



Better homes, better lives

Annual Report to Tenants

Glasgow Housing Association
Highlights and performance
2018/19

Welcome to the Annual Report to Tenants. This year we have combined our Annual Highlights with our Report to Tenants about 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 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.



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Welcome

from GHA Chair **Bernadette Hewitt**



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

One of the highlights for me was the publication in January of new research which confirmed exactly what GHA's transformation of housing in our city has meant for Scotland.

Economists at the Fraser of Allander Institute found that our investment and new build programmes have contributed a huge £2billion to the Scottish economy since 2003.

GHA's work in modernising more than 70,000 former city council homes and building almost 2500 new affordable houses and flats since 2003 also supported 2,425 full-time jobs every year.

While we paused to reflect on the enormous impact our investment has had on the city and on people's lives, our work continued apace across our communities.

Universal Credit was rolled out across the city this year, presenting new challenges,

and hardship, for many of our 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 such as money, benefits and fuel advice, help with furniture and with putting food on the table became more important than ever, particularly for those making the transition on to the new benefit.

Finally, GHA was named Housing Association of the Year at the Scottish Home Awards – further, and very well-deserved, recognition for the staff and tenant volunteers who work hard, year after year, to create better homes, better lives, a better Glasgow.

You can read about more 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

As well as winning the Housing Association of the Year at the Scottish Home Awards, GHA's new-build developments continued to be recognised with a number of awards.

This included winning the Large Affordable Housing Development of the Year (Social Rent) award at the Scottish Home Awards 2018 for our Dougrie Drive development in Castlemilk.

We also won, in partnership with our sister organisation Lowther Homes, Renovation of the Year for the regeneration of the old tram depot at Brand Street/Harvie Street in Govan.



I'm delighted that overall customer satisfaction at GHA remained high – at 90% – and that the number of tenants satisfied with opportunities for participating in decision-making improved from 77% to 85%, reflecting our focus on engaging and listening closely to our customers.

In 2018/19, we also helped 302 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.

The percentage of tenants satisfied with the quality of their existing home stood at 89%, up from 88%.



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

GHA built 342 new affordable homes over the year, 197 of them for social rent and 145 for mid-market rent.

Our completed new homes included 51 at Tarfside Oval in Cardonald, 45 in Govanhill and 54 in Cathay Street, GHA's first new-build in Milton. We also built 22 homes at Glenacre Drive in Castlemilk, with more to follow next year, 67 in Pollok, and 33 in Carntyne. GHA also completed 36 mid-market rent flats at Hinshelwood Drive, Ibrox, and 24 at Ibroxholm.

Work is also well underway on 143 new homes in the Gallowgate, 134 at Linkwood in Drumchapel, and 106 in Easterhouse as part of a partnership with Provanhall Housing Association.

There are over 400 more homes planned in 2019/20 and a further 400 the following year.

In 2018/19 we delivered £48.2m of improvements in our homes, including an innovative district heating system at Hillpark Drive for around 350 homes.

A further 28 Winget blocks in Carntyne benefited from major structural improvement works, and we installed new lifts in our multi-storey blocks at Ruby Street, Baltic Street and Helenvale, and started upgrades at Drygate and Townhead.

We also invested over £5.5m improving fire safety further in our homes, including repairing and replacing fire doors, renewing bin chutes and installing new emergency lighting in multi-storeys as well as starting a programme of smoke and heat detector upgrades.

342
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 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 GHA communities to tackle anti-social behaviour, crime and fire safety.

Our Stay Safe campaign saw another 698 home fire safety visits in GHA homes. There was an 81% increase in the uptake of home safety visits across Wheatley Group, with the total number of fires in our homes falling by 11%.

We resolved 93.8% of all anti-social cases reported to us within timescales agreed locally.

Our pioneering partnership with Keep Scotland Beautiful saw staff and customers assess our environments. We were delighted that one of our areas – covering Baillieston, Greenfield, Sandyhills and Springboig – achieved a 5-star award, with 25 areas reaching 4-stars and working towards the top level.

