

Loretto Housing

Annual Report to Tenants 2023-24



Please use your finger
or cursor to move up
and down the pages.
Home icon below will
return you to contents.



Welcome to the Annual Report to Tenants for 2023-24.

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.

We can provide this document translated, in large print, in Braille, on tape or in another non-written format on request and at no cost.

Visit: www.lorettoha.co.uk/ways-we-can-help/accessibility



Contents

**Supporting our
tenants**

4

**Homes and
communities**

11

**Your repairs
service**

15

**Rent and value
for money**

19

**Engaging with
tenants**

23

Scrutiny panel

27



Supporting our tenants

We did all we could to help people through the cost-of-living crisis, and the difficulties associated with Universal Credit.

We supported tenants to pay their rent and other bills, access work and training, furnish their home and put food on the table.





For more on how we
support tenants, visit

**[www.lorettoha.co.uk/
ways-we-can-help](http://www.lorettoha.co.uk/ways-we-can-help)**





371

households supported by
Wheatley Foundation

14

jobs and training
places created





£610k

claimed back in benefits

376

people helped with
benefit claims





216

tenants supported
with rent

48

households provided with
free upcycled furniture



Overall satisfaction

Tenants satisfied with the overall service

2023-24

92.8%

2022-23

84%

Scottish
average

86.5%

Medical adaptations

Average time to complete
medical adaptations
(calendar days)

2023-24

18.1 days

2022-23

21.5 days

Scottish
average

44.8 days



Complaints

Average time for a full response to complaints

Stage 1 *(working days)*

2023-24

3.5 days

2022-23

3.5 days

Scottish
average

5.1 days

Average time for a full response to complaints at

Stage 2 *(working days)*

2023-24

15.2 days

2022-23

17.7 days

Scottish
average

17.5 days



Homes and communities

We want you to be proud of your home and neighbourhood.

As well as building new homes, we work to make existing homes safer, more energy efficient and more attractive and keep our communities clean and safe.





24

new homes completed

124

homes under construction

£1.9m

improvements to homes
and communities









100%

neighbourhoods rated
five-star by
Keep Scotland Beautiful



Apartment	Total units	Number lettable units	Average weekly rent
			
1	89	74	£119.40
2	985	973	£99.12
3	1082	1078	£99.33
4	441	441	£108.23
5+	46	46	£127.79
Total self-contained	2643	2612	£105.17

(Average rents based on lettable stock only)



Your repairs service

Our 'Book It, Track It, Rate It' app helped improve customer satisfaction.

Our specialist MyRepairs team handles complex repairs.

We continued to focus on damp and mould.





14,248

reactive repairs carried out

**We'll keep listening
to you to help make
repairs better.**



Non-emergency repairs

Average time to complete
non-emergency repairs

2023-24

8.6 days

2022-23

9.1 days

Scottish
average

9 days

Repairs and maintenance

Satisfaction with repairs or
maintenance in last 12 months

2023-24

85.5%

2022-23

89.8%

Scottish
average

87.3%



Reactive repairs completed right first time

2023-24	89.9%
2022-23	92.6%
Scottish average	88.4%

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

2023-24	0
2022-23	0



Rent and value for money

We know how important it is for tenants to feel their home and services are good value for money.

We continued to help alleviate the financial pressures tenants face with the cost-of-living crisis, rising prices and the challenges caused by Universal Credit.



Value for money

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

2023-24 **93.1%**

2022-23 **77.4%**

Scottish
average **81.6%**

Rent collected

as a percentage of total
rent due

2023-24 **99.8%**

2022-23 **98.7%**

Scottish
average **99.4%**



Rent arrears

Gross rent arrears

2023-24 **3.7%**

2022-23 **4.3%**

Scottish
average **6.7%**

Re-let properties

Average length of time taken to
re-let properties

2023-24 **10.9 days**

2022-23 **16 days**

Scottish
average **56.7 days**



Rent lost

Rent lost through properties
being empty

2023-24

0.2%

2022-23

0.4%

Scottish
average

1.4%



Engaging with tenants

We want tenants to be at the heart of all we do.

Our Stronger Voices programme helped more tenants than ever shape services in more ways than ever.

Tenants took part in surveys, neighbourhood walkabouts, community events and other activities.



Engaging with tenants

Tenants also took part in focus groups on housing performance, managing homes, anti-social behaviour and safety.

Patch newsletters kept tenants updated on developments in their local area.

‘Book It, Track It, Rate It’ and MyVoice are also important ways tenants can give us their feedback.





Stronger Voices



100

tenants involved in
‘Stronger Voices’ projects



Decision making

Percentage of tenants who were happy with opportunities to participate

2023-24 **98.5%**

2022-23 **63.6%**

Scottish average **87.7%**

Keeping you informed

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

2023-24 **97.9%**

2022-23 **75.6%**

Scottish average **90.5%**





The Group Scrutiny Panel includes around 30 customers from our communities across Scotland. The Panel meets quarterly to scrutinise performance, choosing their priorities. In 2023-24, the Panel focused on anti-social behaviour, repairs, complaints, and re-lets/empty homes.

The Panel decides a 'spotlight' item for each meeting and can undertake thematic reviews. Last year they reviewed repairs communications and presented their findings to Boards. This year, the Panel's thematic review has been on environmental services.

To get involved, visit: **www.lorettoha.co.uk/about-us/who-we-are/get-involved**



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 **28 August 2024**. 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.

