

Wellhouse Housing Association

Performance Analysis Visit 2022/23
August 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey.
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **EESHH** Return data received so far, there's an **upward trend in compliance for RSLs** post pandemic while LA's have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for RSLs and LA's, but more noticeable reduction amongst RSLs who were already performing better
- **Non-emergency repairs timescales** improving for RSLs, but LA's continuing to see timescales increase, but at a slower rate than last year

- Despite this, improvements in **repairs satisfaction** for LA's compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing – a small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving, particularly for LA's
- **Rent increases across the sector** – but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LA's, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LA's, continuing reduction for RSL's, although not yet back at pre-pandemic levels

Comparator Organisations

Ardenglen Housing Association
Barrhead Housing Association
Blairtummock Housing Association
Calvay Housing Association
Cassiltoun Housing Association
Cathcart & District Housing Association
Cordale Housing Association
Dalmuir Park Housing Association
East Kilbride and District Housing Association
Easthall Park Housing Cooperative
Forth Housing Association
Horizon Housing Association
Muirhouse Housing Association
North View Housing Association
Pineview Housing Association
Wellhouse Housing Association

Tenant Satisfaction

Satisfaction Survey Method

Survey Date:

01/04/2022

Number of tenants surveyed:

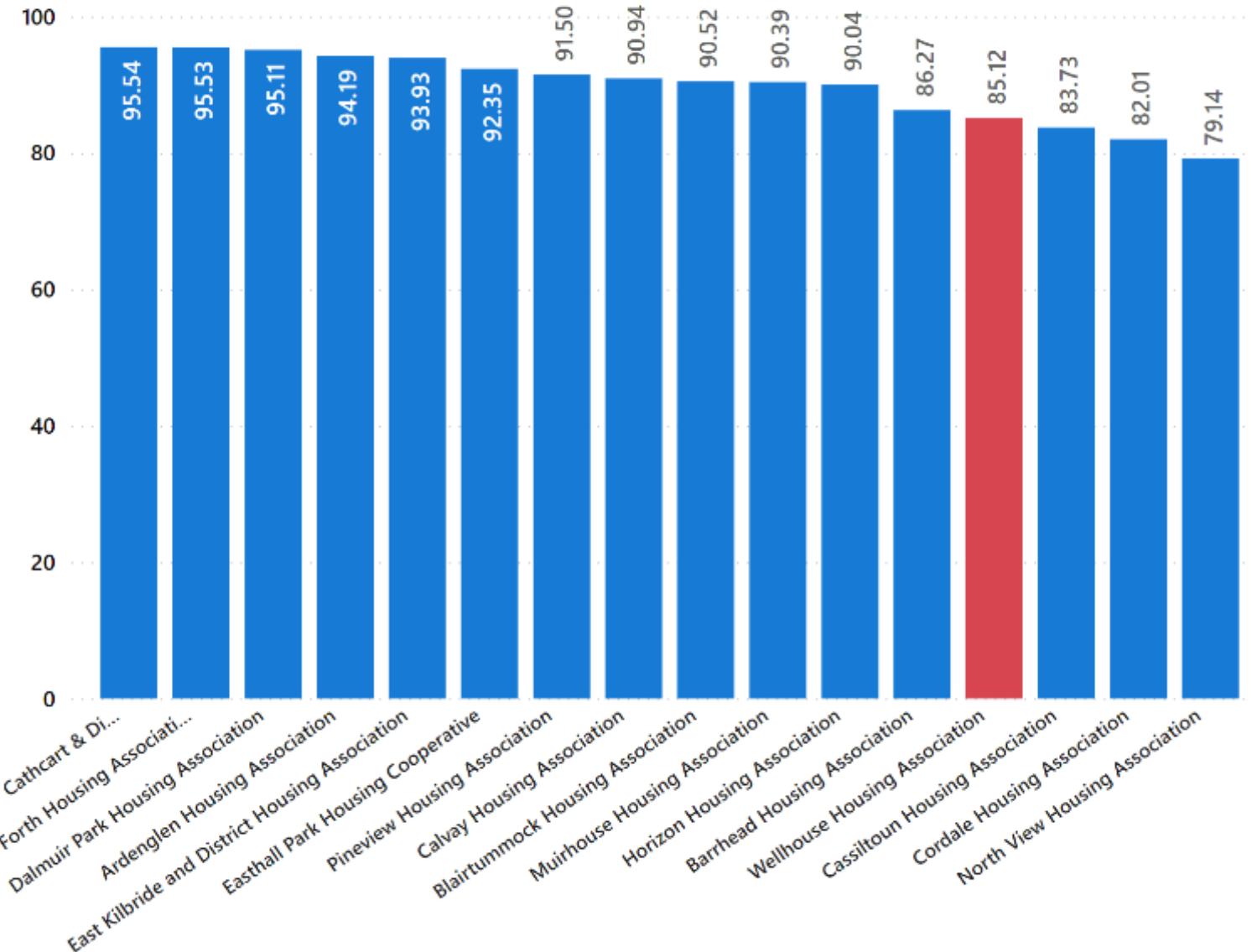
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Survey Method:

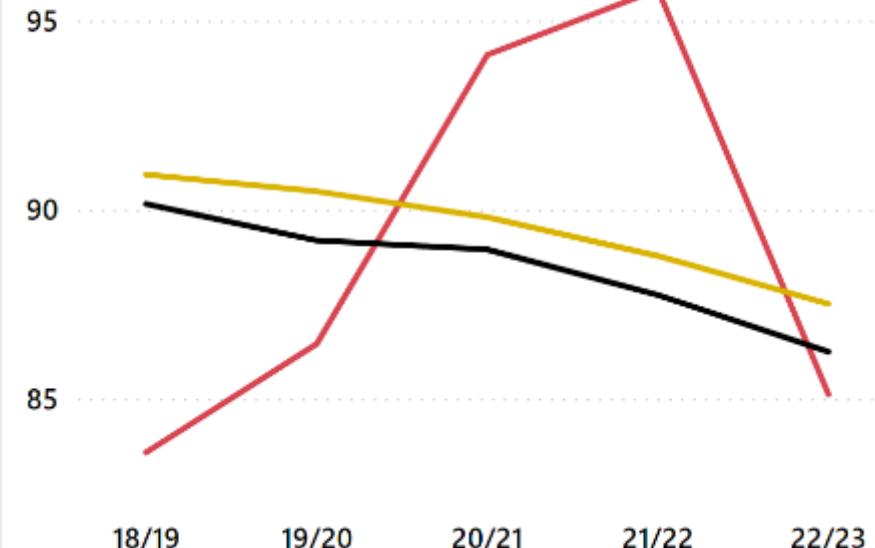
**Face-to-face
Telephone**

Overall Satisfaction

I1 Percentage satisfied with overall service



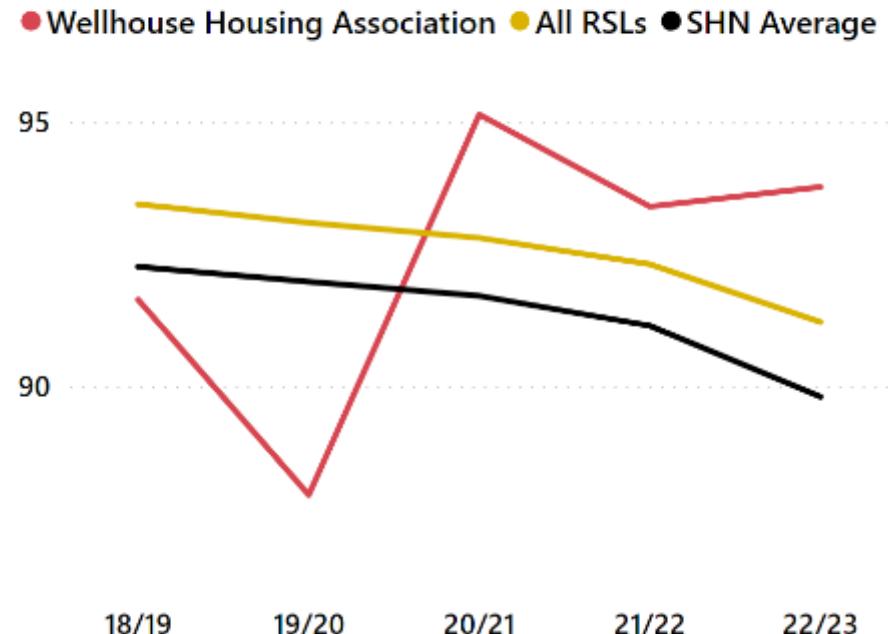
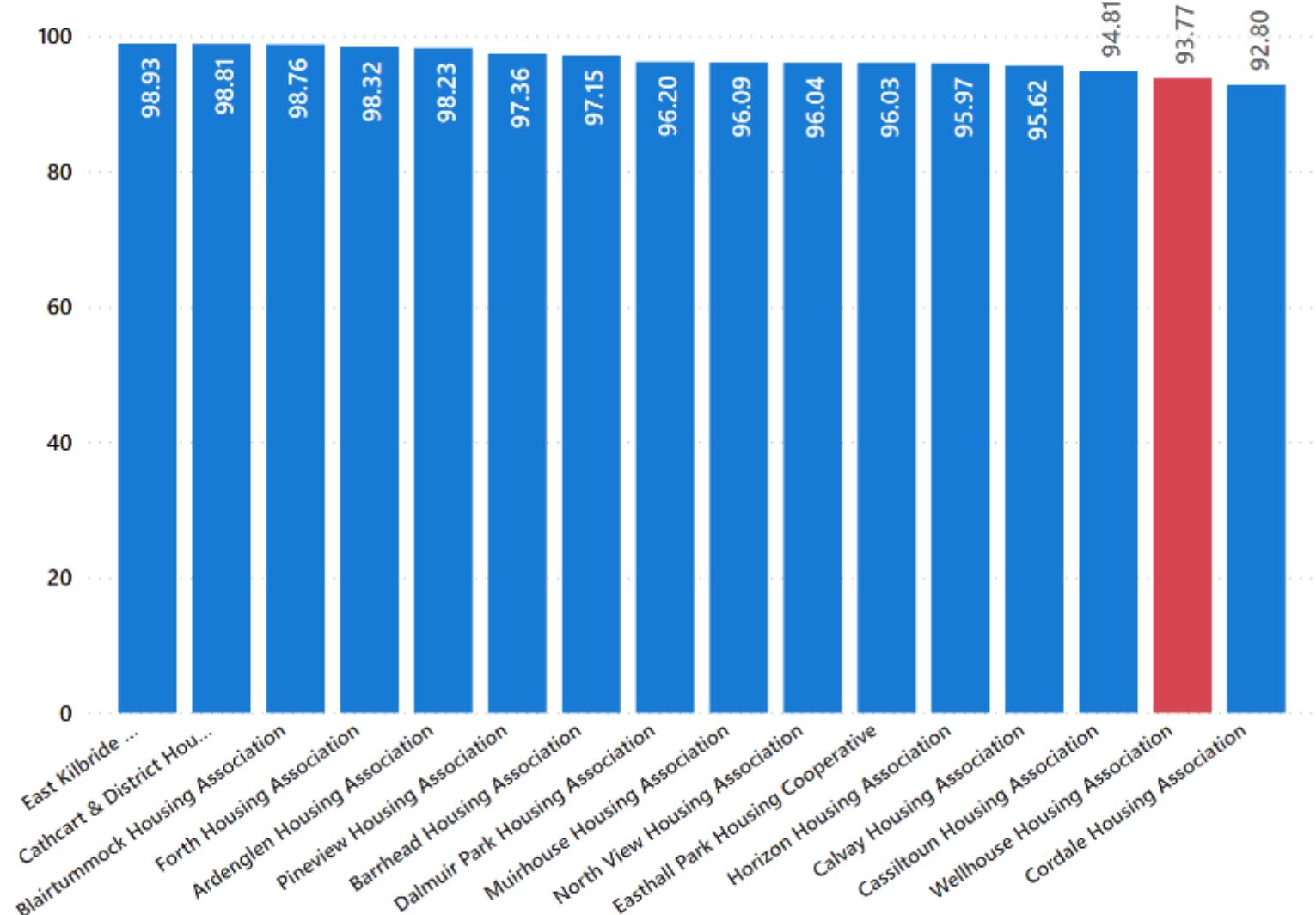
● Wellhouse Housing Association ● All RSLs ● SHN Average



Organisation Name ▲	20/21	21/22	22/23
Wellhouse Housing Association	94.10	95.83	85.12
Peer Group 4 - Medium urban	92.00	91.16	89.77
All RSLs	89.80	88.78	87.51
SHN Average	88.95	87.74	86.24

Kept Informed

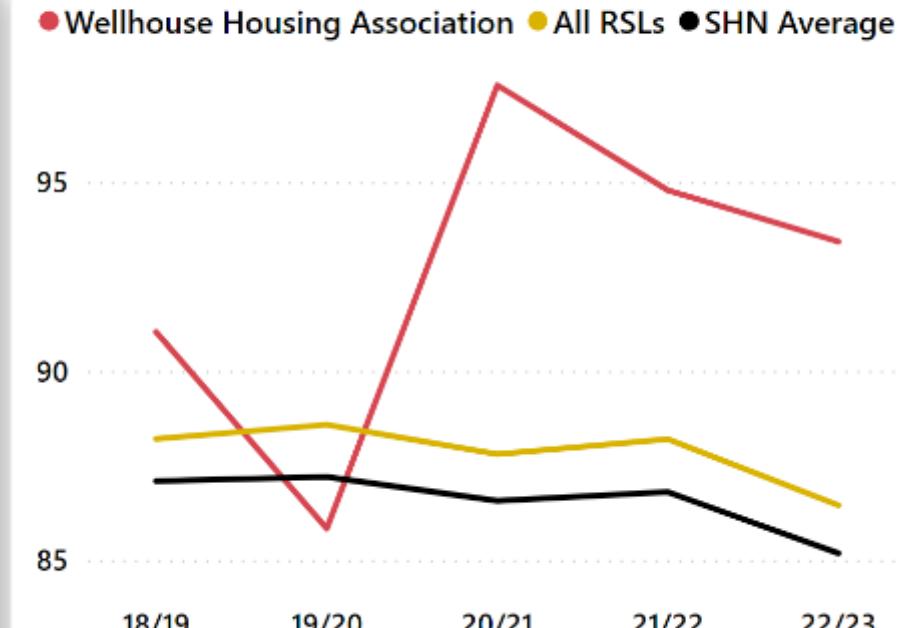
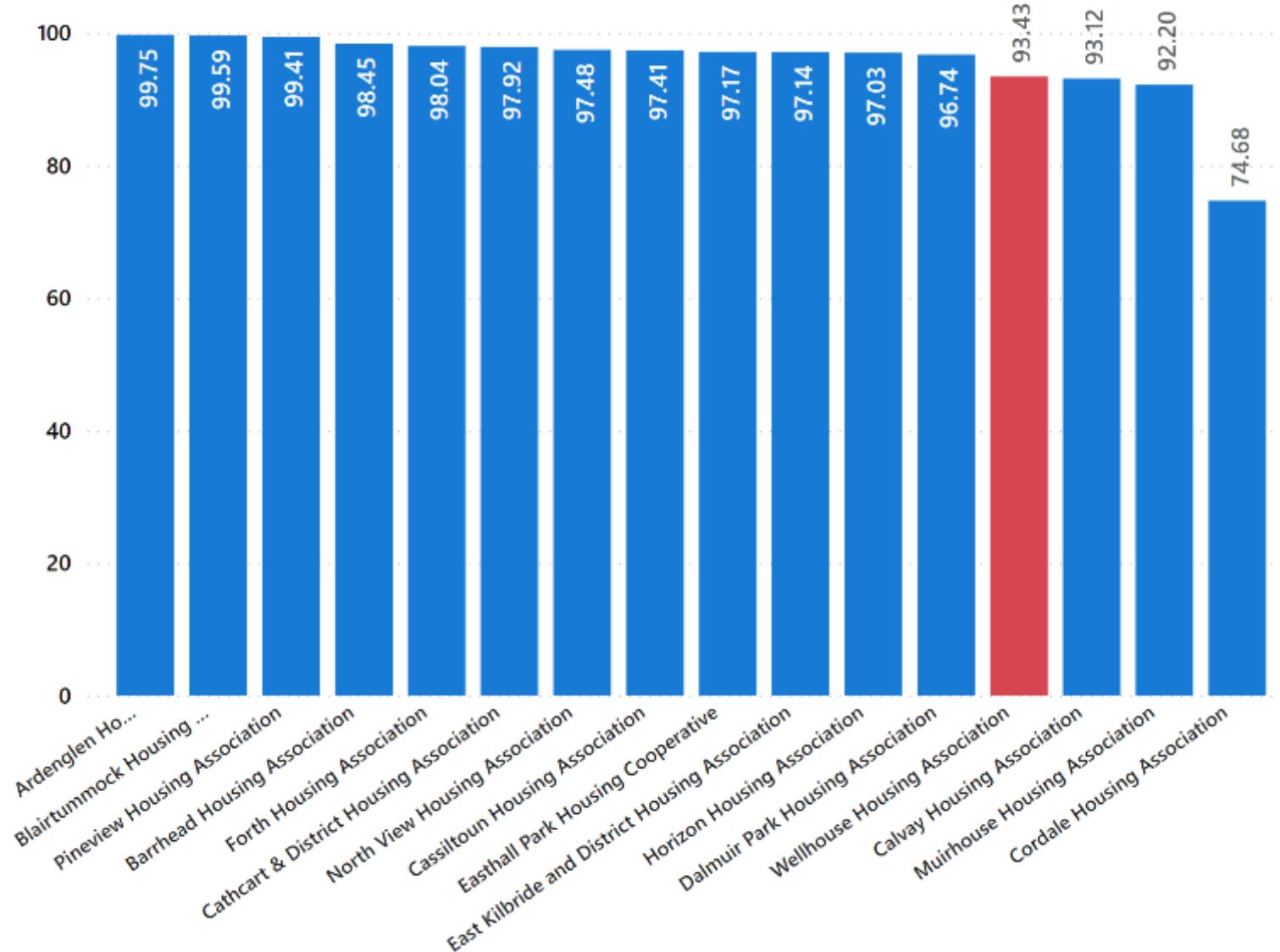
I2 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	95.14	93.40	93.77
Peer Group 4 - Medium urban	96.33	96.04	96.56
All RSLs	92.81	92.31	91.22
SHN Average	91.71	91.15	89.81

Opportunities to Participate

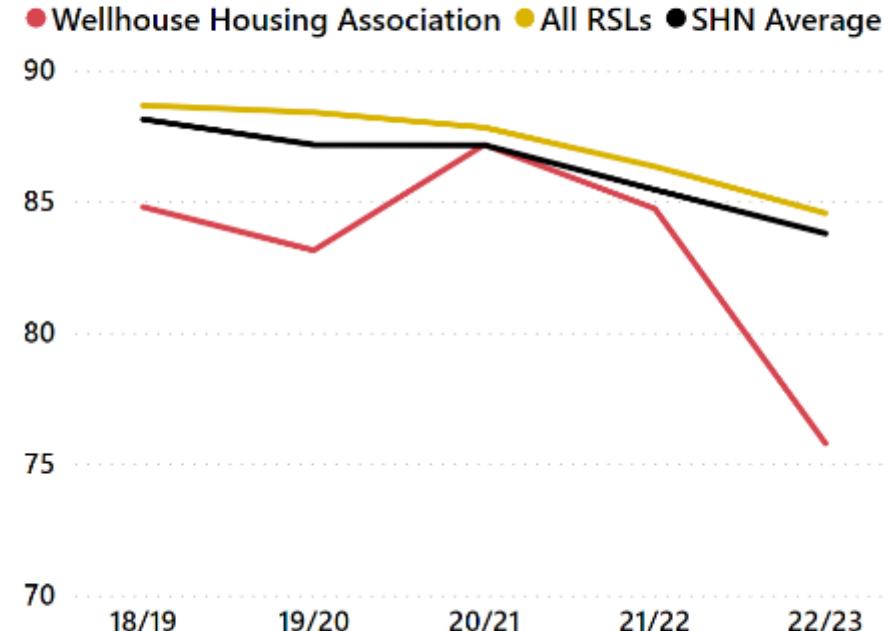
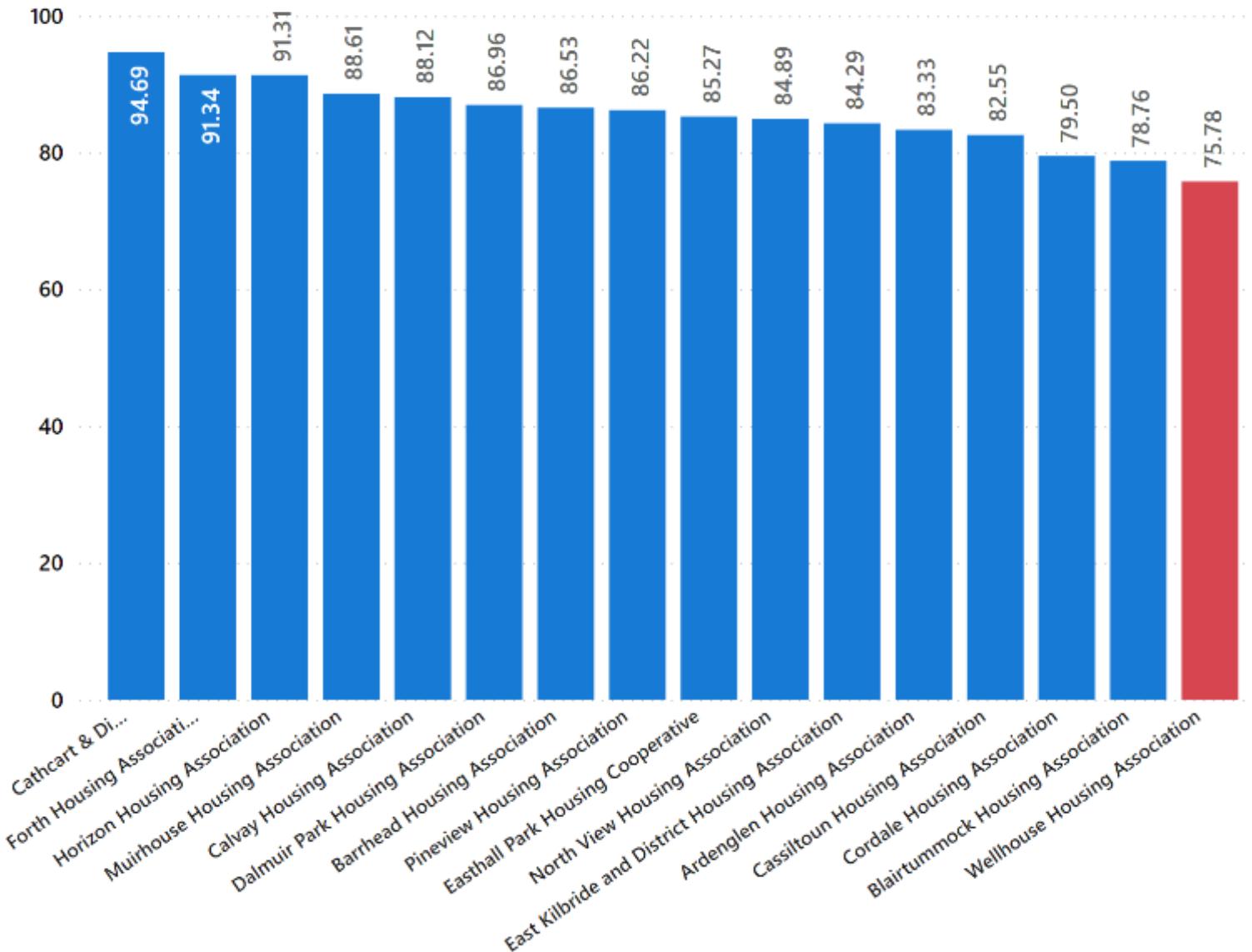
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	97.57	94.79	93.43
Peer Group 4 - Medium urban	94.20	94.00	95.60
All RSLs	87.81	88.21	86.46
SHN Average	86.57	86.81	85.18

Quality of Home (All Tenants)

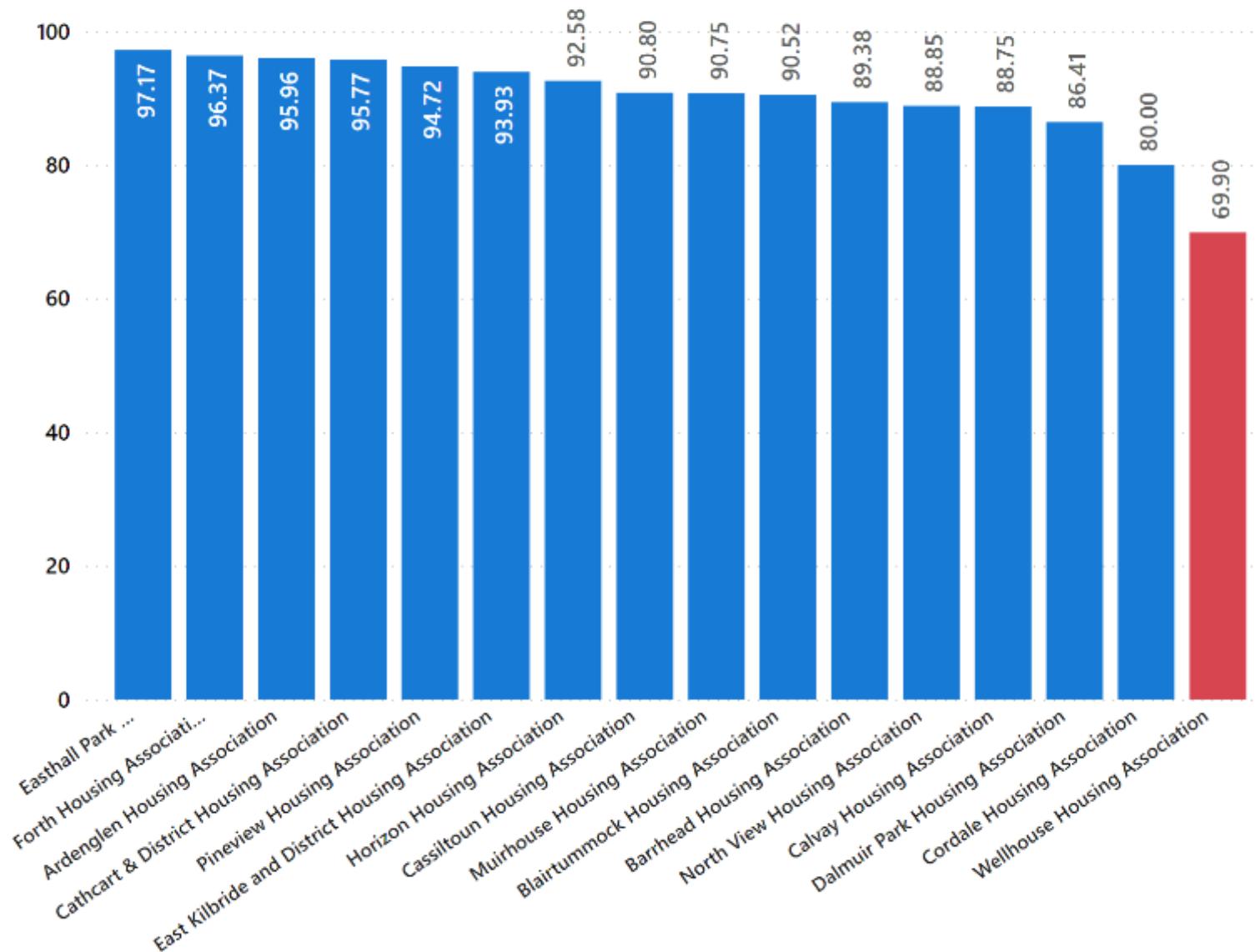
I7 Percentage tenants satisfied
with quality of home



