Wheatley Homes East

# Annual Report to Tenants 2025-26



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# Welcome to the Annual Report to Tenants for 2025-26.

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 2025/26.

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-east.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-east.com/ways-we-can-help




# 134

households supported with free, upcycled furniture

# 138

jobs and training places created



# 991

people helped with benefit claims

# £3.5m

claimed back in benefits



# 1012

book distributed to under-fives through Dolly Parton Imagination Library initiative

# 591

children who benefitted from Wheatley Foundation projects

**Overall satisfaction**

Tenants satisfied with the overall service

| | |
|---|---|
| 2025-26 | **95.6%*** |
| 2024-25 | **95.6%** |
| Scottish average | **86.8%** |

**Medical adaptations**

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

| | |
|---|---|
| 2025-26 | **19.1 days** |
| 2024-25 | **20.2 days** |
| Scottish average | **44 days** |



## Complaints

Average time for a full response to complaints **Stage 1** *(working days)*

| | |
|---|---|
| 2025-26 | **4 days** |
| 2024-25 | **3.9 days** |
| Scottish average | **5.4 days** |

Average time for a full response to complaints at **Stage 2** *(working days)*

| | |
|---|---|
| 2025-26 | **16.5 days** |
| 2024-25 | **15.4 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.





# 377

new homes built

# £6.1m

improvements to homes and communities



# 100%

neighbourhoods rated
five-star by
Keep Scotland Beautiful

# The number and type of Wheatley Homes East homes at 31/3/26

| Apartment | Total units | Number lettable units | Average weekly rent |
|---|---|---|---|
| 1 | 31 | 31 | £116.16 |
| 2 | 3295 | 3290 | £121.36 |
| 3 | 2610 | 2602 | £132.95 |
| 4 | 968 | 965 | £126.25 |
| 5+ | 151 | 151 | £122.96 |
| Total self-contained | 7055 | 7039 | £126.33 |

(Average rents based on lettable stock only)

# Your repairs service

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

We continued our focus on damp and mould.




# 37,784

reactive repairs carried out

# 4.4/5

average rating
over the year

**Non-emergency repairs**
Average time to complete non-emergency repairs

| | |
|---|---|
| 2025-26 | **9 days** |
| 2024-25 | **10 days** |
| Scottish average | **9.1 days** |

**Repairs and maintenance**
Satisfaction with repairs or maintenance in last 12 months

| | |
|---|---|
| 2025-26 | **96.8%*** |
| 2024-25 | **96.8%** |
| Scottish average | **86.7%** |



**Reactive repairs**
completed right first time

| | |
|---|---|
| 2025-26 | **98.9%** |
| 2024-25 | **88.1%** |
| 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

| | |
|---|---|
| 2025-26 | **0** |
| 2024-25 | **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

| | |
|---|---|
| 2025-26 | **95.9%*** |
| 2024-25 | **95.9%** |
| Scottish average | **81.7%** |

**Rent collected**
as a percentage of total rent due

| | |
|---|---|
| 2025-26 | **98%** |
| 2024-25 | **98.8%** |
| Scottish average | **100.2%** |



**Rent arrears**
Gross rent arrears

| | |
|---|---|
| 2025-26 | **5.4%** |
| 2024-25 | **4.9%** |
| Scottish average | **6.2%** |

**Re-let properties**
Average length of time taken to re-let properties

| | |
|---|---|
| 2025-26 | **15.4 days** |
| 2024-25 | **14.2 days** |
| Scottish average | **60.6 days** |



**Rent lost**

Rent lost through properties being empty

| | |
|---|---|
| 2025-26 | **0.6%** |
| 2024-25 | **0.4%** |
| 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.

**215**

tenants registered with Stronger Voices programme this year.



**50**

people attending community events

**183**

people attending pop-up events and surgeries

**Decision making**

Percentage of tenants who were happy with opportunities to participate

| | |
|---|---|
| 2024-25 | **99.5%*** |
| 2023-24 | **99.5%** |
| Scottish average | **86.3%** |

**Keeping you informed**

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

| | |
|---|---|
| 2024-25 | **98.1%*** |
| 2023-24 | **98.1%** |
| Scottish average | **90%** |

Scrutiny panel

The Group Scrutiny Panel includes over 20 customers from Wheatley communities across Scotland. The panel meets quarterly to scrutinise performance, choosing their priorities. In 2025-26, 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 tenancy sustainment. The panel's work was recognised nationally by the Tenant Participation Advisory Service and the Chartered Institute of Housing.

To get involved, visit: www.wheatleyhomes-east.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 26 August 2026. 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.