Tenants' satisfaction with the management of their neighbourhood overall remained at 88% in line with the previous year.

88%
Overall satisfaction with
neighbourhoods

No. of lettable units		Average weekly rent £
1 apartment	2671	£67.72
2 apartment	7223	£76.91
3 apartment	20068	£81.84
4 apartment	7968	£95.68
5+ apartment	1246	£104.80

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	142	2681	2934	1063	6820
High-rise	258	3200	4465	189	0	8112
Tenement	101	3046	9274	2421	144	14986
Four-in-a-block	0	314	3623	2257	12	6206
Other flat/maisonette	2324	531	164	234	27	3280
Total owned	2683	7233	20207	8035	1246	39404
No of lettable units	2671	7223	20068	7968	1246	39176



I love being part of this community and living in a nice house
Ann McCabe, Carntyne



The building is spotless and the staff are brilliant
Natalie Monroe, Mount Florida





The bursary made me secure knowing my expenses were covered and I could just get on with my studies
Thomas Johnstone, Sandyhills



I love living in a high-rise block. It's like being in a castle with loads of bedrooms
Rudy Mbunzama, Drumchapel



Your repairs service

We continued our mission to improve our repairs and maintenance service because we know this is a priority for tenants. We were delighted that tenant satisfaction with the service remained at 94% for the second year in a row.



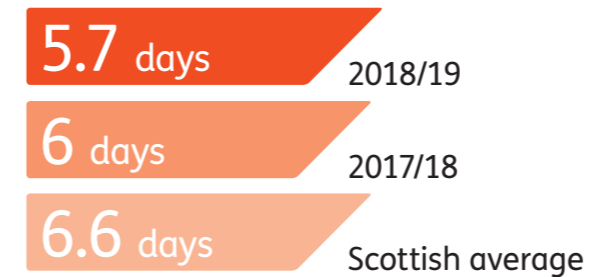
We cut the average time taken for both emergency and non-emergency repairs to be carried out. Emergency repairs took an average of 2.8 hours, down from 3.2 the previous year and well down from an average five hours in 2013/14. Non emergencies reduced from just over six working days the previous year to an average of 5.7 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 since 2017 by our parent company Wheatley Group, on further improving the service to make the overall customer experience even better over the next year.

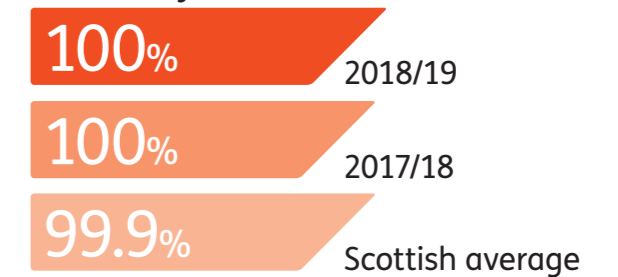
Non-emergency repairs

Average time to complete non-emergency repairs



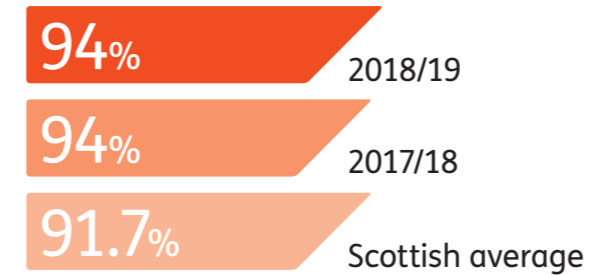
Gas safety

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



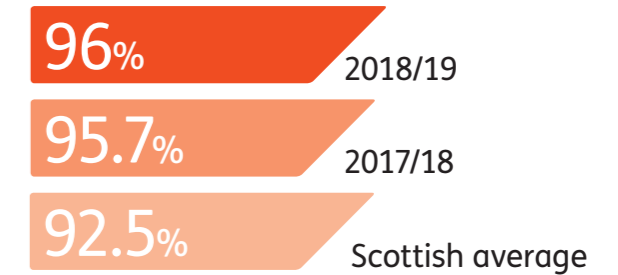
Repairs and maintenance

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.