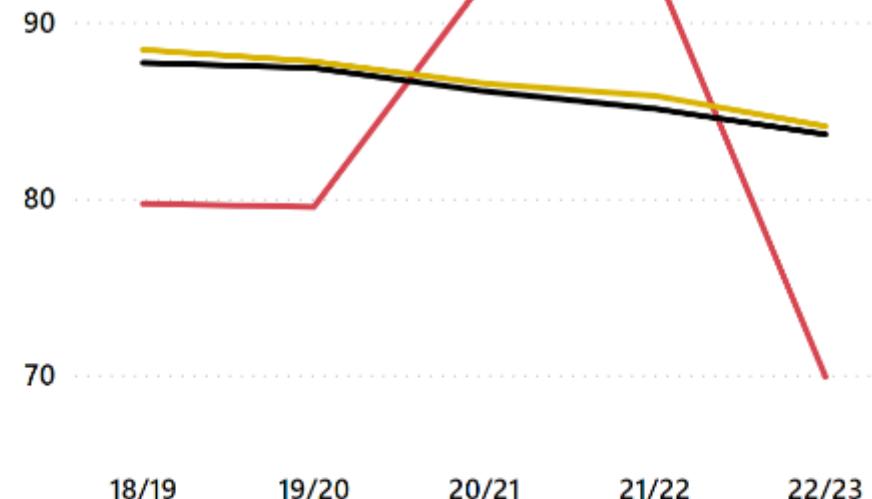
Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	87.15	84.72	75.78
Peer Group 4 - Medium urban	89.71	88.11	85.51
All RSLs	87.81	86.32	84.55
SHN Average	87.14	85.44	83.77

Management of Neighbourhood

I13 Percentage tenants satisfied
with management of
neighbourhood



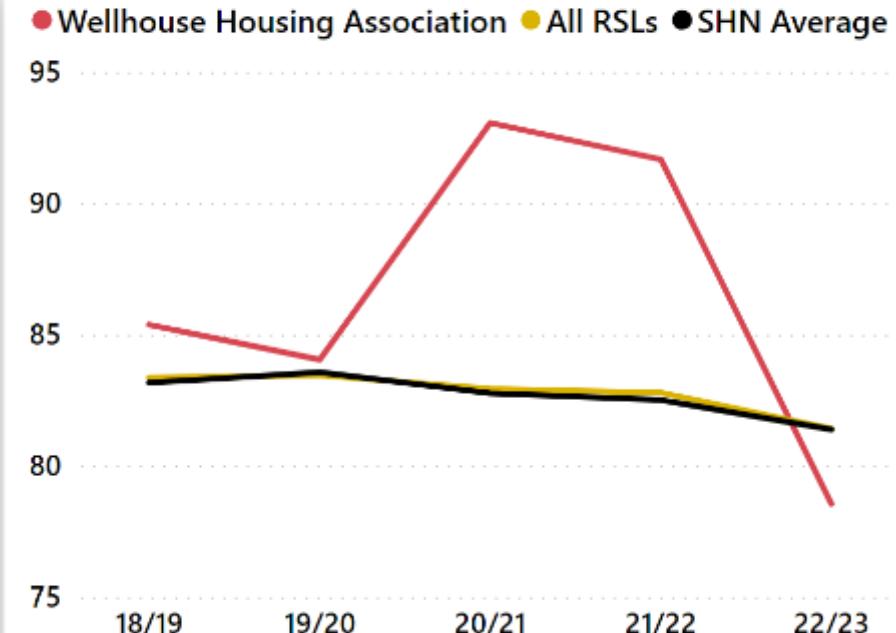
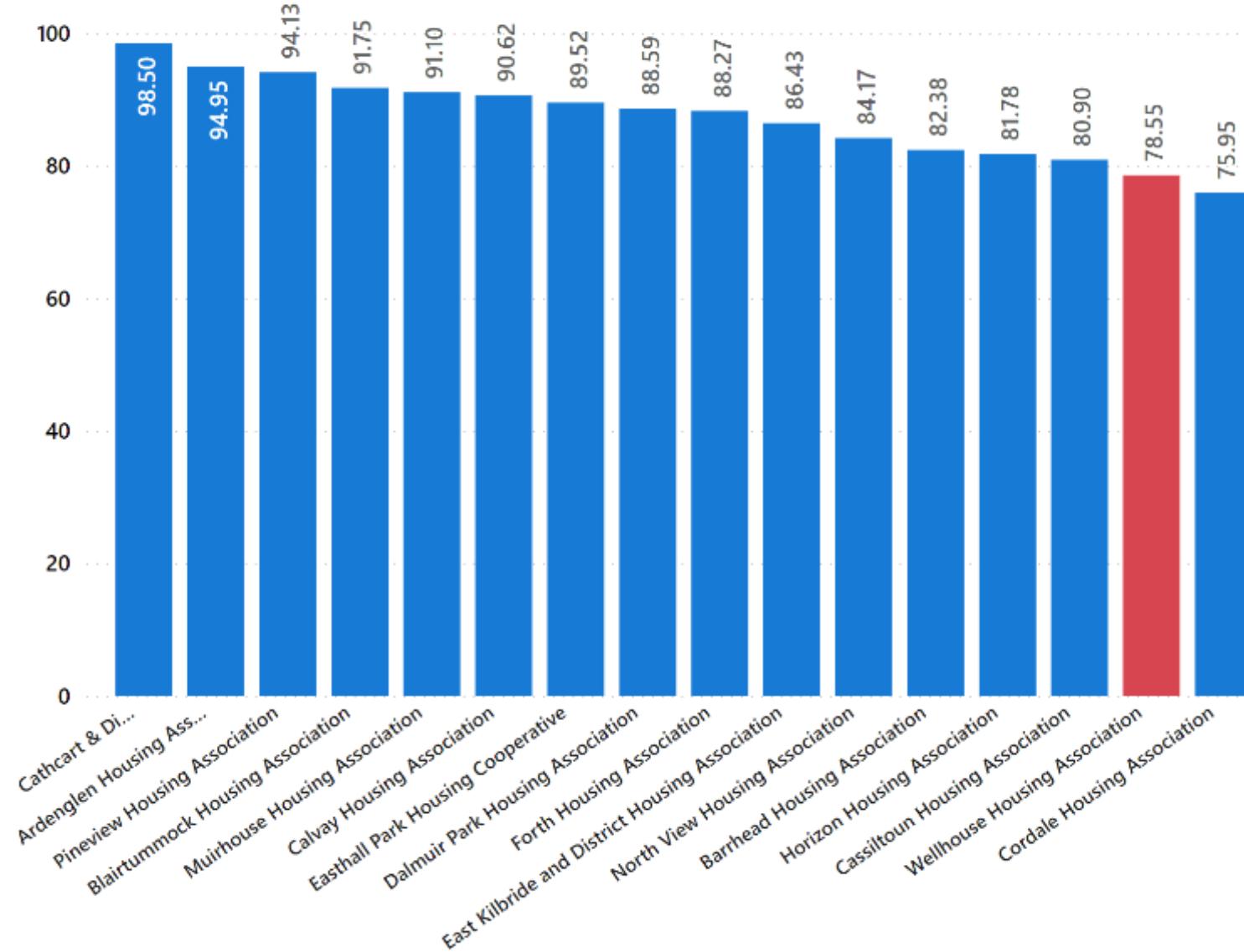
● Wellhouse Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	92.36	93.06	69.90
Peer Group 4 - Medium urban	90.28	89.99	90.12
All RSLs	86.53	85.83	84.10
SHN Average	86.08	85.09	83.64

Value For Money

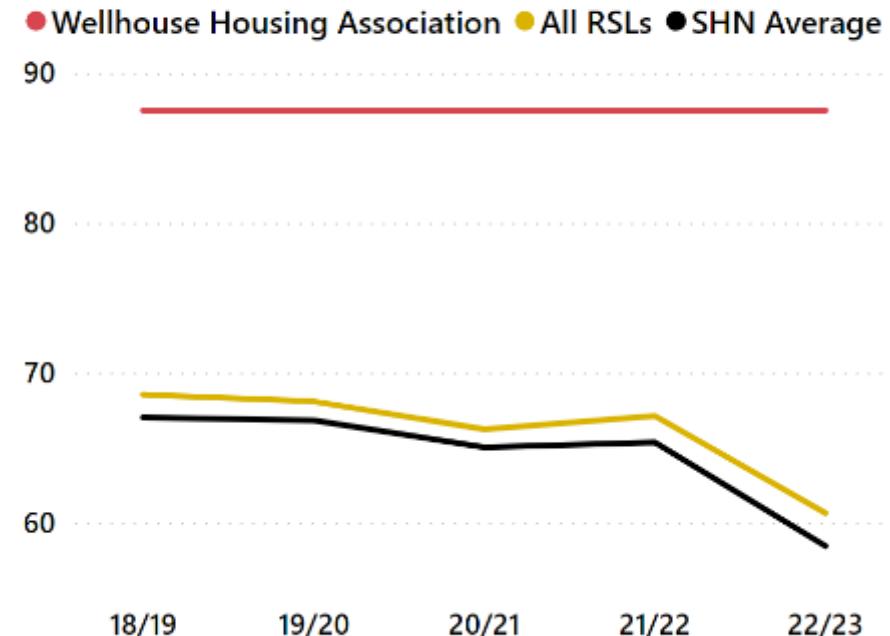
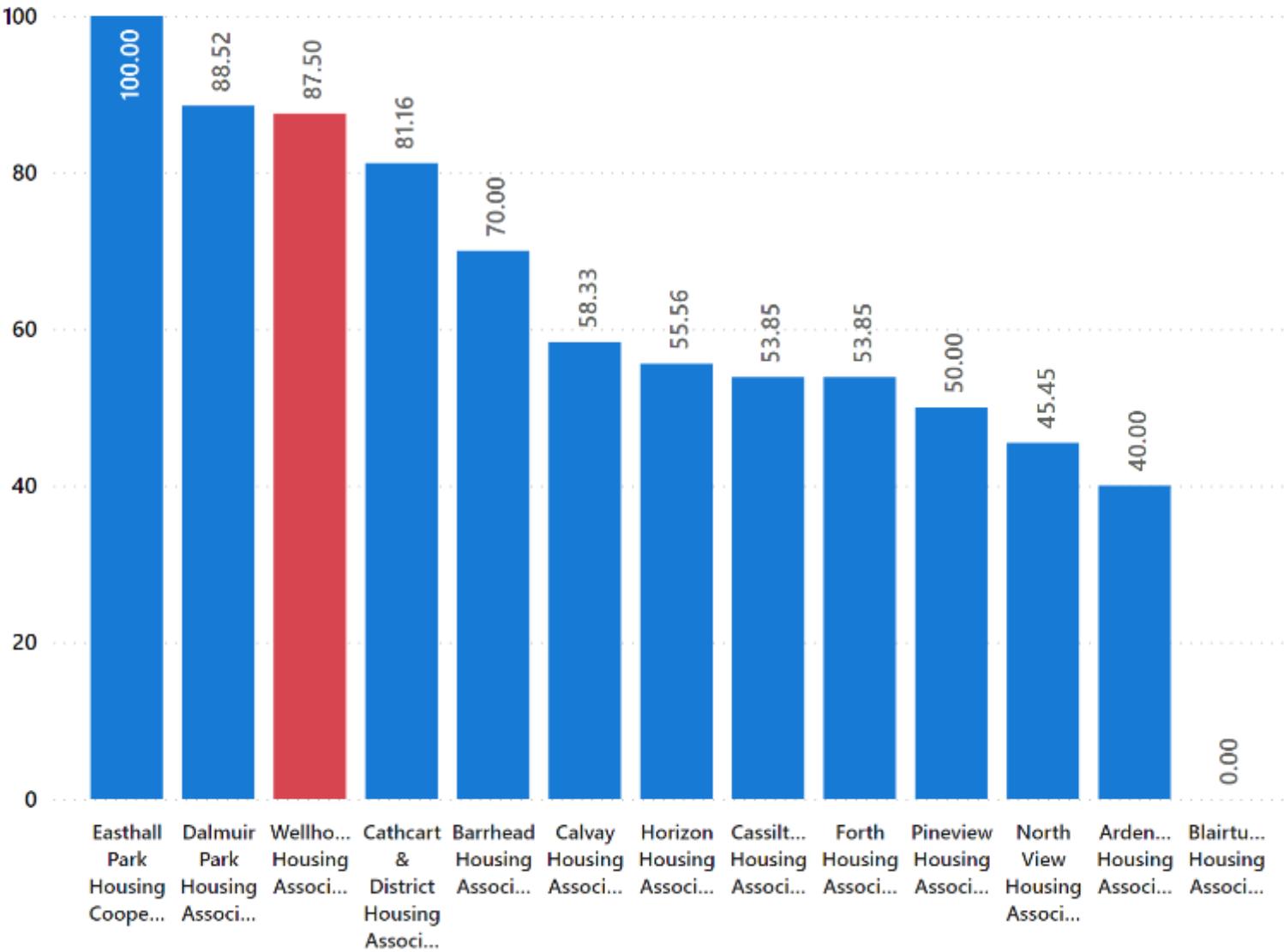
I25 Percentage tenants who feel rent for their property represents good value for money



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	93.06	91.67	78.55
Peer Group 4 - Medium urban	87.34	86.58	87.35
All RSLs	82.93	82.79	81.42
SHN Average	82.77	82.51	81.38

Factoring

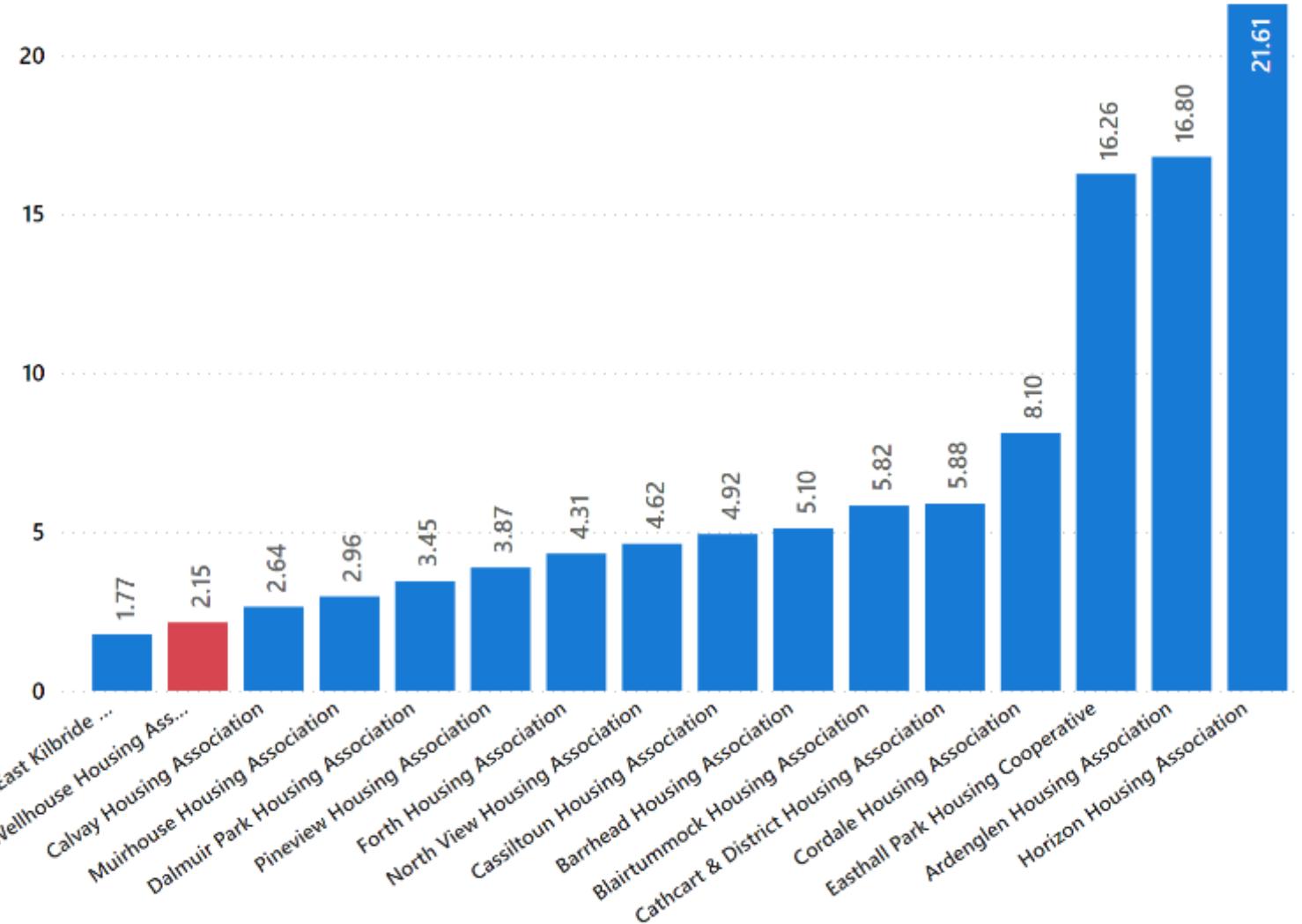
I29 Percentage factored owners satisfied with factoring service



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	87.50	87.50	87.50
Peer Group 4 - Medium urban	75.06	73.96	60.32
All RSLs	66.25	67.14	60.67
SHN Average	65.05	65.38	58.47

Complaints

I3 Complaints per 100 homes & I4
Time to respond to 1st & 2nd
stage complaints



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	2.90	4.80	2.15
Peer Group 4 - Medium urban	4.31	6.05	7.09
All RSLs	4.89	7.24	8.72
SHN Average	3.69	5.45	5.94

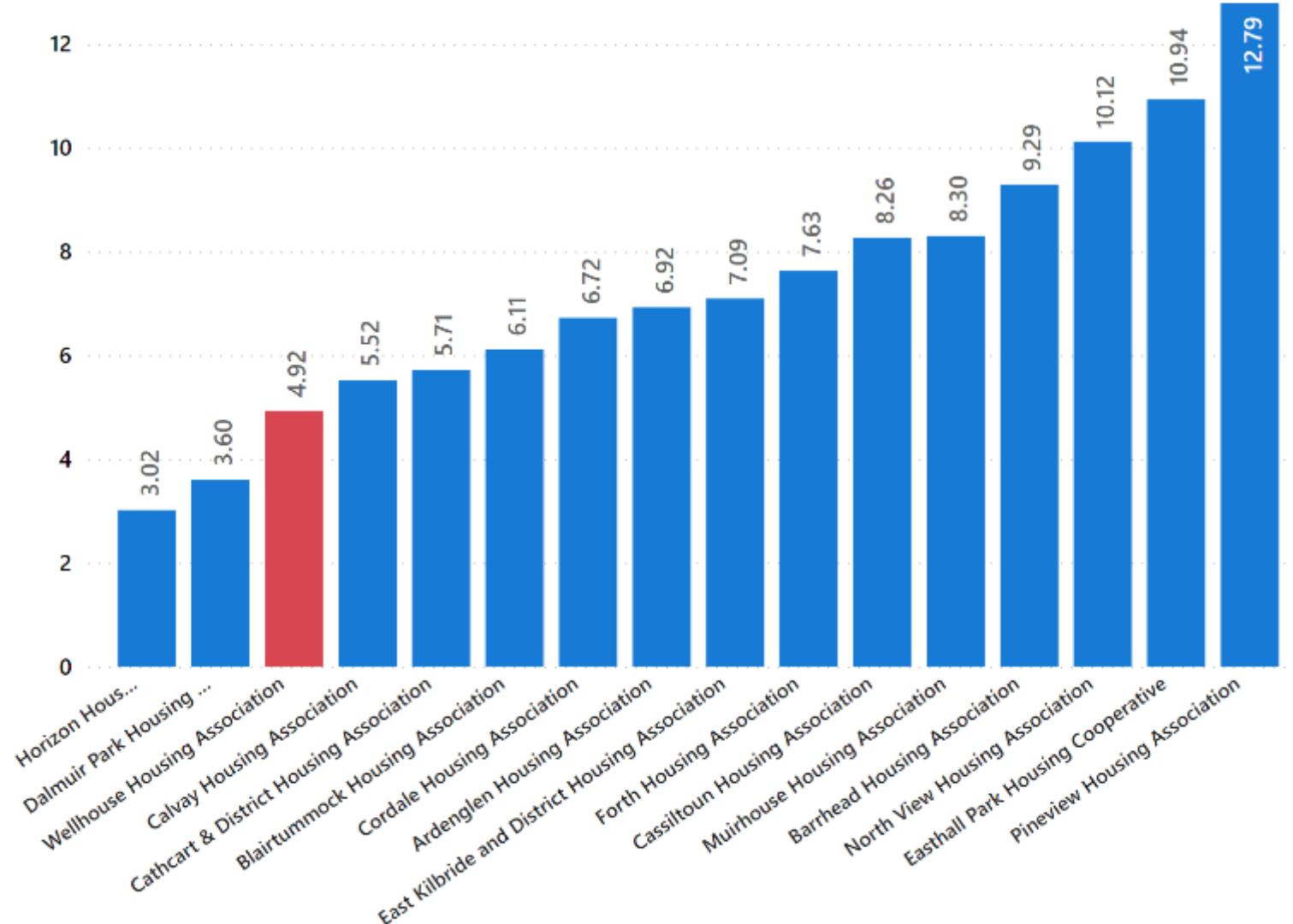
Organisation Name	22/23		
	I3 complaints per 100 homes	I4 Stage 1 complaints average time to respond	I4 Stage 2 complaints average time to respond
Wellhouse Housing Association	2.15	4.55	16.67
Peer Group 4 - Medium urban	7.09	4.00	15.44
All RSLs	8.72	4.03	17.14
SHN Average	5.94	5.64	19.91

