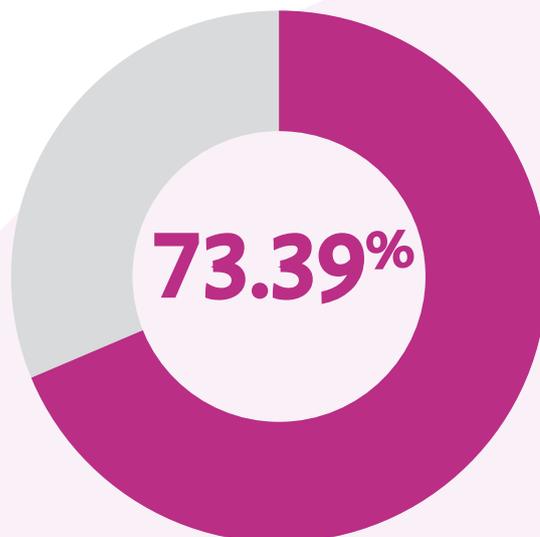
The average time we took to complete **emergency repairs** was 2.78 hours.

## Anti social behaviour (ASB)



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

- noise nuisance
- loud parties
- neighbour disputes



73.39% of these ASB cases were resolved within targets agreed locally.

## Value for money



The amount of money we collected for current and past rent was equal to 99.4% of the total rent due in the year.



We did not collect 0.36% of rent due because homes were empty.



We took an average of 18.9 days to re-let homes.

# Complaints

**39**  
Stage 1

**2**  
Stage 2

39 Stage 1 and 2 Stage 2 complaints were received.

**59.09%**

59.09% were responded to in full within the timescales set out by the Scottish Public Services Ombudsman.

We upheld 14 complaints in favour of our customers.

# Gas Safety

**779**

779 houses require a gas safety certificate.

**100%**

100% had certificate renewed by anniversary date.

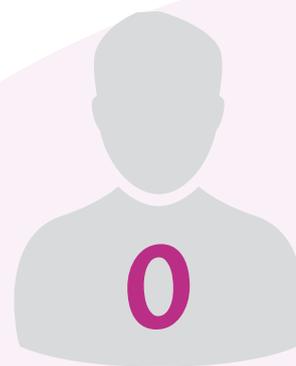
# Arrears / Evictions



Total rent due last year was £3,018,956.



Total rent arrears as % of rent due was 5.42%.



0 tenants were evicted for not paying rent.

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

## How to contact us

We are open in the hub daily from 9am

We close at 5pm Monday to Thursday and at 4.30pm on Fridays

Call us on 0141 781 1884.

Email us direct, e.g. [Pat@wellhouseha.org.uk](mailto:Pat@wellhouseha.org.uk) if you know who you want to contact, or [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

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



Scottish Charity No. SC036552



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.