

### Annual Report to Tenants 2022-23



Please use your finger or cursor to move up and down the pages. Home icon below will return you to contents.





### Welcome to this year's Annual Report to Tenants

It includes information about performance we give the Scottish Housing Regulator.

We postponed our full customer satisfaction survey last year, and we are carrying it out this year instead.



The Regulator allows social landlords to use the same indicators for up to three years.

As a result, the tenant satisfaction figures reported here – which we've also given to the Regulator over the past three years – are from 2019-20 and are marked with an asterisk (\*).



Dumfries and Galloway Housing Partnership (DGHP) became known as Wheatley Homes South in September 2022 after extensive engagement with tenants.



## Contents





## Supporting our tenants

Many people struggled with the cost-ofliving crisis and we did everything we could to help.

We supported tenants to pay their rent and other bills, put food on the table, access work and training and furnish their home.



# 1832

### referrals to **'Here for You'** campaign

### **2700** tenants supported by Wheatley Foundation

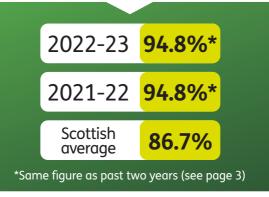


## **£1.6m** claimed back in Benefits

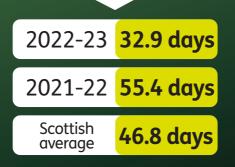
### **128** jobs and training places created



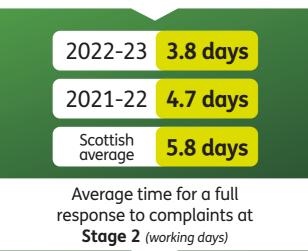
Overall satisfaction Tenants satisfied with the overall service



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.



## Homes and communities

You told us you wanted us to build more family homes. We'll build around 360 family homes over the next five years.

You also said we could simplify our allocations policy and advertise our available homes. We've now done that and launched our Homes4D&G online letting service.



## 37 new homes built

### **£9.6m** improvements to homes and communities



Apartment	Total units	Number lettable units	Average weekly rent
	<b>⋒</b>	£	E E
1	2	1	£90.13
2	2860	2777	£78.67
3	4429	4360	£85.72
4	2634	2609	£92.10
5+	313	306	£100.44
Total self- contained	10,238	10,053	£85.88

(Average rents based on lettable stock only)



# Your repairs service

Listening to you helped us improve the repairs service.

We always try to arrange repairs at a time to suit you.

We're also focusing on damp and mould.

We improved communication around repairs with 'Book It, Track It, Rate It'.

# Your repairs service

It updates tenants on when a tradesperson will arrive and helps us reduce failed appointments. The instant feedback helps us make further improvements.

We'll also look at expanding 'Book It, Track It, Rate It' to cover a wider range of repairs.



# 33,857

emergency and non-emergency repairs completed

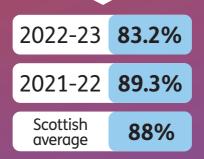
We'll keep listening to you to help make repairs better.



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

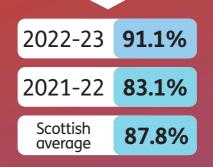


**Repairs and maintenance** Satisfaction with repairs or maintenance in last 12 months





#### 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

The cost-of-living crisis means it's more important than ever for tenants to feel their home and services are good value for money.

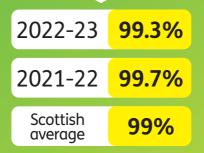
We helped tenants struggling with the rising price of food and energy and the challenges caused by Universal Credit.



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

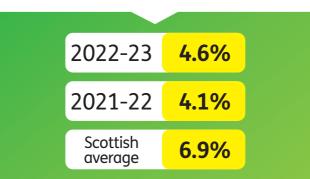


#### Rent collected as a percentage of total rent due





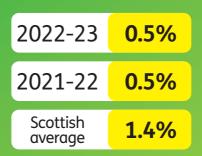
#### Rent arrears Gross rent arrears



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



#### **Rent lost** Rent lost through properties being empty





## Engaging with tenants

Giving tenants real influence over decisionmaking remained a priority.

Focus groups – on repairs, for example – help us improve our services. Surveys, neighbourhood walkabouts, open days and other ways tenants make their voices heard make sure we reflect your priorities.



## Engaging with tenants

We introduced patch newsletters to keep tenants updated on developments in their local area.

Other newsletters give tenants feedback on events we held and changes we are making.



### 600 tenants recruited as 'Customer Voices'

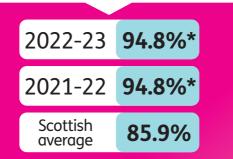
## **214** events and activities held

## 367

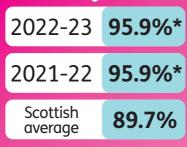
tenants on regional panels for rent, safety and more



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



\*Same figure as past two years (see page 3)



We've expanded the Group Scrutiny Panel, which now includes more than 30 customers from all parts of the group. The Panel meets quarterly to review our performance. At each meeting, the Panel also selects a spotlight focus, such as allocations or anti-social behaviour. The Panel has established a sub-group which is currently carrying out a thematic review of our repairs communication. Their report will be shared on our website later this year.

Your feedback can help us improve things. Phone 0800 011 3447.



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 30 August 2023. 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

