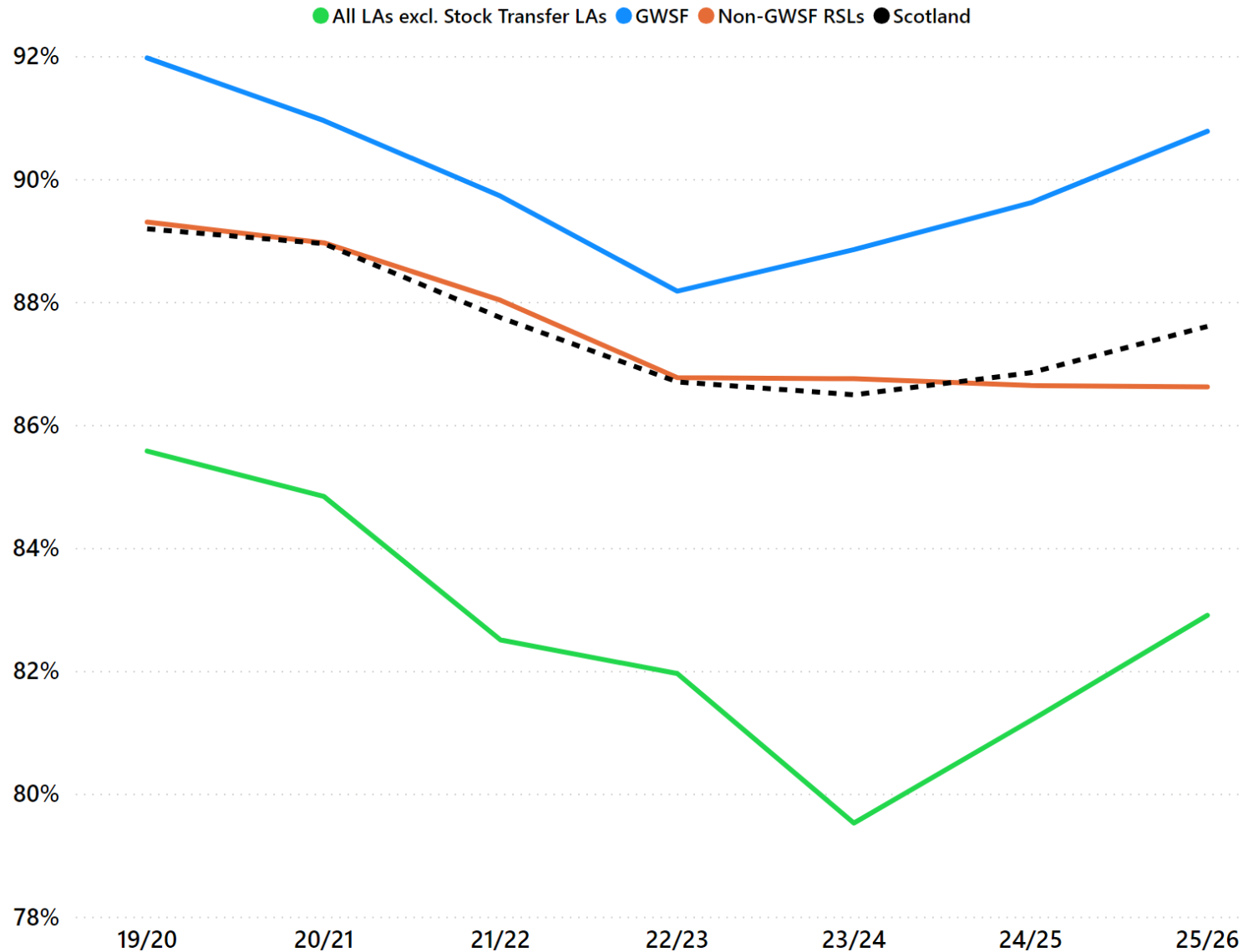


Glasgow and West of Scotland Forum

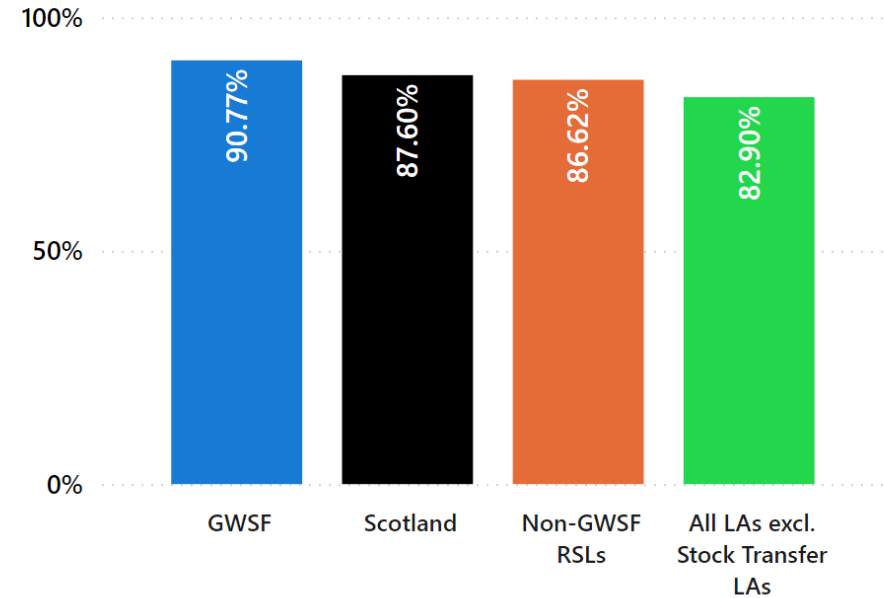
Performance Analysis Visit 2025/26
September 2026

