

# Annual Report to Tenants 2024-25



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# 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.wheatleyhomes-glasgow.com/ways-we-can-help/accessibility](http://www.wheatleyhomes-glasgow.com/ways-we-can-help/accessibility)



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# 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.wheatleyhomes-glasgow.com/ways-we-can-help](http://www.wheatleyhomes-glasgow.com/ways-we-can-help)





# 807

households supported with  
free, upcycled furniture

# 533

jobs and training  
places created





# 5047

people helped with  
benefit claims

# £13.1m

claimed back in benefits





# 1605

tenants supported by fuel  
advisors

# 1959

children who benefitted from  
Wheatley Foundation projects





## Overall satisfaction

Tenants satisfied with the  
overall service

2024-25 **86.7%\***

2023-24 **86.7%**

Scottish  
average **86.8%**

## Medical adaptations

Average time to complete  
medical adaptations  
*(calendar days)*

2024-25 **16.1 days**

2023-24 **17.7 days**

Scottish  
average **44 days**



## Complaints

Average time for a full response to complaints

**Stage 1** *(working days)*

2024-25

**3.7 days**

2023-24

**4 days**

Scottish  
average

**5.4 days**

Average time for a full response to complaints at

**Stage 2** *(working days)*

2024-25

**14.9 days**

2023-24

**16.5 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.





# 178

new homes built

# £53.1m

improvements to homes  
and communities





# 100%

neighbourhoods rated  
five-star by  
Keep Scotland Beautiful



# The number and type of Wheatley Homes Glasgow homes at 31/3/25

| Apartment                                                                        | Total units                                                                       | Number lettable units                                                             | Average weekly rent                                                               |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|  |  |  |  |
| <b>1</b>                                                                         | <b>2796</b>                                                                       | <b>2742</b>                                                                       | <b>£82.73</b>                                                                     |
| <b>2</b>                                                                         | <b>8165</b>                                                                       | <b>8133</b>                                                                       | <b>£94.69</b>                                                                     |
| <b>3</b>                                                                         | <b>21,757</b>                                                                     | <b>21,673</b>                                                                     | <b>£101.71</b>                                                                    |
| <b>4</b>                                                                         | <b>8214</b>                                                                       | <b>8199</b>                                                                       | <b>£118.24</b>                                                                    |
| <b>5+</b>                                                                        | <b>1281</b>                                                                       | <b>1279</b>                                                                       | <b>£129.75</b>                                                                    |
| <b>Total self-contained</b>                                                      | <b>42,213</b>                                                                     | <b>42,026</b>                                                                     | <b>£103.19</b>                                                                    |

(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 handled complex repairs.

We continued our focus on damp and mould.





# 203,670

reactive repairs carried out

# 4.5/5

average rating  
over the year





## Non-emergency repairs

Average time to complete  
non-emergency repairs

2024-25

**7.9 days**

2023-24

**8 days**

Scottish  
average

**9.1 days**

## Repairs and maintenance

Satisfaction with repairs or  
maintenance in last 12 months

2024-25

**92.6%\***

2023-24

**92.6%**

Scottish  
average

**86.7%**



## Reactive repairs completed right first time

|                  |       |
|------------------|-------|
| 2024-25          | 90.2% |
| 2023-24          | 91.6% |
| 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

**89.4%\***

2023-24

**89.4%**

Scottish  
average

**81.7%**

## Rent collected

as a percentage of total  
rent due

2024-25

**99.3%**

2023-24

**99.2%**

Scottish  
average

**100.2%**



## Rent arrears

Gross rent arrears

2024-25 **5.4%**

2023-24 **5.9%**

Scottish  
average **6.2%**

## Re-let properties

Average length of time taken to  
re-let properties

2024-25 **21.4 days**

2023-24 **15.8 days**

Scottish  
average **60.6 days**



## Rent lost

Rent lost through properties  
being empty

2024-25

**0.5%**

2023-24

**0.5%**

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.

# 815

tenants registered with Stronger Voices programme this year.







**64**

focus groups and panel  
meetings held

**104**

walkabouts held



## Decision making

Percentage of tenants who were happy with opportunities to participate

2024-25 **97.6%\***

2023-24 **97.6%**

Scottish average **86.3%**

## Keeping you informed

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

2024-25 **93.6%\***

2023-24 **93.6%**

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.wheatleyhomes-glasgow.com/about-us/who-we-are/get-involved](http://www.wheatleyhomes-glasgow.com/about-us/who-we-are/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](http://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.

