

# Annual Report on the Charter (ARC) 2021/22

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2021/22, 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 23 housing associations, including GWAH. For further information about the SSHC, or to read the Scottish Housing Regulator's 2021/22 Landlord Report for GWAH, 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).

## GWAH Consumer Panel

GWAH 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 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  
671 (45.2%)



Deck Access  
325 (21.9%)



Multi-Storey  
315 (21.2%)



Other Flats\*  
117 (7.9%)



High Rise  
55 (3.7%)

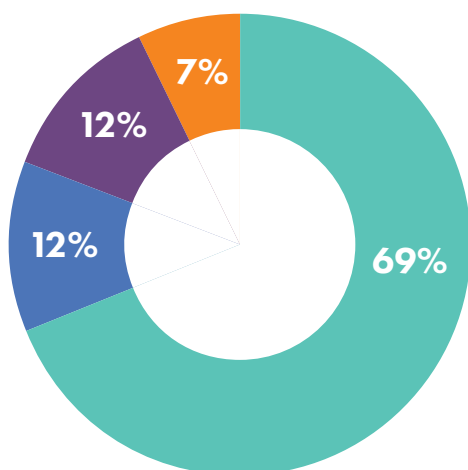


Houses  
2 (0.1%)

\*'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.	GWAH	QEF	All RSLs	All SLs
Bedsit	58	£66.32	Not Reported	£80.86	£75.95
1 Bed	808	£82.15		£87.79	£81.32
2 Bed	504	£95.79		£89.82	£84.18
3 Bed	104	£110.46		£99.08	£91.48
4+ Bed	11	£118.60		£109.33	£100.74
Average Rent	-	£91.92		£91.51	£85.36

**Total Rent Due: £6,611,765**

**Average Rent Increase: 3.96%**

# 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, and are largely out with our control: including labour and material shortages and escalating costs.



Indicator	20/21 GWAH	2021/22			
		GWAH	QEF	All RSLs	All SLs
Repairs and Maintenance					
Average time (hours) to complete Emergency Repairs	4.2	3.9	3.0	3.4	4.2
Average time (days) to complete Non-Emergency Repairs	7.0	7.9	6.7	8.6	8.9
% of reactive repairs carried out Right First Time	72.5	74.9	87.5	87.9	88.27
No. of properties where Annual Gas Service (AGS) was <b>not</b> completed within 12 months	105	0	–	7	18
% of properties where AGS completed within 12 months	92.9	100	99.8	–	–
Neighbourhood and Community					
No. of cases of anti-social behaviour (ASB) reported per 100 units		6.1	8.2	8.3	8.2
% of ASB cases resolved in the year	97.8	96.6	95.5	96.18	94.67
% of tenancies created in 20/21 that lasted at least 12 months	94.3	93.4	91.9	90.7	90.8
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re-let properties	78.9	52.6	36.2	43.9	51.6
% of rent lost through properties being empty	1.0	1.1	0.9	1.25	1.43
% gross rent arrears	2.6	2.0	3.1	4.24	6.34
% rent collected	98.5	99.5	99.6	99.8	99.28

## Quality of Housing

**Our main investment achievements during 2021/22 are listed below.**

- ✓ CCTV modernisation at Blythwood Court and St Vincent Terrace.
- ✓ Modernisation of 3 lifts at Hyndland.
- ✓ Byres Road stonework surveys and essential descale/make safe works completed in preparation for further remedial works in 2022/23.
- ✓ Safety measures introduced at St Vincent Terrace whilst the Design Team continue to develop plans for the replacement of the full height glass at stairway link corridors.
- ✓ Appointment of consultants to progress projects including windows replacement and smoke alarm/electrical safety.



A change in regulations and reporting requirements, as well as the St Vincent Terrace H&S project, have impacted our SHQS and EESSH performance. Our ambitious investment plans totalling £25m over 5 years will deliver significant performance improvements in these areas.

Indicator	20/21 GWAH	2021/22				22/23 GWAH TARGET
		GWAH	QEF	All RSLs	All SLs	
% of properties meeting the Scottish Housing Quality Standard (SHQS)	60.7	<b>12.7</b>	75.7	79.8	74.6	72.5%
% of properties meeting the Energy Efficiency Standard for Social Housing (EESH)	72.2	<b>76.4</b>	95.7	95.1	91.0	92.9%

# Service Satisfaction

The monthly independent surveys will be a combination of telephone and face-to-face from April 2022.