Overall Satisfaction

11 Percentage satisfied with overall service



25/26

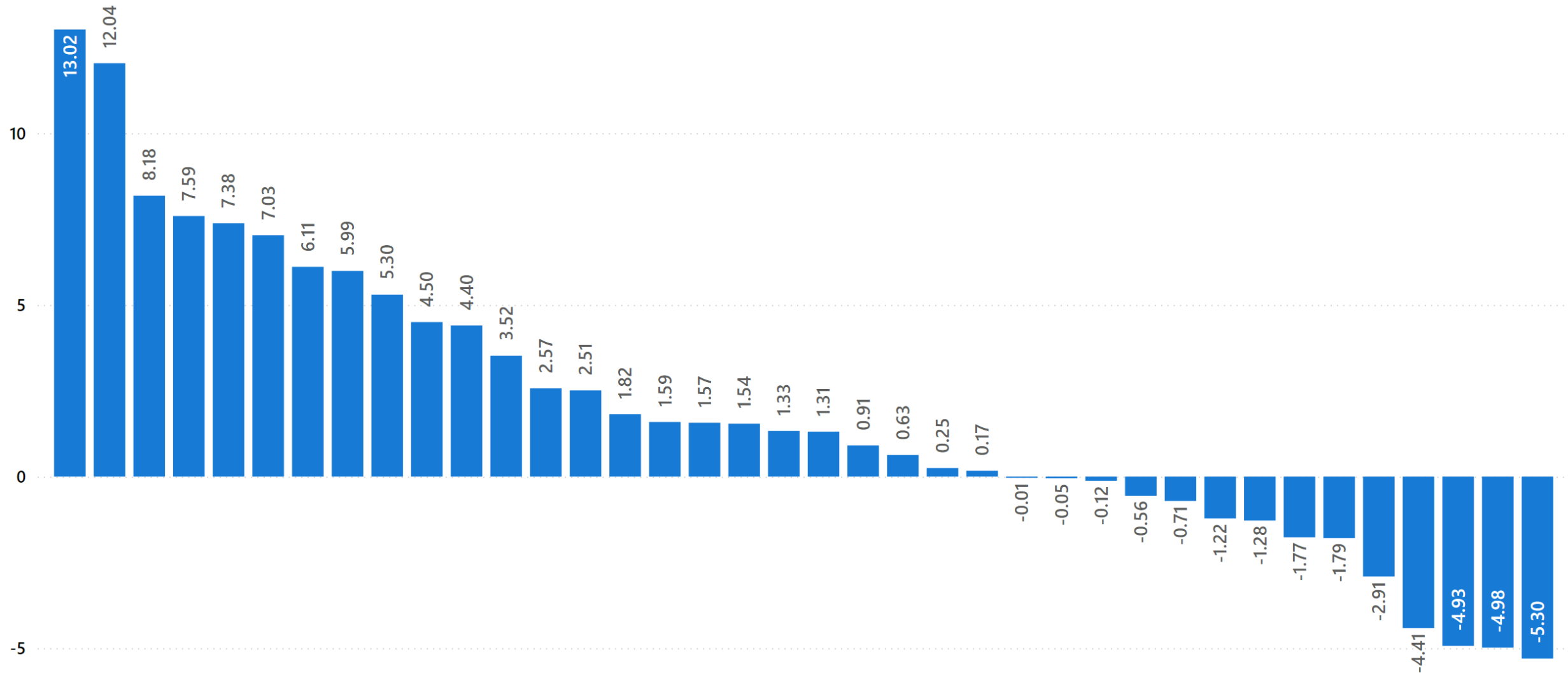


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	82.50%	81.95%	79.52%	81.19%	82.90%
GWSF	89.72%	88.17%	88.85%	89.61%	90.77%
Non-GWSF RSLs	88.03%	86.77%	86.75%	86.64%	86.62%
Scotland	87.74%	86.70%	86.49%	86.85%	87.60%