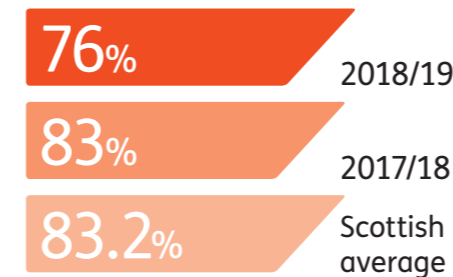
In 2018/19 the percentage of tenants who felt the rent for their home represented good value for money was 76%. We will continue to work with customers over the next year to develop an action plan to ensure they get as much value from their home and our services as they can.

Supporting tenants through the difficulties of welfare reform will continue to be a focus in the year ahead.

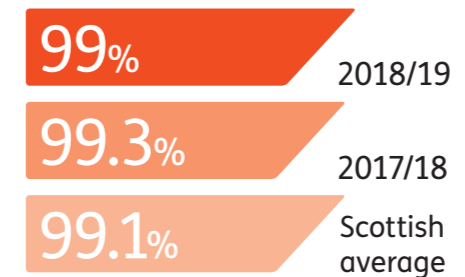
We introduced a new online discounts scheme, MySavings, to help customers make their money go further and cut the cost of their weekly shop.

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 gross rent arrears increased slightly to 3.9% from 3.6% the previous year while rent collection – at better than 99% – remained steady despite the economic difficulties facing our communities.

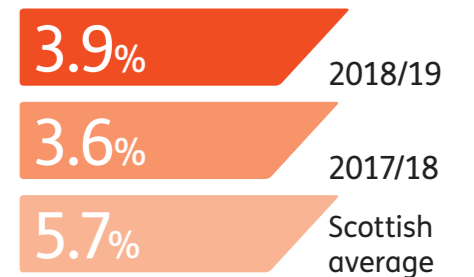
Value for money
Percentage of tenants who feel their rent is good value for money



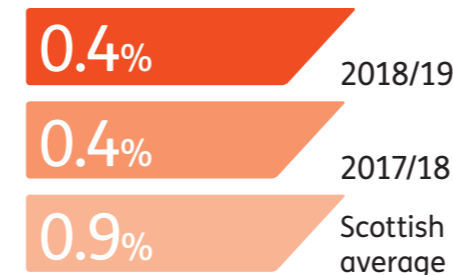
Rent collected
Rent collected as a percentage of total rent due



