Annual Report on the Charter (ARC) 2025/26

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2025/26, including how we compare with the average performance of all registered social landlords (RSLs), all social landlords (SLs) in Scotland and a benchmarking group known as Scottish Housing Network which has 32 local authority members and 106 Registered Social Landlords. The Scottish Housing Network (SHN) assigns landlords to benchmarking groups based on classifications determined by the Scottish Housing Regulator (SHR). GWHA is classified within the 'Large Urban' benchmarking group, which comprises 38 registered social landlords (RSLs).

For further information about the SSHC, or to read the Scottish Housing Regulator's 2025/26 Landlord Report for GWHA, visit **www.scottishhousingregulator.gov.uk**.

To comment on this report, or for more details on how to take part in our decision-making processes, please contact us on **0141 331 6650** or email **admin@glasgowwestha.co.uk**.

Consumer Panel

GWHA holds annual Consumer Panels with tenants to gather valuable feedback and help shape our services. Tenants can express interest in participating in a Consumer Panel at any point during their tenancy, and this interest is recorded on an "Interested Parties" list. Each year, we identify key topics for discussion and invite those on the list to take part. We also promote upcoming panels through our communication channels to encourage wider participation.

Management Committee

The Management Committee is elected by Shareholding Members at the AGM and is responsible for providing strategic oversight of governance, policies, service standards, and regulatory and performance compliance.

In this report we use traffic light indicators to illustrate our most recent performance.

- Peer Group are performing better than GWHA
- GWHA's performance is within the Peer Group parameters
- GWHA's performance is better than (or equal to) Peer Group

Stock Profile

Tenement Flats
675 (43.7%)

Deck Access
325 (21.1%)

Multi-Storey
315 (22.4%)

Flats*
117 (7.6%)

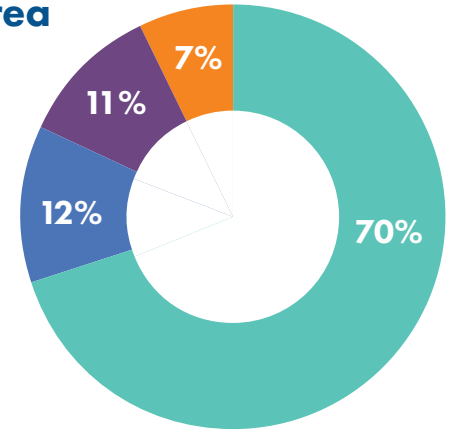
High Rise
110 (7.1%)

Houses
2 (0.1%)

*'Flats' includes: Mezzanine, Maisonette, Townhouse & 1 Up, 1 Down

Stock by Area

- Anderston/ Finnieston
- Hillhead
- Hyndland
- St George's Cross



Total Rent Due: £8,390,099

Average Weekly Rent (lettable stock only)

	No.	GWHA	All RSLs	All SLs
Bedsit	57	£74.48	£99.09	£91.63
1 Bed	820	£99.65	£108.14	£98.61
2 Bed	530	£118.64	£94.11	£101.42
3 Bed	113	£140.94	£120.20	£110.33
4 Bed +	13	£150.22	£132.70	£121.71
Average Rent	1,533	£108.75	£111.80	£103.10

GWHA 2025/26 rent increase:	**6.8%**
Average rent increase across all registered social landlords:	**5.2%**

Registered social landlord (RSLs), All social landlords (SLs)

Compliance, Tenancy Services and Repairs

Delivering high-quality services remains a key priority for GWHA, and we have continued to see positive performance across a number of core service areas during 2025/26. This includes improvements in emergency and non-emergency repair completion times, higher levels of right first-time repairs, reduced void turnaround times, strong gas safety compliance, and improved anti-social behaviour case resolution. Performance against the new damp and mould indicators remains an area of focus, and we will continue to monitor outcomes and take action where improvements are required.

Indicator	24/25 GWHA	2025/26 [1]Where data is greyed out, benchmarking information is either unavailable or not presented in a comparable format.			
		GWHA	SHN	All RSLs	All SLs
Repairs and Maintenance					
Average time (hours) to complete Emergency Repairs	3.1	**3.2**	3.0	3.3	3.4
Average time (days) to complete Non-Emergency Repairs	5.4	**6.6**	6.8	8.2	8.7
% of reactive repairs carried out Right First Time	92.1	**97.3**	96.3	96.6	95.3
Average length of time in days taken to resolve cases of damp and/or mould[2]		**48.9**	21.0	20.2	25.7
Percentage of cases of damp and/or mould resolved during the reporting year that were reopened		**26.0**	6.6	8.6	8.3
Number of open cases of damp and/or mould at the year end		**10**	27		
No. of properties where Annual Gas Service (AGS) was **not** completed within 12 months	4.0	**0**	8		
% of properties where AGS completed within 12 months	99.7	**100**	92		
Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR[2]		**3**[3]	49		
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end[2]		**0**	4		
Neighbourhood and Community					
No. of cases of anti-social behaviour (ASB) reported per 100 units	5.1	**3.5**	8.5		
% of ASB cases resolved in the year	96.1	**100**	94.2	96.5	93.1
% of tenancies created in 24/25 that lasted at least 12 months	97.8	**97.2**	93.5	92.5	92.5
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re-let properties	27.9	**19.9**	29.5	34.4	51.7
The number of self-contained properties void at the year end and of those, the number that have been void for more than six months		**10**	12		
% of rent lost through properties being empty	0.8	**0.3**	0.6	0.8	1.1
% gross rent arrears	2.8	**2.9**	3.5	3.8	5.9
% rent collected	99.6	**99.6**	100.10	99.8	99.7

