

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability



Landlord Report to Tenants for 2021/22

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As Chairperson of the Management Committee, I am very pleased to provide you with the annual report for the year 2021/22. We are delighted to be able to return to normal service delivery in the wake of Covid-19 and I'd like to share some of our achievements during another very busy year: -

- Similar to the previous year, our AGM and 11 committee meetings were held remotely. 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 15 internal audit days reviewing the following subjects: Fixed Assets, Developments, Factoring and Business Planning, as well as our external audit process;
 - We continued to work with Glasgow City Council (GCC) throughout the year to provide support and accommodation for homeless individuals and families who are especially affected by the Pandemic and this work is ongoing;
 - Throughout the year we have reviewed our process for allocating our houses and we began consultation with our tenants and applicants;
 - To help protect our community and deal with anti-social behaviour effectively, we have adopted a joint approach with the Community Relations Unit, (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 third Assurance Statement in October 2021. 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;
 - We conducted the seventh consecutive Committee appraisals as part of our commitment to continuous improvement;
 - We continued to focus on our approach to equalities and diversity and we undertook a review of our Equalities and Diversity Policy and Action Plan
 - 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 and work to produce a Covid response report which was published August 2021.
 - We worked with Scottish Water and GCC in relation to flood mitigation and environmental work to prepare for future development work;
 - We have produced a plan for common areas, bin shelters and back courts which will be launched after the lockdown period;
 - Our quarterly satisfaction phone surveys carried out independently, showed increased customer satisfaction across all areas and all indicators were within target. We saw improvements in the percentages of tenants who feel that we are good at keeping you informed as well as an increase in tenants who were satisfied with our contribution to the neighbourhood
- Our Repairs Team:
- Delivered 2668 responsive repairs. With repeated lockdowns, we still managed to deliver our void works, Windows and Doors replacement programmes as well as other Planned Works
 - Secured funding of £50,296 which allowed us to carry out 20 adaptations.

- Arranged for the installation of 36 kitchens, 31 bathrooms, and 31 boilers, as well as smoke alarm upgrades, Electrical Testing, water testing, gutter cleaning and roof anchor testing.
- Ensured that we carried out 99.74% gas safety checks within the anniversary date, although we now have to report the failures - being 0.26% ; our performance was impacted by Covid – with more tenants than usual being unable or unwilling to allow access for these works. However, all outstanding checks were completed by April 2022

Our Income Advice Officer continued to provide an excellent service throughout 2021/22. She:

- Successfully supported 232 service users
- Secured accumulated financial gains of £810,708.35 for the year. From 1st April 2018 – 31st March 2022, the Income Advice Officer has accessed £4,495,488.47 financial gains., which has benefited around 988 service users, some of them more than once
- Made 45 referrals to Home Energy Scotland for those requesting energy advice
- Administered funding from Glasgow City Council emergency fuel fund. Our share of the fund was £4056 which we used to assist 56 households experiencing fuel poverty throughout 2021. In addition, we were successfully awarded £6000 fuel funding from the Social Housing Fuel Support Fund which was used to support 73 households experiencing fuel insecurity in Winter 2021
- Secured an award of £3000 from the STV children’s appeal fund to help families experiencing poverty in Winter 2021, which was used to assist 63 children across 25 families to buy winter clothing, footwear, food and other essentials
- Made 23 Foodbank referrals from April 2021 to March 2022, which was an increase of 130% from the previous year

The Housing Team

- Took 30 days on average to let 48 homes to applicants. It took longer than usual to let our properties due to Covid
- 95.83% of our tenants sustained their tenancy for more than one year
- All (64) reported cases of Anti-social Behaviour were resolved by us within the year, with 4 cases at court, awaiting hearing dates

- The amount of rent money collected for current and past years was the equivalent of 101.58% 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. While we continue to see improvements in many areas that is evidenced by our customer satisfaction rates, we are disappointed by the withdrawal of some Council services including garden maintenance and changes to the bulk uplift service, both of which are having a detrimental effect on our community, so we are continuing to liaise with GCC to look for solutions. Our Estates Team have worked extremely hard to keep the communal areas safe and clean.

The level of rent arrears continued to be a major concern and they remain higher than most Landlords in Scotland. We continue support anyone who is experiencing financial issues. Our Officers can help you access grant funding and benefits that you may be entitled to and we can help you to make affordable repayment arrangements if you have rent arrears. We are continually seeking ways to assist Individuals and families who are affected by cost-of-living increases.

Officers will continue to ensure that tenants and service users are aware of the various available methods of contact by posting information on the website, texting, e- mailing and by newsletter so that you can advise us of your opinions and suggestions. Please let us know if you’d like to join our committee or Customer Opinion Panel. If you prefer, you can get in touch with us by email, text, telephone or post. Your thoughts and opinions really matter to us and we will continue to provide a service which is dedicated to ensuring that our tenants enjoy living in this community and we look forward to working with you and supporting you through these difficult times.