SPSO Target

5 days 20 days

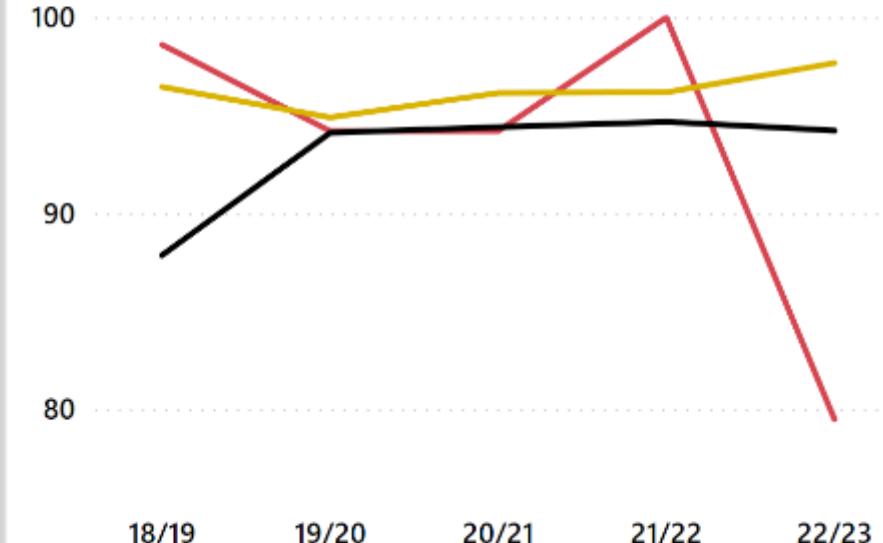
Anti-social behaviour

I15 ASB cases per 100 homes



I15 Percentage of anti-social behaviour cases resolved

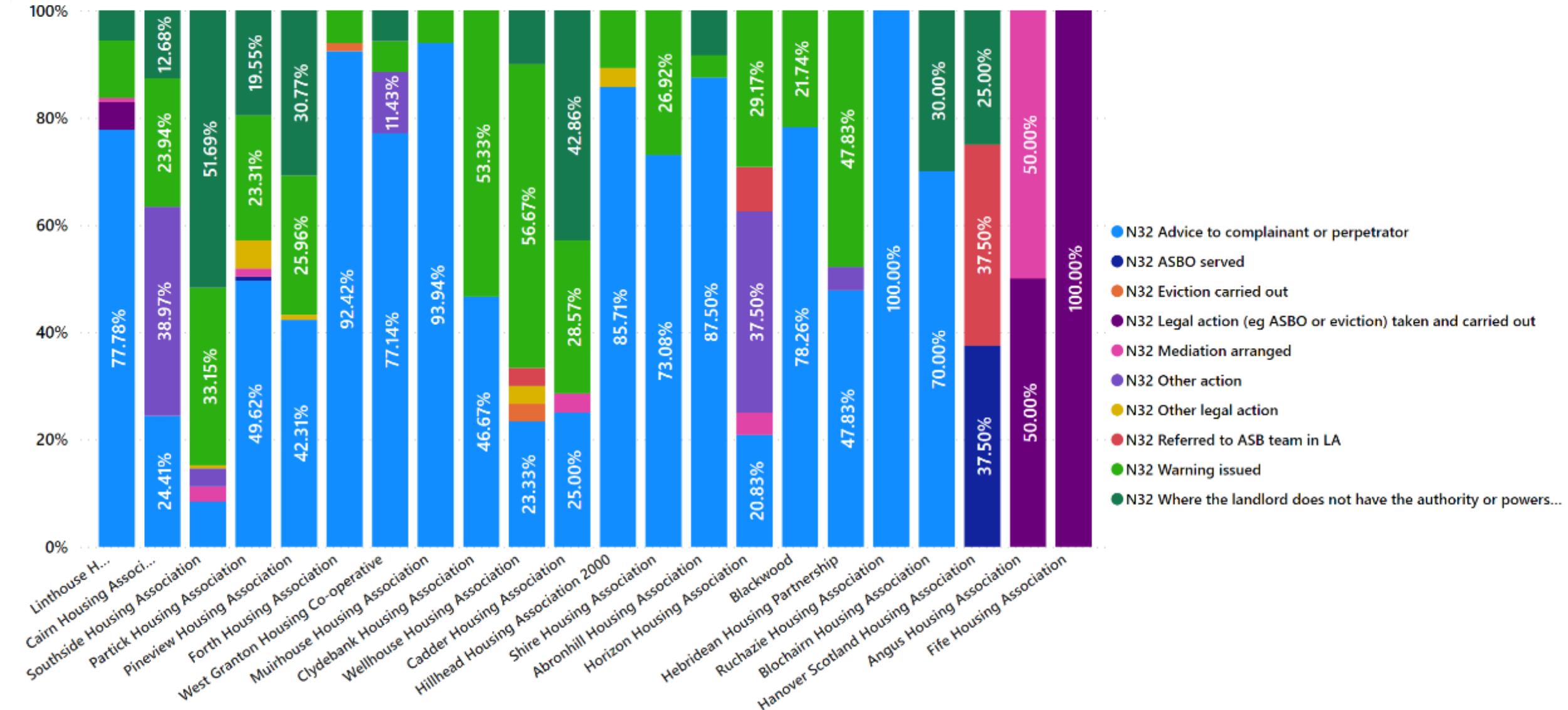
● Wellhouse Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	8.71	8.08	4.92
Peer Group 4 - Medium urban	9.01	8.16	7.39
All RSLs	9.93	8.30	8.22
SHN Average	9.67	8.26	7.34

Anti-social behaviour

N32 Measures to resolve case



Housing Quality & Maintenance

15%

10%

5%

0%

Ardenglen Housing Association



Blairtumm... Housing Association

Calvay Housing Association

Forth Housing Association

Muirhouse Housing Association

East Kilbride and District Housing Association

Wellhouse Housing Association

Barrhead Housing Association

Cathcart & District Housing Association

14.45%

1.12%

● C10.6 Exempt from EESSH ● C10.5 Not Meeting EESSH ● C10.4.1 EESSH Compliance Unknown

● Wellhouse Housing Association ● All RSLs ● SHN Average

100%

95%

90%

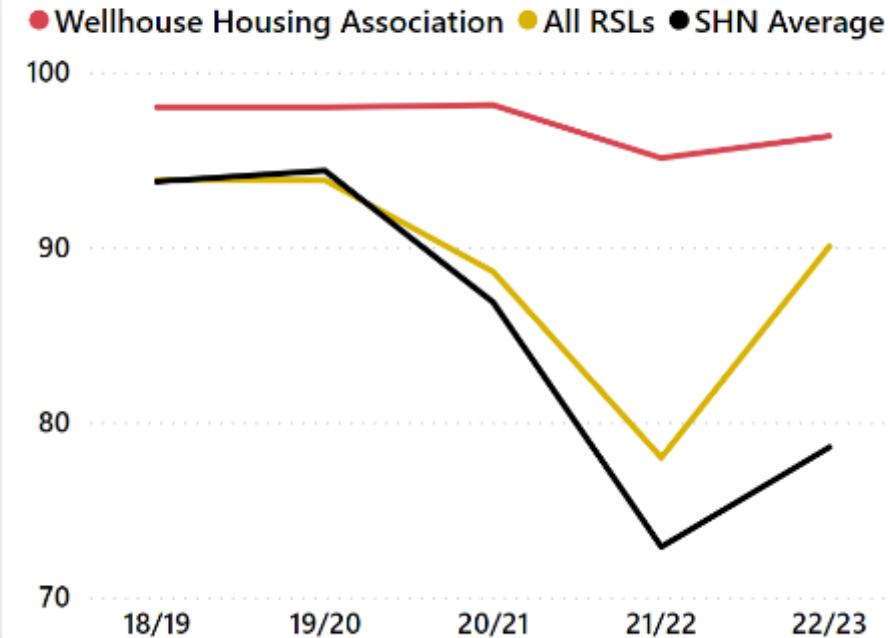
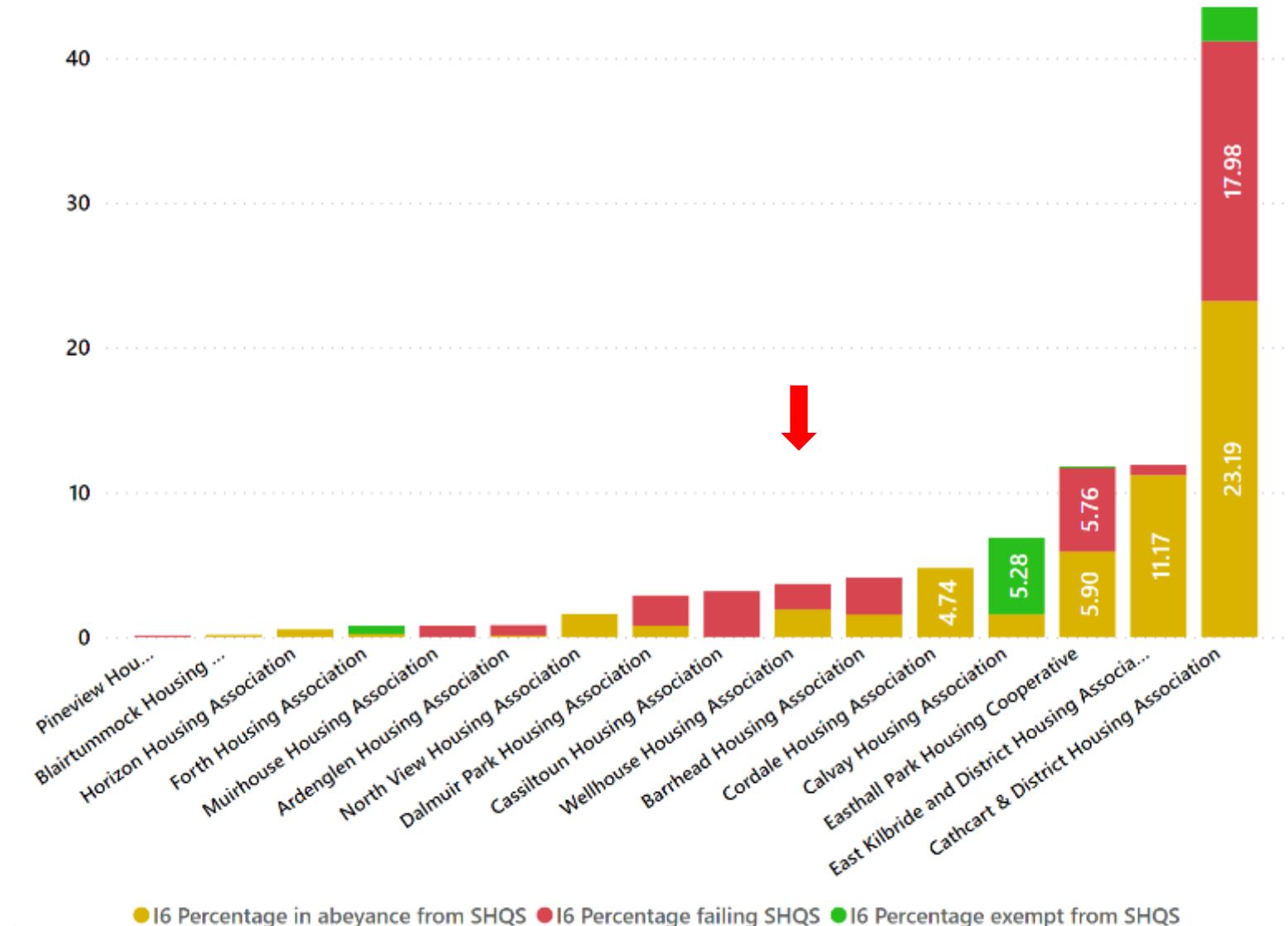
19/20

20/21

21/22

22/23

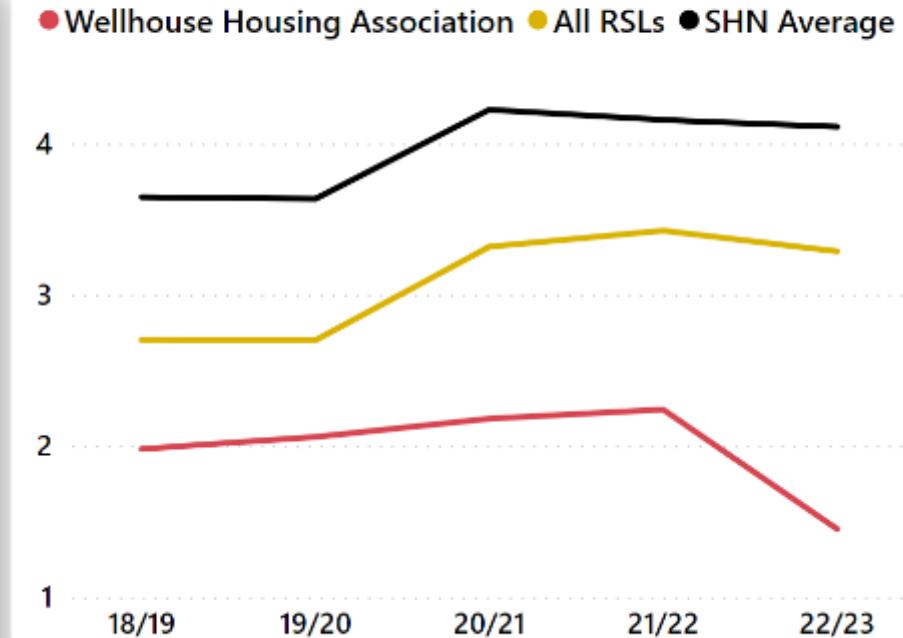
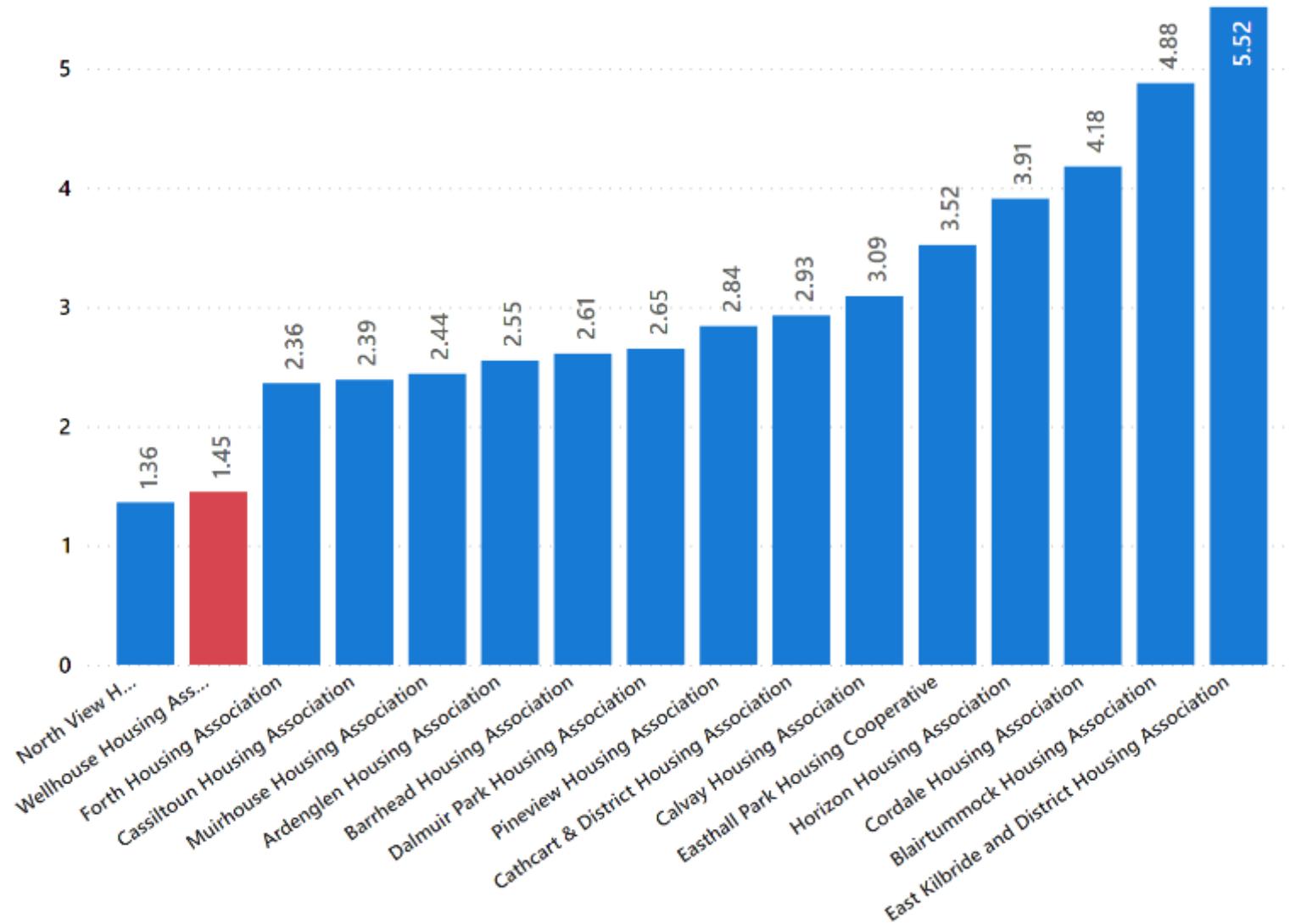
Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	98.86%	99.12%	99.24%
Peer Group 4 - Medium urban	97.52%	98.18%	97.77%
All RSLs	92.02%	93.42%	95.44%
SHN Average	89.12%	90.41%	91.01%



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	98.11	95.08	96.34
Peer Group 4 - Medium urban	96.74	88.64	94.67
All RSLs	88.59	77.97	90.03
SHN Average	86.84	72.87	78.56

Emergency Repairs

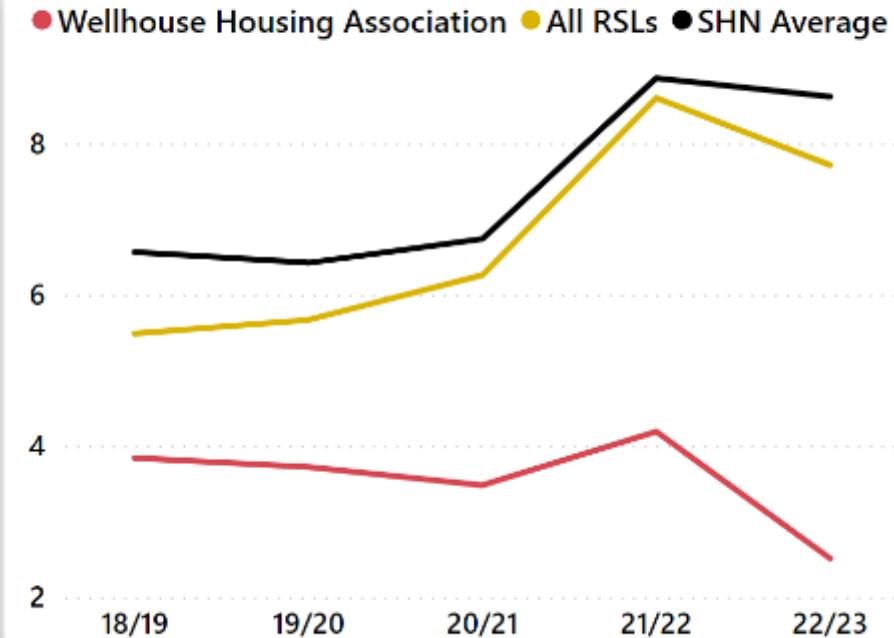
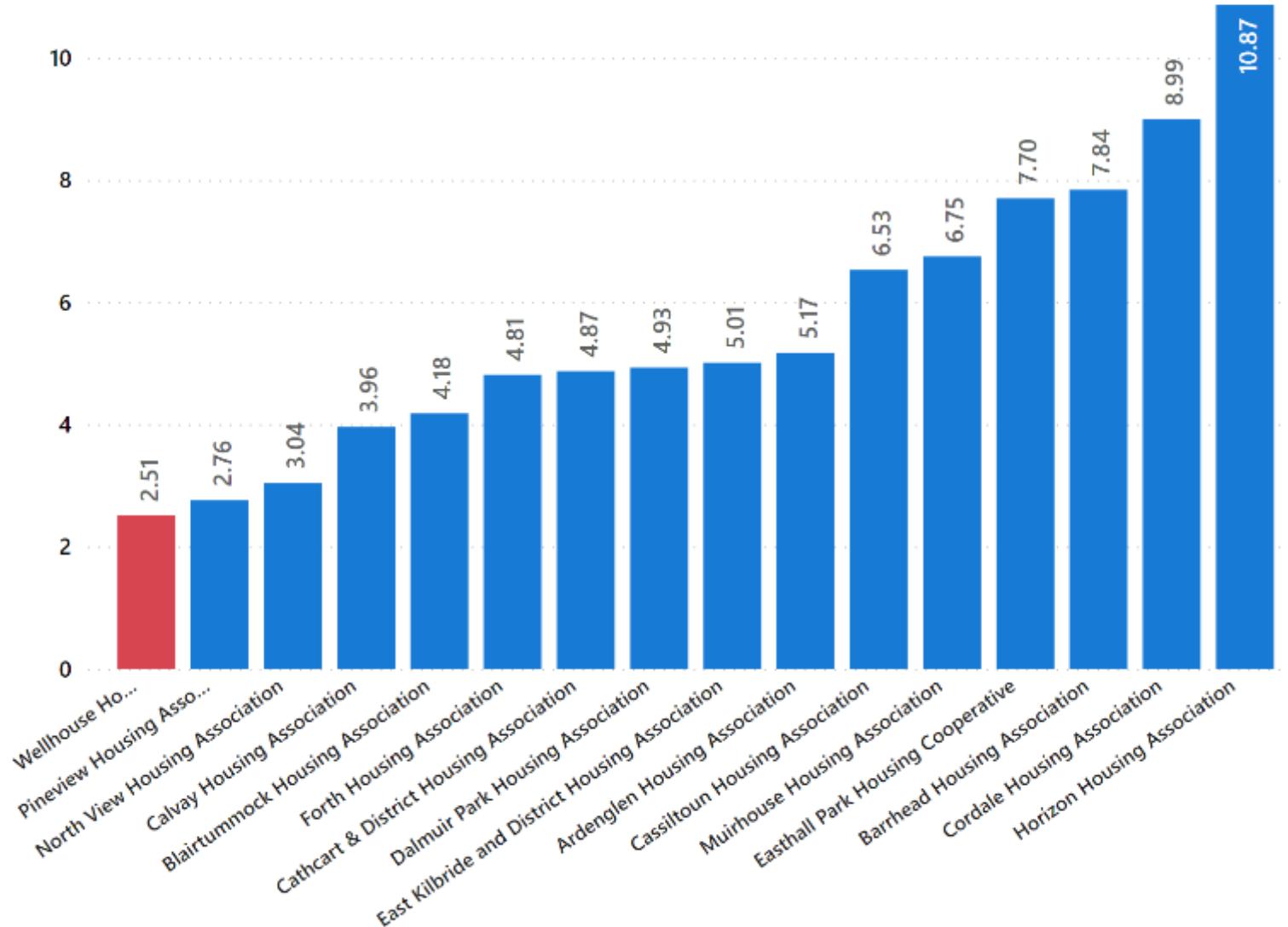
I8 Average hours to complete emergency repairs



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	2.18	2.24	1.45
Peer Group 4 - Medium urban	2.44	2.72	3.12
All RSLs	3.32	3.42	3.29
SHN Average	4.22	4.16	4.11

Non-Emergency Repairs

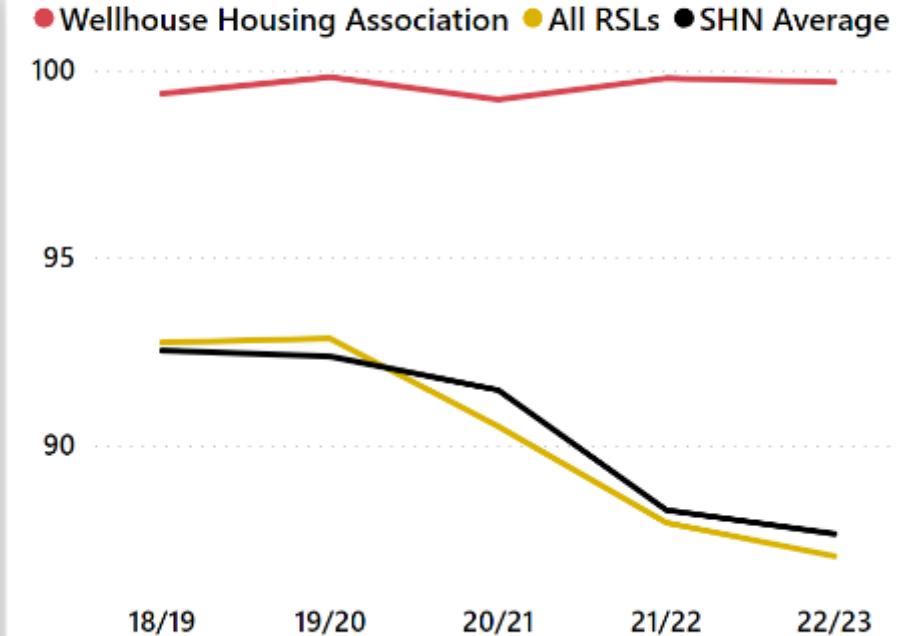
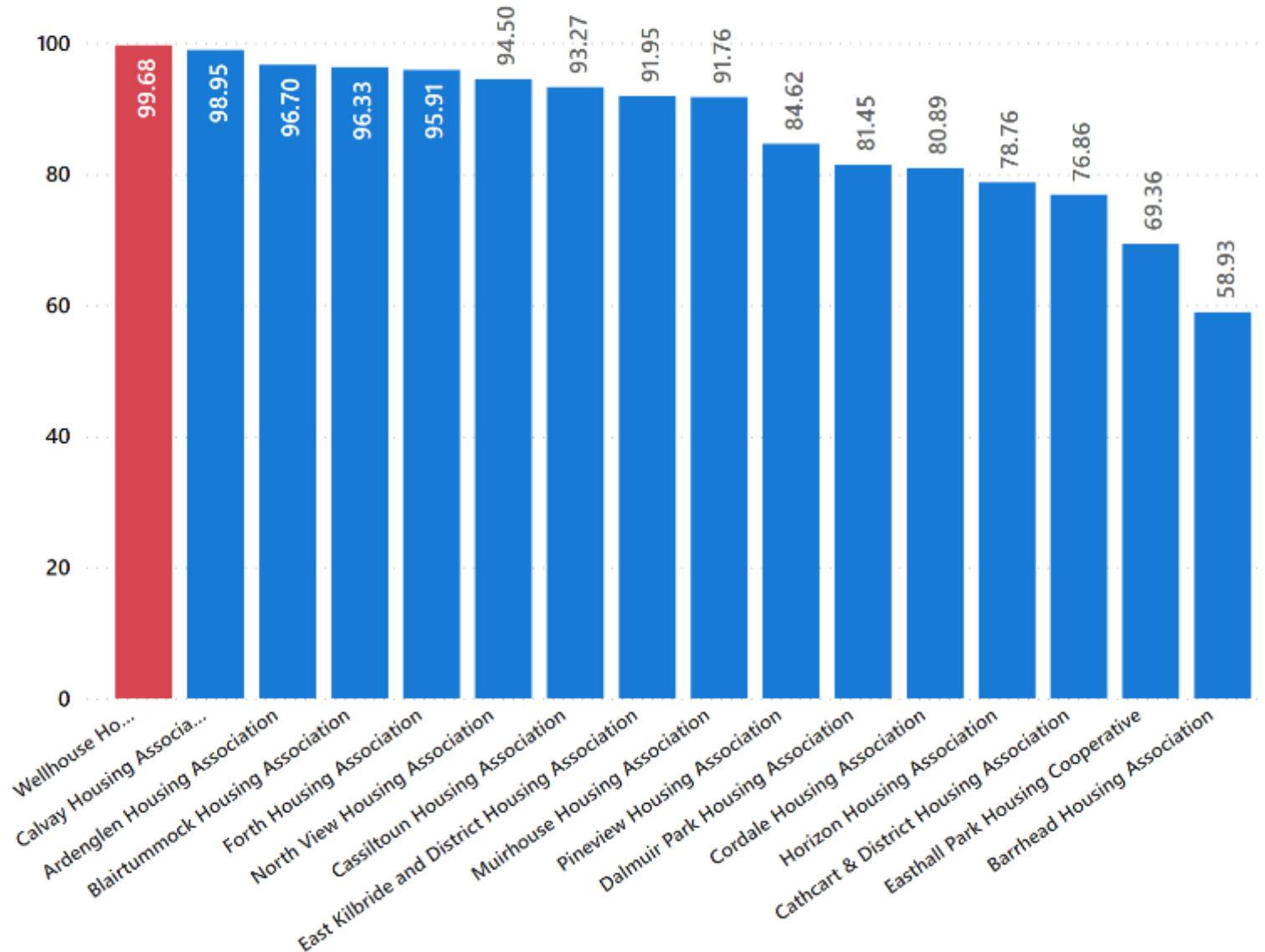
19 Average working days to complete non-emergency repairs



