



Annual Report to Tenants

Wheatley Homes Glasgow

(formerly Glasgow Housing Association)

Highlights and performance

2021-22

www.wheatley-group.com

Welcome to the Annual Report to Tenants for 2021-22

You'll find information about our performance over the year and what we achieved by working with our tenants and communities.

The report is based on the key indicators we give the Scottish Housing Regulator.

Given our extensive consultation with customers on our new operating model this year, we agreed with the Scottish Housing Regulator to postpone our next full satisfaction survey until 2022-23.

The Regulator allows social landlords to use the same indicators for up to three years.

As a result, the tenant satisfaction figures reported here – which we've also given to the Regulator over the past two years – are from the year 2019-20. Those figures are highlighted with an asterisk (*).

The merger of Glasgow Housing Association and Cube created a new organisation known as Wheatley Homes Glasgow as of 1 April 2022.



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Welcome, from Wheatley Homes Glasgow Chair, Bernadette Hewitt



This year saw the return of our services after the difficulties we faced last year.

Our customers were still feeling the effects of the pandemic, of course, and we continued to support people in financial hardship in our communities in every way we could.

Wheatley Foundation, our charitable trust, supported more than 5700 tenants over the year.

We built 248 new homes this year, invested £58.8m in improvements to our homes and communities, and supported 276 people into work and training.

The year saw the launch of our new five-year strategy – Your Home, Your Community, Your Future – which introduced our new way of working, allowing frontline staff to spend even more time supporting tenants in their homes and communities.

The introduction of our new 24/7 Customer First Centre (CFC), staffed by specialist advisors, was another example of how we are putting customers at the heart of the high-quality services we provide.

It was an important year for social housing in Glasgow. Cube tenants in the city voted in an independent

ballot to join GHA, paving the way for the creation on April 1 of a new organisation – Wheatley Homes Glasgow – as well as additional investment in existing homes and the building of hundreds of new ones.

The impact the pandemic will be with us for years to come. Rising fuel prices and the cost-of-living crisis are having a real effect on our customers, but our commitment to supporting the people we work for remains stronger than ever.

Here are some of our highlights of the year.

Landlord self-assurance is at the heart of the Scottish Housing Regulator's approach to regulation. An important element of this is our Annual Assurance Statement. We have assessed compliance against the relevant regulatory requirements and the Wheatley Group Board considered evidence at its meeting on 26 October 2022. The Wheatley Group Board has confirmed that all Registered Social Landlords which are part of Wheatley Housing Group Limited – Wheatley Homes Glasgow, Wheatley Homes East, Wheatley Homes South and Loretto Housing Association – comply with all relevant requirements set out in the regulatory framework. The full statement is available to view at www.wheatley-group.com We also comply with the Scottish Social Housing Charter. This Annual Report provides an assessment of our performance against the outcomes and standards.



Supporting our customers

We continued to support people in financial hardship brought on by increasing fuel prices, the rise in the cost of living, difficulties caused by Universal Credit, and the continuing impact of the pandemic.

Our wraparound services, from benefits and fuel advice to help with furnishing their homes, offered vital support to customers and their families.

More than 30% of our customers are now on Universal Credit, an increase of 5% from last year. Our expert welfare benefits advisors supported 3764 customers this year and helped them claim almost £7.3m in benefits and tax credits they were entitled to. Our fuel advisors helped 2880 customers save more

than £335k on their bills this year. We also helped customers across Wheatley access more than £1.6m in external funding to alleviate fuel poverty. Working with Wheatley Foundation, we:

- created 361 opportunities for our customers to get into work or training, with 276 customers benefitting;
- supported 1731 new tenants with household budgeting, running a home and settling into their community through My Great Start;
- helped 2936 households put food on the table by distributing 4535 emergency food vouchers through our EatWell service;
- provided essential household

items to 333 customers through our Barony Support Fund and Emergency Response Fund;

- gave 719 households up-cycled furniture through our Home Comforts service;
- awarded 30 young people from our homes a bursary to go to university or college;
- provided 3728 free books to 404 children under five in our homes through the Dolly Parton Imagination Library initiative;
- helped 116 young people take part in the arts through our youth arts small grants project; and
- provided starter packs for 534 tenants who needed support moving into their home.



