

Annual Report to Tenants

Loretto Housing Association
Highlights and performance
2019/20



Welcome to the Annual Report to Tenants for 2019/20. You'll find information about our performance over the year and what we achieved by working with our tenants and communities.

The report is based on the key indicators we give the Scottish Housing Regulator.



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Welcome

from Loretto Housing Chair
Douglas Robin



The unprecedented events in March 2020 challenged Loretto – our communities, tenants and staff – as never before. But while the coronavirus crisis overshadowed the year, and will continue to do so for a long time to come, Loretto responded in the interests of its customers and staff.

The crisis necessitated a temporary halt to many of our activities, including our investment and new build programmes. However, we built a further 56 homes over the financial year, invested £1.6m in planned improvements to existing homes and supported five people from our homes into work or training.

The aftermath of the Covid-19 outbreak will continue to test us as an organisation in the months and years ahead. But our strong position as part of Wheatley Group, together with our Think Yes culture and our track record in adapting to even the most difficult of circumstances, mean we can face the future confident in our ability to respond to whatever challenges it brings.

Here are some of our highlights of the year.

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 October 2020. The Wheatley Group Board has confirmed that all Registered Social Landlords which are part of Wheatley Housing Group Limited – GHA, Dunedin Canmore Housing, Cube Housing Association, Loretto Housing Association, West Lothian Housing Partnership, Barony Housing Association and Dumfries and Galloway Housing Partnership – 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.

Improving our services

Despite the economic challenges our communities continue to face, we can once again report a strong and improving performance in 2019/20 in many of the areas we measure.

89%
Tenants satisfied with the quality of their home



Overall customer satisfaction at Loretto remained strong at 84%. Although this figure is down from 89% the year before, we'll continue to focus on engaging and listening closely to our customers to try to improve on that for next year.

A total of 89% of Loretto tenants were satisfied with the quality of their home, while tenant satisfaction with the repairs service stood at 93%, up from 91% last year.

In 2019/20, we also helped five people from our homes into work or training either through opportunities created by our investment and new-build contracts or through our employability schemes such as our Modern Apprenticeships.

Loretto Housing's work to convert a school at Buckley Street in Parkhouse also saw us nominated for Medium Development of the Year at the Homes for Scotland awards.

84%
Overall customer satisfaction



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

Building new homes

Despite all the challenges we faced this year, Loretto built 56 new affordable homes over the year, all of which were for social rent.

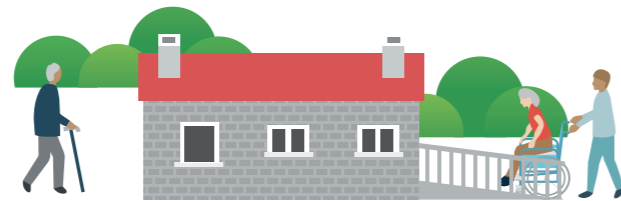
Our completed new homes were 28 at Buckley Street in Glasgow and 28 at Muirhall Street in Coatbridge.

Investing in our homes

In 2019/20, we delivered £1.6m of planned improvements in our homes and communities.

This included £507k on new kitchens for 84 tenants; £208k on new heating systems, fencing and doors; and £336k on new bathrooms and showers.

56
new homes built
in 2019/20



Improving our neighbourhoods

Creating clean, green and safe neighbourhoods where people are proud to live remained one of our priorities.

Wheatley's Community Improvement Partnership (CIP) – made up of seconded police and fire officers and our own staff – continued to work with Loretto communities to tackle anti-social behaviour, crime and fire safety.

Our refreshed Stay Safe campaign saw more than 3000 home fire safety visits carried out across Wheatley communities in 2019/20, with the total number of accidental fires in Wheatley homes falling by 10%.

We resolved 100% of all anti-social cases reported to us in the past year.

Our Sector Leading Partnership with Keep Scotland Beautiful has now reached Phase 2 of our Audit and Assessment programme of our neighbourhoods. We are pleased Loretto's neighbourhoods achieved a four-star award, and will be working towards a five-star standard over the coming year.

Tenants' satisfaction with Loretto's contribution to the management of their neighbourhood was at 75%.

75%
Tenants satisfied with Loretto's
contribution to the management
of their neighbourhood



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.

