

# Annual Report on the Charter (ARC) 2023/24

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2023/24, 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 20 housing associations, including GWAHA.

For further information about the SSHC, or to read the Scottish Housing Regulator's 2023/24 Landlord Report for GWAHA, visit [www.scottishhousingregulator.gov.uk](http://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](mailto:admin@glasgowwestha.co.uk).

## GWAHA Consumer Panel

Tenant groups that are formed a few times a year to help shape our services by providing valuable feedback on topical issues.

## 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 GWAHA



GWAHA's performance is within the Peer Group parameters



GWAHA's performance is better than (or equal to) Peer Group

## Stock Profile



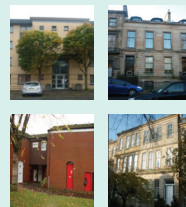
Tenement Flats  
675 (45.3%)



Deck Access  
325 (21.8%)



Multi-Storey  
315 (21.2%)



Other Flats\*  
117 (7.9%)



High Rise  
55 (3.7%)

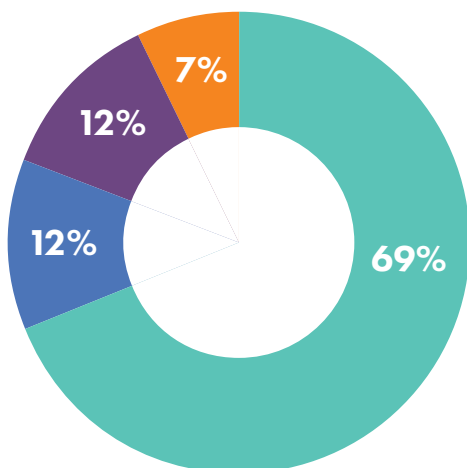


Houses  
2 (0.1%)

\*'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.	GWAHA	QEF	All RSLs	All SLs
Bedsit	58	£71.59	Not Reported	£88.36	£82.24
1 Bed	807	£88.87		£96.33	£87.87
2 Bed	504	£105.38		£97.65	£90.29
3 Bed	104	£124.43		£107.46	£98.30
4+ Bed	13	£134.65		£118.66	£108.29
Average Rent	1486	£104.98		£99.71	£91.81

**Total Rent Due: £7,218,262.24**

**Average Rent Increase: 6.7%**

# Tenancy & Repairs Services

Customer service and repairs have been key priorities. A Frontline Services Team was introduced to enhance communication and service delivery, in response to tenant feedback. Following a successful initial partnership from July 2023, the Bell Group has since been formally appointed for response repairs and void management, further strengthening our commitment to improving service quality.



Indicator	22/23	2023/24			
	GWHA	GWHA	QEF	All RSLs	All SLs
<b>Repairs and Maintenance</b>					
Average time (hours) to complete Emergency Repairs	7.8	<b>5.3</b>	2.7	3.6	4
Average time (days) to complete Non-Emergency Repairs	5.4	<b>4.6</b>	5.4	8.1	9
% of reactive repairs carried out Right First Time	66.2	<b>85</b>	91.8	88.1	88.4
No. of properties where Annual Gas Service (AGS) was <b>not</b> completed within 12 months	0	<b>0</b>	-	268	2633
% of properties where AGS completed within 12 months	100	<b>100</b>	99.8	-	-
<b>Neighbourhood and Community</b>					
No. of cases of anti-social behaviour (ASB) reported per 100 units	9.0	<b>7.9</b>	8	-	-
% of ASB cases resolved in the year	96	<b>96.6</b>	97.2	97.4	94.3
% of tenancies created in 22/23 that lasted at least 12 months	92.2	<b>94.8</b>	92.2	91.4	91.2
<b>Getting Good Value from Rents and Service Charges</b>					
Average length of time (days) to re-let properties	21.8 <sup>1</sup>	<b>33.4</b>	23.6	39.2	56.7
% of rent lost through properties being empty	0.5 <sup>1</sup>	<b>0.6</b>	0.5	1.1	1.4
% gross rent arrears	1.9	<b>1.9</b>	3.2	4.4	6.7
% rent collected	99.4	<b>99.6</b>	99.9	99.6	99.4