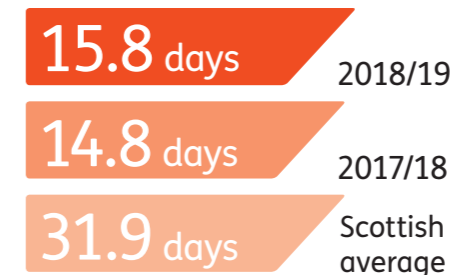
Rent arrears
Gross rent arrears



Rent lost
Rent lost through properties being empty

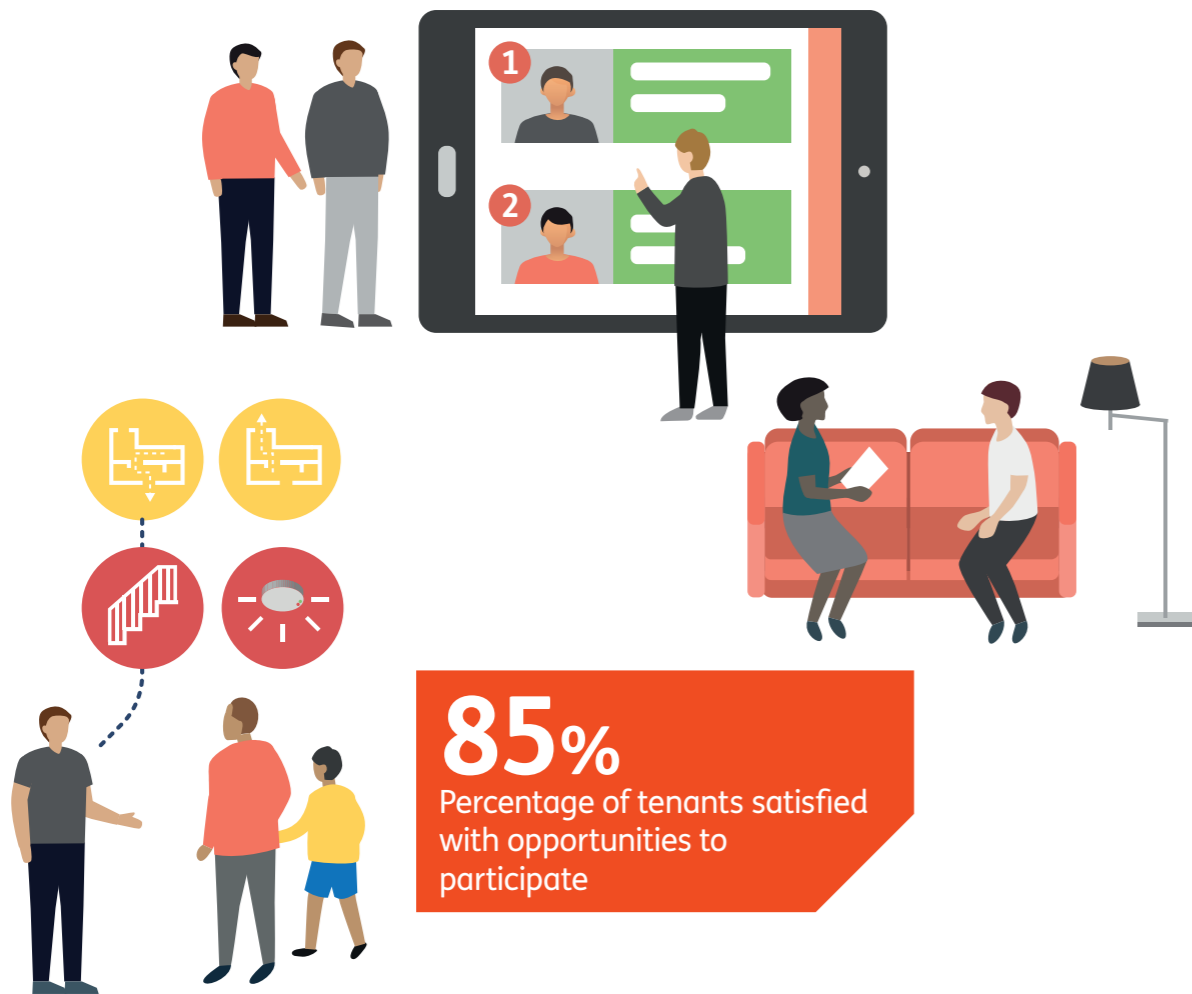


Re-let properties
Average length of time taken to re-let properties



Engaging with customers

Engaging more effectively with our communities was high on our agenda and we have a renewed focus on engaging in new and innovative ways to ensure we listen to customers' feedback and use it to improve services.



Our customer forums, including the scrutiny panel, African Forum, Polish Forum and our new Welfare Reform Forum, continue to meet and 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 engaged with more people online than ever before. More than 17,800 people followed our GHA Facebook and Twitter pages – an increase of 1100 people on last year.

The average number of people visiting the GHA website each month also increased year on year, up more than one thousand users to nearly 26,300.

We introduced new sections on the website, including advice on how to stay safe at home and support for people affected by Universal Credit. Our new Community News section

allows tenants to find out more about how GHA supports local projects and what improvements are being carried out in their area.

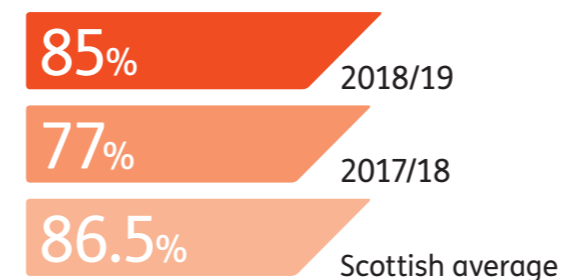
Around 12,000 GHA tenants were registered for a My GHA online account at the end of the financial year compared to only 2300 in the previous 12 months.