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	3.48	4.19	2.51
Peer Group 4 - Medium urban	4.27	5.43	5.46
All RSLs	6.26	8.60	7.72
SHN Average	6.74	8.87	8.62

Repairs Right First Time

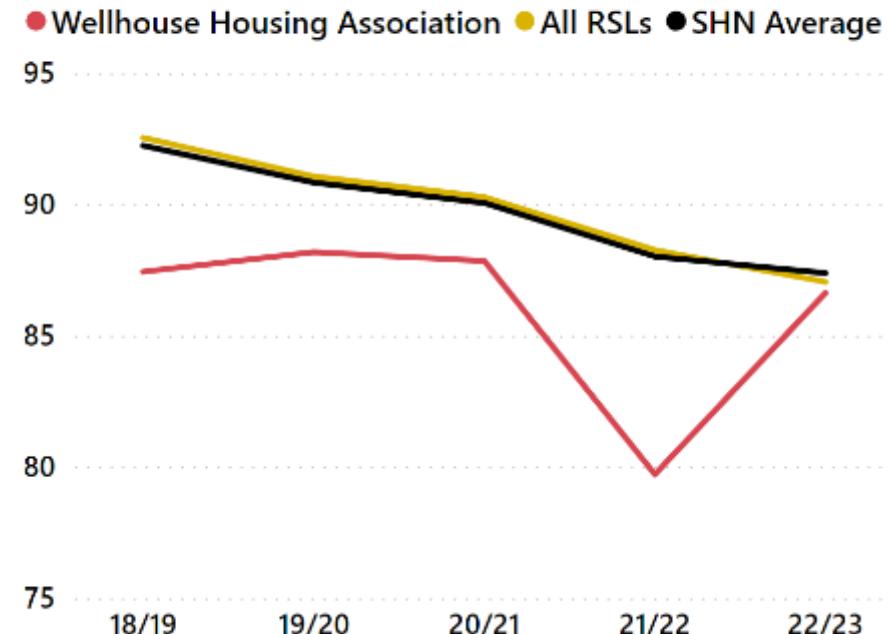
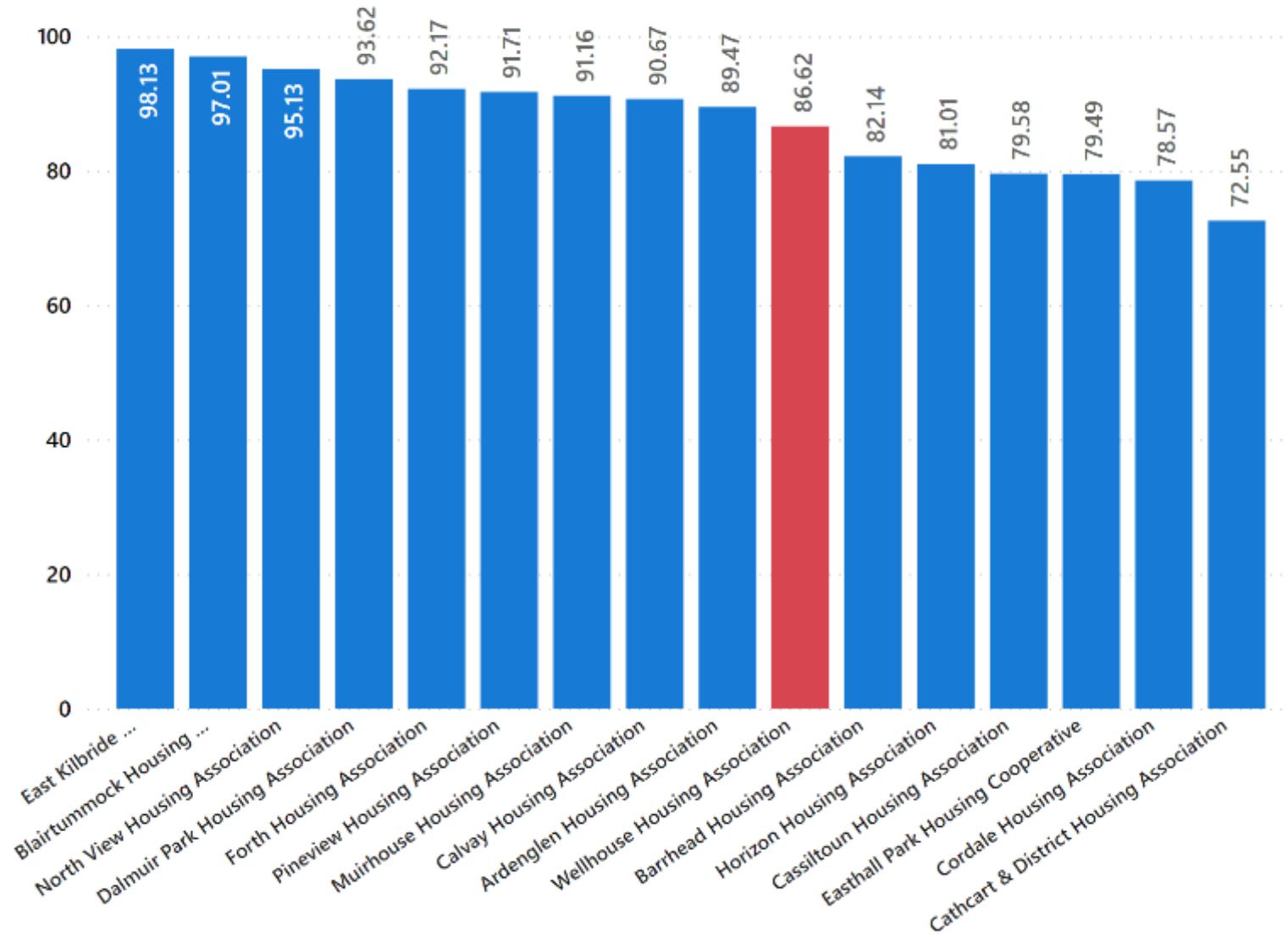
I10 Percentage reactive repairs completed right first time



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	99.21	99.78	99.68
Peer Group 4 - Medium urban	92.68	90.80	88.05
All RSLs	90.50	87.93	87.04
SHN Average	91.46	88.27	87.63

Repairs Satisfaction

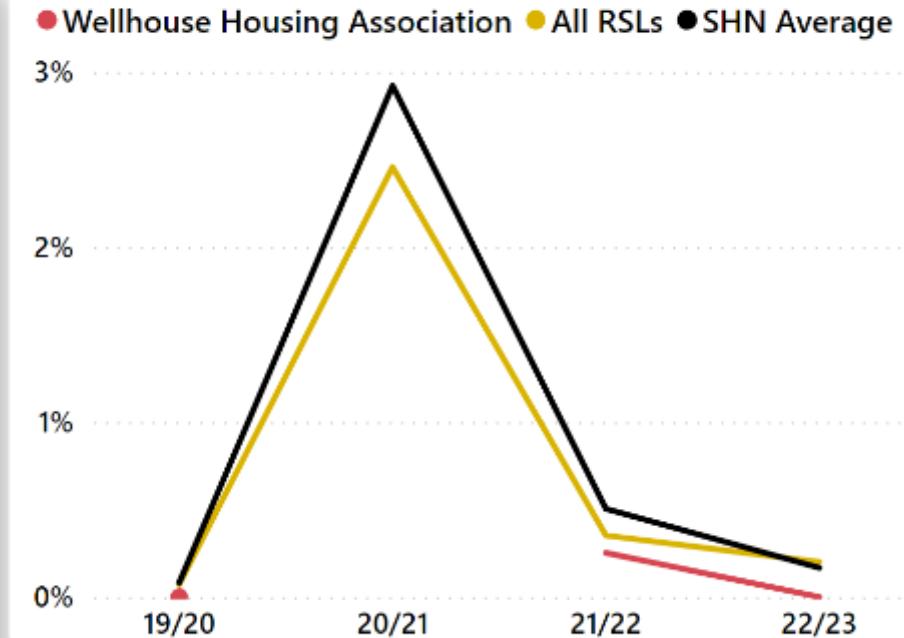
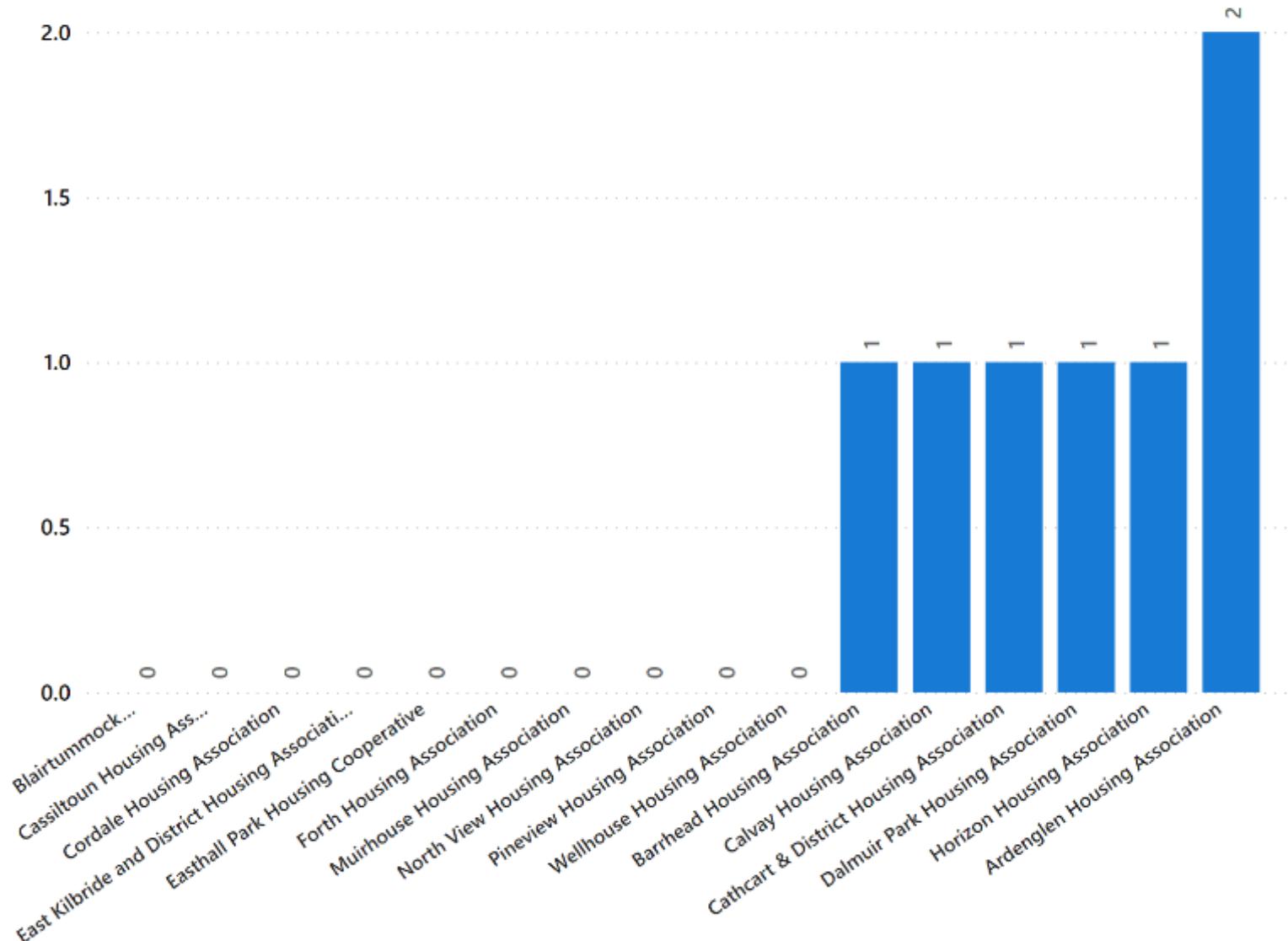
I12 Percentage tenants satisfied with repairs service



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	87.84	79.71	86.62
Peer Group 4 - Medium urban	92.38	91.28	87.44
All RSLs	90.27	88.25	87.04
SHN Average	90.05	88.01	87.38

Gas Safety

I11 Gas safety fails count



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	34	2	0
Peer Group 4 - Medium urban	569	132	7
All RSLs	7,108	1,013	428
SHN Average	17,479	3,029	882

Access to Housing

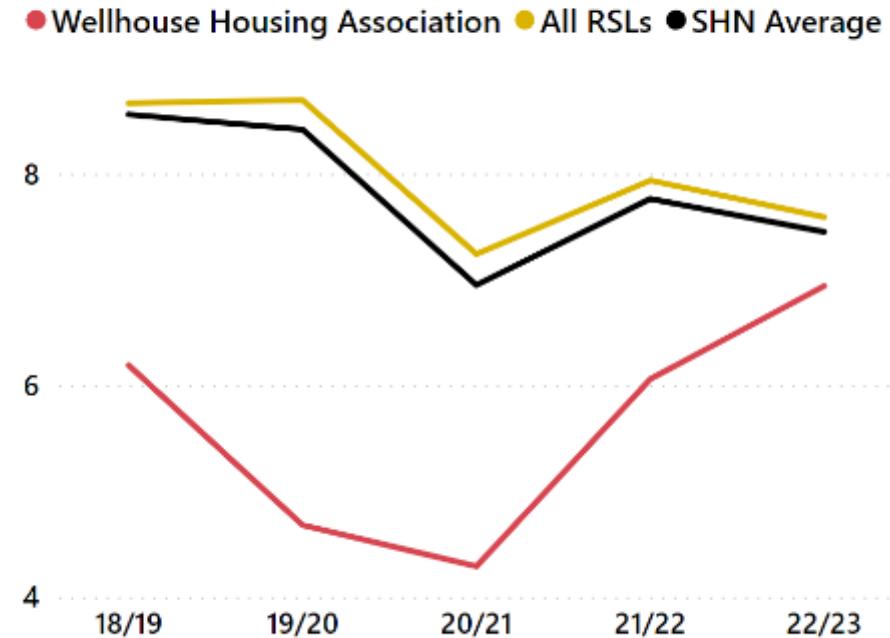
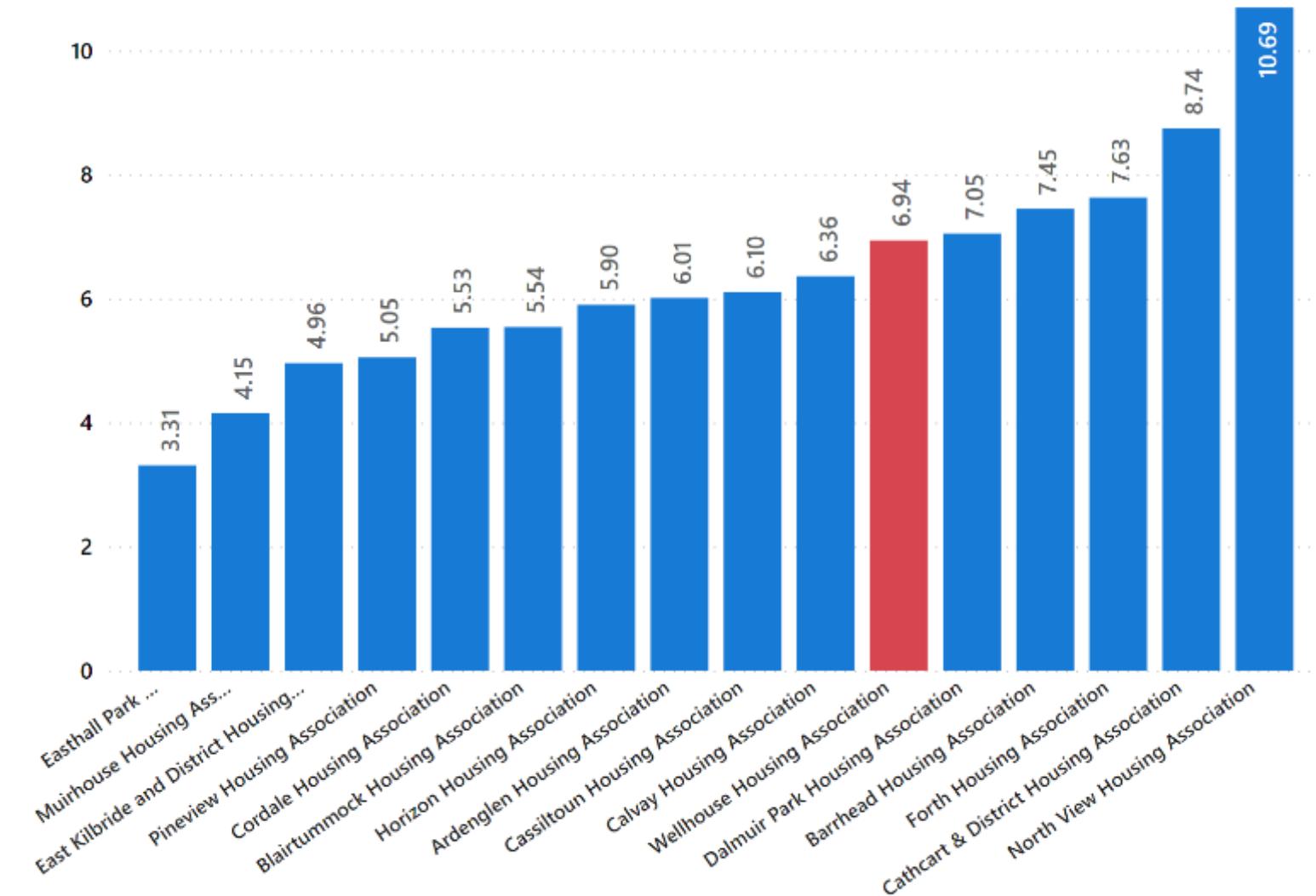
Housing Lists & Lets



C2.1 The number of lets to existing tenants	13
C2.2 The number of lets to housing list applicants	37
C2.3 The number of mutual exchanges	0
C2.4 The number of lets from other sources	0
C2.5 The number of lets to homeless applicants	8
C3.1 General needs lets	58
C3.2 Supported housing lets	0

Turnover

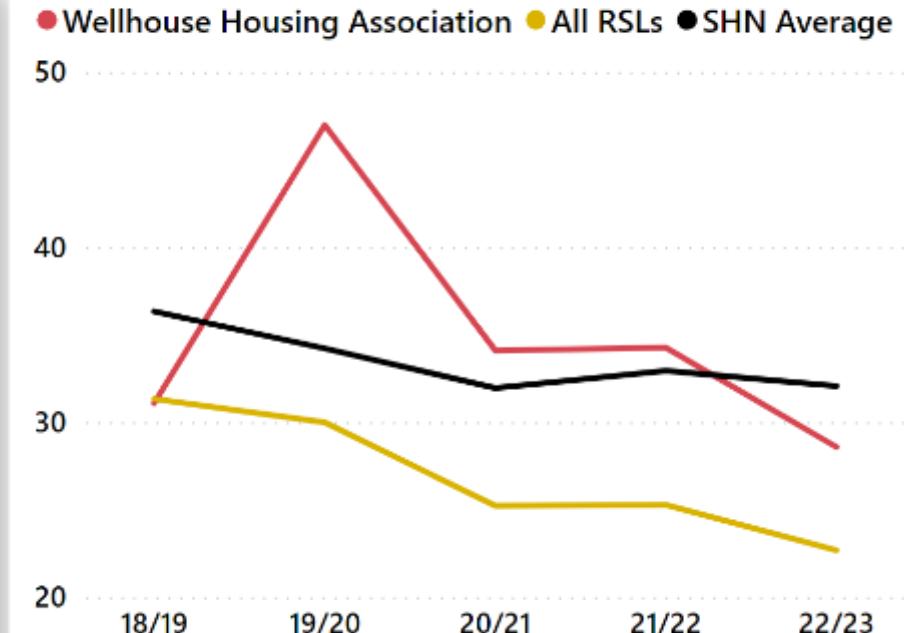
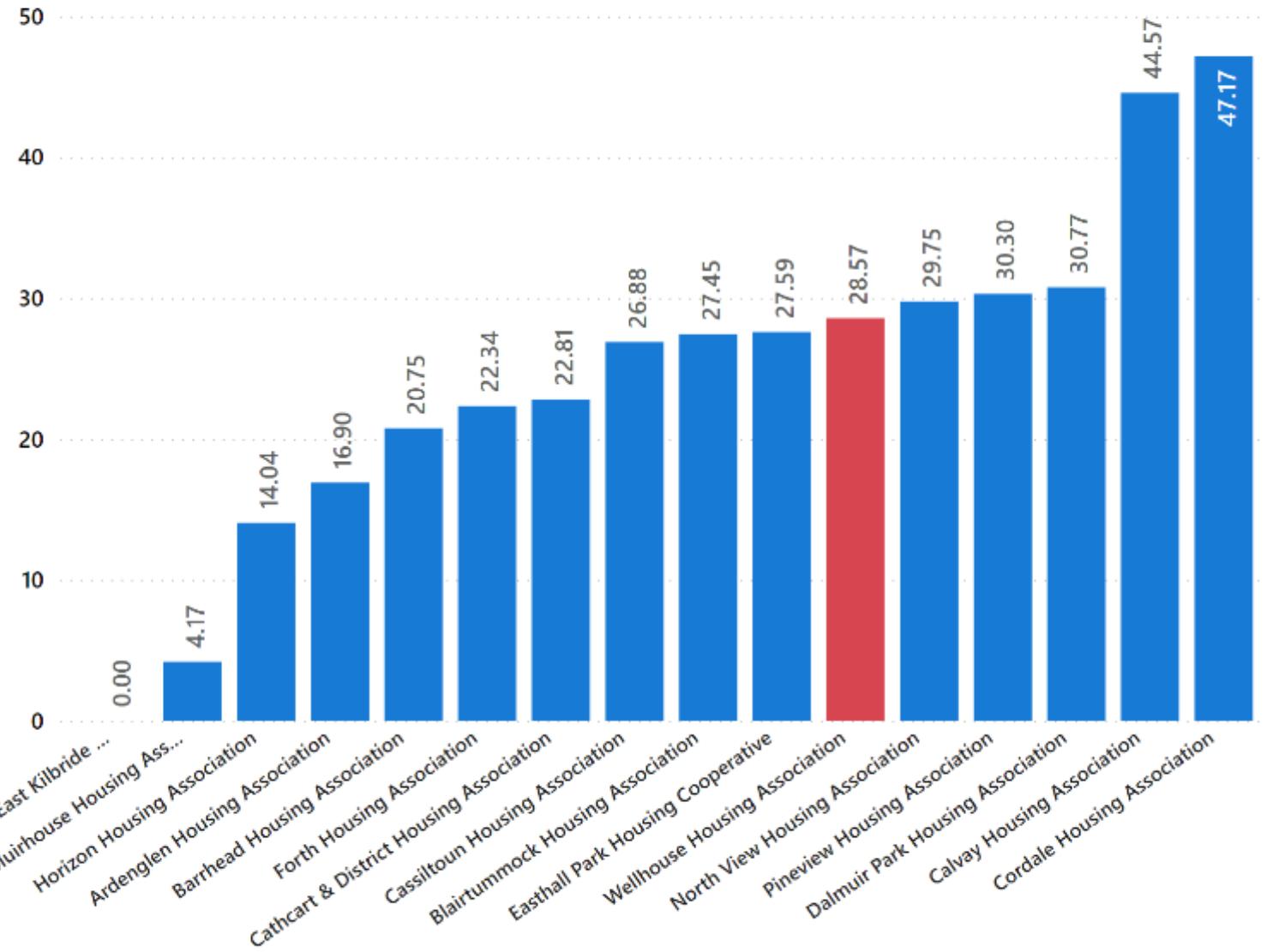
I17 Percentage lettable
self-contained houses that became vacant in year



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	4.29	6.06	6.94
Peer Group 4 - Medium urban	5.92	6.24	6.40
All RSLs	7.24	7.94	7.59
SHN Average	6.95	7.76	7.45

Offers Refused

I14 Percentage tenancy offers refused



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	34.09	34.25	28.57
Peer Group 4 - Medium urban	23.70	22.99	26.48
All RSLs	25.21	25.26	22.68
SHN Average	31.94	32.93	32.05

