

Annual Report to Tenants

Loretto Housing Association
Highlights and performance
2018/19

This year we have combined our Annual Highlights with our Report to Tenants on how we have performed.

In some sections you'll also see feedback from our Scrutiny Panel, a group made up of customers which meets regularly to review Wheatley Group's performance and services.

We hope you enjoy reading about what has been achieved in the year and taking a look at how we performed on the key indicators we provide to the Scottish Housing Regulator each year.



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Welcome

from Loretto Housing Chair
Douglas Robin



Looking back over the year 2018/19 there is much to be proud of at Loretto Housing.

Our new-build housing programme went from strength to strength as we completed more affordable homes in Glasgow and Lanarkshire. We also modernised more of our existing homes and continued our work to engage and involve tenants ever more closely in decision-making.

We offered people from our homes opportunities to get into work or training through our investment and new-build contracts and our employability schemes such as our Modern Apprenticeships. We also provided bursaries to help tenants and their children go to university.

The roll-out of Universal Credit continued to present new challenges for many customers. We supported our customers and their families through this and many other challenges with personalised help delivered by our housing officers. Our wraparound services, from money, benefits and fuel advice to help for people to furnish their homes, became more important than ever.

You can read about some of the highlights for 2018/19 here.



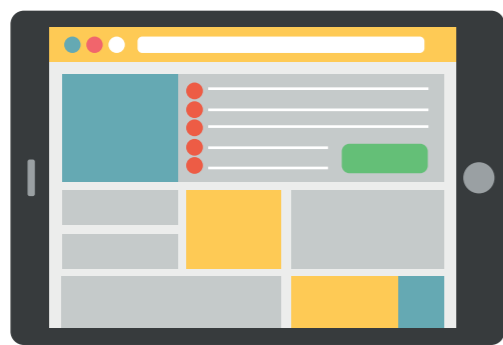
Landlord self-assurance is at the heart of the Scottish Housing Regulator's approach to regulation. An important element of this is our Annual Assurance Statement. We have assessed compliance against the relevant regulatory requirements and the Wheatley Group Audit Committee considered evidence at its meeting on 7 August 2019. The Group Audit Committee 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 and Barony 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.

Our journey to excellence

Despite the economic challenges our communities continue to face, we can once again report a strong and improving performance in 2018/19 in many of the areas we measure.

89%

tenants satisfied overall with Loretto



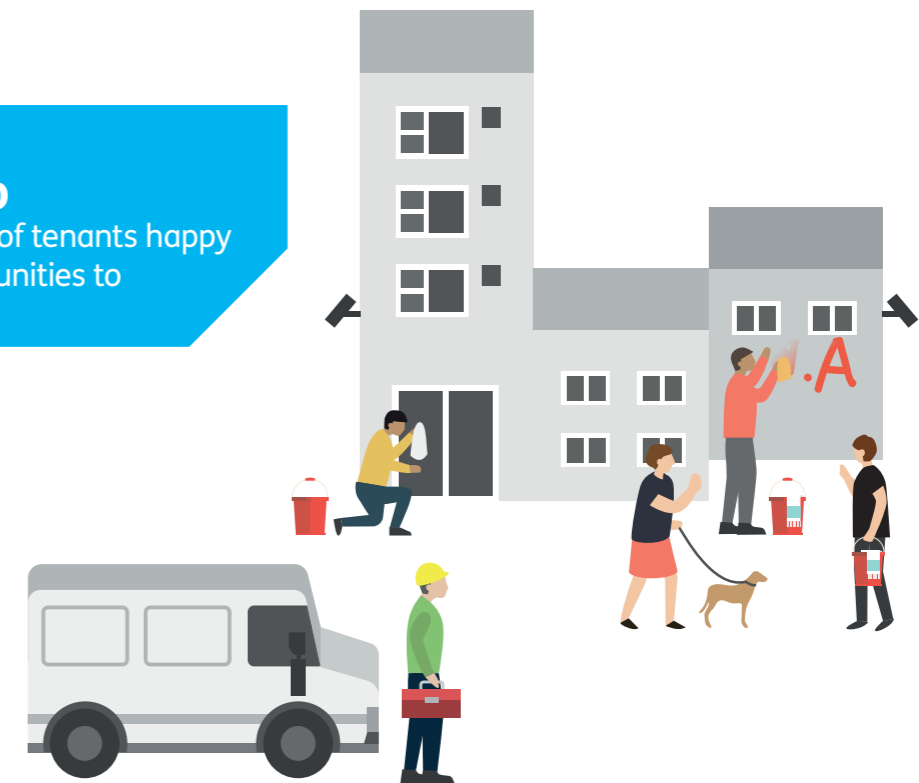
Overall customer satisfaction, one of the most important indicators of a landlord's success, improved from 88% to 89% - Loretto's best ever result.