The panel monitored the Group's performance closely against the key performance indicators and Annual Return on the Charter. Overall, the panel is pleased and would like to congratulate the Group on its performance throughout the year. We are especially pleased with the additional support provided to vulnerable customers to help them through the rise in energy costs, in particular welfare benefit and fuel advice. We are encouraged that the Group will continue to focus on this to support customers.

Throughout the year, we continued to increase our allocation of homes to homeless people.

We allocated 1664 homes to homeless people over the year, including 50 homes provided to Housing First, a multi-agency partnership to tackle rough sleeping, and 25 temporary furnished homes 'flipped' to permanent homes for the homeless people living in them.



Overall satisfaction

Tenants satisfied with the overall service

2021-22: 88% *

2020-21: 88% *

**Scottish Average
2021-22: 87.7%**

Medical adaptations

Average time to complete approved applications for medical adaptations (calendar days)

2021-22: 38.2 days

2020-21: 66.2 days

**Scottish Average
2021-22: 54.3 days**

Complaints

Average time in working days for a full response to complaints at Stage 1

2021-22: 4 days

2020-21: 3.2 days

**Scottish Average
2021-22: 5.8 days**



Average time in working days for a full response to complaints at Stage 2

2021-22: 20.8 days

2020-21: 17.8 days

**Scottish Average
2021-22: 27.4 days**

*Same figure as past two years (see page 2)



Improving our services

This year saw the full remobilisation of services after the unparalleled difficulties caused by the pandemic.

At the start of 2021 our housing officers were back on their patches and visiting customers, and our environmental teams were continuing to keep communities clean and safe. A full repairs and maintenance service resumed at the end of April 2021, as did our capital investment programme and non-essential internal investment work.

We also launched our new service model this year, as part of our five-year strategy, which saw us move to hybrid working to help strengthen our presence in communities and take services directly to the people we serve.

Our new CFC features experienced housing professionals offering one-and-done solutions to tenant service requests, freeing up housing officers to spend more time in communities as well as dealing with complex issues face-to-face.

Our first Centres of Excellence – places for staff, customers and stakeholders to meet, collaborate and learn – opened this year, while we also started work on new touchdown points, made up of existing facilities within our communities providing staff with a base between visits to customers' homes.

Customers gave their overwhelming support for our new way of working and new way of engaging in a tenant consultation during the year.



As services continue to remobilise post-pandemic, we are pleased with the progress the Group has made with the introduction of its new operating model and launch of the Customer First Centre. We are also satisfied with the continued good performance around arrears due to the expansion of wraparound services.

Homes and communities

Building new homes

We built 248 homes over the year, 106 for social rent and 142 for mid-market rent.

Our completed homes included:

- 23 for social rent at Auchinlea Road, Easterhouse;
- 22 for social rent at Carnwadric Road/Hopeman Road;
- 42 homes for social rent at Kennishead Avenue; and
- 37 for mid-market rent at Main Street, Baillieston.

Work is also well underway on 123 new homes in Calton Village, 70 homes at Hurlford Avenue in Garscadden, 198 new homes at Sighthill, and 47 at Watson Street in the Merchant City.

Our new-build developments were recognised with a number of awards in 2021-22. Our conversion of a former stable block in Bell Street in the Merchant City was awarded the Saltire Medal for Housing Design, while it also won the Conservation and Climate Change Award at the Royal Incorporation of Architects in Scotland Awards as well as Renovation and Conversion of the year at the Herald Property Awards.

Investing in our homes

We delivered £58.8m of improvements to homes and communities over the year.