Lets by Source

C2 percentage of lets by source of let

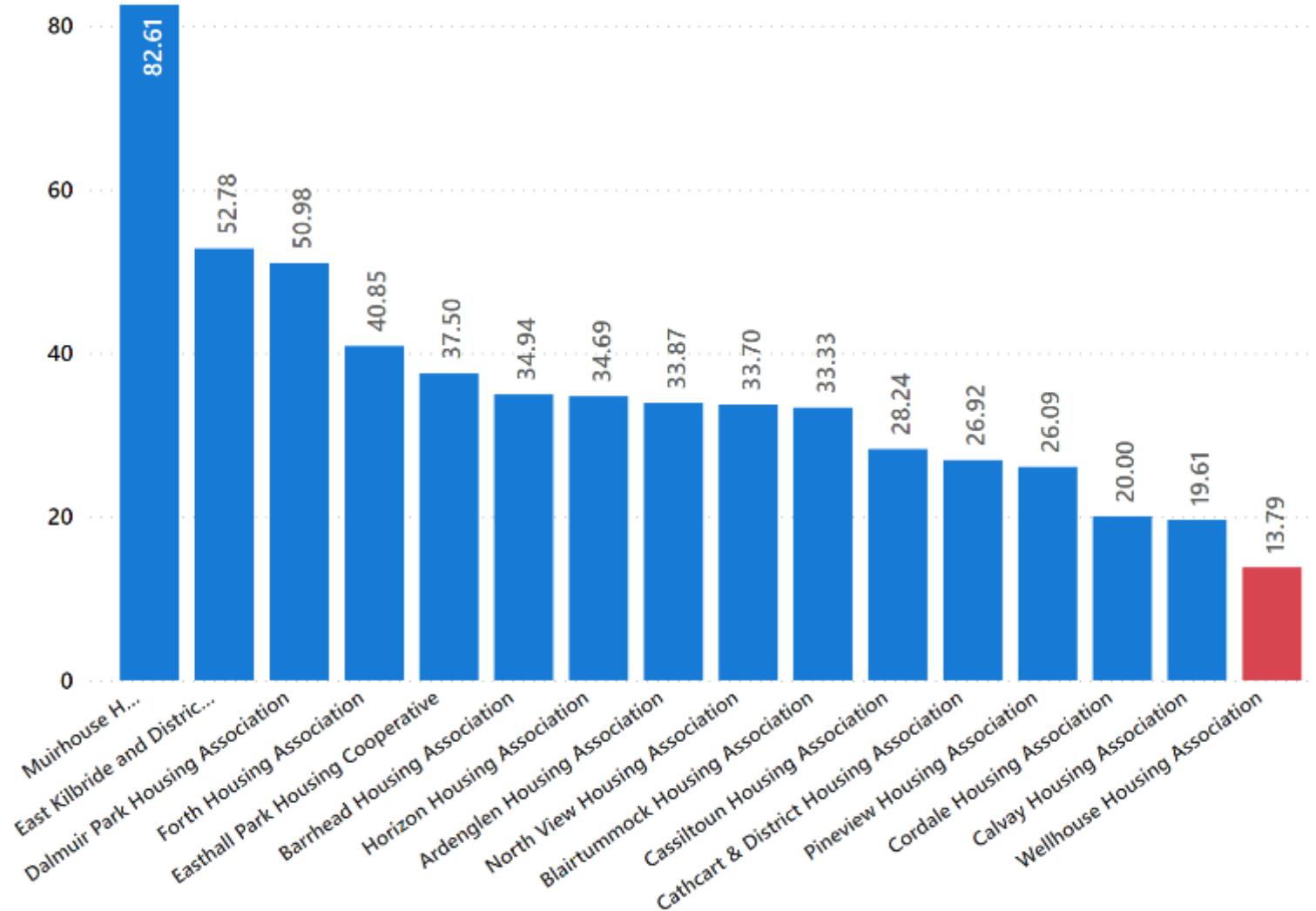


● C2 Percentage of lets to others ● C2 Percentage of lets to LA nominations ● C2 Percentage of lets to housing applicants ● C2 Percentage of lets to homeless applicants ● C2 Percentage of lets to existing tenants

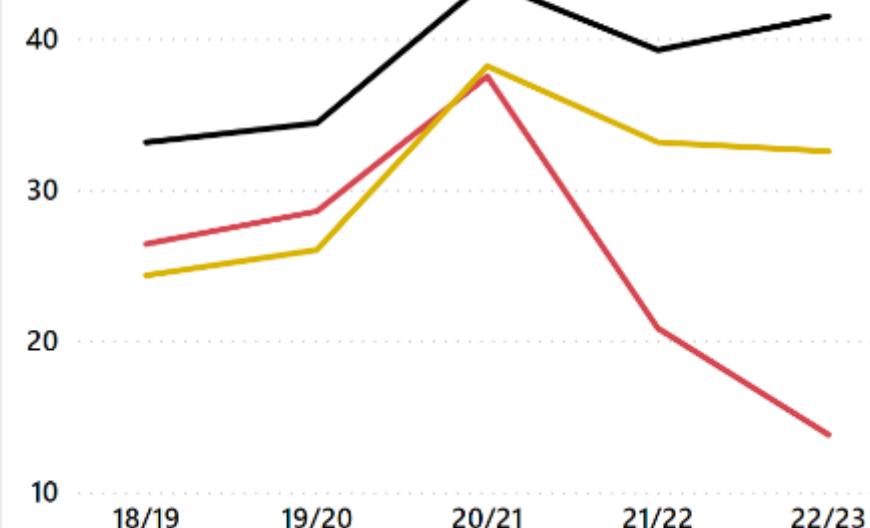
Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
Organisation Name	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
Wellhouse Housing Association	12.50	20.83	22.41	37.50	20.83	13.79	50.00	56.25	63.79	0.00	0.00	0.00	0.00	2.08	0.00
All RSLs	14.12	15.06	16.06	38.18	33.14	32.54	41.44	45.07	44.10	3.34	3.72	3.70	2.92	3.00	3.60

Lets to Homeless Households

C2 Percentage of lets to homeless applicants



● Wellhouse Housing Association ● All RSLs ● SHN Average

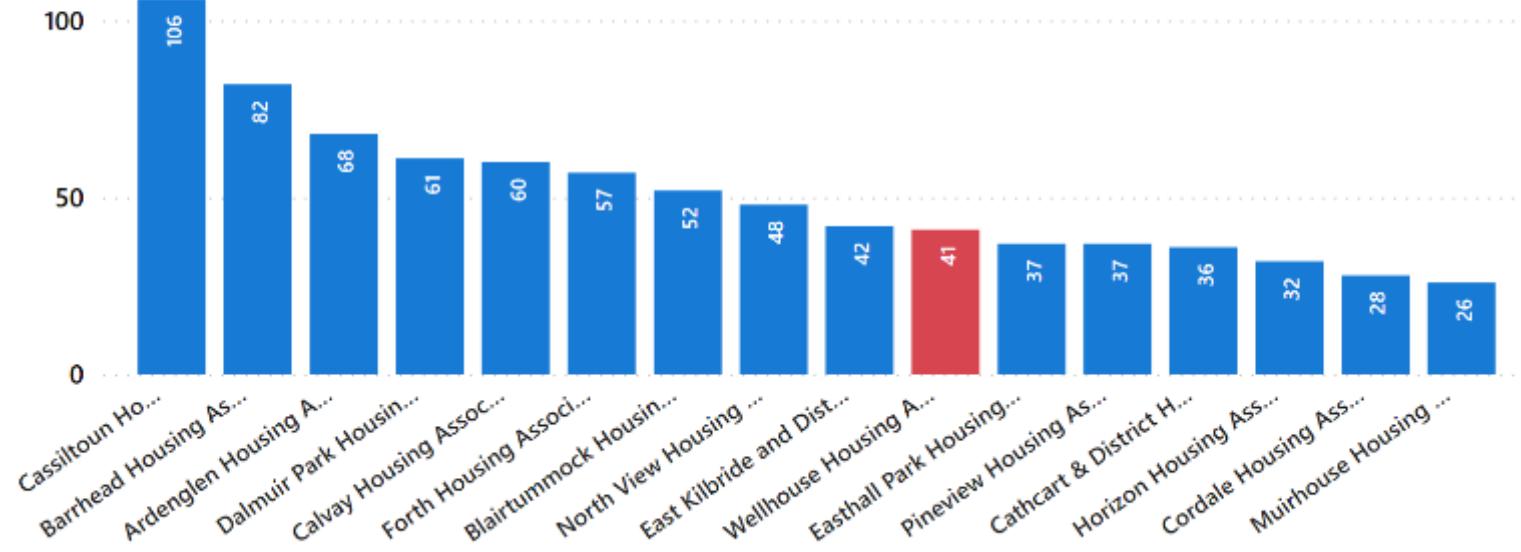


Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	37.50	20.83	13.79
Peer Group 4 - Medium urban	34.24	30.16	33.77
All RSLs	38.18	33.14	32.54
SHN Average	43.83	39.24	41.47

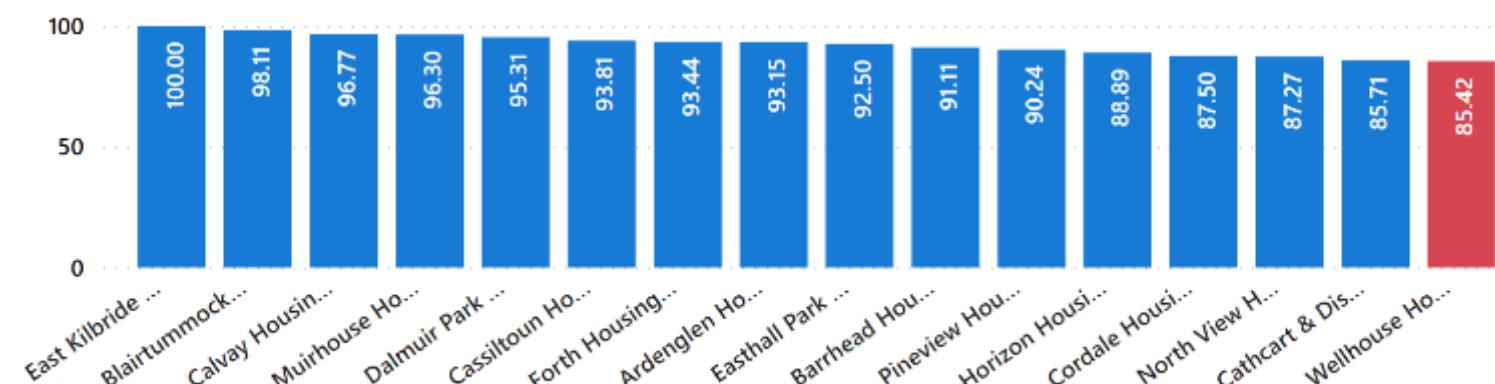
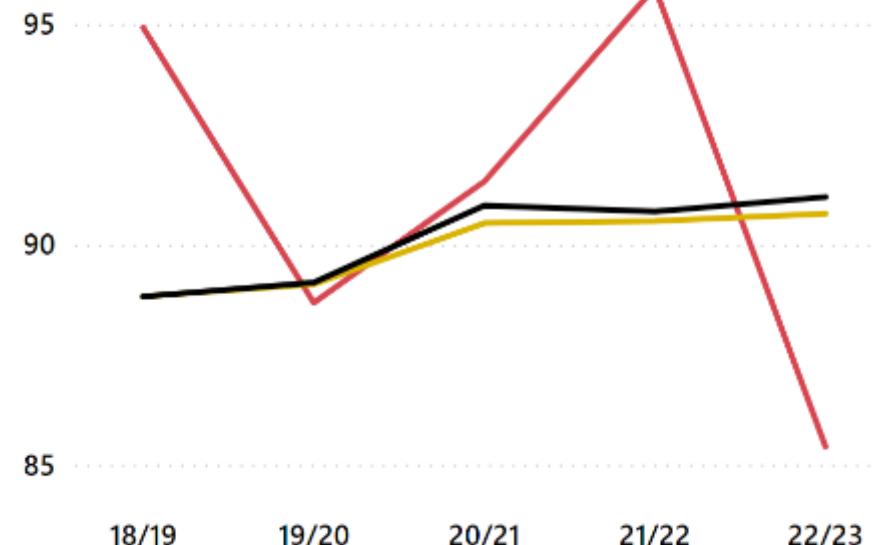
Tenancy Sustainment

I16 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



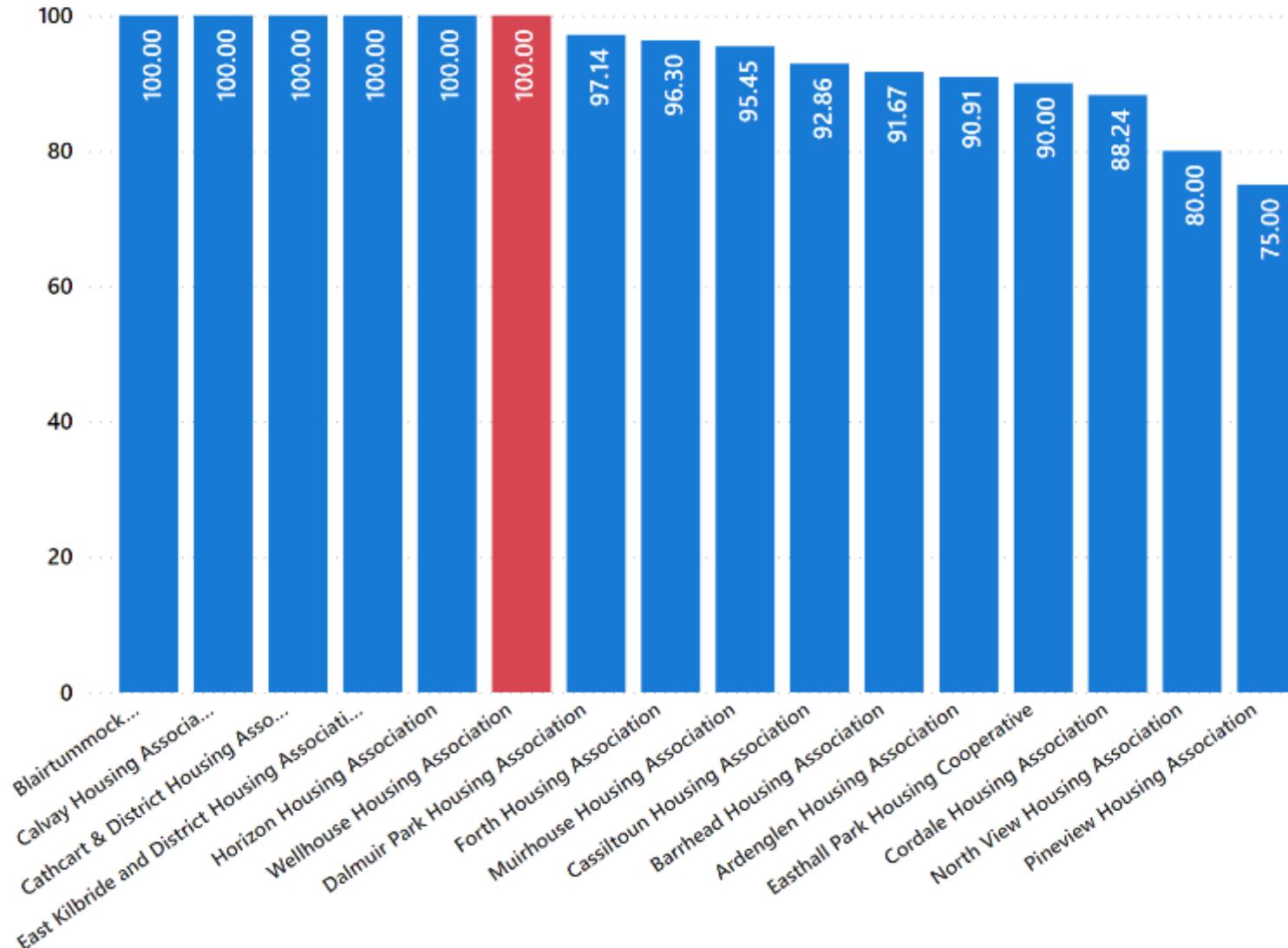
● Wellhouse Housing Association ● All RSLs ● SHN Average



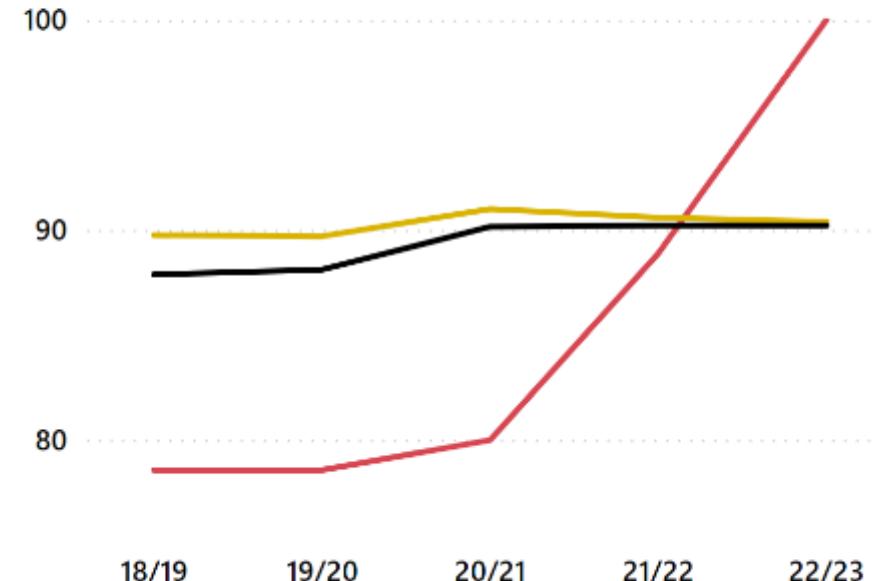
Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	91.43	95.83	85.42
Peer Group 4 - Medium urban	93.75	93.77	92.49
All RSLs	90.48	90.53	90.70
SHN Average	90.89	90.75	91.08

Tenancy Sustainment (Homeless)

I16 Percentage tenancies began in previous year remained more than a year - SHN applicants assessed statutory homeless LA



● Wellhouse Housing Association ● All RSLs ● SHN Average



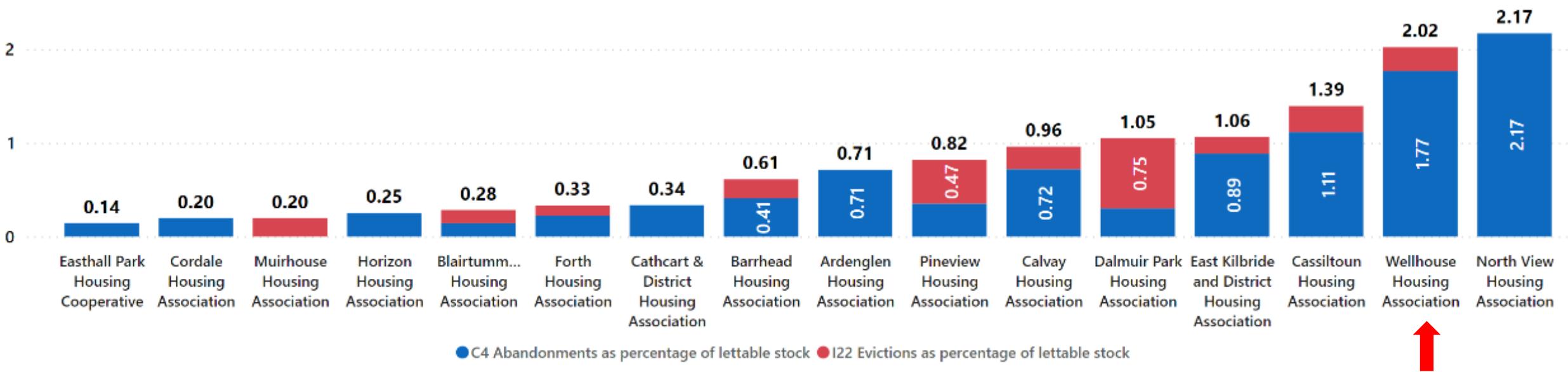
Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	80.00	88.89	100.00
Peer Group 4 - Medium urban	91.90	91.88	93.61
All RSLs	91.00	90.59	90.39
SHN Average	90.16	90.22	90.21

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

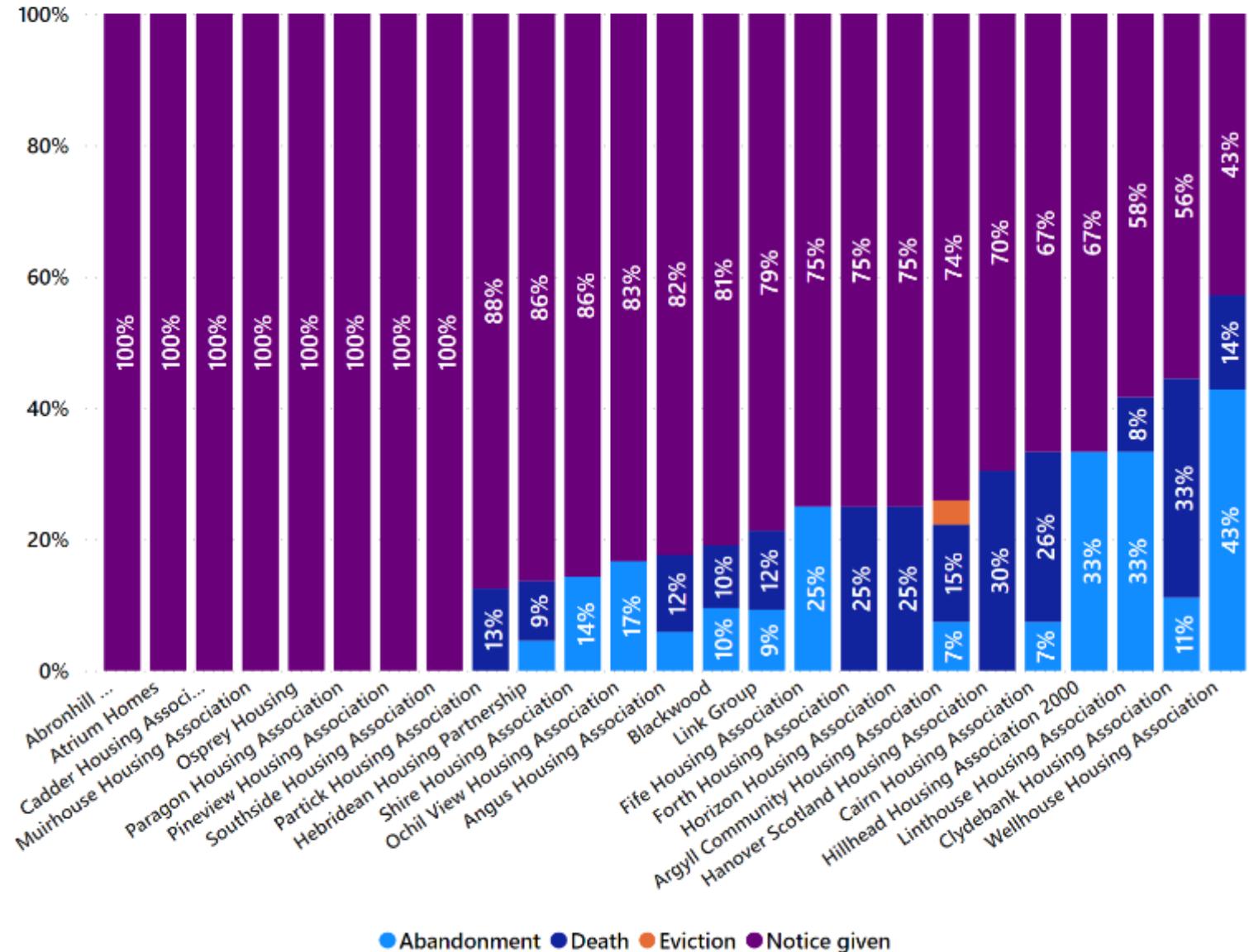


		20/21		21/22		22/23	
Organisation Name		C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Wellhouse Housing Association		0.51	0.00	0.76	0.13	1.77	0.25
Peer Group 4 - Medium urban		0.41	0.05	0.37	0.10	0.63	0.18
All RSLs		0.36	0.03	0.40	0.09	0.43	0.11
SHN Average		0.36	0.02	0.45	0.06	0.50	0.09



Tenancy Terminations

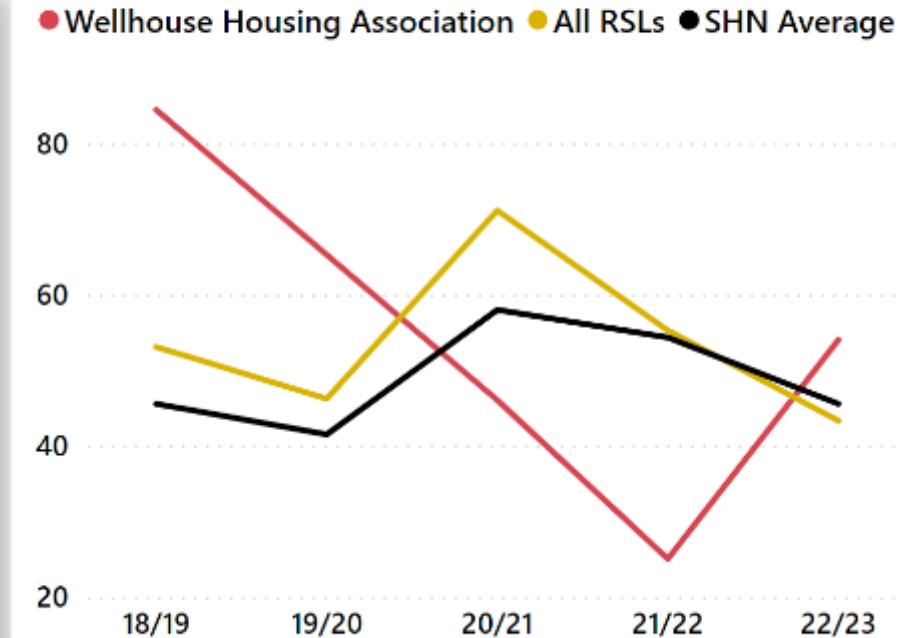
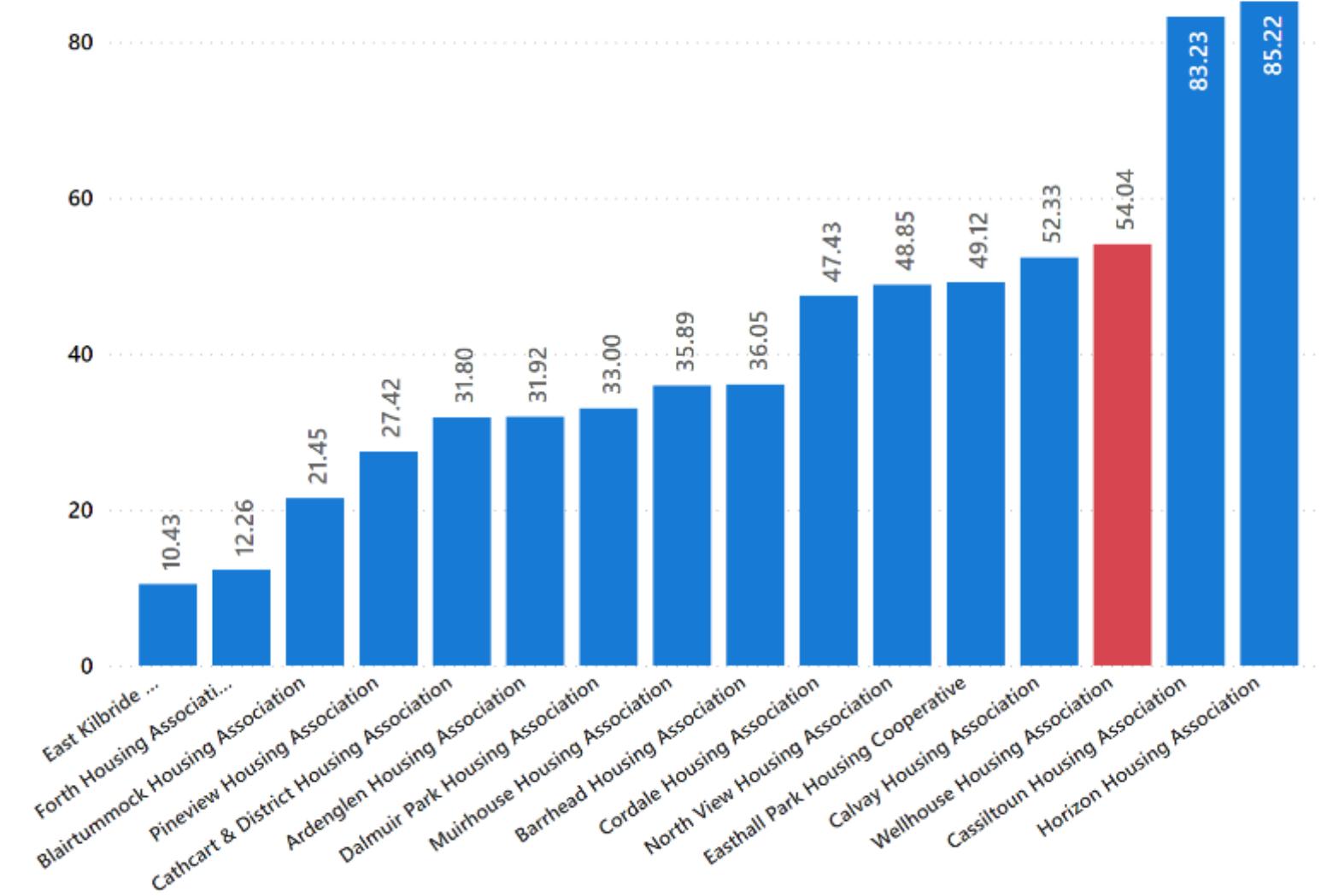
N10 Tenancy Sustainment -
Terminations within 12 months