An online account allows tenants to pay rent, report repairs, check their account balance, contact their housing officer and report environmental issues, all at a time and place to suit them. More than £5.8m was paid online by GHA tenants using online services.

The percentage of tenants who felt GHA was good at keeping them informed about their services and decisions rose from 90% to 92%, while the percentage of tenants satisfied with opportunities to participate in decision-making increased from 77% to 85%.

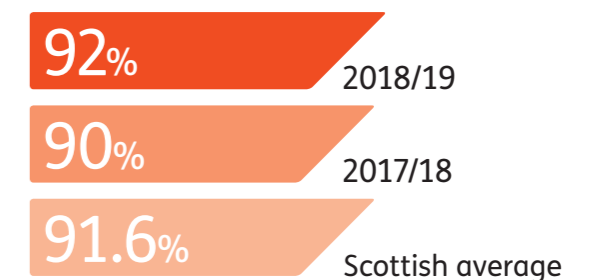
Decision making

Percentage of tenants who were happy with opportunities to participate



Keeping you informed

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



Supporting customers

As Universal Credit was rolled out in our communities, it became more important than ever to support tenants and their families.



We brought the delivery of all our wraparound services together in a new division – Wheatley 360 – making it easier for people to access the right package of services for them at any one time, including benefits, money and fuel advice, help with furniture or support to put food on the table.

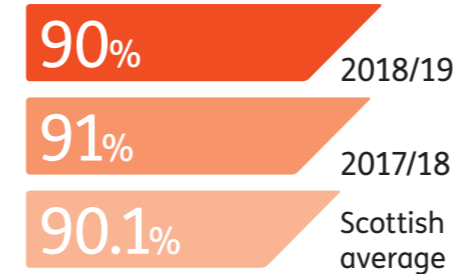
In November we launched MyHousing, our new online advice, information and letting service, which gives people tailored help with their housing and an improved website for people to apply for housing, view available homes and note interest.

Through our Livingwell services, delivered by our sister organisation Loretto Care, we supported thousands of our older tenants to live independently at home.

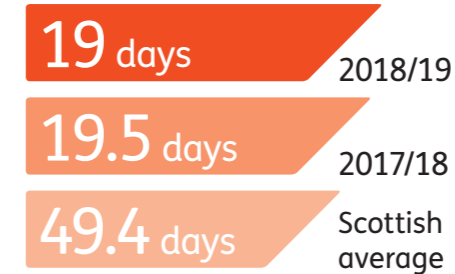
Working with our charitable trust the Wheatley Foundation and Wheatley 360, we:

- created 408 opportunities for people from our homes to get into work or training
- supported 1228 new tenants with household budgeting and settling into their community through My Great Start
- put food on the table in 939 homes through our EatWell service
- gave 667 tenants upcycled furniture through Home Comforts
- awarded 39 young people from our homes a bursary to go to university or college
- provided free books every month to 354 children under five in our homes through the Dolly Parton Imagination Library initiative.

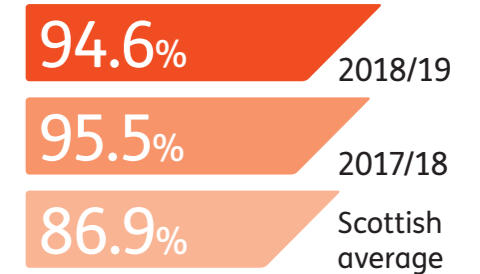
Overall satisfaction
Tenants satisfied with the overall service



Medical adaptations
Average time to complete approved applications for medical adaptations (calendar days)



Complaints
Stage 1 complaints responded to in full within SPSO timescales



We meet with staff to find out first-hand how tenants are supported. We welcome the range of services tenants can receive, especially those which help with money, budgeting and longer term support which can help people who find themselves in challenging circumstances.

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@gha.org.uk or phone us on 0800 479 7979.

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