This included:

- £6.7m on new smoke and heat detector systems for more than 11,000 homes;
- £5.2m on new boilers and 'Connected Response' installations to help tenants with electric heating;
- £2m on new kitchens, bathrooms and re-wiring for 520 homes;
- £2m on new windows for 513 homes;
- £4.8m on new and refurbished cladding for 1200 homes; and
- £2.5m on upgrading controlled entry systems and CCTV upgrades at multi-storey blocks.

We also invested £1.6m on new lifts at our Townhead multi-storey blocks, carried out £3.4m worth of improvements on internal common areas, and invested £1m on improved bin stores and drying areas for 500 customers.



Improving our neighbourhoods

We continued our work to create clean and safe neighbourhoods people are proud to live in. Our environmental teams resumed full service in May 2021 and over the year, they removed around 100 tonnes of bulk waste from our communities every week.

We continued our partnership with environmental charity Keep Scotland Beautiful which sees our communities inspected and assessed to help improve standards. In 2021-22, over three-quarters of our neighbourhoods achieved the highest five-star

rating, with the others working towards that target. Our environmental campaign at the end of 2021-22 helped us engage with partners and customers to improve communities.

Wheatley's Community Improvement Partnership (CIP) – a specialist team of seconded police and our own frontline staff – continued to work with our communities to tackle anti-social behaviour and crime. In Wyndford, the CIP's work with partners and community groups led to a 28% reduction in anti-social behaviour

reported by customers.

Wheatley Group was named Policing Partner of the Year at the 2022 Chief Constable Bravery and Excellence Awards.

We helped protect customers from the risk of fire by carrying out almost 400 home fire safety visits in our homes over the year. We also carried out fire risk assessments in all our multi-storey blocks and 43 Livingwell complexes. This year saw a 30% reduction in accidental fires in Wheatley homes.

Lettable homes

The number and type of Wheatley Homes Glasgow stock as of 31 March 2022

Self contained stock

Stock by apartment size and average rent	Total units	Number of lettable units	Average weekly rent
1 apt	2989	2907	£73.64
2 apt	8534	8438	£83.96
3 apt	21,679	21,595	£89.63
4 apt	8186	8166	£103.98
5 apt+	1270	1268	£113.92
Total self-contained:	42,658	42,374	£90.90



The panel met with senior officers throughout the year, including the Performance Frameworks Manager, to discuss the Group's performance framework, and the Group Protection and Strategic Partnership Lead, to scrutinise the Group's anti-social behaviour framework. The panel will continue to work with the Group to monitor and scrutinise performance closely.

Your repairs service



We resumed a full repairs and maintenance service at the end of April 2021 and worked through the backlog of repairs built up during the previous year of restricted services. Over the year, we completed 154,347 reactive repairs.

We saw an increase in the volume of repairs this year, in common with the rest of the housing sector. This higher demand, as well as the length of time it took to work through the backlog from last year and a nationwide shortage

of materials, had an impact on our average time to complete non-emergency repairs, which stood at 8.1 days. We managed to complete 91% of repairs right first time, which was down from 96.3% the year before. Satisfaction with repairs or maintenance carried out in the previous 12 months stood at 88.8%, up from 87.5% last year. All our homes also have a valid gas certificate.

We'll do all we can to improve performance next year, and our new CFC should help with this.

Non-emergency repairs

Average time to complete non-emergency repairs

2021-22: 8.1 days

2020-21: 4.1 days

**Scottish Average
2021-22: 8.9 days**

Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months

2021-22: 88.8%

2020-21: 87.5%

**Scottish Average
2021-22: 88%**

Gas safety

Number of times the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check was not met

2021-22: 0

2020-21†: 1536

Reactive repairs

Reactive repairs completed right first time

2021-22: 91%

2020-21: 96.3%

**Scottish Average
2021-22: 88.3%**

†In 2020-21, Scottish Government restrictions, and the fact many customers were shielding, meant there were 1536 times we weren't able to complete all gas safety checks within 12 months. But we prioritised safety certificates which had expired in the early part of 2020-21, and all checks were successfully carried out by September 2020.

