



Better homes, better lives

Annual Report to Tenants

Glasgow Housing Association
Highlights and performance
2017/18



Welcome to the Annual Report to Tenants.
This year we have combined our Annual Highlights with our Report to Tenants about how we have performed.

In each section you'll also see feedback from our Scrutiny Panel, a group made up of customers which meets regularly to review Wheatley Group's performance and services.

We hope you enjoy reading about what we achieved in the year and taking a look at how we performed on the key indicators we give the Scottish Housing Regulator each year.



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Welcome

from GHA Chair **Bernadette Hewitt**

It has been a truly remarkable year for GHA. I was very proud to accept the Global Business Excellence Award, on behalf of the 950 dedicated staff and the tens of thousands of tenants GHA serves, in Madrid in October 2017.



The splendid award from the European Foundation for Quality Management (EFQM) is fitting testimony to the passion GHA staff – as proud members of Wheatley Group – show daily in delivering world-class services in our communities.

There were, of course, many other highlights much closer to home over the year. We continued to build hundreds more new homes, improve and maintain our existing homes and expand the support we provide tenants to get more out of their lives. That has included offering jobs and training opportunities, help to get ready for work for those facing the biggest challenges, providing advice on managing money and accessing benefits and help to get online.

All of that said, I can assure you we will not be resting on our laurels and that we will do all we can to ensure 2018/19 is another memorable year for GHA.

You can read about some of the highlights for 2017/18 [here](#).



Our journey to excellence

As well as clinching the Global Business Excellence Award from the **European Foundation for Quality Management (EFQM)** alongside Bosch and the Dubai Water Authority, 2017 was capped in outstanding style in London in December, when **GHA** was named by **Investors in People** as the **UK Platinum Employer of the Year** and the **UK's Apprentice Employer of the Year**.

91%

tenants satisfied overall
with GHA



INVESTORS
IN PEOPLE

Platinum
Until 2019



This went hand in hand with continued improvements across a number of areas we know are important to our customers.

The most important indicator of all is the percentage of tenants who are satisfied with GHA overall as their landlord. We are delighted to report that tenant satisfaction rose to 91% – the highest ever, and up from 89% the previous year. Other performance highlights included:

- anti-social behaviour cases resolved within locally agreed targets, improving from 91% to 96.7%
- percentage of tenants reporting they were satisfied with the quality of their home increased to 88%.

At the end of the financial year we reorganised our teams so they could work better together locally, particularly with repairs and environmental staff, to provide excellent services in our communities. Our housing officers retained what are among the smallest patch sizes in the UK, with responsibility for around 200 homes each. We also prepared to introduce iPads for our housing officers from April 2018 so they could do much more when out in our customers' homes. Jennifer Russell was appointed Managing Director of GHA. She is supported by 12 Locality Directors who are based in our communities.

96.7%

anti-social behaviour cases resolved within locally agreed targets, up from 91%



The Panel is pleased to see continued strong performance in overall customer satisfaction. Over the coming year we will monitor performance across all other aspects of customer satisfaction, including satisfaction with opportunities to participate and with rent as value for money.

Homes and communities

Investing in neighbourhoods

Our Community Improvement Partnership (CIP) sees police and fire officers seconded to Wheatley Group to work closely with housing staff to keep local communities safe. It was further strengthened with a number of new roles, including five new behaviour change officers to support young people in trouble to turn their lives around, and two new fire safety officers.

Fire safety remained a top priority for us, with daily fire checks at all our multi-storey sites by our environmental teams, inspections by Scottish Fire and Rescue, a programme of work to further improve the safety of blocks and a Stay Safe campaign to encourage all tenants to get a home fire safety visit.

Our partnership with Keep Scotland Beautiful saw more than 70 tenants become involved in plans to make sure every neighbourhood meets high environmental standards. The tenants have received training and will be involved in assessing GHA neighbourhoods in line with Keep Scotland Beautiful's national standards. Each neighbourhood is scored out of five stars and detailed action plans drawn up after the inspections.

Overall satisfaction with neighbourhoods among tenants was 88% in 2017/18, up from 86.6% on the previous year.

88%

overall satisfaction with neighbourhoods, up from 86.6%



We know local services and improvements are very important to tenants and we welcome the opportunity for tenants to improve their neighbourhoods. We will continue to review customer satisfaction with the management of neighbourhoods over the coming year.

Building and improving homes

GHA built 357 new homes over the year, 269 of them for social rent and 88 for mid-market rent. Mid-market homes provide a good alternative for people looking for affordable housing but who perhaps don't have priority for a social home.

The new affordable homes which were completed for people to move into included:

- 105 in Brand Street in Govan where an old tram depot was restored and refurbished as part of the development
- 130 in Dougrie Drive in Castlemilk
- 47 in Pollokshaws Road.

Hundreds more homes are being built over the next few years, with over 300 planned in 2018/19 and a further 450 the following year.