Satisfaction with our repairs service remained steady at 91% and the number of tenants satisfied with opportunities for participating in decision-making increased from 86% to 92%, reflecting our absolute commitment to engage and listen more closely to our customers.



92%

Percentage of tenants happy with opportunities to participate



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 and improving homes

Loretto Housing built 86 new homes over the year for social rent in Glasgow and North Lanarkshire, including:

- ▶ 28 flats in Coatbridge designed for people over 55
- ▶ 42 new homes at Shawbridge Street, Glasgow.

Loretto is building more homes over the next few years, with 56 planned in 2019/20 and a further 57 the following year.

In 2018/19, Loretto invested £1.14m improving its homes and communities. That included bathroom upgrades at Smyllum Place, near Lanark, Keppochhill Road in Glasgow and Broomlands Court in Paisley; new showers installed in homes; and new controlled entry systems at Broomlands Court. We improved fire safety further by improving fire stopping measures across our sites.

86
new homes built
in 2018/19



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.

Improving our neighbourhoods

Creating clean, green and safe neighbourhoods people are proud to live in remained a priority.

Our pioneering partnership with Keep Scotland Beautiful saw staff and customers assess our own environments. We were pleased Loretto's neighbourhoods achieved a 4-star award, and we are now working on reaching five-star standard.

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

Our Stay Safe campaign encourages our tenants to get a home fire safety visit, key to helping prevent fires in our homes. Across Wheatley there was an 81% increase in the uptake of home safety visits, with the total number of fires in our homes falling by 11%.

We resolved 98.4% of all anti-social cases reported to us within timescales agreed locally.

Overall tenants were happier with the management of their neighbourhood with satisfaction rising from 86% to 88%.

The percentage of Loretto stock meeting Scottish Housing Quality Standard (SHQS) stayed at 100%.

The percentage of tenants satisfied with the standard of their home when moving in stood at 98%, while the percentage of tenants satisfied with the quality of their existing home was at 92%, down from 94% the year before. The percentage of rent lost through properties being empty was at 0.48%, up slightly from 0.39% in 2017/18.

Loretto has faced challenges this year, and we'll be working hard over the next 12 months to improve on these figures.

88%
Satisfaction with
neighbourhoods

No. of lettable units		Average weekly rent £
1 apartment	76	£98.35
2 apartment	675	£90.75
3 apartment	436	£88.33
4 apartment	120	£91.44
5+ apartment	22	£110.99

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	29	73	55	14	171
High-rise	0	0	0	0	0	0
Tenement	0	343	253	39	3	638
Four-in-a-block	0	201	105	26	5	337
Other flat/maisonette	76	129	9	0	0	214
Total owned	76	702	440	120	22	1360
No of lettable units	76	675	436	120	22	1329

The Community Action Group is a chance for Loretto customers to have a direct say

Anne Ross, Springburn



It's pleasant to live here - and we're so well looked after by Loretto too

Pauline Gilmore, Paisley





The apprenticeship is a fabulous opportunity to meet new people, gain new skills and improve your confidence

Georgie Wylie, Paisley



Loretto's benefits advisor was brilliant. She was really fighting my corner and made sure my money was backdated

Karen, Lanarkshire

Your repairs service

We continued our mission to improve our repairs and maintenance service and are pleased tenant satisfaction with the service remained high at 91% for the second year in a row.



