

# Annual Report to Tenants 2023-24



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# 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.wheatleyhomes-glasgow.com/ways-we-can-help/accessibility](http://www.wheatleyhomes-glasgow.com/ways-we-can-help/accessibility)



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# Supporting our tenants

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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.wheatleyhomes-glasgow.com/ways-we-can-help](http://www.wheatleyhomes-glasgow.com/ways-we-can-help)**





# 8043

households supported by  
Wheatley Foundation

# 533

jobs and training  
places created





# £8.7m

claimed back in benefits

# 5278

people helped with  
benefit claims





# 5230

tenants supported  
with rent

# 817

households provided with  
free upcycled furniture





## Overall satisfaction

Tenants satisfied with the overall service

2023-24 **86.7%**

2022-23 **87.6%**

Scottish average **86.5%**

## Medical adaptations

Average time to complete medical adaptations  
(calendar days)

2023-24 **17.7 days**

2022-23 **23 days**

Scottish average **44.8 days**



## Complaints

Average time for a full response to complaints

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

2023-24

**4 days**

2022-23

**4.2 days**

Scottish  
average

**5.1 days**

Average time for a full response to complaints at

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

2023-24

**16.5 days**

2022-23

**18.2 days**

Scottish  
average

**17.5 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 and keep our communities clean and safe.





# 71

new homes completed

# 343

homes under construction

# £50.2m

improvements to homes  
and communities









# 89%

neighbourhoods rated  
five-star by  
Keep Scotland Beautiful



Apartment	Total units	Number lettable units	Average weekly rent
			
<b>1</b>	<b>2996</b>	<b>2742</b>	<b>£76.91</b>
<b>2</b>	<b>8545</b>	<b>8107</b>	<b>£88.06</b>
<b>3</b>	<b>21,706</b>	<b>21,595</b>	<b>£94.57</b>
<b>4</b>	<b>8195</b>	<b>8172</b>	<b>£109.91</b>
<b>5+</b>	<b>1276</b>	<b>1270</b>	<b>£120.58</b>
<b>Total self-contained</b>	<b>42,718</b>	<b>41,886</b>	<b>£95.94</b>

(Average rents based on lettable stock only)



# Your repairs service

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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.





# 211,594

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 days

2022-23

8.9 days

Scottish average

9 days

## Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months

2023-24

92.6%

2022-23

89.8%

Scottish average

87.3%



## Reactive repairs completed right first time

2023-24 **91.6%**

2022-23 **91.5%**

Scottish  
average **88.4%**

**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

2023-24 **0**

2022-23 **0**



# Rent and value for money

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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.

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## Value for money

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

2023-24 **89.4%**

2022-23 **79.4%**

Scottish average **81.6%**

## Rent collected

as a percentage of total rent due

2023-24 **99.2%**

2022-23 **97.5%**

Scottish average **99.4%**



## Rent arrears

Gross rent arrears

2023-24 **5.9%**

2022-23 **5.8%**

Scottish  
average **6.7%**

## Re-let properties

Average length of time taken to  
re-let properties

2023-24 **15.8 days**

2022-23 **20.6 days**

Scottish  
average **56.7 days**



## Rent lost

Rent lost through properties  
being empty

2023-24

**0.5%**

2022-23

**0.5%**

Scottish  
average

**1.4%**



# Engaging with tenants

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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

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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.







# Stronger Voices



**500**

tenants involved in  
**'Stronger Voices'** projects

**170**

tenants on panels and focus  
groups on our services



## Decision making

Percentage of tenants who were happy with opportunities to participate

2023-24 **97.6%**

2022-23 **80.1%**

Scottish average **87.7%**

## Keeping you informed

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

2023-24 **93.6%**

2022-23 **88.2%**

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 anti-social 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.wheatleyhomes-glasgow.com/  
about-us/who-we-are/get-involved](http://www.wheatleyhomes-glasgow.com/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](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.

