

Annual Report on the Charter (ARC) 2024/25

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2024/25, 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 17 housing associations, including GWAH.

For further information about the SSHC, or to read the Scottish Housing Regulator's 2024/25 Landlord Report for GWAH, 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

GWAH holds annual Consumer Panels 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

Shareholding Members are elected at our Annual General Meeting and are responsible for governance, policies, service standards, performance and compliance. We run an annual Committee Training Forum if you are interested in finding out more about the role of our voluntary Management Committee Members.

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



Peer Group are performing better than GWAH



GWAH's performance is within the Peer Group parameters



GWAH'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%)

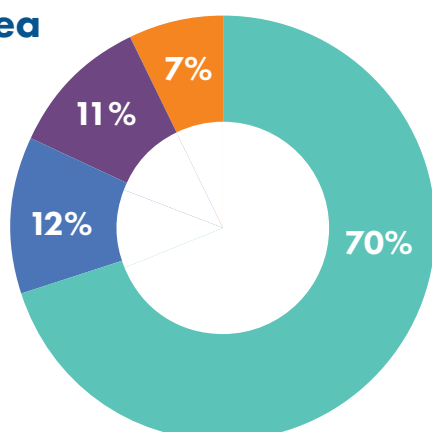


Houses
2 (0.1%)

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

Stock by Area

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



Average Weekly Rent

	No.	GWAH	QEF	All RSLs	All SLs
Bedsit	58	£70.67	Not Reported	£94.29	£87.12
1 Bed	828	£94.73		£102.72	£93.27
2 Bed	532	£112.98		£104.17	£96.00
3 Bed	113	£133.56		£114.78	£104.51
4+ Bed	13	£142.10		£127.25	£115.58
Average Rent	1,544	£103.37		£106.43	£97.59

Total Rent Due: £7,787,129

Average Rent Increase: 6.92%

Tenancy & Repairs Services

Customer service and repairs continue to be key priorities. We were pleased to see an 8.5% increase in satisfaction with the repairs service, demonstrating the positive impact of recent improvements. Our Frontline Services Team staff achieved a CIH Level 3 Certificate in Housing Practice, reflecting our investment in staff development to support enhanced services. In addition, new arrangements are now in place for tenants to report repairs directly to the Bell Group, our appointed contractor.



Indicator	23/24	2024/25			
	GWAH	GWAH	QEF	All RSLs	All SLs
Repairs and Maintenance					
Average time (hours) to complete Emergency Repairs	5.2	3.1	2.5	4.1	3.9
Average time (days) to complete Non-Emergency Repairs	4.6	5.3	5.1	8.3	9.1
% of reactive repairs carried out Right First Time	85	92	93.7	87.1	88
No. of properties where Annual Gas Service (AGS) was not completed within 12 months	0	4 ¹	–	–	–
% of properties where AGS completed within 12 months	100	99.7	99.9	–	–
Neighbourhood and Community					
No. of cases of anti-social behaviour (ASB) reported per 100 units	7.9	5.1	6.9	–	–
% of ASB cases resolved in the year	96.6	96.1	97.1	96.9	93.4
% of tenancies created in 23/24 that lasted at least 12 months	94.8	97.3	95.3	91.9	91.6
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re-let properties	33.4	27.9	19.3	40.4	60.6
% of rent lost through properties being empty	0.6	0.8	0.4	0.9	1.3
% gross rent arrears	1.9	2.8	2.7	4.1	6.2
% rent collected	99.6	99.6	100.6	100	100.2

Quality of Housing

Our main investment achievements during 2024/25 are:

- ✓ **Kitchens, Bathrooms, and Central Heating:** Phases 1 and 2 of the programme were successfully completed, enhancing 232 properties.
- ✓ **Window Replacement (Phase 3):** The final three properties were completed, bringing the total to 52 homes fitted with new double glazing.
- ✓ **Electrical Installation Condition Report (EICR) and LD2 Compliance:** Forced access works were carried out to meet the required standards, with only one EICR outstanding and ongoing engagement to resolve it.
- ✓ **Stone and Roof Fabric Repairs:** Design work for properties at Byres Road, University Place, and 484 St Vincent Street was completed. Subject to support from private owners, site works are expected to commence in Q2/Q3 of 2025/26.
- ✓ **Stock Condition Survey:** A total of 501 stock condition surveys were completed, with data automatically uploaded to our asset management system via mobile app integration.
- ✓ **Communal Area Decoration:** Year 2 of our close redecoration initiative was completed, with 42 external common areas decorated.
- ✓ **New Build Development:** 55 new flats were added to our housing stock and one commercial property with the completion of the Dover Street project.



SHQS improvement through 24/25 is reflective of the above noted investment. Households where access has not been provided and delays to the Byres Road Stonework Project have impacted our overall compliance. Priority investment works for 2025/26 will address remaining SHQS compliance areas (kitchen and bathroom replacements, building fabric stonework and roof repairs) projecting 79.4% compliance by March 2026.