Overall Satisfaction

11 Percentage satisfied with overall service - GWSF members only

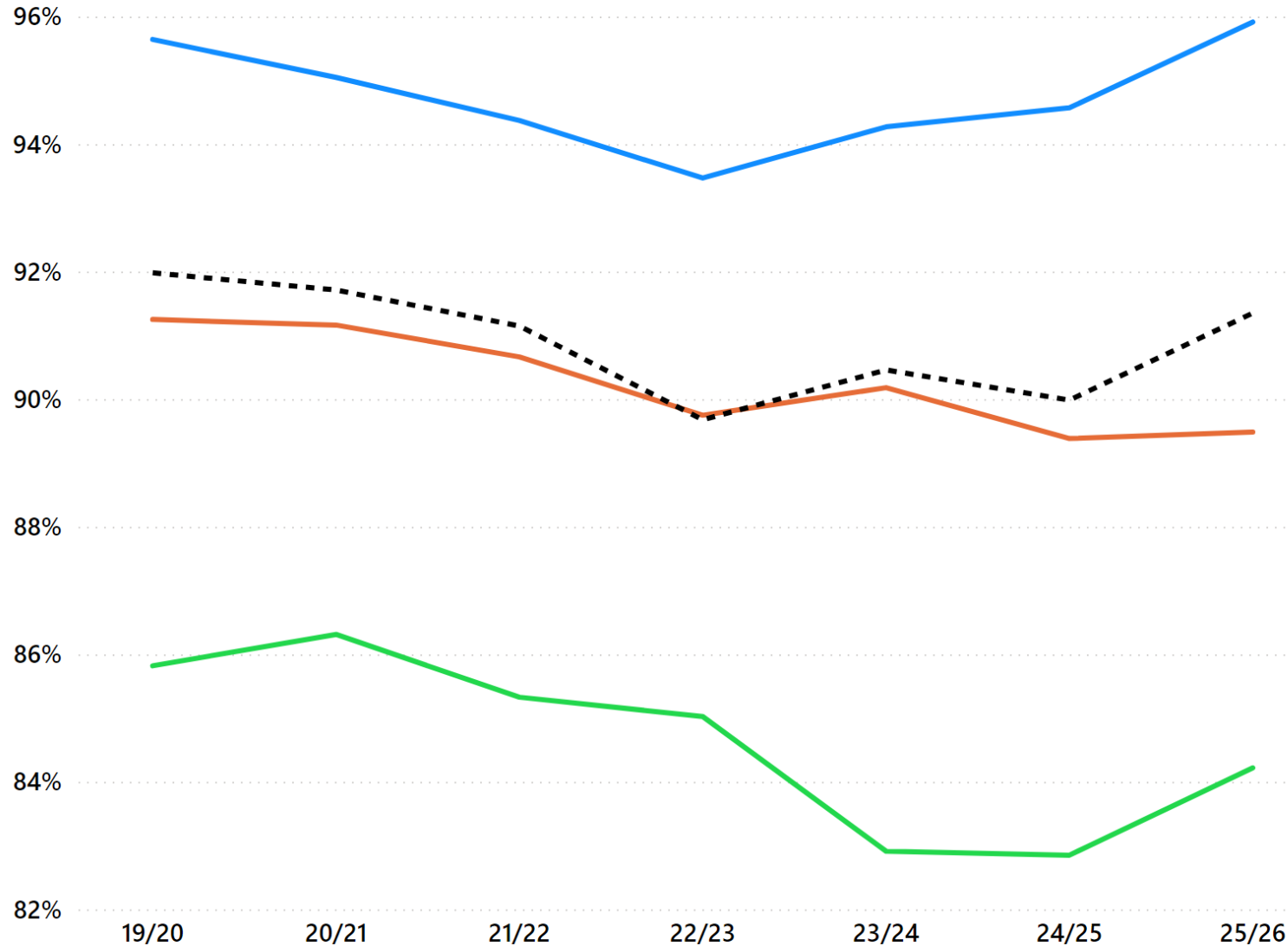
Change from previous survey



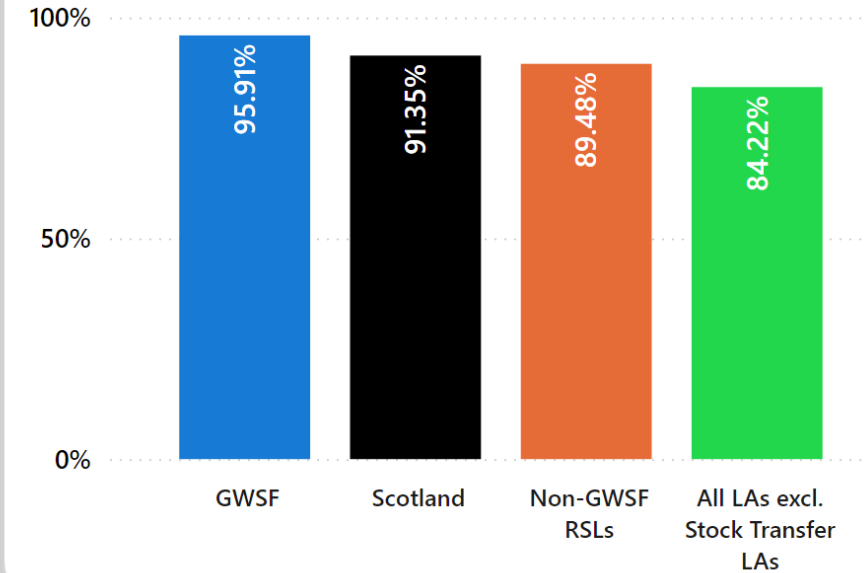
Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and...

