

Annual Report on the Charter (ARC) 2022/23

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2022/23, 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 the Quality Efficiency Forum (QEF) which consists of 22 housing associations, including GWHA.

For further information about the SSHC, or to read the Scottish Housing Regulator's 2022/23 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.

GWHA Consumer Panel

GWHA tenants who meet a few times a year to provide valuable feedback and help shape our services.

Management Committee

Shareholding Members elected at our Annual General Meeting. Responsible for governance, policies, service standards, 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



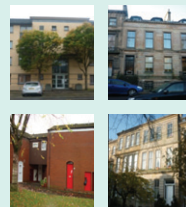
Tenement Flats
675 (45.3%)



Deck Access
325 (21.8%)



Multi-Storey
315 (21.2%)



Other Flats*
117 (7.9%)



High Rise
55 (3.7%)

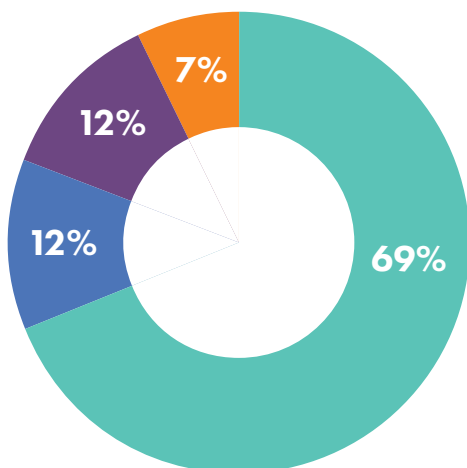


Houses
2 (0.1%)

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

Stock by Area

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



Average Weekly Rent

	No.	GWHA	QEF	All RSLs	All SLs
Bedsit	58	£68.01	Not Reported	£84.01	£78.26
1 Bed	807	£85.11		£90.92	£83.46
2 Bed	504	£101.08		£92.67	£86.28
3 Bed	104	£119.58		£102.24	£93.96
4+ Bed	13	£129.91		£113.15	£103.72
Average Rent	-	£92.66		£94.55	£87.59

Total Rent Due: £6,913,493

Average Rent Increase: 3.75%

Tenancy & Repairs Services

We are continuing to work in partnership with our contractors and other service providers to mitigate the impact of the many external influences that are impacting our performance at this time.



Indicator	21/22 GWAH	2022/23			
		GWAH	QEF	All RSLs	All SLs
Repairs and Maintenance					
Average time (hours) to complete Emergency Repairs	3.9	7.8	3.3	3.6	4.2
Average time (days) to complete Non-Emergency Repairs	7.9	5.4	5.9	7.9	8.7
% of reactive repairs carried out Right First Time	74.9	66.2	87.6	87.5	87.8
No. of properties where Annual Gas Service (AGS) was not completed within 12 months	0	0	-	578	1032
% of properties where AGS completed within 12 months	100	100	99.8	-	-
Neighbourhood and Community					
No. of cases of anti-social behaviour (ASB) reported per 100 units	6.1	9.0	8.6	-	-
% of ASB cases resolved in the year	96.6	95.4	98.4	96.8	94.2
% of tenancies created in 21/22 that lasted at least 12 months	93.4	92.2	92.7	91.1	91.2
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re-let properties	52.6	30.8	31.6	44.1	55.6
% of rent lost through properties being empty	1.1	0.6	0.6	1.1	1.4
% gross rent arrears	2.0	1.9	3.3	4.5	6.9
% rent collected	99.5	99.5	100	99.2	99.0

Quality of Housing

Our main investment achievements during 2022/23 are:

- ✓ Fire Safety (LD2 alarms) upgrades (x 1255)
- ✓ Electrical Safety (EICR) certificates (x 1255)
- ✓ Space Heating / boiler replacement (x 32)
- ✓ Replacement Kitchens, Bathrooms (x26)
- ✓ Glazing ordered for Window Replacement Programme (x 36)
- ✓ Energy Performance Certificate (EPC) assessments completed (x 61)
- ✓ Consultant appointment for Kitchen / Bathroom replacement programme (x250)
- ✓ Detailed Design complete for full-height Common Area Windows.



SHQS improvement through 22/23 is reflective of the above noted investment. Households where access has not provided, and the ongoing St Vincent Terrace H&S project impacted our overall compliance. Priority investment works for 2023/24 (£3.5M) will address remaining SHQS compliance areas (common area glazing; window, kitchen and bathroom replacements; and building fabric stonework repairs) projecting 84.1% compliance by March 2024.

Indicator	21/22 GWAH	2022/23				23/24 GWAH TARGET
		GWAH	QEF	All RSLs	All SLs	
% of properties meeting the Scottish Housing Quality Standard (SHQS)	12.7	58.0	86.7	87.8	79.0	84.0

Service Satisfaction

The monthly independent surveys help us to understand your expectations and are conducted via a combination of telephone and face to face.