Self-contained Stock								
Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat/maisonette	Total wholly owned stock	Number of lettable units	Average weekly rent
1 Apt	21	0	24	0	33	78	78	£102.69
2 Apt	63	0	361	208	100	732	705	£95.02
3 Apt	85	0	265	106	7	463	459	£90.94
4 Apt	56	0	39	26	0	121	121	£94.61
5 Apt +	14	0	3	5	0	22	22	£114.66
Total Self-contained	239	0	692	345	140	1416	1385	£94.38

Your repairs service

When the pandemic struck in March, we were only able to provide a restricted repairs service, with the safety of our tenants and staff always our top priority.

However, before then we continued working with City Building (Glasgow), jointly owned since 2017 by our parent company, to launch our MyRepairs service in September 2019 with the first phase of improvements for customers. These included:

- ▶ setting up a specialist repairs team within our customer contact centre, with full training delivered to 34 specialist call-handlers;
- ▶ introducing 'next day' appointments service and 'appointment reminder texts' to customers to help us reduce 'no access' levels; and

▶ new guidance on medical adaptations, cyclical maintenance, the consent process for owners (including a review of communications with owners) and stair lighting renewals.



93%
Tenants satisfied with the repairs service

A total of 89% of Loretto tenants were satisfied with the quality of their home.

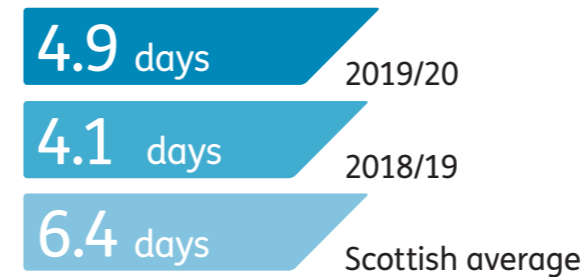
Tenant satisfaction with the repairs service stood at 93%, up from 91% last year.

We will continue working closely with our customers over the next 12 months to ensure they get as much value from their home and our services as they can.

Emergency repairs took an average of 3 hours, the same as last year. Non-emergencies took 4.9 working days, up slightly from last year's figure of 4.1 days.

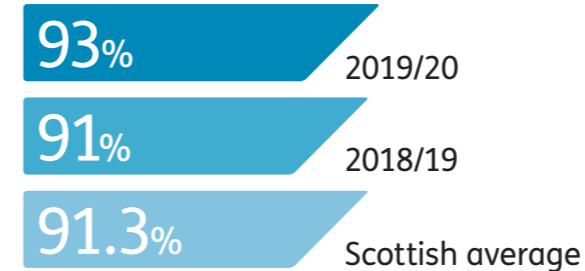
Non-emergency repairs

Average time to complete non-emergency repairs



Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months



A total of 96.4% of repairs were completed right first time, the same as last year.

We are continuing – under the current pandemic restrictions – to provide as wide a range of services as possible.

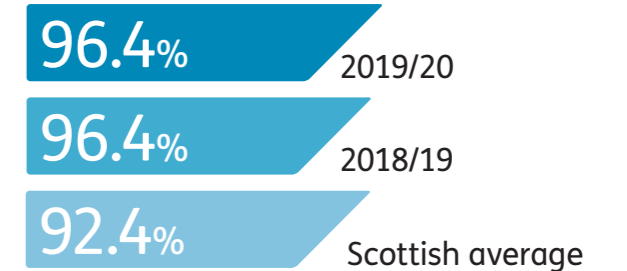
We are working hard to reintroduce a full repairs service as quickly as we can and when it is safe to do so.

Gas safety

Like all social landlords, Loretto has a statutory obligation to carry out gas safety checks in tenants' homes within 12 months of a gas appliance being fitted or its last check. We completed all but one of the required gas safety checks for the year 2019/20 on time.

Reactive repairs

Reactive repairs completed right first time



The Panel concluded their review of the repairs service from the customer point of view, including repairs completed right first time and quality of repair. Our aim was to identify what works well and identify areas for refinement that are now being actioned. We will continue to review customer satisfaction with other aspects of the service over the next twelve months.

Rent and value for money

We understand many people will continue to face challenges as we live with the impacts of coronavirus.