We also invested £23m in improving our existing homes across our communities. This included continuing the Winget refurbishment programme in Carntyne with 30 blocks benefiting from major structural improvements, new kitchens, bathrooms and rewiring. Another 2,500 tenants benefited from improved heating systems and new energy-efficient boilers. We also invested £2.5m in replacing lifts in eight multi-storeys, including at Helenvale, Ruby Street and Baltic Street in the North East.

We installed wall insulation in homes in Riddrie and Scotstoun and put in new communal facilities for residents at Jura Court in Mosspark and Dougrie Drive in Castlemilk.

No. of lettable units		Average weekly rent £
1 apartment	2675	£61.37
2 apartment	7188	£73.40
3 apartment	19928	£79.19
4 apartment	7920	£92.71
5+ apartment	1242	£101.72



Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	142	2611	2909	1063	6725
High-rise	258	3200	4466	189	0	8113
Tenement	101	3045	9246	2422	143	14957
Four-in-a-block	0	283	3601	2256	12	6152
Other flat/maisonette	2327	531	165	236	27	3286
Total owned	2686	7201	20089	8012	1245	39233
No of lettable units	2675	7188	19928	7920	1242	38953

Your repairs service

More tenants were happy with the repairs and maintenance service in 2017/18.



A total of 94% of tenants reported being satisfied with the service, up from 85.7% in 2016/17. The average time to complete medical adaptations to our homes also improved from 22.8 days to 19.5 days in 2017/18.

The improved performance came after we rolled out our new repairs service delivered by City Building (Glasgow) which has been jointly owned since April 2017 by our parent company Wheatley Group and Glasgow City Council.

Improvements to the service include new local teams, closer working between repairs teams and GHA staff and greater focus by the tradespeople on customer service.



94%

tenants satisfied with the service, up from 85.7%



Non-emergency repairs

Average time to complete non-emergency repairs (working days)

6 days

2017/18

6.2 days

2016/17



Gas safety

Properties requiring a gas safety record which had gas safety check by anniversary date

100%

2017/18

100%

2016/17



Repairs and maintenance

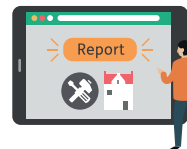
Satisfaction with repairs or maintenance in last 12 months

94%

2017/18

85.7%

2016/17



Reactive repairs

Reactive repairs completed right first time

95.7%

2017/18

97.3%

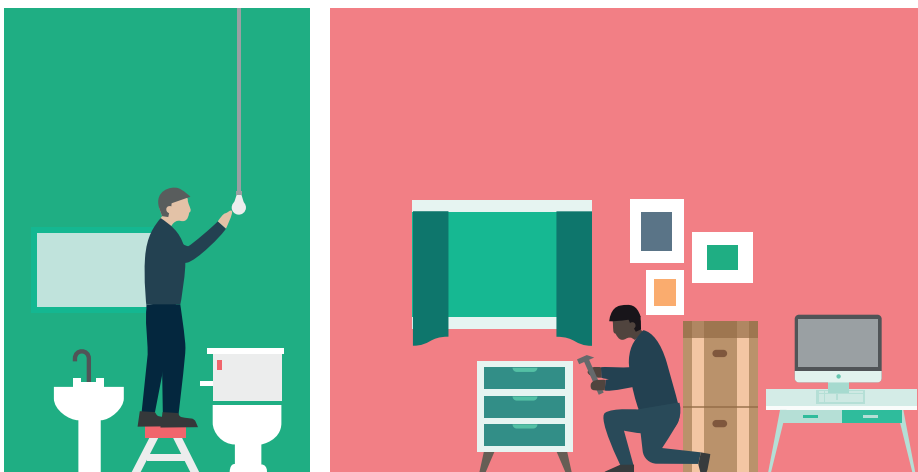
2016/17



The Panel is currently carrying out a review of the repairs service from the customer point of view, including repairs completed right first time and quality of repair. Our aim is to identify what works well and what needs to be improved. We will report our findings and recommendations later in 2018.

Rent and value for money

We want our tenants to feel their home and services are good value for money.





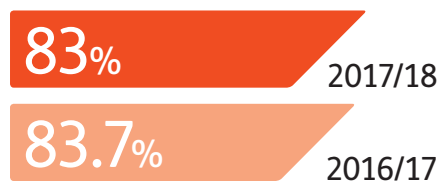
The percentage of tenants who feel the rent for their home represents good value for money is at 83% in 2017/18, which represents a steady improvement since 2013/14 when it stood at 75%.

GHA's gross rent arrears improved to 3.6% from 3.7% in 2016/17. This continues the improving trend in every year since 2013/14, when GHA arrears were 5%.

Rent collection at GHA – at better than 99% – remains steady.