Indicator	23/24 GWAH	2024/25				25/26 GWAH TARGET
		GWAH	QEF	All RSLs	All SLs	
% of properties meeting the Scottish Housing Quality Standard (SHQS)	71.9	75.5	92.9	91.9	87.2	79.4

¹Two AGS checks were not completed within the 12-month timeframe due to a red weather warning, and two others were missed because the properties were recent acquisitions and had not yet been added to the gas contract. We now hold valid AGS certificates for 100% of our properties. 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:	23/24 GWAH	2024/25			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	79.4	81.2	90.3	88.1	86.8
Being kept Informed about services/activities	88.4	92.8	94.2	91.9	90.0
Opportunities for Decision Making	85.9	85.8	90.8	91.9	90.0
Overall quality of home	78.1	80.7	86.9	85.9	84.7
Repairs/Maintenance service in last year	71.4	80.5	91.6	87.1	86.7
Landlord's contribution to management of neighbourhood	79.9	79.1	88.2	85.7	84.2
Rent represents 'Value for Money'	84.3	80.7	84.5	82.0	81.7

We are focused on continually improving our services and our 2025/26 plans include

- ✓ Year 2 of our Community Engagement Events (CEV) with increased engagement on investment plans and local issues.
- ✓ Relaunch of our Service Quality Guarantee
- ✓ Increased pre and post repairs inspections by GWAH staff
- ✓ Enhancing communication accessibility
- ✓ Talking to you through our regular Consumer Panel meetings about our Service Quality Guarantee and corporate publications.
- ✓ Continuing with our ambitious property investment programme.

To find out more, please see our Service Engagement Plan 2025/26 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 2-stage Complaints Handling Procedure. A total of 174 complaints were received, 32 more than in 2023/24.

	Stage 1: Frontline					Stage 2: Investigation				
	Timescale: 5 working days					Timescale: 20 working days				
	GWAH		QEF Average	RSLs	SLs	GWAH		QEF Average	RSLs	SLs
	No.	%	No.	%	%	No.	%	No.	%	%
Received	143	–	54	–	–	33	–	10	–	–
C/f from 23/24	0	–	1	–	–	4	–	1	–	–
Completed	140	97.9	99.3%	97.8	97.1	34	91.9	91.3%	93.8	90.8
Complete in Timescale	132	94.0	–	–	–	25	64.1	–	–	–
Upheld	64	45.0	–	–	–	24	70.0	–	–	–
Average Days to Complete	3.4		–	3.9	5.3	19.4		–	17.6	21.3
External Investigation by SPSO						3				

Nine of the Stage Two complaints were completed out with the SPSO target of 20 working days: 8 of these had agreed extensions of 6 to 9 working days, and one was backdated. One complaint exceeded the target without prior approval. Of the upheld complaints at Stage Two, 6 were fully upheld and 18 partially upheld.

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

Nature of Complaints

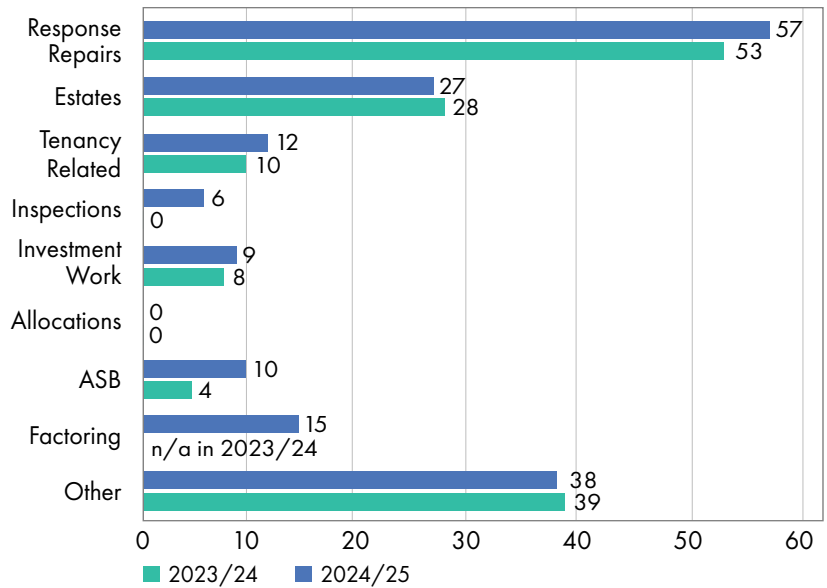
We record all “expressions of dissatisfaction” as a complaint, even if you do not use the word “complaint”.

This graph reports on the number of complaints received by area of concern.

GWHA’s 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.spsso.org.uk

Satisfaction with the repairs service increased by 8.5%, reflecting the positive impact of recent changes. However, complaint volumes remained steady. This is partly due to the approach taken by our Frontline Services Team, introduced in 2024/25, who ensure that all expressions of dissatisfaction are formally logged to support learning and continuous improvement.



‘Other’ includes Annual Gas Servicing, EICR, Contractor Conduct and Staff Issue.

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:

You told us you often speak to different staff members when contacting GWH, highlighting a need for greater consistency.

You told us that our repairs service could be more efficient.

You indicated your priority for grounds maintenance was ensuring value for money, including the cost and quality of the services provided.

We Did:

We introduced a Frontline Services Team, along with a dedicated Services Assistant as a named contact for each GWH area, to provide a more consistent and personalised service.

We streamlined our repair reporting process – our contractor, Bell, now handles GWH calls directly and raises repair jobs immediately, creating a more streamlined process.

We listened to your feedback, and procured a combined Grounds and Close cleaning services contract which commenced Q1 2025/26.

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

One resident praised a GWH team member for the excellent effort in cleaning the paving in their backcourt, noting that the work was greatly appreciated.

After a swift repair to her gate and kitchen units, a tenant shared that she couldn’t be happier with the service and wouldn’t expect more from a housing association.

Expressing their gratitude, a tenant said they were absolutely delighted with the support received from the Allocations Team and thanked all GWH staff for their efforts.

Pleased with the outcome, a resident expressed her appreciation for the quality of her new kitchen and extended thanks to everyone involved in the renewal works.



5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Email: admin@glasgowwestha.co.uk

Website: www.gwha.org.uk

@glasgowwest4 facebook.com/glasgowwestha

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