Quality of Housing

Our main investment achievements:

- Kitchen, bathroom and boiler upgrade programmes totalling £1.86m across 252 properties.
- Pilot External Wall Insulation (EWI) project at 640 Argyle Street with completion scheduled for Q3 2026/27.
- Corunna Street new build completion scheduled for Q4 2026/27.
- Stonework Strategy approved (March 2026).

25/26 Scottish Housing Quality Standard (SHQS)

SHQS performance improved during 2025/26 following a review of property classifications and the completion of improvement works. Compliance continues to be affected by properties requiring significant investment works and those exempt from SHQS requirements. Investment planned for 2026/27 will focus on stonework and roofing works, with further improvements in compliance expected by March 2027.

Indicator	24/25 GWHA	2025/26[1]				26/27 GWHA TARGET
		GWHA	SHN	All RSLs	All SLs	
% of properties meeting the Scottish Housing Quality Standard (SHQS)	75.5	**76.9**	90.3			79.0

[1] Where data is greyed out, benchmarking information is either unavailable or not presented in a comparable format.
[2] New indicators introduced for the 2025/26 reporting year relating to damp and mould, void management, Electrical Installation Condition Reports (EICRs) and fire detection systems.
[3] Checks could not be completed within timescales in x2 properties due to internal conditions (x1 outstanding, with tenancy sustainment support ongoing), and x1 long term void, now complete.

Service Satisfaction

While overall satisfaction remains below the sector average, the results help us understand where we need to focus our efforts. Improving communication, neighbourhood management and repairs satisfaction remain priorities within our Performance Leadership Strategy for 2026/27 and 2027/28.

% of Tenants very or fairly satisfied with:	24/25 GWHA	2025/26			
		GWHA	SHN	All RSLs	All SLs
Overall service provision	81.2	**83.7**	87.0	88.7	87.6
Being kept Informed about services/activities	92.8	**87.1**	91.9	92.7	91.3
Opportunities for Decision Making	85.8	**79.9**	88.9	89.9	88.1
Overall quality of home	80.7	**77.3**	86.5	87.5	86.6
Repairs/Maintenance service in last year	80.5	**76.0**	86.0	88.0	88.1
Landlord's contribution to management of neighbourhood	79.1	**76.0**	83.7	85.6	84.9
Rent represents 'Value for Money'	80.7	**80.6**	81.3	82.2	82.0

We are focused on continually improving our services and our 2026/27 plans include:

- ✔ Continuing our Community Engagement Events (CEV) in year three, with a new format of senior staff surgeries, giving tenants the opportunity to speak directly with senior staff in a Q&A setting.
- ✔ Building on year two community engagement action plans, focusing on delivering on the issues raised.
- ✔ Introducing independent post-repair satisfaction surveys, with follow-up inspections where dissatisfaction is reported.
- ✔ Continuing to deliver actions from our Performance Leadership Strategy, focusing on improving turnaround times, right first-time repairs, customer satisfaction and SHQS compliance.
- ✔ Reviewing our Communication and Social Media Strategy with the aim of improving satisfaction with communication and engagement.
- ✔ Engaging with tenants through regular Consumer Panel meetings to gather feedback on repairs and estates services.
- ✔ Continuing to deliver our ambitious property investment programme.

To find out more, please see our Service Engagement Plan for 2026/27. **www.gwha.org.uk**. Paper copies available on request.

Complaint Handling

In line with Guidance, we record all "expressions of dissatisfaction" as a complaint, even if you do not use the word "complaint".

Our complaints handling guide is available on our website: **www.gwha.org.uk**. Further information on complaints handling is available from the Scottish Public Services Ombudsman's website: **www.spso.org.uk**.

We manage complaints in line with the Scottish Public Services Ombudsman's (SPSO) two-stage Complaints Handling Procedure. During the year, we received 196 complaints.