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



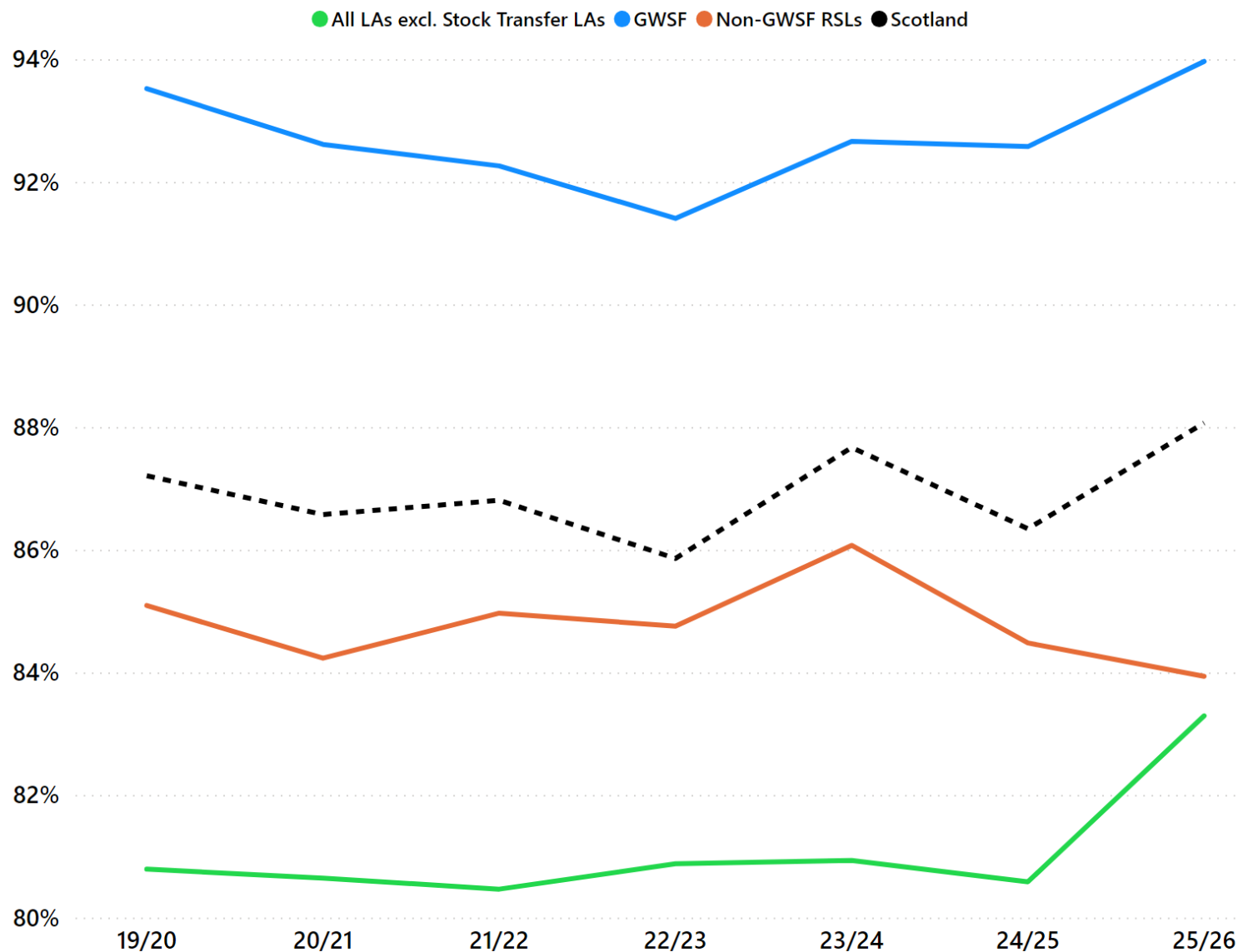
25/26



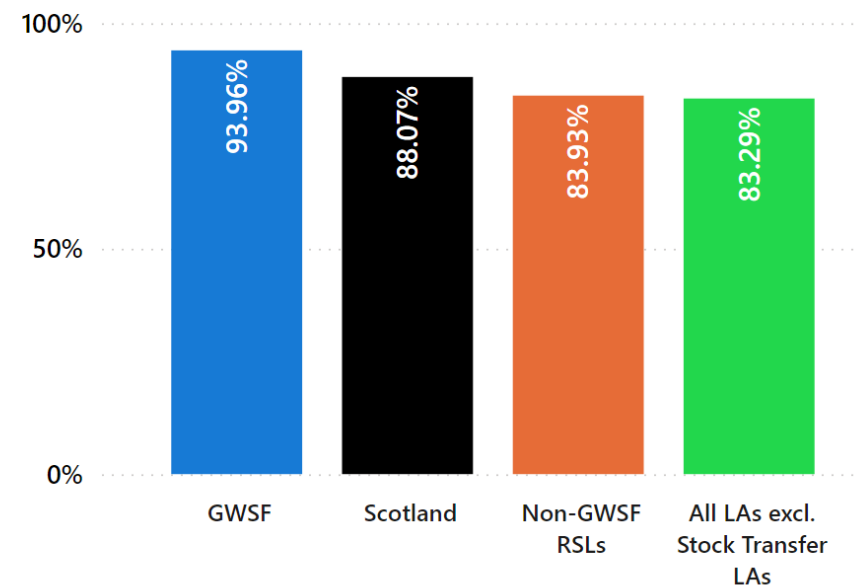
Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	85.33%	85.02%	82.91%	82.85%	84.22%
GWSF	94.37%	93.47%	94.27%	94.57%	95.91%
Non-GWSF RSLs	90.66%	89.75%	90.18%	89.38%	89.48%
Scotland	91.15%	89.68%	90.46%	89.98%	91.35%

Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision...