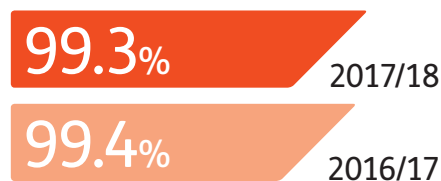
Value for money

Tenants who feel their rent represents good value for money



Rent collected

Rent collected as a percentage of total rent due



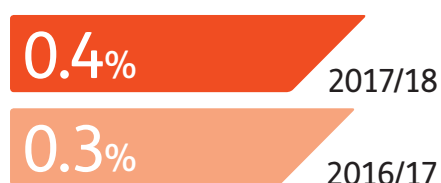
Rent arrears

Gross rent arrears



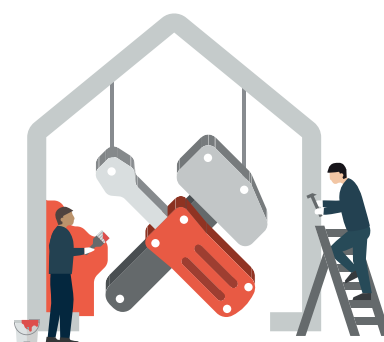
Rent lost

Rent lost through properties being empty



Re-let properties

Average length of time taken to re-let properties (calendar days)



Engaging with tenants

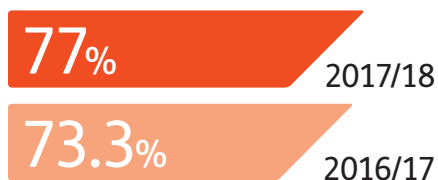
We continued to engage with customers across a range of channels, listening to their feedback and using it to improve services.



The percentage of tenants who feel GHA is good at keeping them informed about their services and decisions rose to 90% in 2017/18, while the percentage of tenants satisfied with the opportunities given to them to participate in GHA's decision making process improved to 77% from 73.3% in 2016/17.

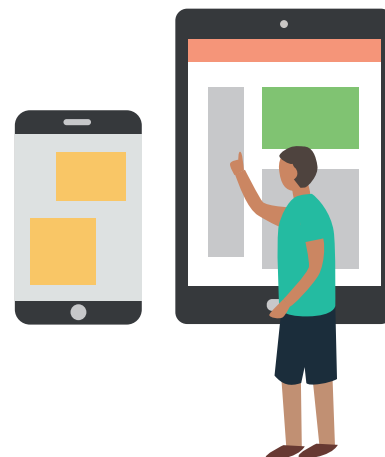
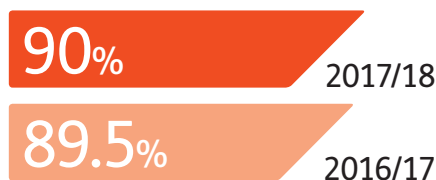
Decision making

Tenants who were happy with opportunities to participate



Keeping you informed

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



We consulted customers formally on a new allocations policy – due to be introduced as part of MyHousing, our new housing advice, information and letting service later in 2018 – with their feedback influencing the final service. We also consulted tenants on three options for rent charges for 2018/19 and on proposals for new 'Livingwell' services at our former sheltered housing complexes.

We held a range of community events across all our areas and continued to involve tenants in local decisions through our scrutiny panel, forums and local committees.

We also reached out to more tenants online, with over 16,700 people following us on our social media channels and our website

audience growing steadily with around 25,000 visitors a month. More than 2300 tenants were registered for online self-service at the end of the financial year, with people finding it quick and convenient to pay rent, check their account, book a repair or request a service. Since then we have simplified the sign-up process, encouraging thousands more people to register and use online self-service.

As part of the reorganisation of GHA teams we have introduced local community engagement officers to engage more tenants in shaping our services than ever before.



The Panel carried out a review of online self-service. We believe the new, streamlined registration process has resulted in more customers using online self-service. We found the service easy to use and convenient for customers. We will continue to review the take-up of online self-service and customer satisfaction with the service over the next 12 months.

Supporting customers

We supported our tenants and their families to get the most out of their lives through a range of services and projects, many of which are funded through the Wheatley Foundation, our charitable trust.



We meet with staff to find out first-hand how tenants are supported. We welcome the range of services tenants can receive, especially those which help with money, budgeting and longer-term support which can help people who find themselves in challenging circumstances.

This included providing jobs and training opportunities, support to get ready for work for those facing the biggest challenges, help with money, budgeting and benefits, access to bursaries to go to university and access to arts and sports projects.

- In 2017/18, 262 people from GHA homes were supported into jobs or training
- We helped 37 people from our homes go to college or university through Wheatley Foundation's bursary scheme which provides people with up to £1500 funding a year
- GHA provided vital support to 1011 newer tenants to help them manage their finances and settle into their community through Wheatley's My Great Start service
- A total of 414 customers were given upcycled furniture through our Home Comforts service
- We offered 570 of our most vulnerable households help to put food on the table through our Eat Well service.



Overall satisfaction

Tenants satisfied with the overall service

91%

2017/18

89%

2016/17

Medical adaptations

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

19.5 days

2017/18

22.8 days

2016/17

Complaints

Complaints responded to in full within SPSO timescales

95.9%

2017/18

94.9%

2016/17



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