Organisation Name	22/23			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
Wellhouse Housing Association	3	1	0	3
All RSLs	32	73	1	340
SHN Average	279	319	5	1,611

Medical Adaptations

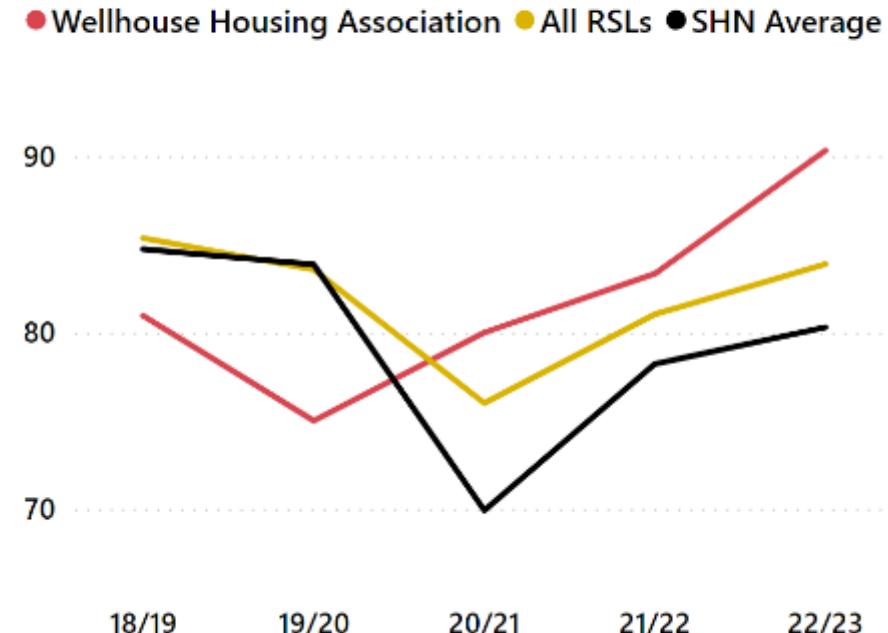
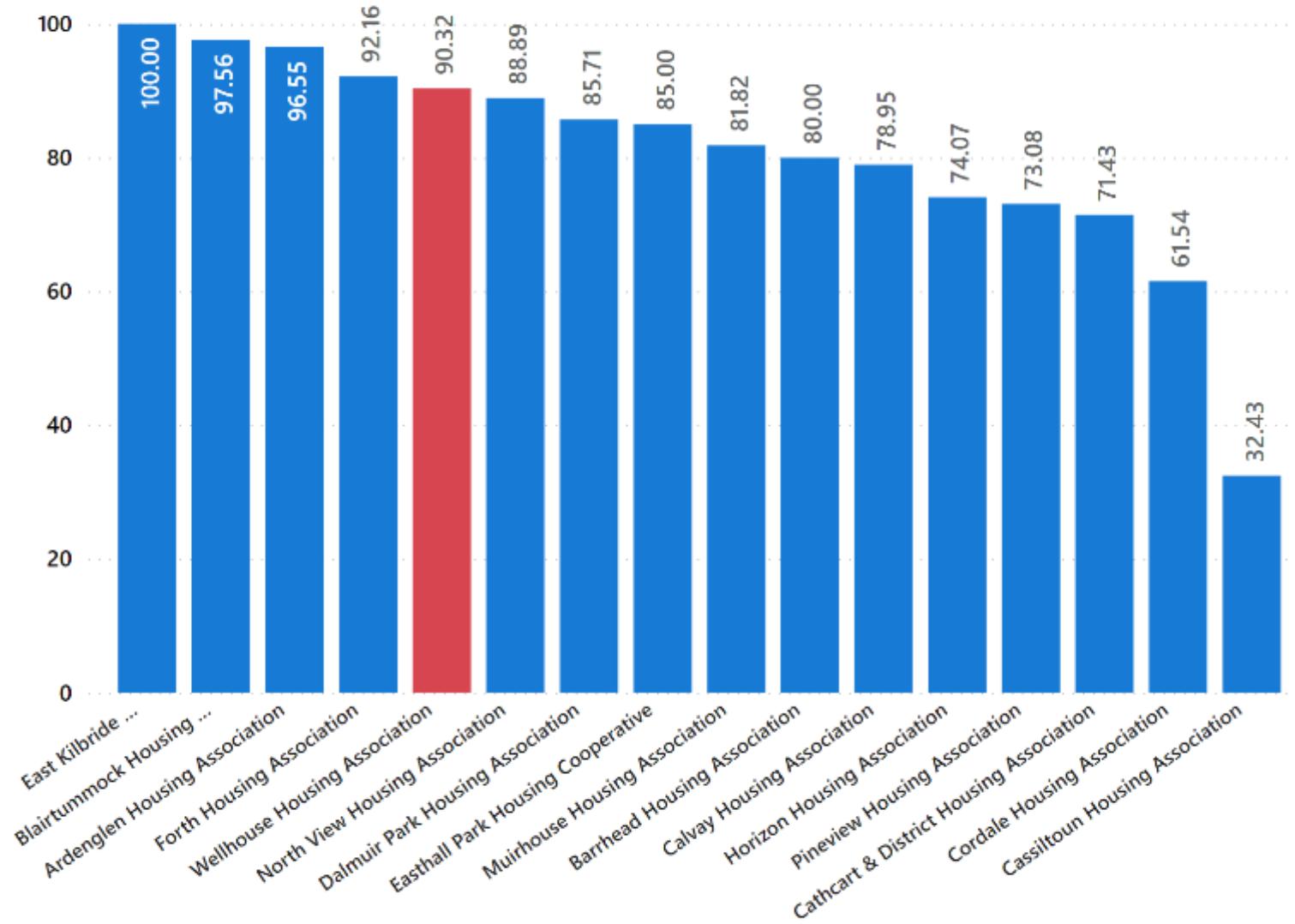
I21 Average days to complete approved adaptations



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	46.06	25.05	54.04
Peer Group 4 - Medium urban	36.56	40.66	40.03
All RSLs	71.15	55.28	43.33
SHN Average	58.00	54.35	45.57

Medical Adaptations

I19 Percentage approved applications for medical adaptations completed

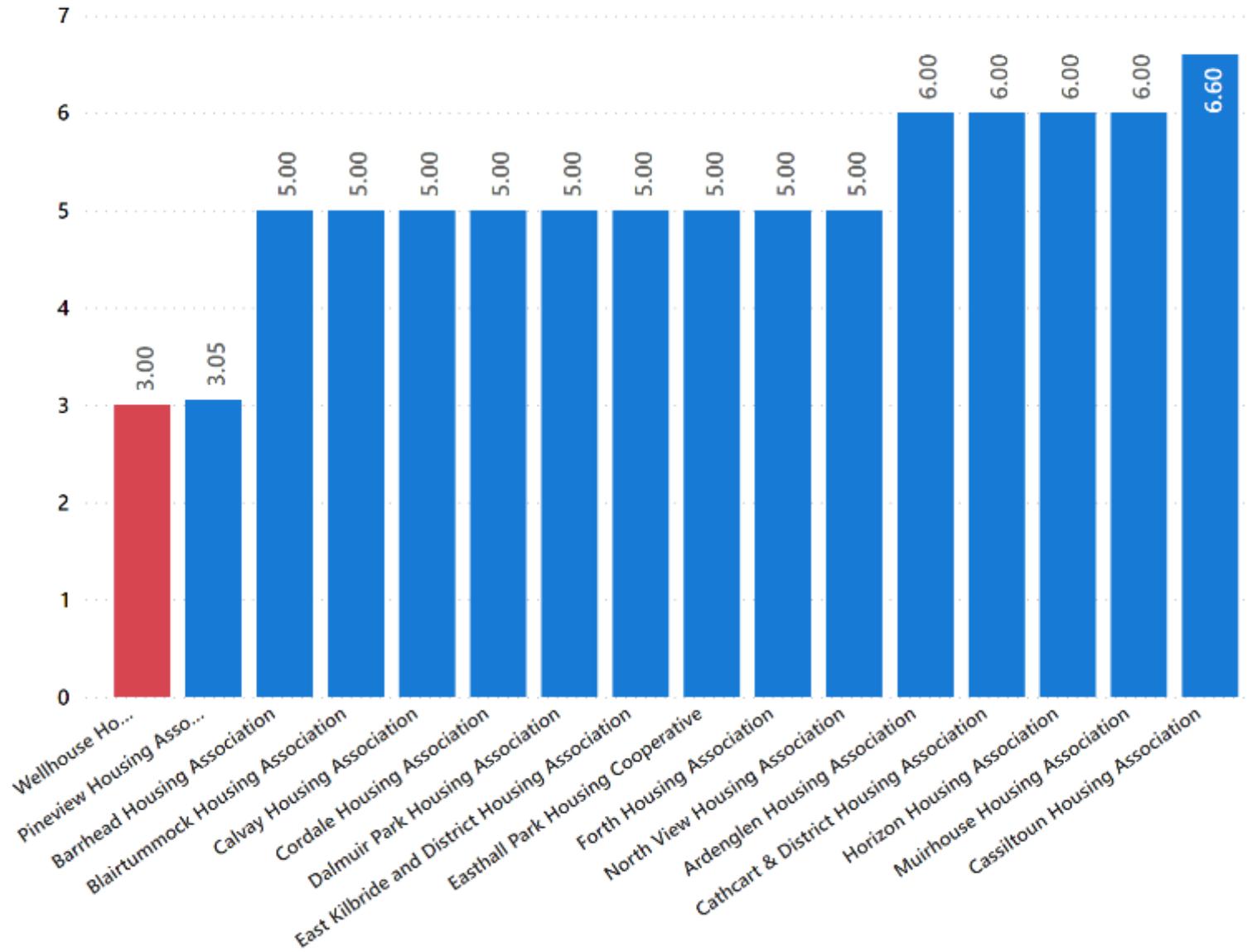


Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	80.00	83.33	90.32
Peer Group 4 - Medium urban	75.29	81.76	79.66
All RSLs	76.00	81.04	83.88
SHN Average	69.92	78.22	80.30

Rents

Rents

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

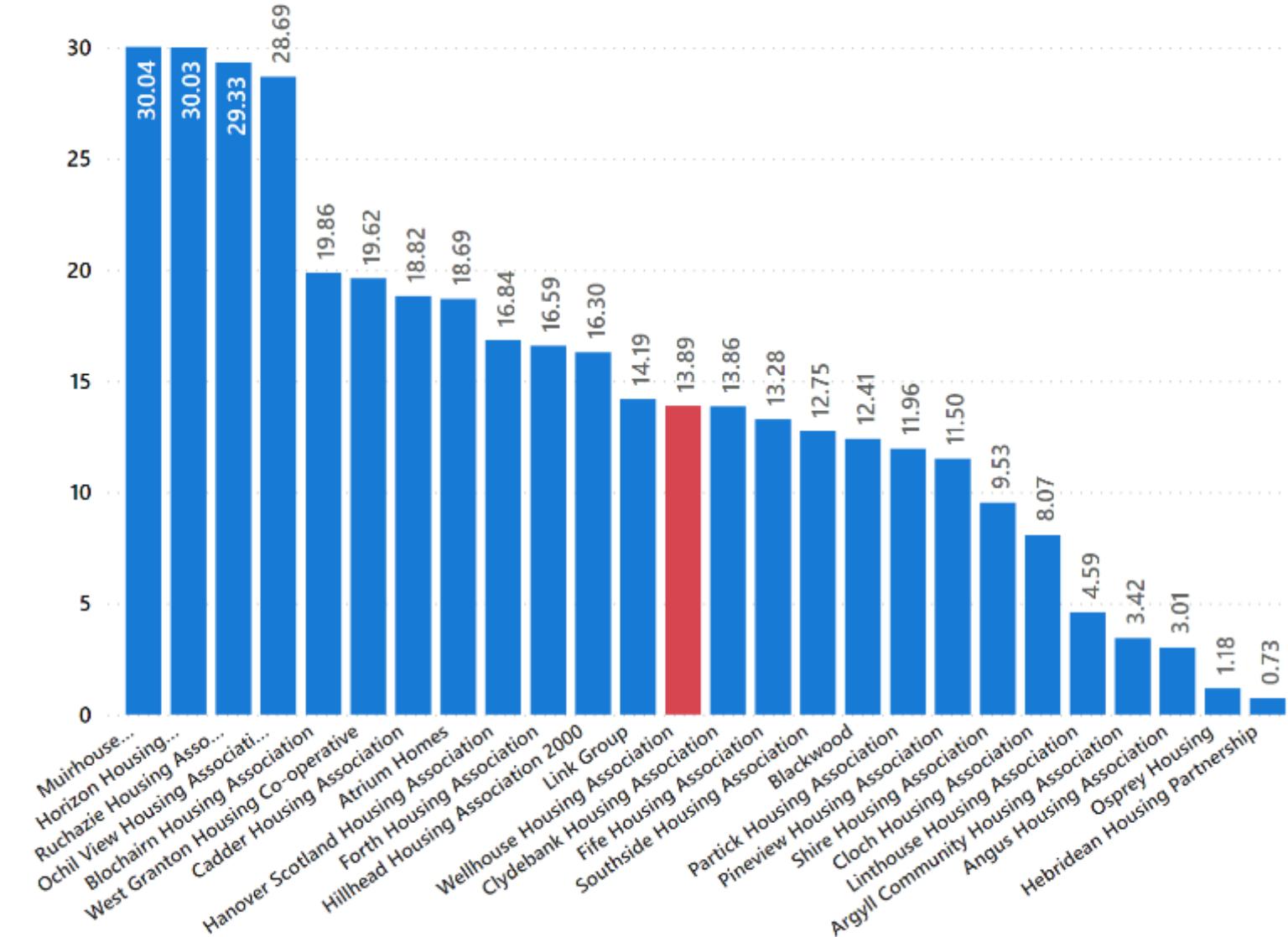


Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	1.70	3.80	3.00
Peer Group 4 - Medium urban	1.18	3.39	5.10
All RSLs	1.15	3.24	5.45
SHN Average	1.22	2.98	5.03

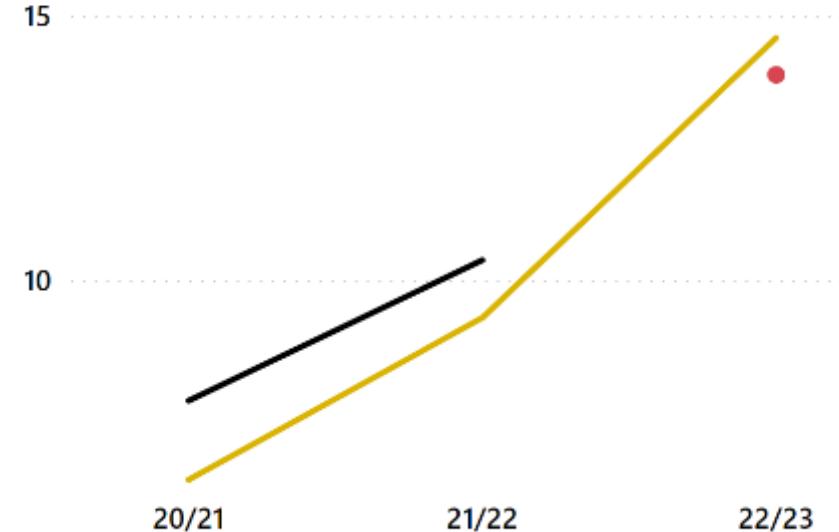
Organisation Name	20/21	21/22
Wellhouse Housing Association		81.25
Peer Group 4 - Medium urban	82.63	83.80
All RSLs	89.85	91.58
SHN Average	83.78	85.40

Rent Consultation

N18 Rent consultation response rate



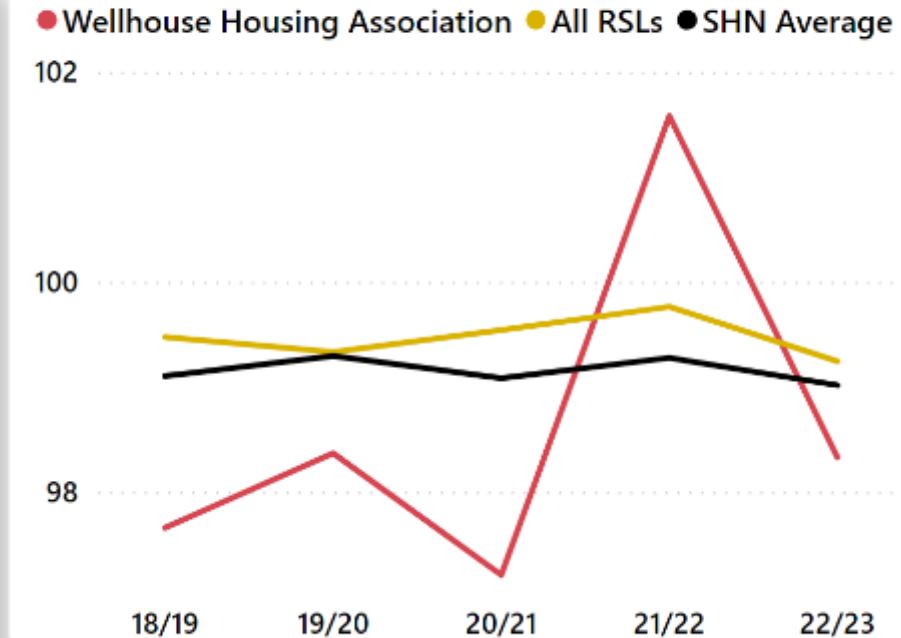
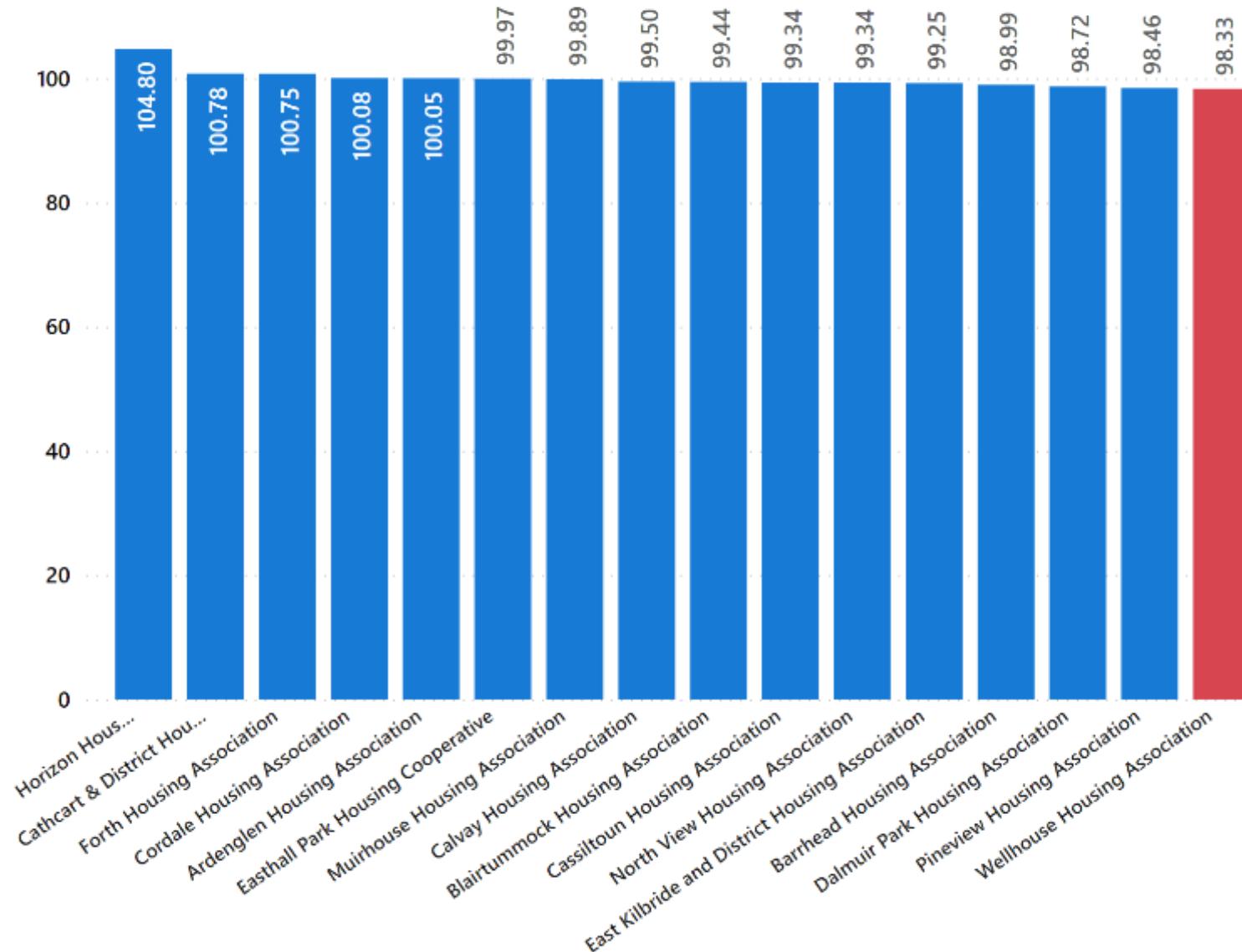
● Wellhouse Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association			13.89
All RSLs	6.23	9.29	14.58
SHN Average	7.73	10.38	

Rent Collection

I26 Percentage collected of rent due



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	97.21	101.58	98.33
Peer Group 4 - Medium urban	99.51	100.96	99.87
All RSLs	99.54	99.76	99.25
SHN Average	99.08	99.28	99.02