Our average time taken for emergency repairs to be carried out remained at around three hours on average, well down on the average 5.2 hours it took us back in 2015/16.

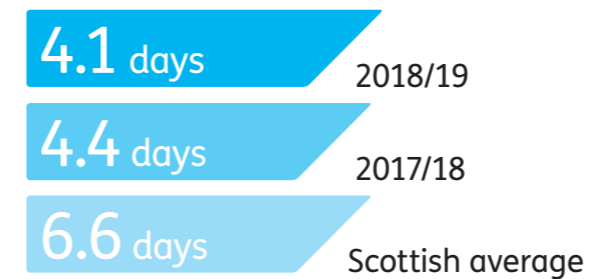
The time taken to complete non-emergency repairs reduced slightly on the previous year, down from an average of 4.4 working days to 4.1 working days.

We kept 100% of repairs appointments and 96% of repairs were completed right first time.

We continued working with City Building (Glasgow), jointly owned by our parent company Wheatley Group, on further improving the service to make the overall customer experience better still over the next year.

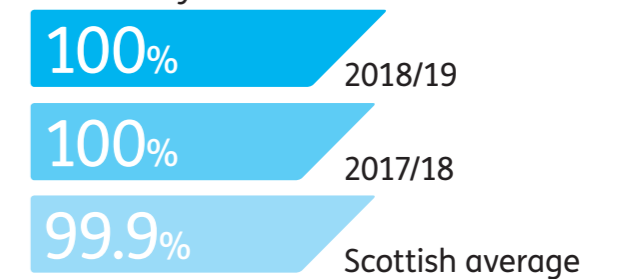
Non-emergency repairs

Average time to complete non-emergency repairs



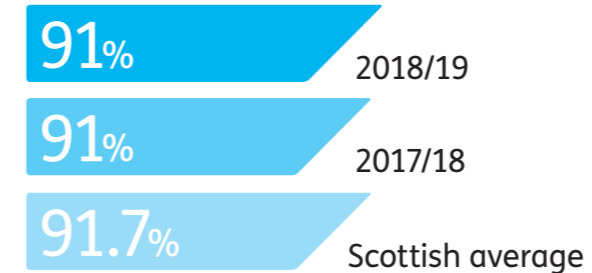
Gas safety

Percentage of properties requiring a gas safety record which had gas safety check by anniversary date



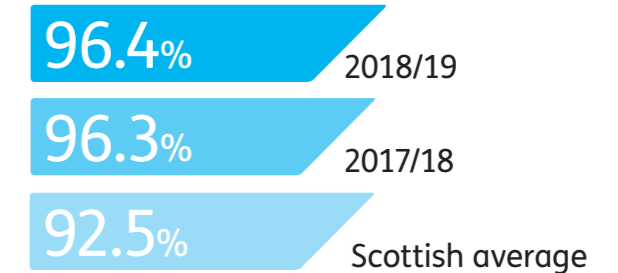
Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months



Reactive repairs

Reactive repairs completed right first time



The Panel carried out a 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 what needs to be improved. We found current level of performance is good and generally improving. We will continue to review the take-up and refinement of online self-service and customer satisfaction with the service over the next 12 months.

Rent and value for money

We want our tenants to feel their home and services are good value for money.



In 2018/19 the percentage of tenants who felt the rent for their home represented good value for money was 80%. That's not as high as the previous year when 86% of tenants reported feeling their home was good value for money. Nevertheless it is significantly up on 2014/15 when only 68% of tenants were positive about the value their home brought them.

We will continue to work with customers over the next year to develop an action plan to ensure they get as much value from their home and our services as they can.

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.

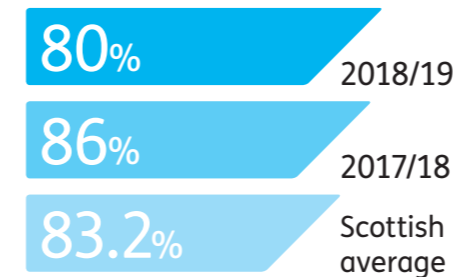
Our gross rent arrears rose slightly to 5%, up from 4.8% the previous year. Supporting tenants through the difficulties of welfare reform will remain our focus in the year ahead.