Kind regards

Maureen Morris

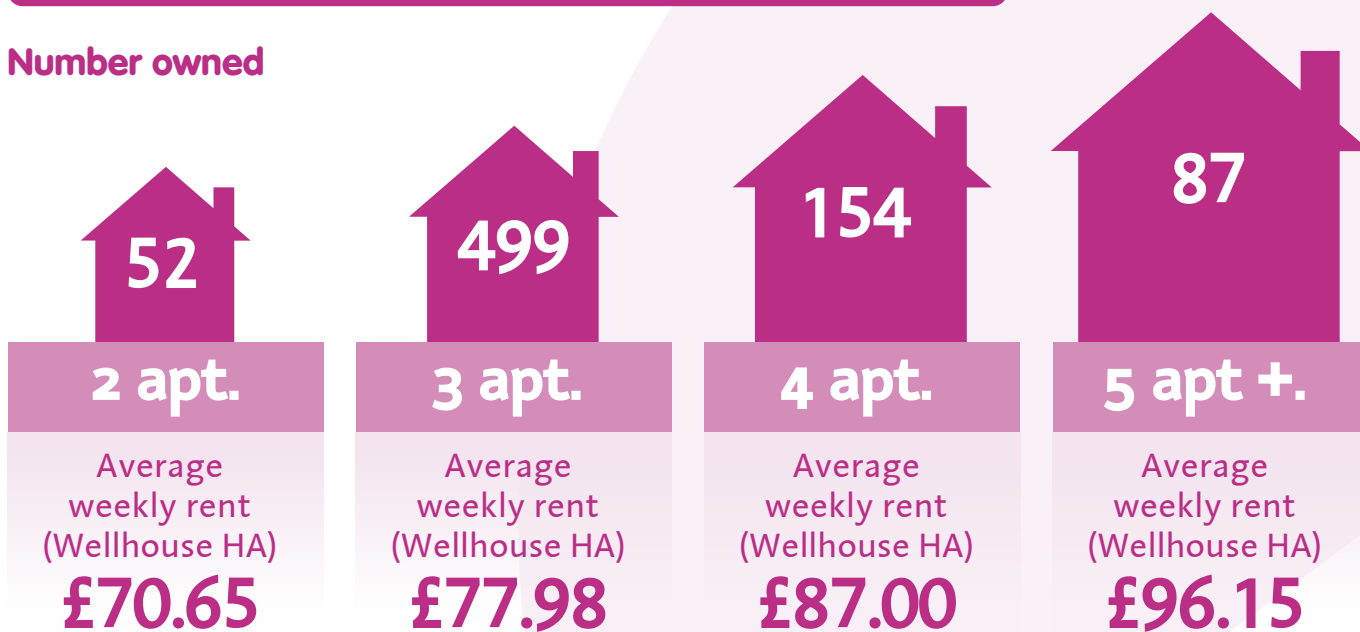
Chairperson of the Management Committee

Homes and rents

At 31 March 2022 we owned 792 homes and 2 Supported Accommodation Units. The total rent due for the year was £3,359,529. We increased our weekly rent by 3.8% 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



91.67%

91.67% of tenants feel that the rent for their property represents good value for money



84.72%

84.72% of existing tenants are satisfied with the quality of their home

Homes and rents

94.79%



94.79% of tenants were satisfied with the opportunities to participate in our decision making

91.67%



91.67% of tenants are satisfied with the management of the neighbourhood they live in

95.83%



95.83% said they were satisfied with the overall service we provided

93.40%

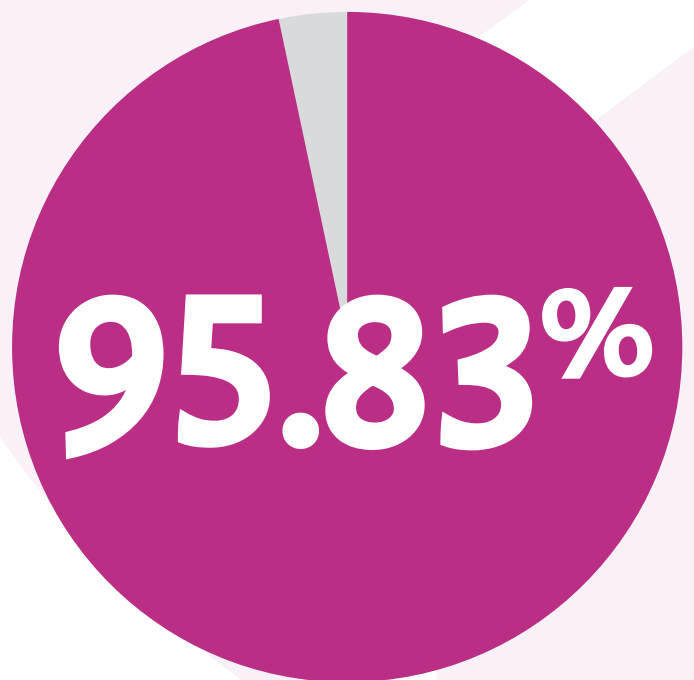


93.40% felt we were was good at keeping them informed about its services and outcomes.

House Allocations



Our applicants on the **waiting list** has risen to **563** after we left the Easterhouse Common Housing Register.