Arrears

I27 Current arrears percentage of rent due

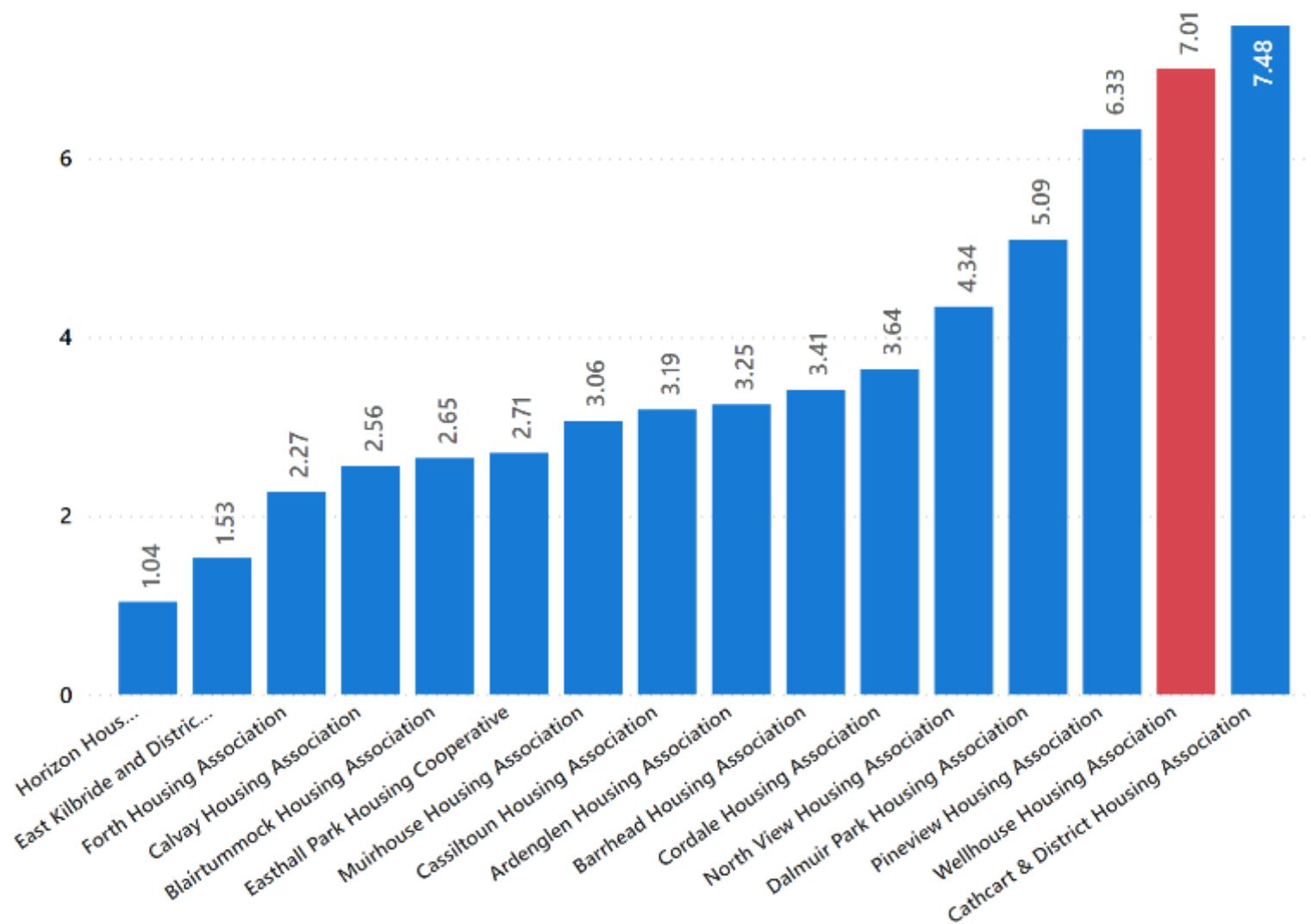
8

6

4

2

0



● Wellhouse Housing Association ● All RSLs ● SHN Average

10

8

4

2

18/19

19/20

20/21

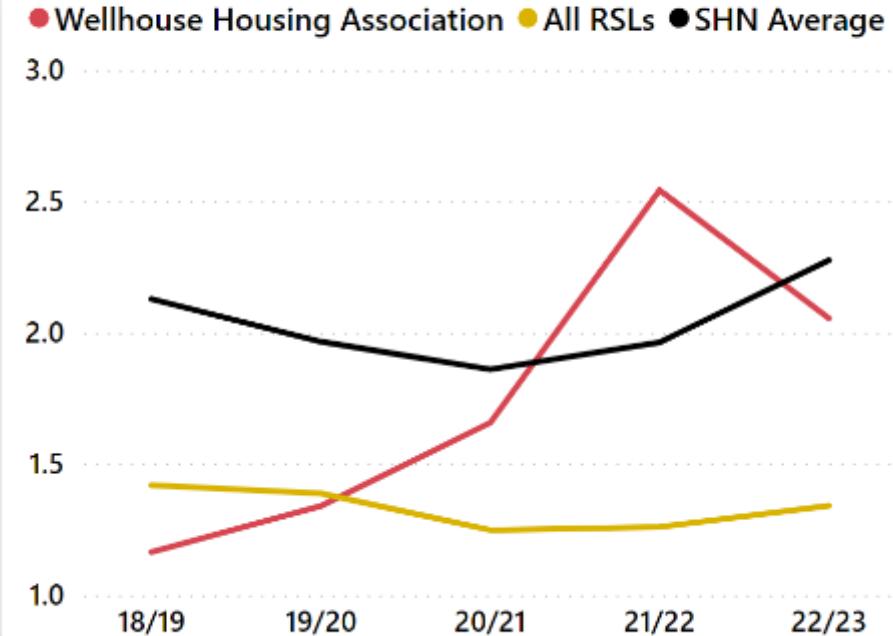
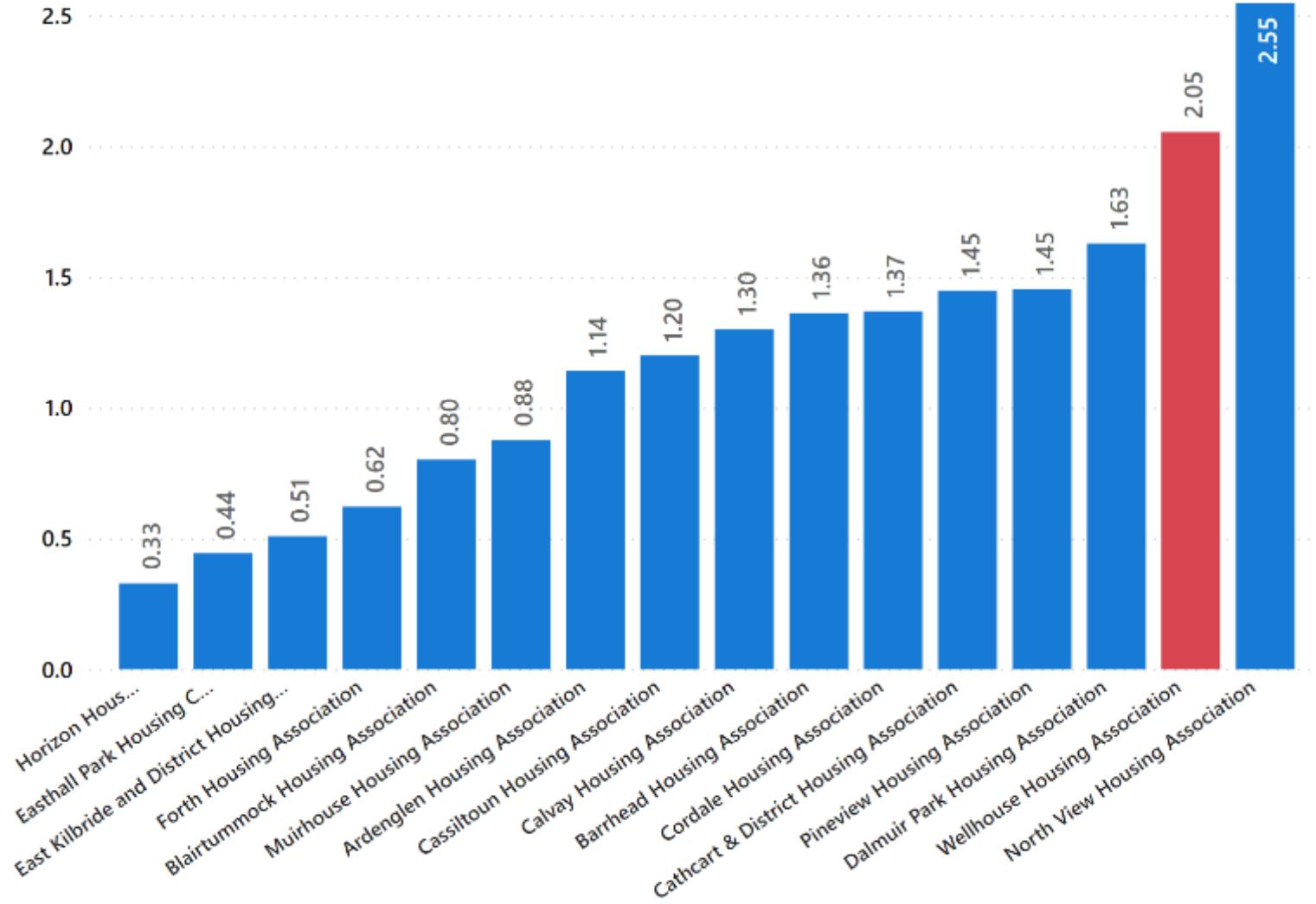
21/22

22/23

Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	9.20	7.69	7.01
Peer Group 4 - Medium urban	3.41	3.07	3.64
All RSLs	3.04	2.98	3.05
SHN Average	4.28	4.38	4.97

Arrears

I27 Former arrears percentage of rent due

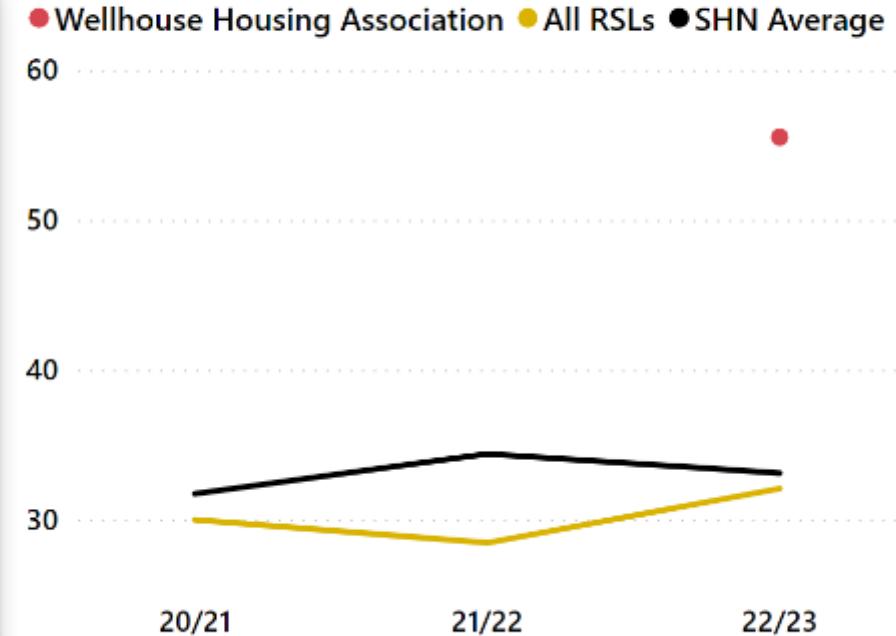
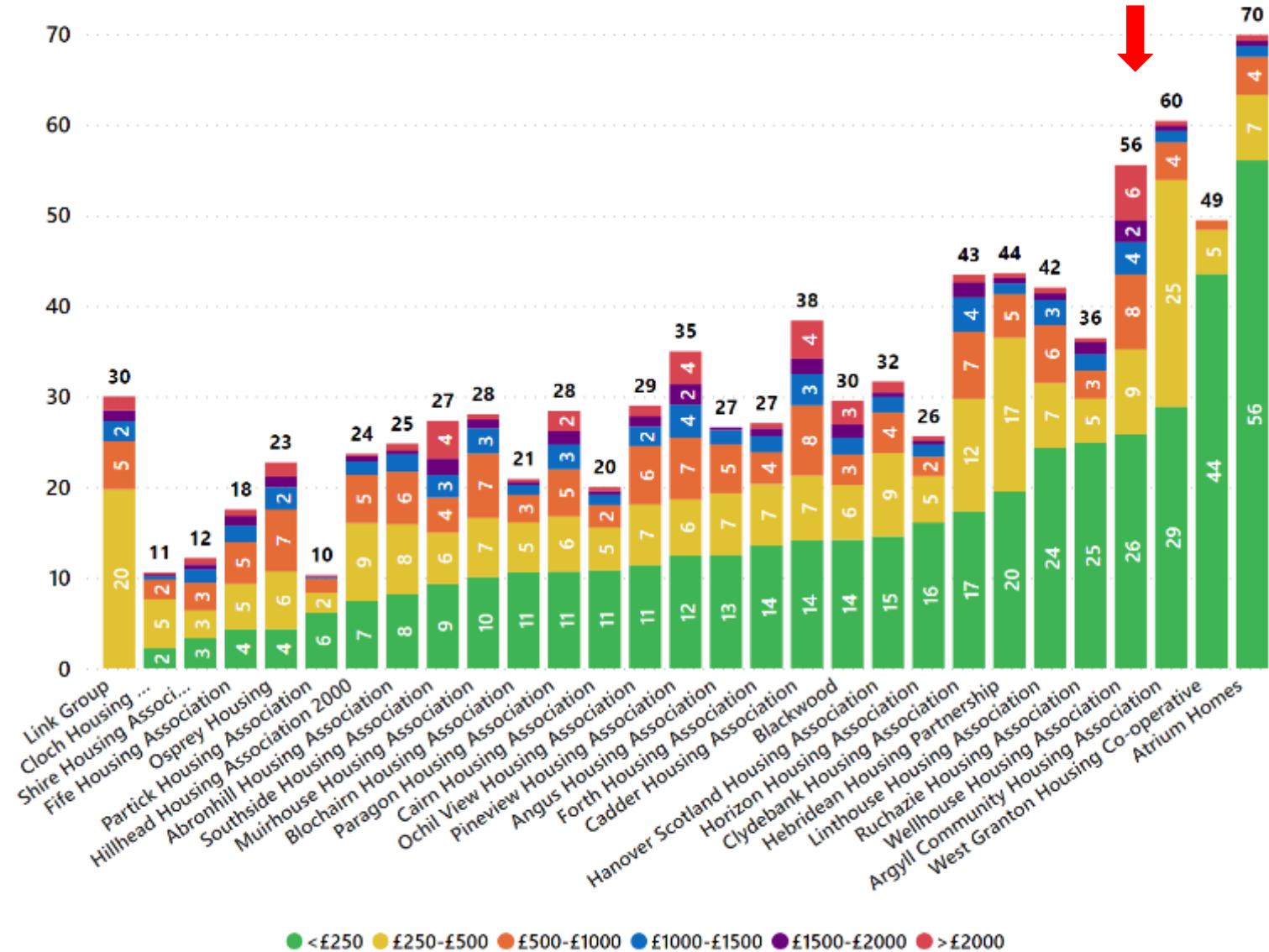


Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	1.66	2.54	2.05
Peer Group 4 - Medium urban	1.17	1.03	1.20
All RSLs	1.25	1.26	1.34
SHN Average	1.86	1.96	2.28

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end

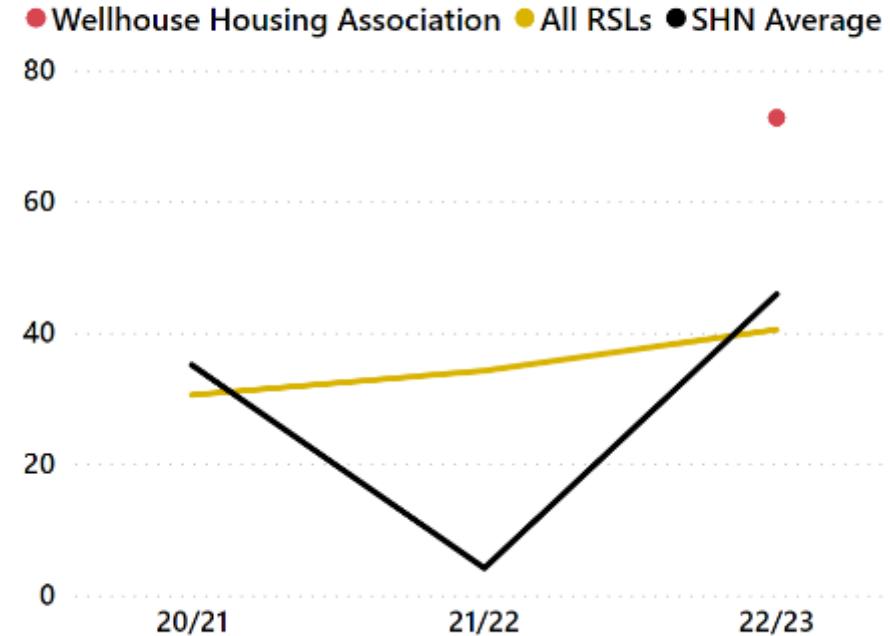
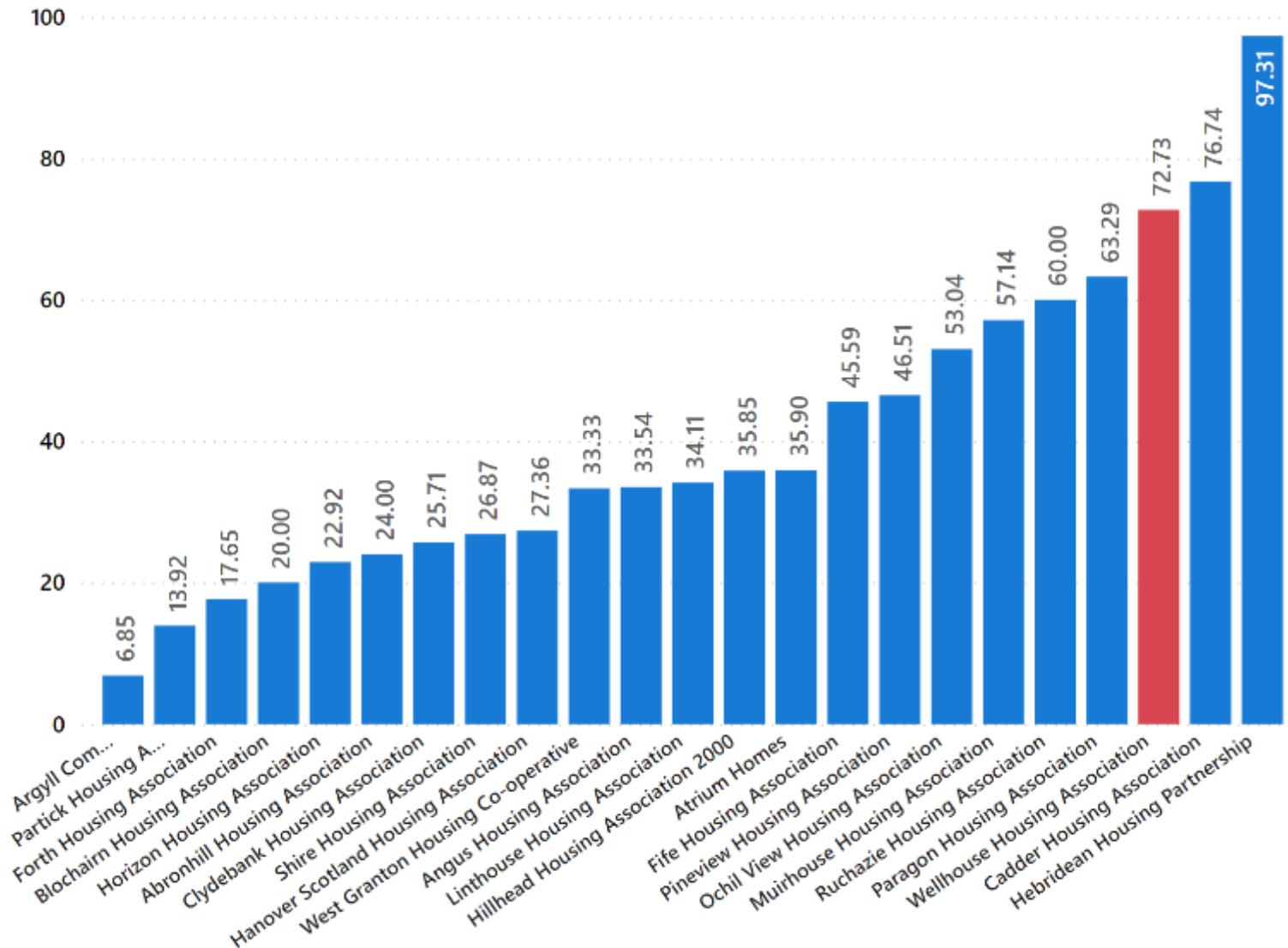
SHN
Scotland's Housing Network



Organisation Name	22/23					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
Wellhouse Housing Association	25.79	9.40	8.26	3.56	2.41	6.10
All RSLs	12.37	11.15	4.61	1.85	0.87	1.24
SHN Average	14.50	7.55	4.70	2.09	1.70	2.58

Terminating with Arrears

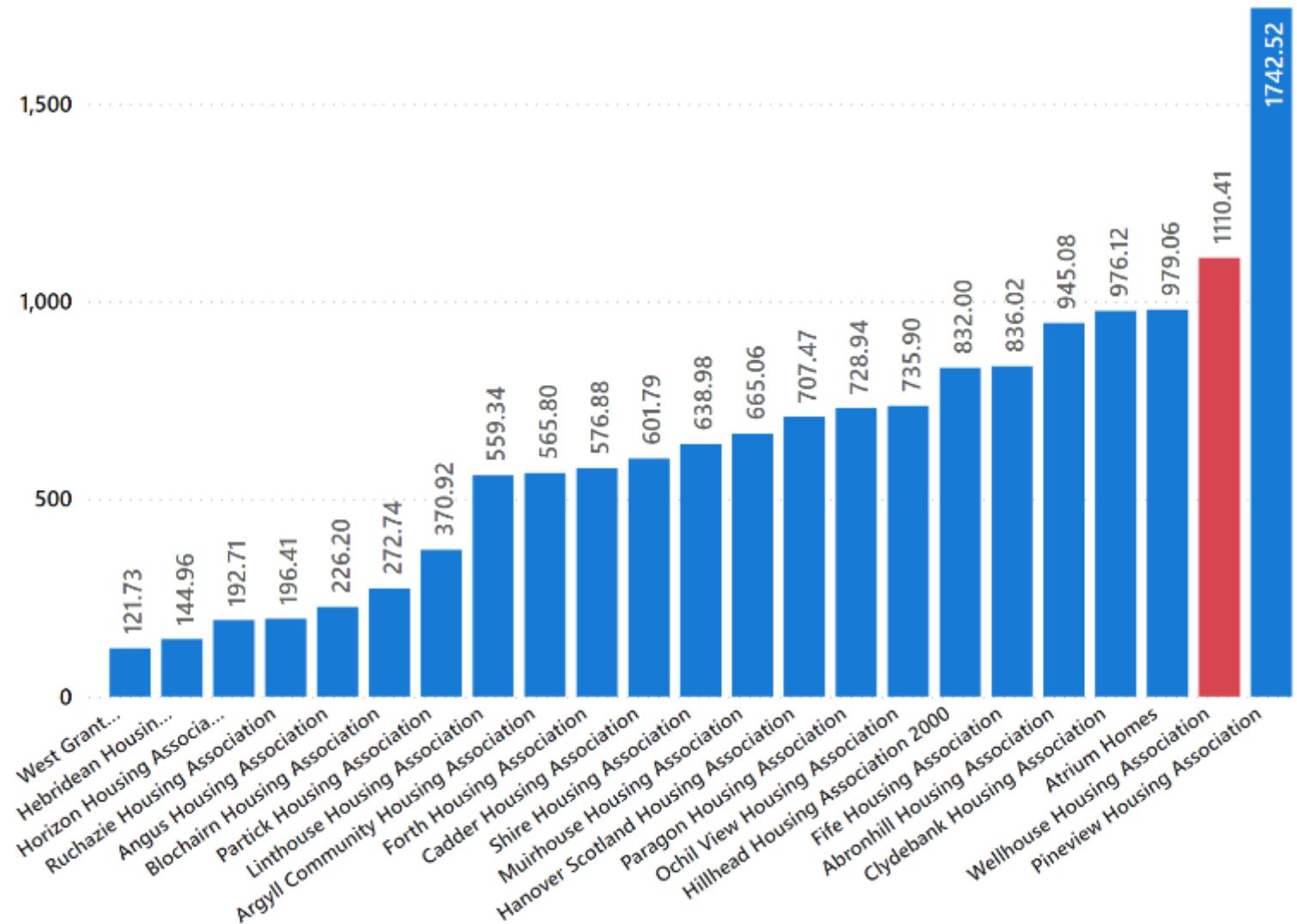
N34 Percentage of tenants
terminating tenancy with arrears



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association			72.73
All RSLs	30.49	34.18	40.45
SHN Average	35.04	4.09	45.85

Terminating with Arrears

N34 Average debt owed when leaving



● Wellhouse Housing Association ● All RSLs ● SHN Average

1,200

1,000

800

600

20/21

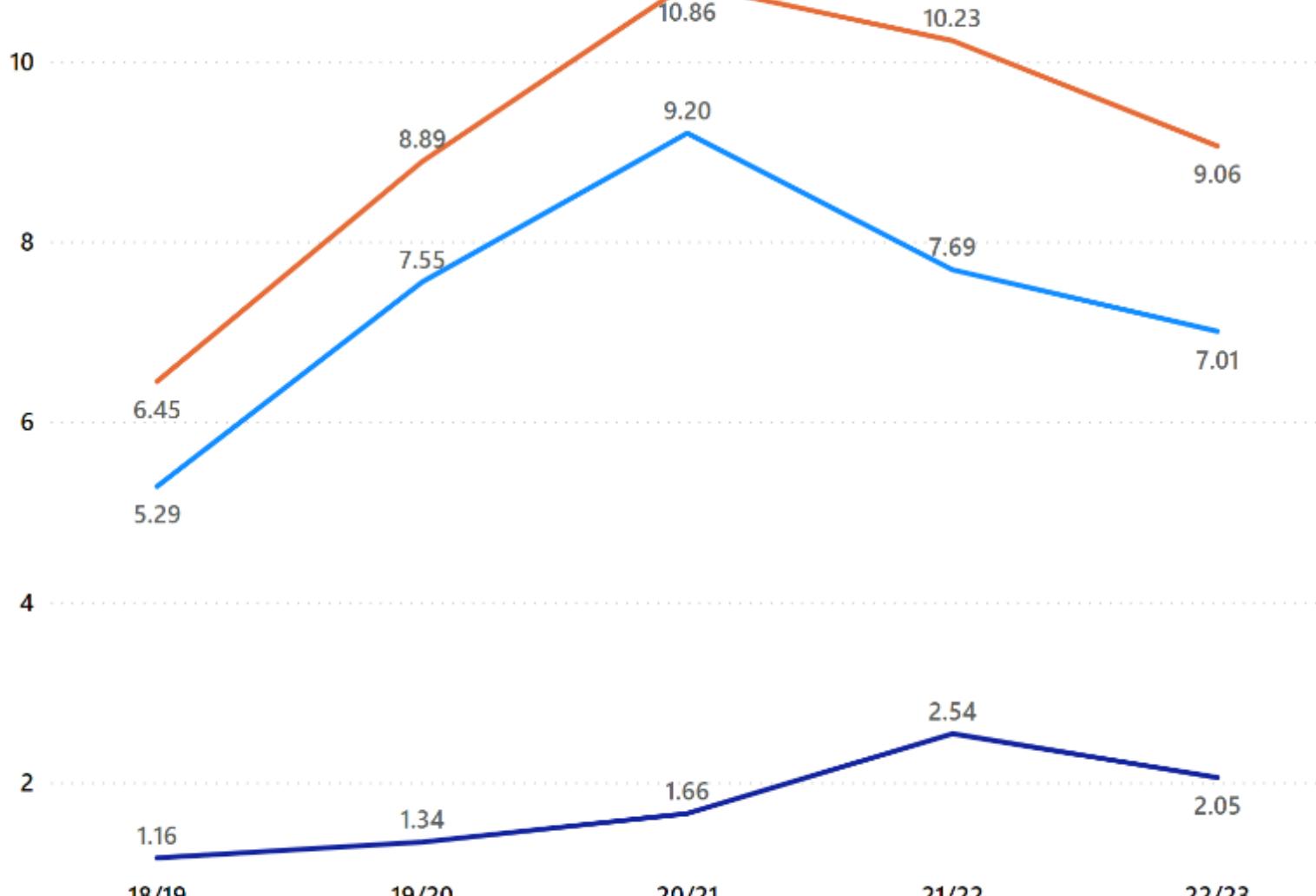
21/22

22/23

Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association			1,110.41
All RSLs	789.24	661.03	640.31
SHN Average	940.90	831.91	839.69