That's why it's more important than ever that tenants feel their homes and services are good value for money.



In 2019/20 the percentage of tenants who felt the rent for their home represented good value for money was 77%, down from 80% the year before.

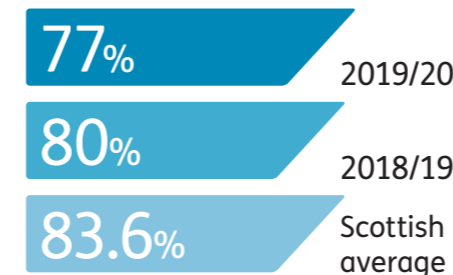
Moving on to Universal Credit caused unprecedented challenges for many of our customers and we worked hard to help them access support available and to pay their rent and other household bills. Our online discounts scheme, MySavings, continues to help customers make their money go further and cut the cost of their weekly shop.

Our gross rent arrears stood at 5.1%, slightly up from 5% the previous year, while rent collection – at 98.6% – (last year 98.8%) remained steady despite the economic difficulties facing our communities.

We will continue to do all we can to help our tenants overcome the challenges they face and ensure they feel their homes and services are good value for money.

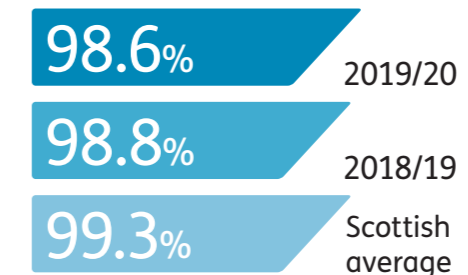
Value for money

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



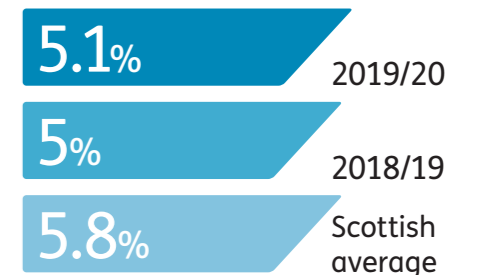
Rent collected

Rent collected as a percentage of total rent due



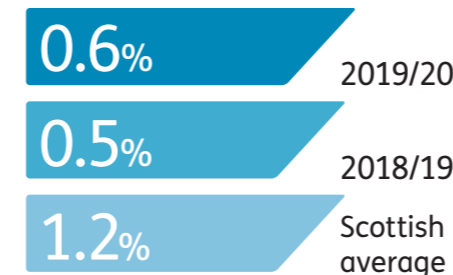
Rent arrears

Gross rent arrears



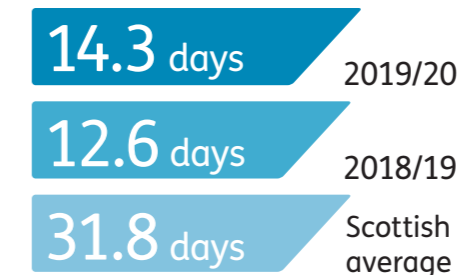
Rent lost

Rent lost through properties being empty



Re-let properties

Average length of time taken to re-let properties



Engaging with customers

In what has been a difficult year for everyone, engaging more effectively with our communities became more important than ever.

At Loretto, we have been determined to engage with and support our communities in every way we can.