Rent collection at Loretto – at 98.8% – remains high despite the challenges faced by people in our communities.

We introduced a new online discounts scheme, MySavings, to help customers make their money go further and cut the cost of their weekly shop.

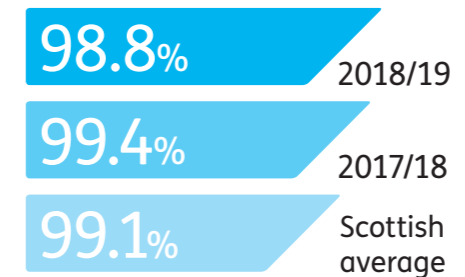
Value for money

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



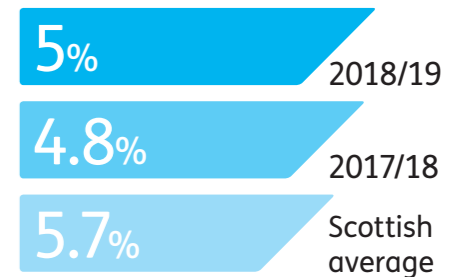
Rent collected

Rent collected as a percentage of total rent due



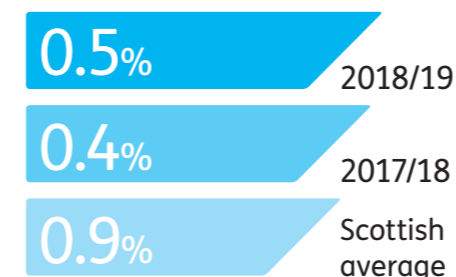
Rent arrears

Gross rent arrears



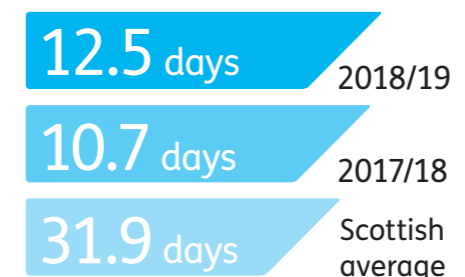
Rent lost

Rent lost through properties being empty



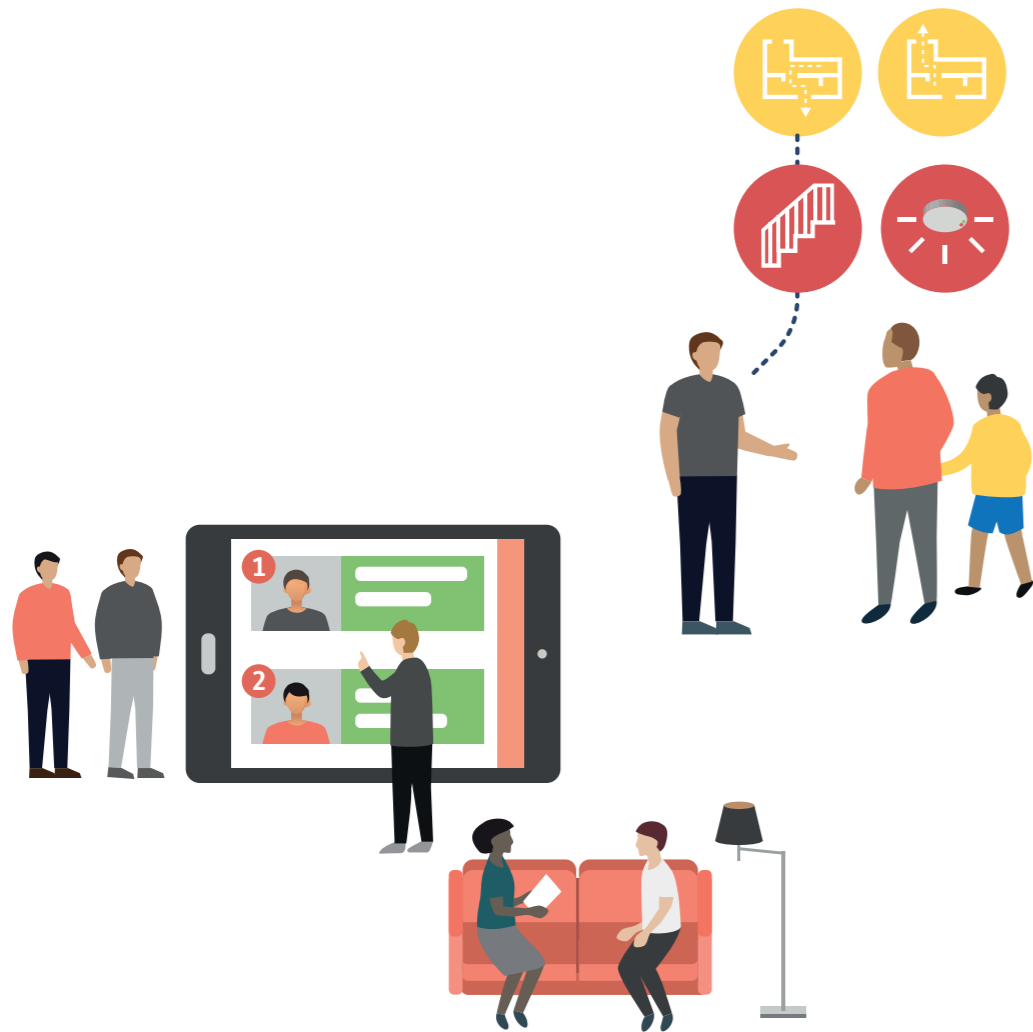
Re-let properties

Average length of time taken to re-let properties



Engaging with customers

Engaging more effectively with our communities was high on our agenda, with a renewed focus on engaging in new and innovative ways.



We held a range of local events throughout 2018, including a well-attended community garden event in Blantyre and a joint event with our CIP team and housing officers in Craigneuk.

Loretto Housing also partnered with the Google bus in South and North Lanarkshire as well as in Falkirk to bring digital skills to customers last summer.

Our customer forums, including the scrutiny panel, African Forum, Polish Forum and our new Welfare Reform Forum, continue to shape what we do.

