

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-south. com/ways-we-can-help/accessibility



Contents





Supporting our tenants

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.wheatleyhomessouth.com/ways-wecan-help



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households supported by Wheatley Foundation

117 jobs and training places created



E2.2m

1041 people helped with benefit claims



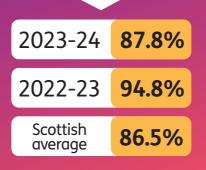


tenants supported with rent

163 households provided with free upcycled furniture



Overall satisfaction Tenants satisfied with the overall service

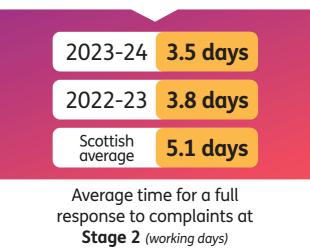


Medical adaptations Average time to complete medical adaptations (calendar days)





Complaints Average time for a full response to complaints **Stage 1** (working days)





Homes and communities

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.



35 new homes completed

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47

homes under construction

£17.2m improvements to homes and communities



100% neighbourhoods rated

five-star by Keep Scotland Beautiful



Apartment	Total units	Number lettable units	Average weekly rent
	ſ € ∎	£	
1	2	1	£95.95
2	2861	2835	£82.94
3	4435	4335	£89.89
4	2645	2589	£96.22
5+	317	308	£105.15
Total self- contained	10,260	10,068	£90.03

(Average rents based on lettable stock only)



Your repairs service

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.





MyRepairs

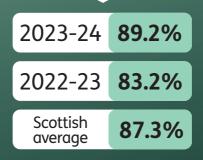
We'll keep listening to you to help make repairs better.



Non-emergency repairs Average time to complete non-emergency repairs

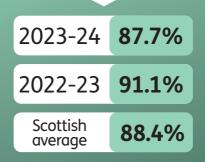


Repairs and maintenance Satisfaction with repairs or maintenance in last 12 months





Reactive repairs completed right first time



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

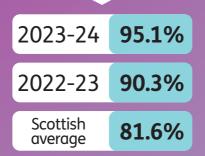
Rent and value for money

We know how important it is for tenants to feel their home and services are good value for money.

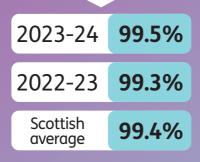
We continued to help alleviate the financial pressures tenants face with the cost-of-living crisis, rising prices and the challenges caused by Universal Credit.



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



Rent collected as a percentage of total rent due



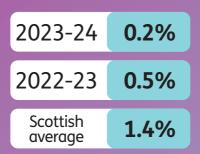
Rent arrears Gross rent arrears



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



Rent lost Rent lost through properties being empty





Engaging with tenants

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

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.





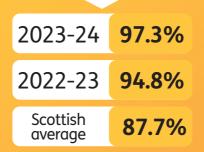
150 tenants on panels and focus groups on our services

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

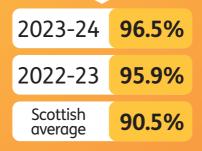
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Stronger Voices

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







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 antisocial 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-south.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 We also comply with the Scottish Social Housing Charter. This Annual Report provides an assessment of our performance against the outcomes and standards

