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



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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





371

households supported by Wheatley Foundation

14
jobs and training places created





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**

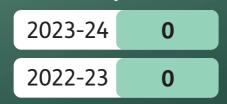
Repairs and maintenance Satisfaction with repairs or maintenance in last 12 months

2023-24 **85.5%**2022-23 **89.8%**Scottish average **87.3%**



Reactive repairs completed right first time

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





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.





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 antisocial 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