% of Tenants very or fairly satisfied with:	21/22 GWAH	2022/23			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	82.2	77.3	92.7	87.4	86.7
Being kept Informed about services/activities	90.5	88.1	94.0	91.4	89.7
Overall quality of home	76.8	76.0	82.8	84.6	84.2
Management of neighbourhood	79.1	76.6	87.5	84.7	84.3
Opportunities for Decision Making	94.8	84.6	91.2	87.8	85.9
Repairs/ Maintenance service in last year	83.3	70.5	90.0	87.8	88.0
Rent represents 'Value for Money'	86.6	82.7	83.0	81.8	81.8

We are focused on continually improving our services and our 2023/24 plans include:

- ✓ Embedding our new Responsive Repairs Contract, ensuring a high quality service is provided.
- ✓ Talking to you about our Future Services Study Action Plan, Dover Street post completion evaluation and the format of this Annual Report on the Charter.
- ✓ Continuing with our ambitious property investment programme.

To find out more about our service engagement plans for 2023/24, please see our Service Engagement Plan on our website: www.gwha.org.uk. Paper copies available on request.

Complaint Handling

We manage complaints in line with the Scottish Public Services Ombudsman's 2-stage Complaints Handling Procedure. In 2022/23, a total of 143 complaints were received.

	Stage 1: Frontline					Stage 2: Investigation				
	Timescale: 5 working days					Timescale: 20 working days				
	GWAH		QEF	RSLs	SLs	GWAH (Total)		QEF	RSLs	SLs
	No.	%	%	%	%	No.	%	%	%	%
Received	141	-	-	-	-	35	-	-	-	-
c/f from 21/22	2	-	0	-	-	1	-	-	-	-
Completed	143	100	98.2	97.0	95.3	32	88.9	86.7	92.7	92.5
Complete in Timescale	138	96.5	-	-	-	30	93.8	-	-	-
Upheld	87	60.8	-	-	-	24	75.0	-	-	-
Average Days to Complete	2.97		3.4	4.6	5.8	16.8		11.0	17.1	19.3
External Investigation by SPSO						1				

Nature of Complaints

We record all 'expressions of dissatisfaction' as a complaint, even if you do not use the word "complaint".

This graph illustrates our complaints received by the area of concern.

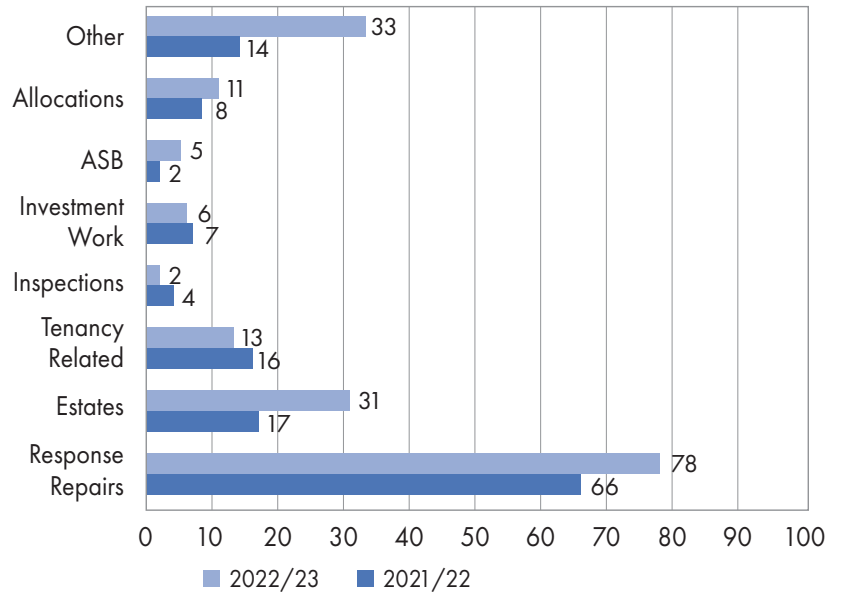
Note: 'Other' includes annual gas servicing, staff issue, communication and contractor conduct.

GWHA's complaints handling guide can be found on our website:

www.gwha.org.uk

Further information on complaints handling is available from the Scottish Public Services Ombudsman's website:

www.spsso.org.uk



You Said, We Did

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



You Said:

You were unaware of upcoming tree removals and that you did not receive the letter from the contractor.

You were unhappy as the incorrect name was noted on the correspondence received from us.

Several complaints about repairs contractors not appearing when appointment was arranged.



We Did:

We updated our process to provide additional posters in closes ahead of works commencing, in addition to social media and website updates.

We have since created a broader communication strategy with poster updates at concierge sites, in addition to our online updates.

In July 2023 we appointed a new contractor, The Bell Group.

Thank you for your many compliments over the year, which include:

"When reporting two separate repairs, on both occasions, I spoke to polite, concise and helpful individuals, they are a credit to your department."

"Pass on my appreciation to the concierge team."

"Thank you for your email and visit, your attitude and manner were very helpful and you listened to what we said."



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