Arrears (Trends)

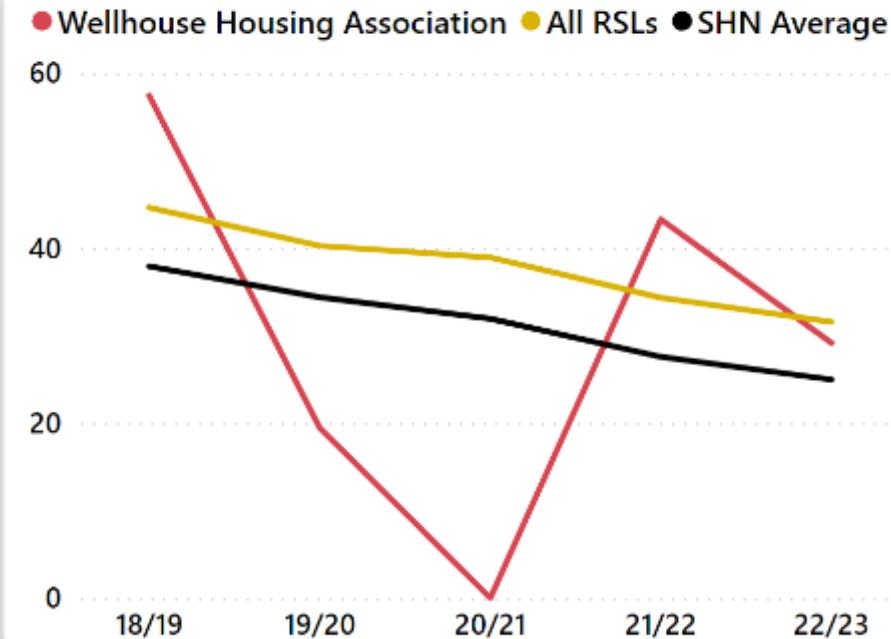
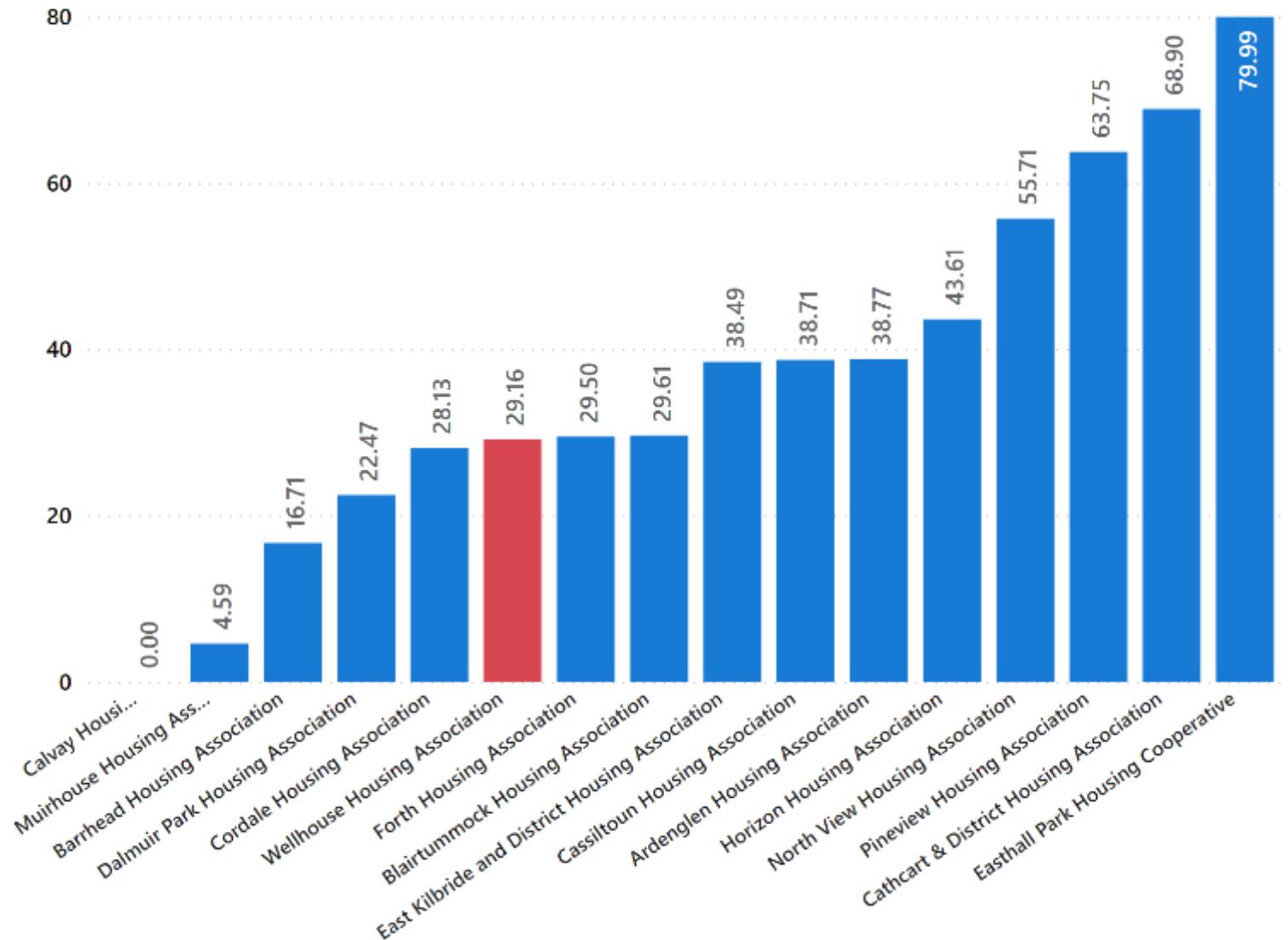
I27 Percentage gross rent arrears
of rent due



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	10.86	10.23	9.06
Peer Group 4 - Medium urban	4.58	4.11	4.84
All RSLs	4.29	4.24	4.39
SHN Average	6.14	6.34	7.25

Arrears Written Off

C7 Percentage former tenant rent arrears written off

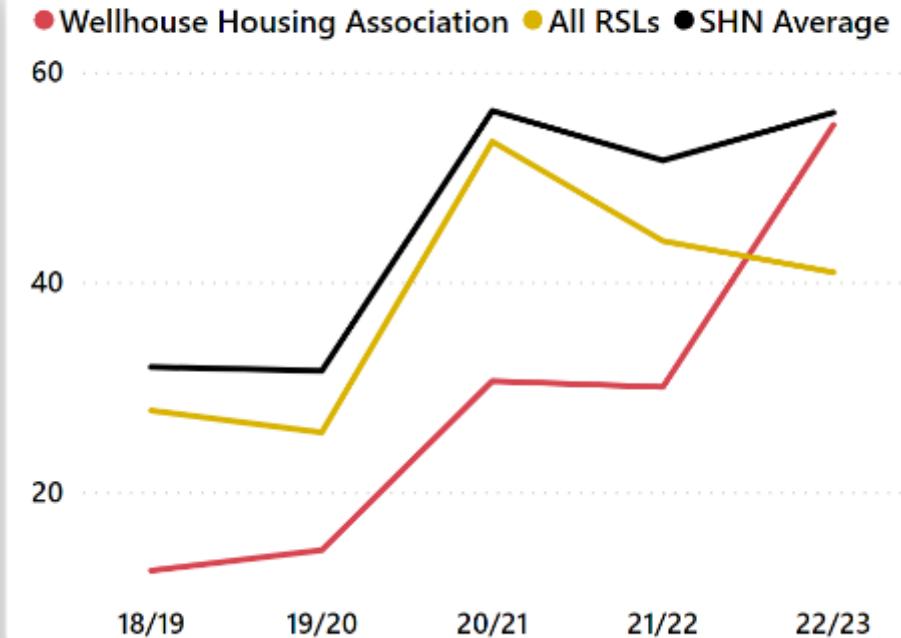
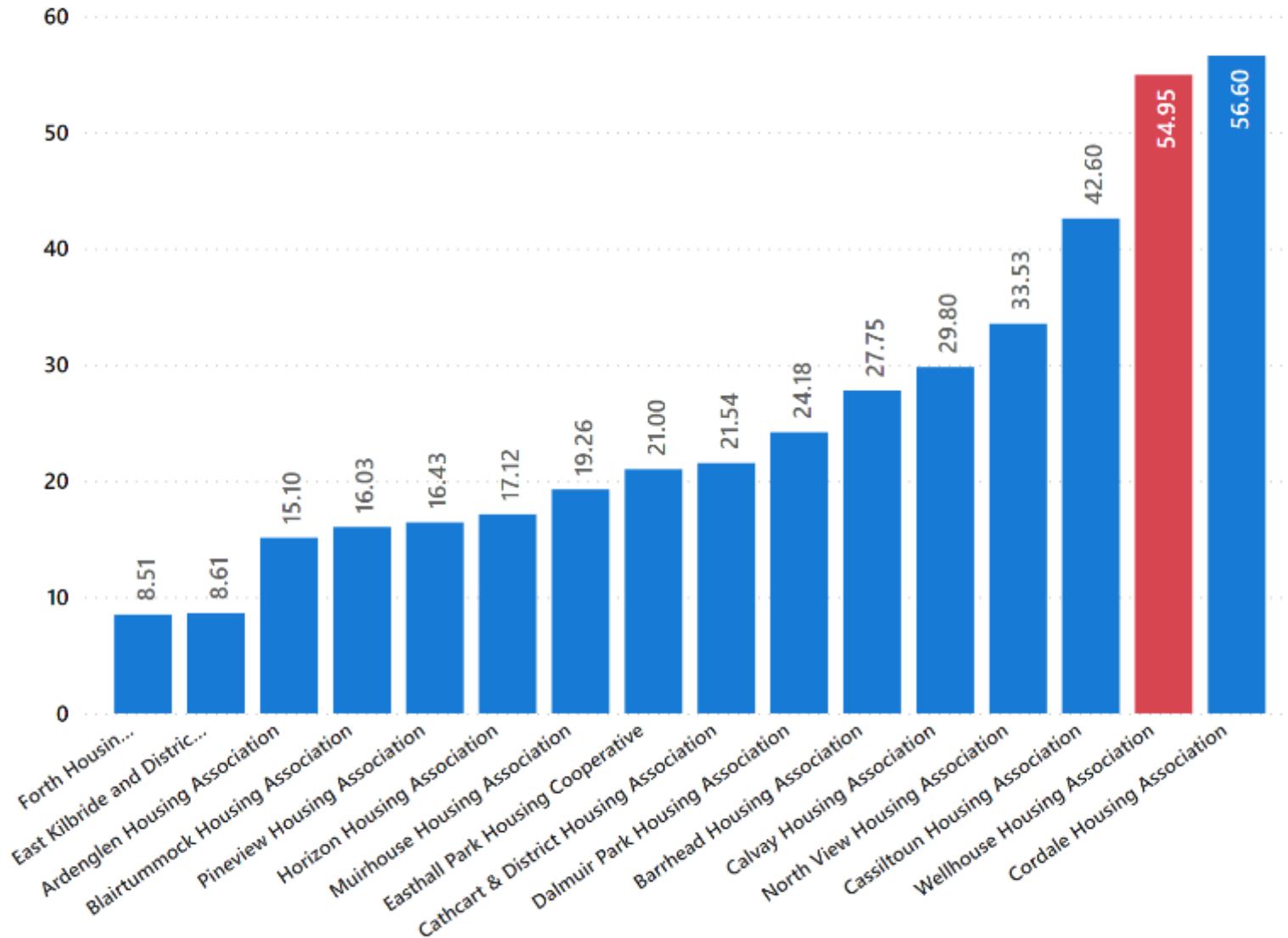


Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	0.00	43.27	29.16
Peer Group 4 - Medium urban	45.93	36.34	36.21
All RSLs	38.92	34.32	31.55
SHN Average	31.92	27.57	24.97

Voids

Relet Times

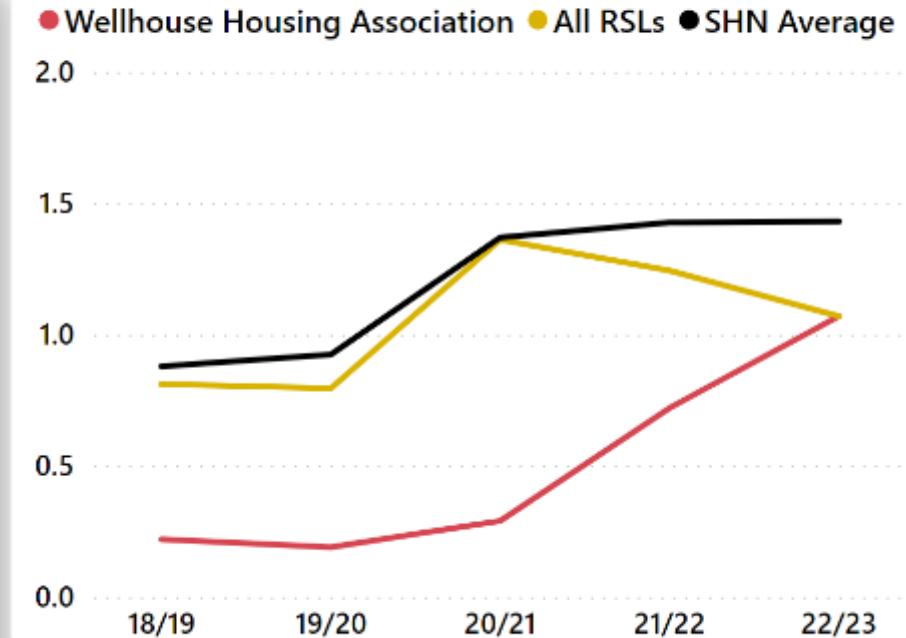
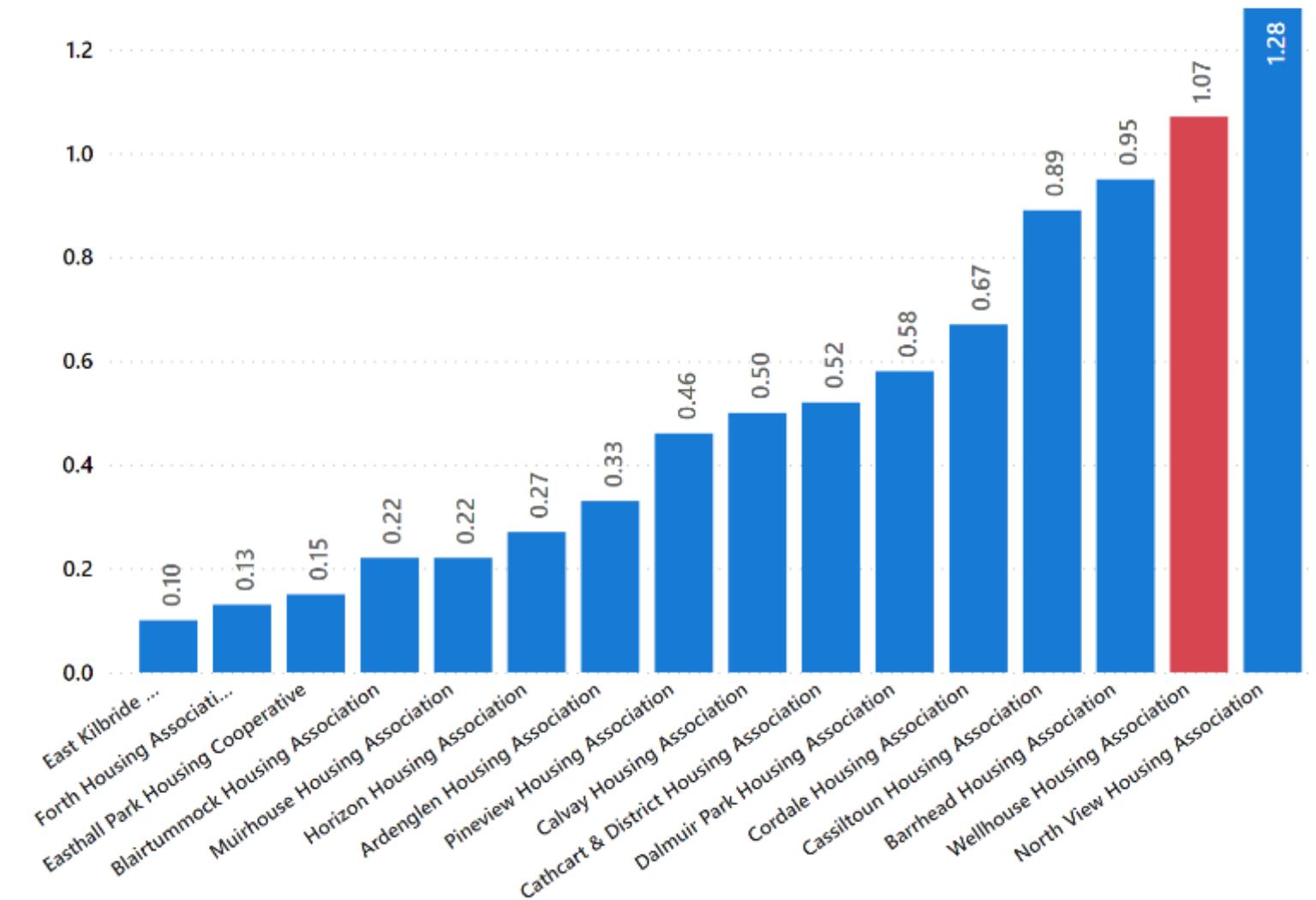
I30 Average time to re-let properties



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	30.57	30.00	54.95
Peer Group 4 - Medium urban	34.00	25.66	26.95
All RSLs	53.38	43.90	40.93
SHN Average	56.29	51.58	56.12

Void Rent Loss

I18 Percentage of rent due lost through properties being empty



Organisation Name	20/21	21/22	22/23
Wellhouse Housing Association	0.29	0.72	1.07
Peer Group 4 - Medium urban	0.57	0.51	0.55
All RSLs	1.36	1.24	1.07
SHN Average	1.37	1.43	1.43

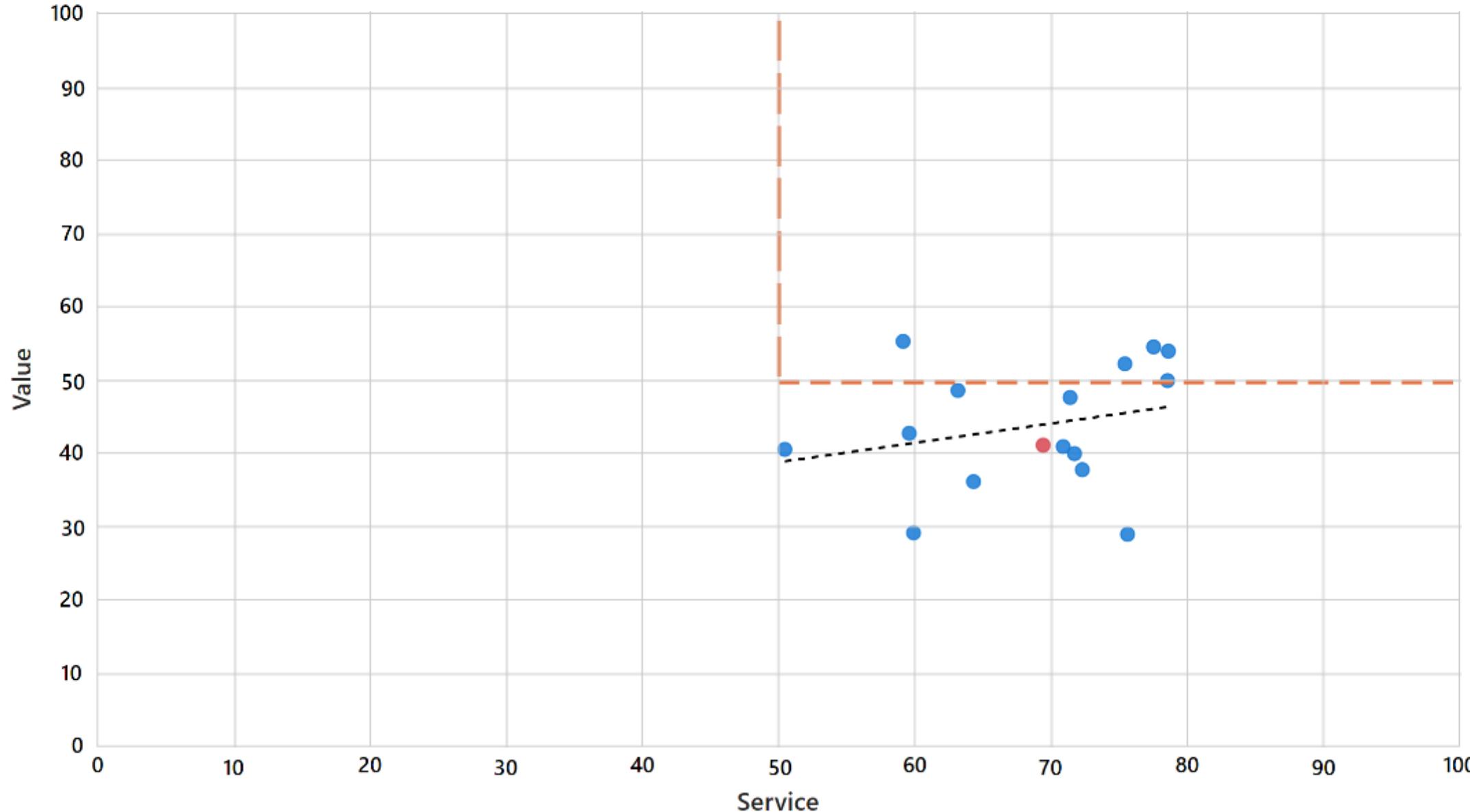
Landlord Report

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
Cathcart & District Housing Association	95.54	98.81	97.92	56.47	2.93	4.87	76.86	72.55	100.00	6.00	83.38	76.53	100.78	0.52	21.54
Forth Housing Association	95.53	98.32	98.04	99.23	2.36	4.81	95.91	92.17	95.65	5.00	84.06	82.95	100.75	0.13	8.51
Dalmuir Park Housing Association	95.11	96.20	96.74	97.15	2.65	4.93	81.45	93.62	100.00	5.00	85.33	85.84	98.72	0.58	24.18
Ardenglen Housing Association	94.19	98.23	99.75	99.19	2.55	5.17	96.70	89.47	100.00	6.00	82.07	82.43	100.05	0.33	15.10
East Kilbride and District Housing Association	93.93	98.93	97.14	88.12	5.52	5.01	91.95	98.13	100.00	5.00	91.40	92.03	99.25	0.10	8.61
Easthall Park Housing Cooperative	92.35	96.03	97.17	88.20	3.52	7.70	69.36	79.49	100.00	5.00	72.22	76.38	99.97	0.15	21.00
Pineview Housing Association	91.50	97.36	99.41	99.88	2.84	2.76	84.62	91.71	98.17	3.05	77.23	79.65	98.46	0.46	16.43
Calvay Housing Association	90.94	95.62	93.12	93.17	3.09	3.96	98.95	90.67	97.83	5.00	76.36	77.37	99.50	0.50	29.80
Blairtummock Housing Association	90.52	98.76	99.59	99.86	4.88	4.18	96.33	97.01	100.00	5.00	72.59	73.65	99.44	0.22	16.03
Muirhouse Housing Association	90.39	96.09	92.20	99.21	2.44	6.75	91.76	91.16	100.00	6.00	88.02	89.91	99.89	0.22	19.26
Horizon Housing Association	90.04	95.97	97.03	99.50	3.91	10.87	78.76	81.01	100.00	6.00	91.98	90.64	104.80	0.27	17.12
Barrhead Housing Association	86.27	97.15	98.45	95.92	2.61	7.84	58.93	82.14	94.51	5.00	93.39	91.44	98.99	0.95	27.75
Wellhouse Housing Association	85.12	93.77	93.43	96.34	1.45	2.51	99.68	86.62	79.49	3.00	77.98	81.25	98.33	1.07	54.95
Cassiltoun Housing Association	83.73	94.81	97.41	96.84	2.39	6.53	93.27	79.58	96.63	6.60	81.44	84.93	99.34	0.89	42.60
Cordale Housing Association	82.01	92.80	74.68	95.26	4.18	8.99	80.89	78.57	100.00	5.00	81.64	86.72	100.08	0.67	56.60
North View Housing Association	79.14	96.04	97.48	98.41	1.36	3.04	94.50	95.13	100.00	5.00	89.91	91.25	99.34	1.28	33.53

Landlord Report

Service vs Value for money

Comparison with Peer Group



- **Strengths**

- EESSH -99.24%
- SHQS– 96.34%
- Repairs performance remains strong
- Repairs right first time -99.68%
- Turnover low
- Gas safety

- **Areas to monitor**

- Overall tenant satisfaction has reduced
- Offers refused increased
- Tenancy sustainment reduced
- Re-let times increased
- Rent arrears decreasing but still above peer group and SHN average



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