% of Tenants very or fairly satisfied with:	20/21 GWAH	2021/22			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	86.3	82.2	89.5	87.5	87.7
Being kept Informed about services/activities	93.0	90.5	94.5	90.8	91.1
Overall quality of home	84.0	76.8	86.1	85.9	85.4
Management of neighbourhood	78.9	79.1	87.9	84.2	85.1
Opportunities for Decision Making	95.6	94.8	92.0	86.1	86.8
Repairs/ Maintenance service in last year	83.3	83.3	92.0	89.1	88.0
Rent represents 'Value for Money'	89.2	86.6	83.6	81.0	82.5

**We are focused on continually improving our services and our 2022/23 plans include:**

- ✓ Finding out your priorities for our future service provision through our Future Services Survey.
- ✓ Talking to you through our regular Consumer Panel meetings about our Anti-social Behaviour Service, Repairs Service and our Garden Grant.
- ✓ Continuing with our ambitious property investment programme.
- ✓ Consulting with you to ensure our Corporate Strategy (our vision, mission and values) remains ambitious and fit for purpose as we move towards and beyond our 50th anniversary in 2028.

To find out more about our service engagement plans for 2022/23, 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 134 complaints were received, 5 less than in 2020/21.

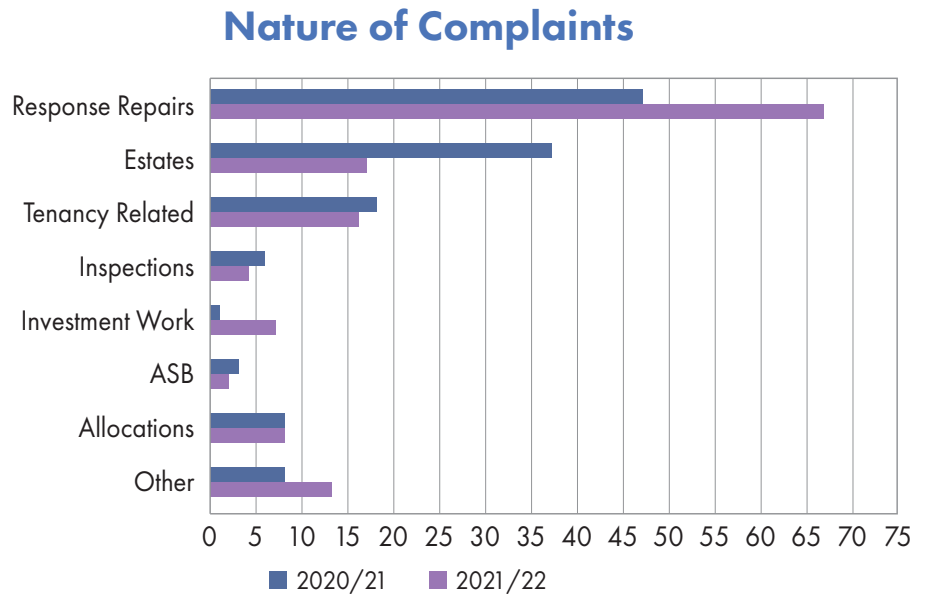
	Stage 1: Frontline					Stage 2: Investigation									
	Timescale: 5 working days					Timescale: 20 working days									
	GWAH		QEF	RSLs	SLs	GWAH (Escalated)		GWAH (Direct)		GWAH (Total)		QEF	RSLs	SLs	
	No.	%	%	%	%	No.	%	No.	%	No.	%	%	%	%	
Received	113	100	–	–	–	9	–	12	–	21	–	–	–	–	
c/f from 20/21	0	0	0	–	–	0	–	0	–	0	–	0	–	–	
Completed	111	98.2	98.4	–	–	8	88.9	12	100	20	95.2	80.4	95.2	93.8	
Complete in Timescale	108	97.3	–	–	–	8	88.9	11	91.7	19	90.5	–	–	–	
Upheld	63	56.7	–	–	–	6	66.7	4	30	10	47.6	–	–	–	
Average Days to Complete	3.6		3.2	–	–	10.9		14.3		12.9		13.2	16.8	27.4	
External Investigation by SPSO											0				

# Nature of Complaints

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

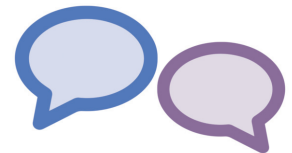
**Our complaints handling guide is available on our website:**  
[www.gwha.org.uk](http://www.gwha.org.uk).

**Further information on complaints handling is available from the Scottish Public Services Ombudsman's website:**  
[www.spso.org.uk](http://www.spso.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:

Several people were unhappy with the close cleaning.



### We Did:

A new contractor, Caledonian Maintenance Services, started delivering this service in August 2020. We will closely monitor this quality.

You were unhappy with how changes to our concierge service were communicated during the initial lockdown.



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

You were unhappy that a repair noticed at a property inspection was not completed.



Better record keeping after inspections has been put in place to avoid this happening again.

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

"Thank you for resolving the issue with my back court so quickly."

"Very grateful for Recovery Fund order white good items. Impressed with quick response/order."

"Thank you for all of your help with my new flat. I really appreciate it and you were all so lovely to deal with."



5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

Website: [www.gwha.org.uk](http://www.gwha.org.uk)

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