Rent and value for money

We know how difficult circumstances are for many of our tenants and we know it's more important than ever that tenants feel their homes and services are good value for money

The economic fallout from the pandemic, rising fuel bills, the wider cost of living crisis and moving to Universal Credit caused unprecedented challenges for many people, and we worked hard to help them access support available and to pay their rent and

other household bills.

Our online discounts scheme, MySavings, continues to help customers make their money go further and cut the cost of their weekly shop. In 2021-22, 5900 customers across Wheatley were registered for MySavings, an increase of 1000 from the previous year.

Strong customer relationships and the high levels of support we provide to customers in financial hardship, limited the impact on

rent arrears. Nevertheless, our gross rent arrears stood at 5.2% at the end of the year, up from 4.8% the previous year. Rent collection decreased slightly from 99.4% to 98.9%. The average days to re-let properties was 23.5 days this year, down from 41 days last year.

We will continue to do all we can to help tenants overcome the financial difficulties they face and ensure they feel their homes and services are good value for money.

Value for money

Percentage of tenants who feel their rent is good value for money

2021-22: 79.4% *

2020-21: 79.4% *

**Scottish Average
2021-22: 82.5%**

Rent collected

Rent collected as a percentage of total rent due

2021-22: 98.9%

2020-21: 99.4%

**Scottish Average
2021-22: 99.3%**

Rent arrears

Gross rent arrears

2021-22: 5.2%

2020-21: 4.8%

**Scottish Average
2021-22: 6.3%**

Rent lost

Rent lost through properties being empty

2021-22: 0.6%

2020-21: 0.8%

**Scottish Average
2021-22: 1.4%**

Re-let properties

Average length of time taken to re-let properties

2021-22: 23.5 days

2020-21: 41 days

**Scottish Average
2021-22: 51.6 days**

*Same figure as past two years (see page 2)



Engaging with customers

Engaging more effectively with our communities and giving tenants real influence over services and decision-making has always been important to us.

We continued to help customers get online this year and encouraged them to engage with us through our digital channels and online self-service accounts.

By the end of the financial year, more than 56% of our customers had registered for an online account with us.

More than 33,000 people used our

website every month, with almost 397,000 active users over the year. The number of followers on our social media channels this year was 22,695, an increase of 984 from last year.

This year, we consulted with tenants on plans for a new operating model and a new way of engaging, with 89% of those who took part supporting the proposals.

We also asked residents in Wyndford for their views on plans for the £54m transformation of the area, and 85% of tenants who responded supported the

regeneration plans. This year saw us recruit people across Glasgow as ‘customer voices’ to influence investment decisions, with customers also taking part in neighbourhood walkabouts to identify local priorities.

Our ‘You Choose Challenge’ saw customers submit ideas for community projects and vote on what they want, with everything from improved storage facilities to new benches and a community garden introduced as a result.



We continue to acknowledge the importance of tenant engagement and the opportunity for customers to give their views and have more say over what happens in their communities. We are encouraged with the progress made in implementing the Group’s engagement framework, Stronger Voices, Stronger Communities. The Panel feels this focuses on the right areas of giving customers more choice, flexibility and influence. We are pleased to see improvements in customer engagement through the recruitment of Customer Voices, through walkabouts and local community projects. We are also satisfied with the increase in focus groups to allow customers to be involved in co-creating policies and, for example, the Group’s approach to equality data collection. The Panel looks forward to engagement developing and diversifying further.

Decision making

Percentage of tenants who were happy with opportunities to participate

2021-22: 80.1% *

2020-21: 80.1% *

**Scottish Average
2021-22: 86.8%**

Keeping you informed

Tenants satisfied with their landlord keeping them informed about their services and decisions

2021-22: 88.2% *

2020-21: 88.2% *

**Scottish Average
2021-22: 91.1%**



Are you happy with how information is presented in this report? We can use your feedback to help improve things for other people. Email us at talk@wheatleyhomes-glasgow.com or phone us on 0800 479 7979.

