

# Loretto Housing

## Annual Report to Tenants 2022-23



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# Welcome to this year's Annual Report to Tenants

It includes information about performance we give the Scottish Housing Regulator.

We postponed our full customer satisfaction survey last year, and we are carrying it out this year instead.



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 three years – are from 2019-20 and are marked with an asterisk (\*).



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# Supporting our tenants

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Many people struggled with the cost-of-living crisis and we did everything we could to help.

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





# 212

referrals to  
**'Here for You'** campaign

# 500

tenants supported by  
Wheatley Foundation





# £460k

claimed back in Benefits

# 120

tenants supported  
by EatWell





# 23

households provided  
with free furniture

# 103

tenants supported by  
**My Great Start**





## Overall satisfaction

Tenants satisfied with the overall service

2022-23 **84%\***

2021-22 **84%\***

Scottish average **86.7%**

\*Same figure as past two years (see page 3)

## Medical adaptations

Average time to complete medical adaptations  
(calendar days)

2022-23 **21.5 days**

2021-22 **61.4 days**

Scottish average **46.8 days**



## Complaints

Average time for a full response to complaints

**Stage 1** (*working days*)

2022-23

**3.5 days**

2021-22

**3.6 days**

Scottish  
average

**5.8 days**

Average time for a full response to complaints at

**Stage 2** (*working days*)

2022-23

**17.7 days**

2021-22

**21.3 days**

Scottish  
average

**19.3 days**



# Homes and communities

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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.



# Homes and communities

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You told us you wanted us to build more family homes. We'll build around 80 family homes over the next five years.

On allocations, you said we could make our priority bands clearer and provide more information, which we have done.









# 205

new homes built

# £1.3m

improvements to homes  
and communities



Apartment	Total units	Number lettable units	Average weekly rent
			
<b>1</b>	<b>91</b>	<b>91</b>	<b>£116.68</b>
<b>2</b>	<b>988</b>	<b>976</b>	<b>£97.47</b>
<b>3</b>	<b>1067</b>	<b>1063</b>	<b>£96.11</b>
<b>4</b>	<b>435</b>	<b>435</b>	<b>£105.01</b>
<b>5+</b>	<b>46</b>	<b>46</b>	<b>£121.39</b>
<b>Total self-contained</b>	<b>2627</b>	<b>2611</b>	<b>£99.26</b>

(Average rents based on lettable stock only)



# Your repairs service

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Listening to you helped us improve the repairs service.

Our new, specialist MyRepairs team helps get repairs sorted quickly.

We're also focusing on damp and mould.



# Your repairs service

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‘Book It, Track It, Rate It’ updates tenants on when a tradesperson will arrive and helps us reduce failed appointments. The instant feedback helps us improve. We’ll also look at expanding ‘Book It, Track It, Rate It’ to cover a wider range of repairs.







# 14,412

emergency and  
non-emergency  
repairs completed

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



## Non-emergency repairs

Average time to complete non-emergency repairs

2022-23

9.1 days

2021-22

7 days

Scottish average

8.7 days

## Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months

2022-23

89.8%

2021-22

88.4%

Scottish average

88%



## Reactive repairs completed right first time

2022-23

92.6%

2021-22

94.9%

Scottish  
average

87.8%

**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

2022-23

0

2021-22

0



# Rent and value for money

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The cost-of-living crisis means it's more important than ever for tenants to feel their home and services are good value for money.

We helped tenants struggling with the rising price of food and energy and the challenges caused by Universal Credit.



## Value for money

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

2022-23 **77.4%\***

2021-22 **77.4%\***

Scottish average **81.8%**

\*Same figure as past two years (see page 3)

## Rent collected

as a percentage of total rent due

2022-23 **98.7%**

2021-22 **99.4%**

Scottish average **99%**



## Rent arrears

Gross rent arrears

2022-23 **4.3%**

2021-22 **3.7%**

Scottish  
average **6.9%**

## Re-let properties

Average length of time taken to  
re-let properties

2022-23 **16 days**

2021-22 **17.4 days**

Scottish  
average **55.6 days**



## Rent lost

Rent lost through properties  
being empty

2022-23

**0.4%**

2021-22

**0.4%**

Scottish  
average

**1.4%**



# Engaging with tenants

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Giving tenants real influence over decision-making remained a priority.

Focus groups – on repairs, for example – help us improve our services.

Surveys, neighbourhood walkabouts, open days and other ways tenants make their voices heard make sure we reflect your priorities.





# Engaging with tenants

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We introduced patch newsletters to keep tenants updated on developments in their local area.

Other newsletters give tenants feedback on events we held and changes we are making.





**60**

tenants recruited as  
**'Customer Voices'**

**42**

events and activities held

**58**

tenants on regional panels  
for rent, safety and more



## Decision making

Percentage of tenants who were happy with opportunities to participate

2022-23 **63.6%\***

2021-22 **63.6%\***

Scottish average **85.9%**

## Keeping you informed

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

2022-23 **75.6%\***

2021-22 **75.6%\***

Scottish average **89.7%**

\*Same figure as past two years (see page 3)





We've expanded the Group Scrutiny Panel, which now includes more than 30 customers from all parts of the group. The Panel meets quarterly to review our performance. At each meeting, the Panel also selects a spotlight focus, such as allocations or anti-social behaviour. The Panel has established a sub-group which is currently carrying out a thematic review of our repairs communication. Their report will be shared on our website later this year.

Your feedback can help us improve things. Phone 0800 952 9292.



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 30 August 2023. 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](http://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.

