

Our local plan at Loretto for the next five years

For Glasgow and across West and Central Scotland



Loretto's new five-year strategy, 'Investing In Our Futures', has been shaped by listening to feedback from our tenants about what is important to them. This leaflet tells you what this means for you and your local area between now and 2020. It sets out what local people told us their priorities were and what we plan to do in your community over the next five years.

This leaflet covers Loretto Housing locations in Glasgow and across West and Central Scotland.

What you told us



Balmore Road, Glasgow

In developing the plan we engaged with tenants on their priorities during our customer conversations, talked to people who live in our communities and met with local groups in the different locations in which we operate.

We heard feedback on the need for investment in some of our older properties for replacement boilers, kitchens, bathrooms and windows.

There was a strong feeling that additional environmental improvements were needed in some locations to improve the

Better homes, better lives

living environment and perceptions of the area. Safe and secure neighbourhoods are high on the agenda for our tenants. Some customers told us about the need for more homes of the right sizes within their area, including appropriate housing for older people and people with dementia. People told us that more support is needed for vulnerable customers.

Tackling issues around fuel poverty, low income, unemployment and debt were important to them. In particular people of working age identified the need for support into employment in light of the impact of welfare reform and changes to their income.

Other priorities included continuing to improve the repairs service and engagement activities, giving customers a say in the priorities for their neighbourhoods. Help to address feelings of social isolation was also important for tenants in some of our semi-rural locations.

What we plan to do

Excellent Services

Our aim is that we exceed customer expectations in everything we do. We will provide customers with more choice, control and flexibility on how they interact with us and design a range of person-centered services based on an in-depth understanding of their needs and aspirations.

We will make it easy and convenient for people to request services and make payments online or, if they prefer, on the phone 24/7 to our Customer Service Centre.

We will develop opportunities to help our customers move to online services, if they choose to, through access to the right skills and tools.

An excellent repairs service is a top priority for customers. That's why we'll work closely with our repairs contractor to improve the customer experience of repairs. For example, we will focus on keeping customers informed, delivering on agreed response times, quality workmanship and good value for money.

We will work closely with our contractors to ensure they understand the needs of our customers and the properties we own, in particular to ensure we get our repairs right first time'.

We will engage with customers individually and develop tenants' groups to ensure they lead in decisions about their neighbourhoods. In the coming months we will hold outdoor events to engage with our customers and to encourage membership of the Association.

Being a member of Loretto Housing Association requires attendance at our Annual General Meeting to meet our Board members and vote. We particularly want to meet those customers who are interested in forming local groups to influence the work that we do.

We will help tenants to help themselves and build their resilience to welfare reforms by maximising the use of welfare benefits advice, fuel advice, My Great Start, Tenancy Support Service and employability services.

Loretto Housing will seek to develop new links with partner organisations to improve our tenants' access to employment support and advice services, particularly in Falkirk and other areas out-with Glasgow. We will work closely with the police and fire services to share information and address local issues.

Investing in your homes

Over the next five years we will invest £8million in improving existing homes to meet tenants' needs and expectations. We will focus on what you have told us is important to you.

Life-cycle replacements and improvements to our older homes will include:

- new kitchens and bathrooms
- boiler and central heating upgrades
- replacement windows and doors.

Improving the living environment

We will work with customers to make sure people are proud to live in their Loretto home and that they feel safe and secure.

We will:

- work to improve the appearance of estates
- work closely with our Neighbourhood Environmental Teams to achieve high standards within our gardens, communal areas and open spaces in and around our developments
- work with the local authorities to ensure a coordinated approach to the maintenance of open spaces
- explore potential for community activity e.g. gardening clubs
- review the unused play area at Inchyra Place, Grangemouth
- review the design of new-build homes to ensure bin access and storage are well catered for
- work with local authorities and other nearby landlords to manage the anti-social behaviour from people who are not Loretto tenants which impacts on our estates.

New-build

Loretto will widen the housing choices available to our customers, investing £46million to build over 450 new affordable homes. In Glasgow, 21 amenity units are currently under construction in Mosspark Boulevard with completion expected in February. 55 new affordable homes in Eriboll Street are due to be completed in August. Construction of 49 homes in Barclay Street will be complete around February 2017.

In North Lanarkshire, we have site approval for 24 amenity homes for older people in Muirhall Street, Coatbridge. There are proposals for 28 homes in Buckley Street, Glasgow; 38 homes in Wallacewell Quadrant, North Glasgow; 30 homes in Shawbridge Street, South Glasgow and 55 homes in Forfar/Berryknowes with projected dates from early 2017 onwards.

We will continue to identify opportunities for new affordable housing for social and mid-market rent to address local housing needs, including downsizing and family housing in the right places. We will build integrated communities, offering innovation and high-quality design in our new-build and ensuring we have a third of our new homes allocated to providing housing for vulnerable groups who are not well provided for by other organisations.

Transforming lives

We will make sure the needs of our existing tenants are met and anticipate their changing needs as they get older. This will be done in partnership with Loretto Care which provides support that is flexible to people's changing needs. Vulnerable older people and people with long-term conditions will be able to live well in their homes for longer, rather than going into institutional care.

Measuring Success

The Loretto Housing Board will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed annually to make sure they continue to reflect local priorities.

Tell us what you think

Our customer feedback is important to us and shapes how we deliver and prioritise our services. We offer a range of ways our customers can engage with us and express their views. Please get in touch. You'll find contact details at the end of this leaflet.

How can I find out more?

Call us on 0141 420 7950 or email housingteam@lorettoha.co.uk.
You can also pop in to see at Lipton House, 2nd Floor, 170 Crown Street, Gorbals, G5 9XD.