

Annual Report to Tenants 2024-25



To navigate, simply swipe or scroll up and down the pages using your finger or cursor.
To return to the contents, tap or click the home icon below.



Welcome to the Annual Report to Tenants for 2024-25.

We hope you enjoy reading about what we achieved in the year and taking a look at how we performed on the key indicators we give the Scottish Housing Regulator each year.

The Regulator requires social landlords to carry out satisfaction surveys at least every three years. The satisfaction survey figures reported here are as reported in 2023/24.

Those figures are highlighted with an asterisk (*)



We can provide this document translated, in large print, in Braille, on tape or in another non-written format on request and at no cost.

Visit: www.lorettoha.co.uk/ways-we-can-help/accessibility



Contents

**Supporting our
tenants**

5

**Homes and
communities**

11

Your repairs service

15

**Rent and value
for money**

19

**Engaging with
tenants**

23

Scrutiny panel

27



Supporting our tenants

We did everything we could to help our tenants, including supporting them to pay their rent and other bills, access work and training, furnish their home and put food on the table.

For more on how we support tenants, visit: www.lorettoha.co.uk/ways-we-can-help





33

households supported with
free, upcycled furniture

27

jobs and training
places created





302

people helped with
benefit claims

£933k

claimed back in benefits





68

tenants supported
by fuel advisors

83

children who benefitted from
Wheatley Foundation projects



Overall satisfaction

Tenants satisfied with the
overall service

2024-25 **92.8%***

2023-24 **92.8%**

Scottish
average **86.8%**

Medical adaptations

Average time to complete
medical adaptations
(calendar days)

2024-25 **17.1 days**

2023-24 **18.1 days**

Scottish
average **44 days**



Complaints

Average time for a full response to complaints

Stage 1 *(working days)*

2024-25

3.6 days

2023-24

3.5 days

Scottish
average

5.4 days

Average time for a full response to complaints at

Stage 2 *(working days)*

2024-25

15.7 days

2023-24

15.2 days

Scottish
average

21.3 days



Homes and communities

We want our tenants to be proud of their home and neighbourhood.

As well as building new homes, we work to make existing homes safer, more energy efficient and more attractive and keep our communities clean and safe.





63

new homes built

£3.2m

improvements to homes
and communities









100%

neighbourhoods rated
five-star by
Keep Scotland Beautiful



The number and type of Loretto homes at 31/3/25

Apartment	Total units	Number lettable units	Average weekly rent
			
1	89	74	£128.61
2	1005	993	£105.42
3	1123	1119	£106.93
4	444	444	£115.52
5+	46	46	£136.56
Total self-contained	2707	2676	£108.90

(Average rents based on lettable stock only)



Your repairs service

Our 'Book It, Track It, Rate It' app helped improve customer satisfaction.

Our specialist MyRepairs team handles complex repairs.

We continued our focus on damp and mould.





13,711

reactive repairs carried out

4.5/5

average rating
over the year



Non-emergency repairs

Average time to complete
non-emergency repairs

2024-25

9 days

2023-24

8.6 days

Scottish
average

9.1 days

Repairs and maintenance

Satisfaction with repairs or
maintenance in last 12 months

2024-25

85.5%*

2023-24

85.5%

Scottish
average

86.7%



Reactive repairs completed right first time

2024-25	86.8%
2023-24	89.9%
Scottish average	88%

Gas safety Number of times the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check was not met

2024-25	0
2023-24	0



Rent and value for money

We know how important it is for tenants to feel their home and services are good value for money.

We did all we could to help our tenants navigate the difficult economic climate and alleviate the financial pressures they faced.



Value for money

Percentage of tenants who
feel their rent is good value
for money

2024-25

93%*

2023-24

93%

Scottish
average

81.7%

Rent collected

as a percentage of total
rent due

2024-25

99.5%

2023-24

99.8%

Scottish
average

100.2%



Rent arrears

Gross rent arrears

2024-25 **3.4%**

2023-24 **3.7%**

Scottish
average **6.2%**

Re-let properties

Average length of time taken
to re-let properties

2024-25 **9.7 days**

2023-24 **10.8 days**

Scottish
average **60.6 days**



Rent lost

Rent lost through properties
being empty

2024-25

0.2%

2023-24

0.2%

Scottish
average

1.3%



Engaging with tenants

We want tenants to be at the heart of what we do.

Our 'Stronger Voices' programme helped tenants shape our services. Tenants took part in focus groups, surveys, neighbourhood walkabouts and other activities.





Stronger Voices

Tenants also took part in focus groups on anti-social behaviour, tenancy sustainment, repairs, and more.

65

tenants registered with Stronger Voices programme this year.





30

focus groups and panel
meetings held

85

walkabouts held



Decision making

Percentage of tenants who were happy with opportunities to participate

2024-25 **98.5%***

2023-24 **98.5%**

Scottish average **86.3%**

Keeping you informed

Tenants satisfied with their landlord keeping them informed about their services and decisions

2024-25 **97.9%***

2023-24 **97.9%**

Scottish average **90%**





The Group Scrutiny Panel includes over 20 customers from Wheatley communities across Scotland. The panel meets quarterly to scrutinise performance, choosing their priorities. In 2024-25, the panel focused on anti-social behaviour, tenancy sustainment, repairs, and re-lets/empty homes.

The panel decides a 'spotlight' item for each meeting and can undertake thematic reviews. Last year they reviewed environmental services and presented their findings to Boards. This year, the panel's thematic review has been on tenancy sustainment.

To get involved, visit:
www.lorettoha.co.uk/about-us/how-we-do-business/get-involved



Landlord self-assurance is at the heart of the Scottish Housing Regulator's approach to regulation. An important element of this is our Annual Assurance Statement. We have assessed compliance against the relevant regulatory requirements, and the Wheatley Group Board considered evidence at its meeting on 27 August 2025. The Wheatley Group Board has confirmed that all Registered Social Landlords which are part of Wheatley Housing Group Limited – Wheatley Homes Glasgow Limited, Wheatley Homes East Limited, Wheatley Homes South Limited and Loretto Housing Association Limited – comply with all relevant requirements set out in the regulatory framework. The full statement is available to view at www.wheatley-group.com

We also comply with the Scottish Social Housing Charter. This Annual Report provides an assessment of our performance against the outcomes and standards.