In April 2018 our housing officers began working with new tablet computers which gives them much more scope to engage directly with customers in their homes, helping them access services and supporting them to get online.

We also reached out to more tenants through online channels, with over 1370 people following us on social media – up more than

370 on last year. New sections on our website, including our Stay Safe campaign, Universal Credit advice and a new Community News section, helped our website audience grow to around 2220 visitors a month.

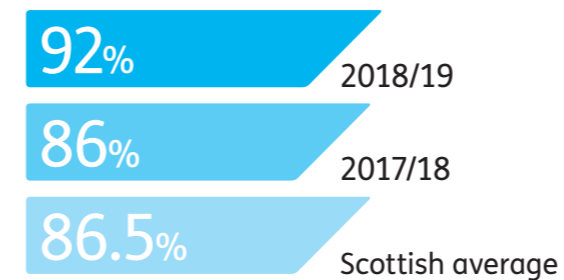
The number of tenants registered for online services increased significantly, growing from 125 in 2017/18 to 409 in the last financial year.

Around £283,500 was paid online by customers using a My Loretto online account.

The percentage of tenants who felt Loretto was good at keeping them informed about their services and decisions rose from 92% to 95% while the percentage of tenants satisfied with opportunities to participate in decision-making increased from 86% to 92%.

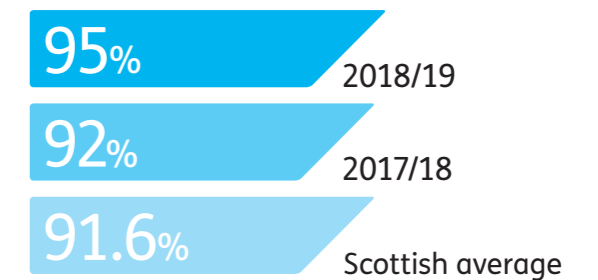
Decision making

Tenants who were happy with opportunities to participate



Keeping you informed

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



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