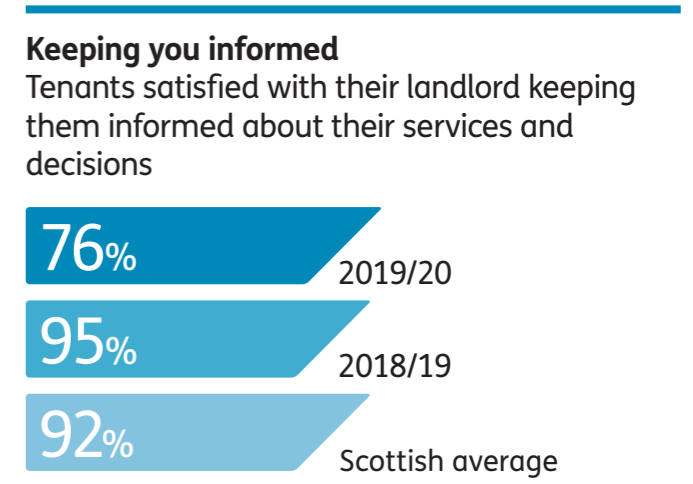
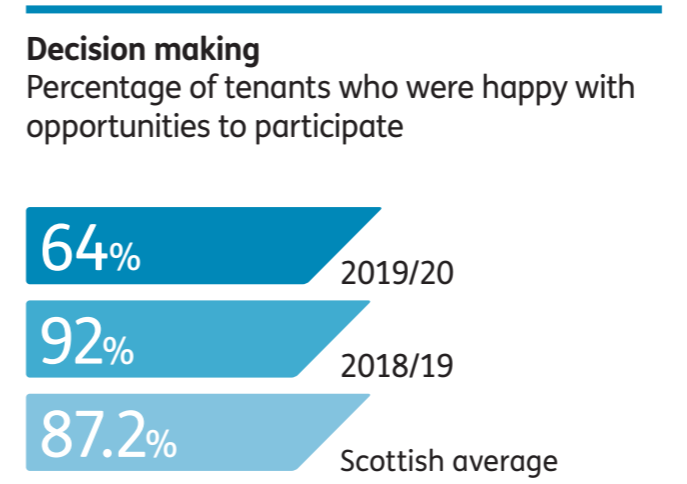
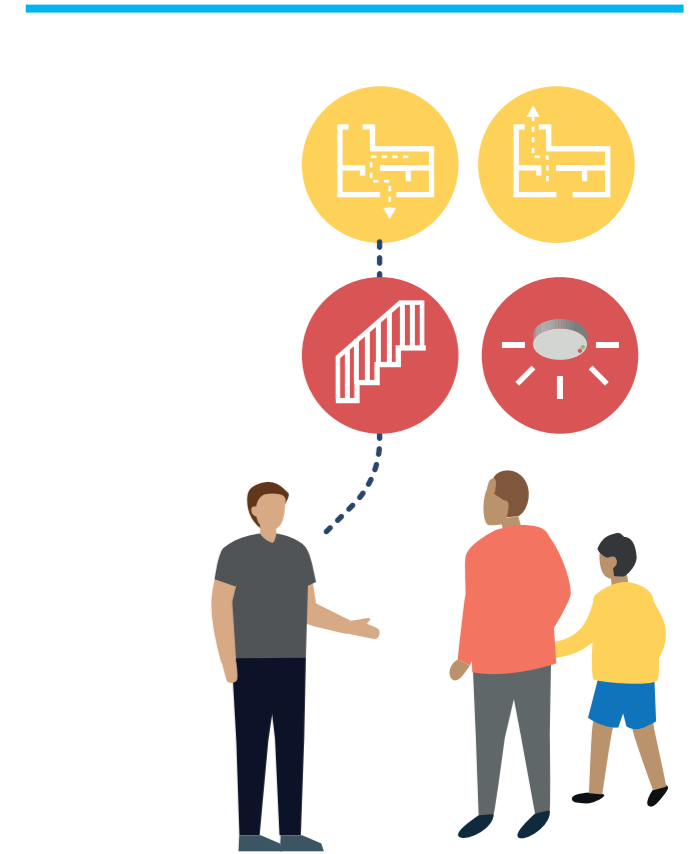


Are you happy with how information is presented in this report? We can use your feedback to help improve things for other people. Email us at talk@lorettoha.co.uk or phone us on 0800 952 9292.

We engaged with more people online than ever before. Almost 1700 people followed our Loretto Housing Facebook and Twitter pages – an increase of more than 300 people on last year. Our housing officers introduced new ways of talking with customers online, for example through Whatsapp and Zoom.

We continued to support our customers to get online. The past year saw a 29% increase in the numbers of customers engaging with us online.

The percentage of tenants who felt Loretto was good at keeping them informed about their services and decisions was at 76%, down from 95%, while the percentage of tenants satisfied with opportunities to participate in decision-making stood at 64%, down from 92%. We'll continue to focus on engaging and listening closely to our customers to try to improve on these figures for next year.



Wheatley Group, Wheatley House,
25 Cochrane Street, Glasgow, G1 1HL
wheatley-group.com