95.83% of new tenants last year **sustained their tenancy** for more than one year.

Aids and Adaptations



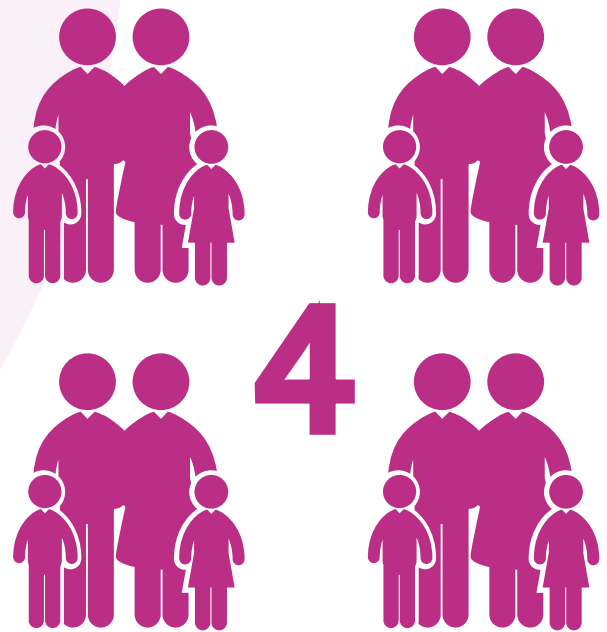
The total cost of adaptations completed during the year was **£50,296**, all of which was grant funded.



The average time taken to complete an adaptation was **25.05 days**.



20 medical adaptations were completed



There were **4 households** waiting on adaptations to their home at the end of the year.

Quality & maintenance of your home



95.08% of our properties met the Scottish Housing Quality Standard



We completed 99.78% of reactive repairs 'right first time'



79.71% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service



99.1% 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 4.19 days.



2.24 hours

The average time we took to complete **emergency repairs** was 2.24 hours.

Anti social behaviour (ASB)



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

- noise nuisance
- loud parties
- neighbour disputes



100% of these ASB cases were resolved within targets agreed locally.

Value for money



101.58%

The amount of money we collected for current and past rent was equal to **101.58%** of the **total rent** due in the year.



0.72%

We did not collect **0.72%** of rent due because **homes were empty**.



30 days

We took an average of **30 days** to re-let homes.

Complaints



33
Stage 1



8
Stage 2

33 Stage 1 (of which 3 were carried forward from last year) and **8 Stage 2** complaints were received.



Stage 1 Average Response Time
3.88 days



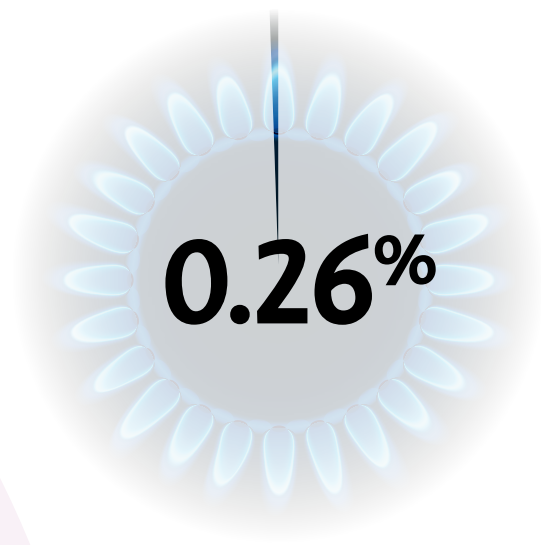
Stage 2 Average Response Time
12.6 days

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



784 houses require a gas safety certificate.

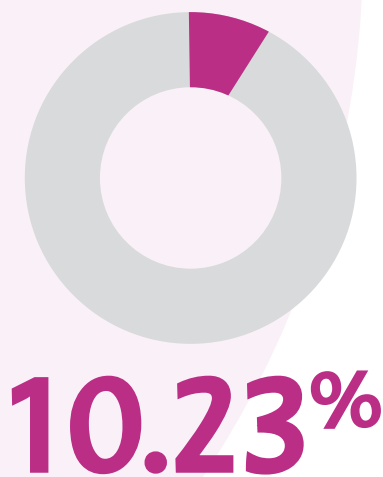


0.26% did not have their certificate renewed by anniversary date.

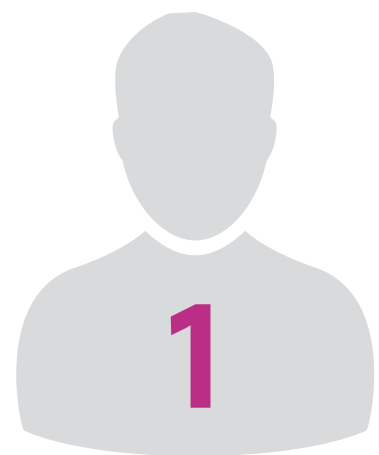
Arrears / Evictions



Total rent due last year was £3,359,529.



Total rent arrears as % of rent due was 10.23%.



One tenant was evicted for not paying rent.



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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



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.