## Quality of Housing

### Key 2023/24 Investment Achievements:

- ✓ Common full-height glazing project complete enhancing tenant and resident safety to x196 homes at St Vincent Terrace
- ✓ Double-glazed window upgraded (x 49)
- ✓ Replacement Kitchen/Bathroom (x 56)
- ✓ Cyclical common close redecoration (x43)
- ✓ Design and procurement underway for Stonework (5-year programme)
- ✓ Net-Zero grant funding utilised to complete feasibility studies carried out at 6 locations (x 322)
- ✓ Pilot Retrofit Project (x9) Design developed for external wall insulation and internal component replacement
- ✓ Air Quality monitoring pilot project complete (x5)
- ✓ Ongoing electrical safety checks and fire alarm upgrade project



SHQS improvement through 23/24 is reflective of investment. Households where access has not been provided, and other matters out with our control (Byres Road/University Avenue Stonework Project) have impacted overall compliance. Priority investment works for 2024/25 (£5M) will address remaining SHQS compliance areas (kitchen and bathroom replacements, building fabric stonework and roof repairs).

Indicator	22/23	2023/24				24/25 GWHA TARGET
	GWHA	GWHA	QEF	All RSLs	All SLs	
% of properties meeting the Scottish Housing Quality Standard (SHQS)	58.0	<b>72.0</b>	90.9	91.4	84.4	79.4

<sup>1</sup>ARC applicable exclusions applied.  
Quality and Efficiency Forum (QEF), Registered social landlord (RSLs), All social landlords (SLs).

# Service Satisfaction

Quarterly independent surveys, conducted via telephone and face-to-face, help us better understand and meet your expectations. Your responses will continue to guide our strategies for improving customer service and repairs.



% of Tenants very or fairly satisfied with:	22/23 GWHA	2023/24			
		GWHA	QEF	All RSLs	All SLs
Overall service provision	77.3	<b>79.4</b>	88.9	87.7	86.5
Being kept Informed about services/activities	88.1	<b>88.4</b>	93.8	92.1	90.5
Opportunities for Decision Making	84.6	<b>85.9</b>	92.2	89.1	87.7
Overall quality of home	76.0	<b>78.1</b>	83.3	85.1	84.0
Repairs/Maintenance service in last year	70.5	<b>71.4</b>	87.8	87.3	87.3
Landlord's contribution to management of neighbourhood	76.6	<b>79.9</b>	87.6	85.7	84.7
Rent represents 'Value for Money'	82.7	<b>84.3</b>	83.5	81.9	81.6

**We are focused on continually improving our services and our 2024/25 plans include:**

- ✓ Fully embedding the Frontline Services Team to ensure the delivery of high-quality, customer-focused service
- ✓ Increased engagement on investment plans and local issues
- ✓ Engaging with you through the Annual Tenants Conference, regular Consumer Panel meetings about our Estate Services, Dover Street evaluation, and Corporate Publications, plus consulting on an action plan in response to your feedback from the 7x community engagement events held over the summer months
- ✓ Continuing with our ambitious property investment programme

To find out more about our engagement activities for 2024/25, please see our Service Engagement Plan on our website: [www.gwha.org.uk](http://www.gwha.org.uk). Paper copies available on request.

# Complaint Handling

We manage complaints in line with the Scottish Public Services Ombudsman 2-stage Complaints Handling Procedure. A total of 142 complaints were received, 33 less than in 2022/23.