What we measured	GWHA	SHN	RSLs	All SLs
Stage 1 complaints responded to in full (%)	**100%**	98.2%	98.4%	98.2%
Average time to provide a full Stage 1 response (working days)	**3.1 (days)**	4.4 (days)	4.1 (days)	5.4 (days)
Stage 2 complaints responded to in full (%)	**96.9%**	93.0%	92.8%	92.6%
Average time to provide a full Stage 2 response (working days)	**19.8 (days)**	16.6 (days)	16.8 (days)	28.7 (days)

A small number of complaints were completed outwith target timescales during the year, primarily due to agreed extensions for complex cases. We are reviewing our processes to strengthen oversight, improve recording practices, and support continued improvement in performance.

Nature of Complaints

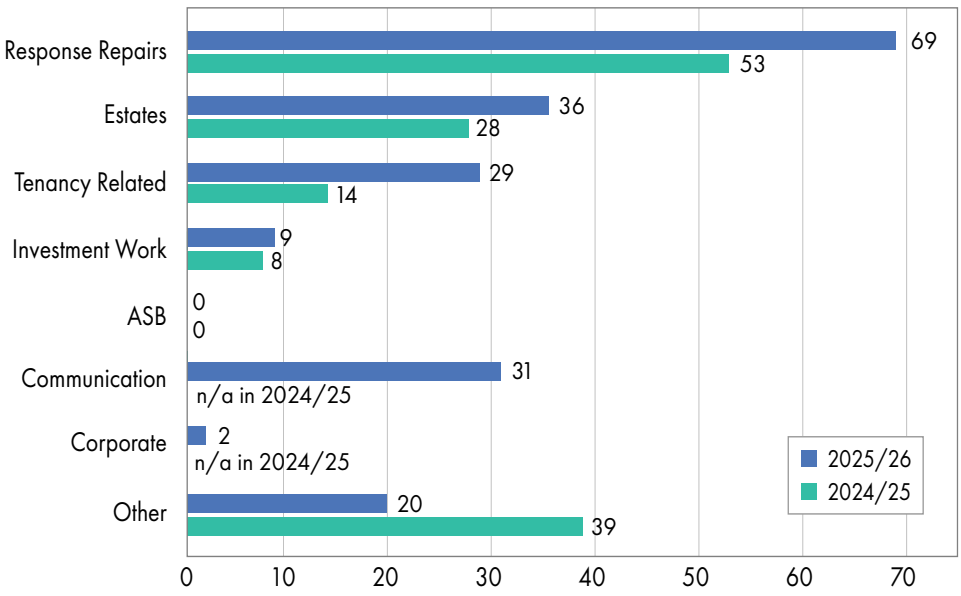
Work is planned for 2026/27 to further strengthen complaint trend reporting, enabling earlier identification of emerging issues and more targeted action to drive service improvement.

Estates *(Communal Areas, Car parking, Close cleaning, Waste Management, Environmental services, building security)*

Tenancy Related *(includes allocations and rent setting, void management)*

Corporate *(includes corporate publications, Debt Recovery, IT related, preferred communication methods)*

Other *(includes Annual Gas Servicing, EICR, Contractor Conduct, Staff Issue, Policy)*



You Said, We Did

We evaluate complaints handling at monthly team meetings. This allows us to identify any trends and potential areas for improvement. These are routinely reported in our newsletter.

You Said:	We Did:
Support with smaller household tasks would be helpful (such as changing lightbulbs, door handles or assembling furniture).	Launched a handyperson service in April 2026, in partnership with our primary repair's contractor: The Bell Group. The scheme provides support with minor repairs for tenants aged 60+ or those with qualifying medical needs with minor repairs.
Increase in the cost of living is challenging (particularly highlighted during rent consultation).	Launched Housing Perks, a discount platform offering access to over 100 discounts on everyday shopping.
The quality of some repairs could be improved.	Developed plans to introduce a quick SMS mini survey after repairs are completed, with feedback used to inform follow-up inspections where needed.
Contractors attending very early in the morning.	Re-briefed contractors to ensure no works take place before agreed hours (8am) and strengthened processes to escalate any breaches.

Thank you for your many compliments, which include:

Positive feedback on communication and support during an ongoing repair, with regular updates noted until the issue was resolved.

Support provided in relation to a specialist medical application was highly valued, with the tenant highlighting a significant positive impact on their health.

Positive feedback highlighted the kindness, professionalism and support provided by staff during a tenancy or application process, particularly at a challenging time.

To receive this information in another language, please get in touch.

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Skontaktuj się z nami, aby otrzymać tę informację w innym języku.

Để nhận thông tin này bằng một ngôn ngữ khác, xin vui lòng liên hệ

Glasgow WEST HOUSING ASSOCIATION LIMITED

HOMES ARE OUR PURPOSE; SERVICE AND SUSTAINABILITY OUR PRIORITY

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