	Stage 1: Frontline					Stage 2: Investigation				
	Timescale: 5 working days					Timescale: 20 working days				
	GWHA		QEF	RSLs	SLs	GWHA		QEF	RSLs	SLs
	No.	%	%	%	%	No.	%	%	%	%
Received	114	-	64	-	-	27	-	10	-	-
C/f from 22/23	0	-	1	-	-	4	-	1	-	-
Completed	114	<b>100</b>	98.7	97.7	96.7	28	<b>90.3</b>	95.6	93.8	90.7
Complete in Timescale	110	<b>96.4</b>	-	-	-	21	<b>75</b>	-	-	-
Upheld	75	<b>65.7</b>	-	-	-	18	<b>64.2</b>	-	-	-
Average Days to Complete	<b>2.9</b>		-	4.1	5.1	<b>19.1</b>		-	16.6	17.5
<b>External Investigation by SPSO</b>						<b>0</b>				

Quality and Efficiency Forum (QEF), Registered social landlord (RSLs), All social landlords (SLs).

# Nature of Complaints

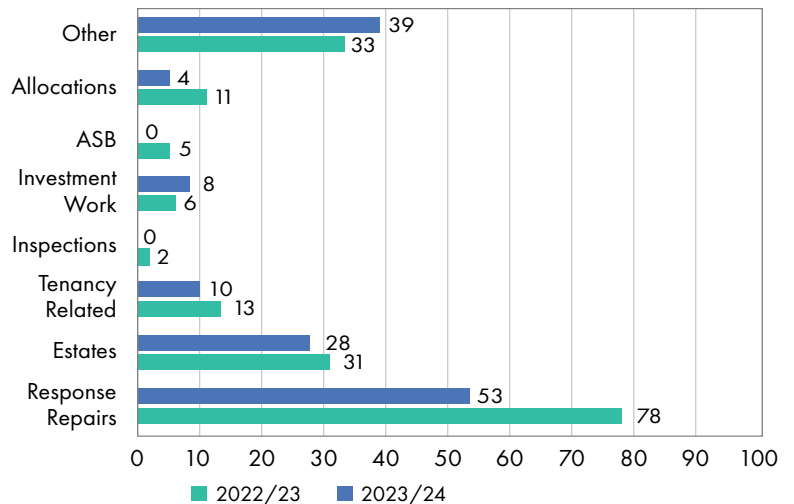
We record all "expressions of dissatisfaction" as a complaint, even if you do not use the word "complaint".

This graph illustrates complaints received by the area of concern.

Note: 'Other' includes Annual Gas Servicing, Communication, Parking, Contractor Conduct and Staff Issue.

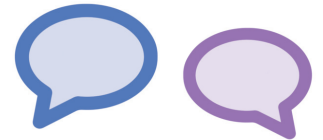
**GWHA's complaints handling guide is available on our website: [www.gwha.org.uk](http://www.gwha.org.uk)**

**Further information on complaints handling is available from the Scottish Public Services Ombudsman's website: [www.spsso.org.uk](http://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 not satisfied with our communication and that you would like to be more familiar with the people that manage your requests.



### We Did:

Launched our Frontline Services team and provided you with a leaflet that highlighted the key staff contact(s) for your address.

You were unhappy with the communication regarding our rent arrears process.



Reviewed our internal processes to enable changes to our letters to reflect individual circumstances.

You wanted to know more about the investment plans and issues in your local area.



Commit to holding local Community Engagement events to provide local information and discuss local issues.

Several lock ups were empty and not being allocated.



Provided policy training for staff to ensure lock ups are allocated whenever these become available.

You were dissatisfied with the Concierge service in relation to bin management and close cleaning.



Reviewed our Concierge rota and included daily inspections of bin rooms and clearing of blockages. Rotas are placed in the building to record this.

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

*A tenant expressed gratitude for his cost of living payment and added that response times and commitment from staff were brilliant.*

*Thanks also for the time I had at Glasgow West in the flat in Glasgow. It was sad to say goodbye to my home of nearly 19 years- it's been such a sanctuary and security to have that flat as my home for all these years. I'll always appreciate Glasgow West for giving me that. It's meant a lot.*

*A tenant complimented the excellent and efficient service from Total Homes as they arrived for the bulk uplift the same day as the booking was processed.*

*A tenant was 'so grateful for GWHA replying with such detail', and the team 'acting so quickly and effectively!' when there were issues relating to bin collection.*



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