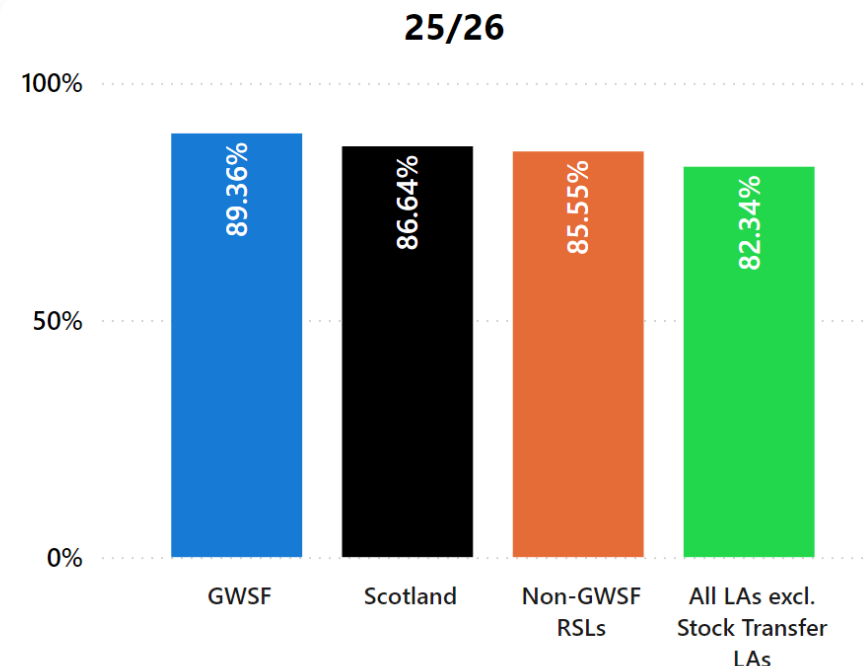
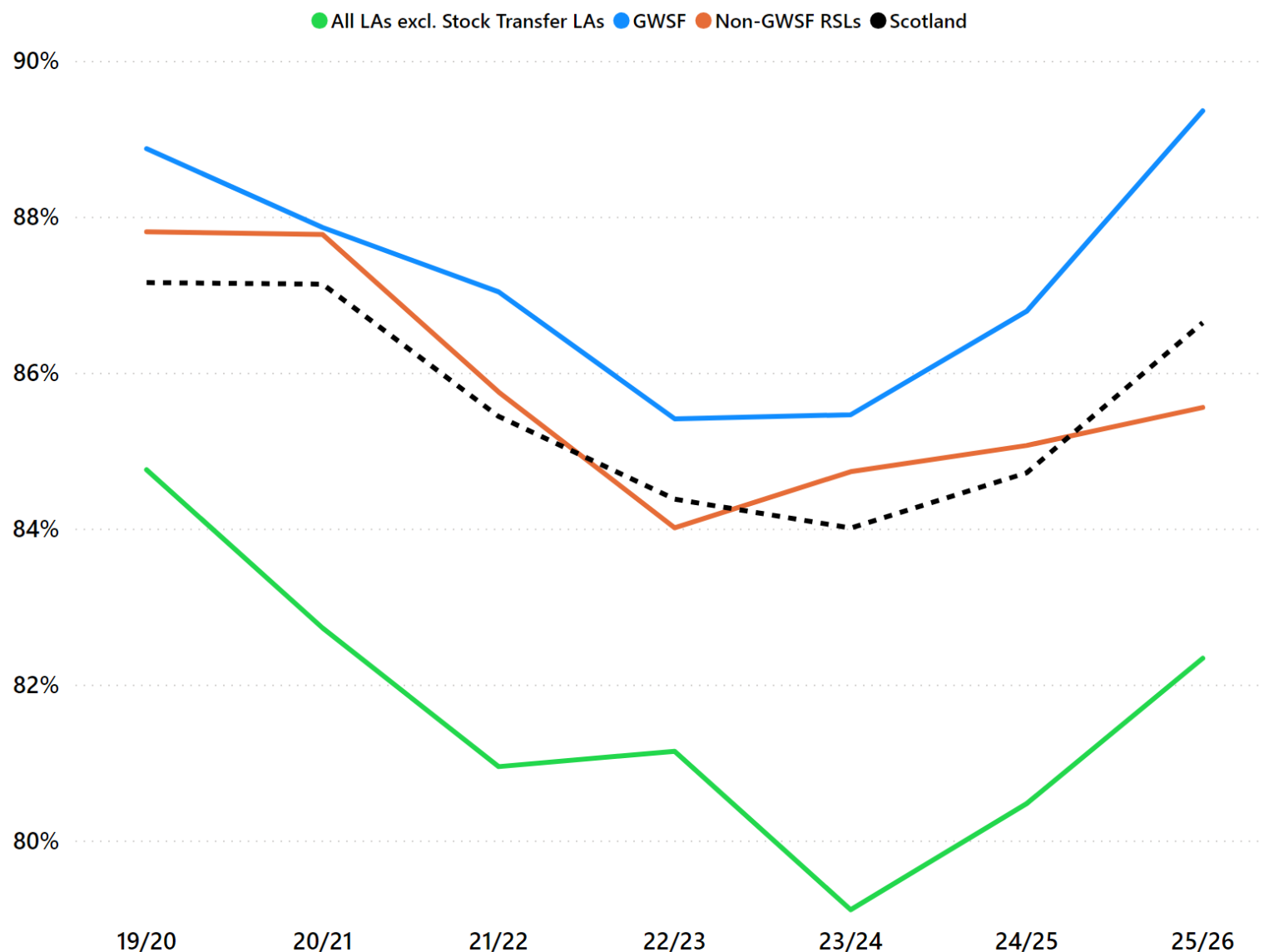
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	80.46%	80.88%	80.93%	80.58%	83.29%
GWSF	92.26%	91.40%	92.66%	92.57%	93.96%
Non-GWSF RSLs	84.96%	84.75%	86.07%	84.48%	83.93%
Scotland	86.81%	85.86%	87.67%	86.34%	88.07%

Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home

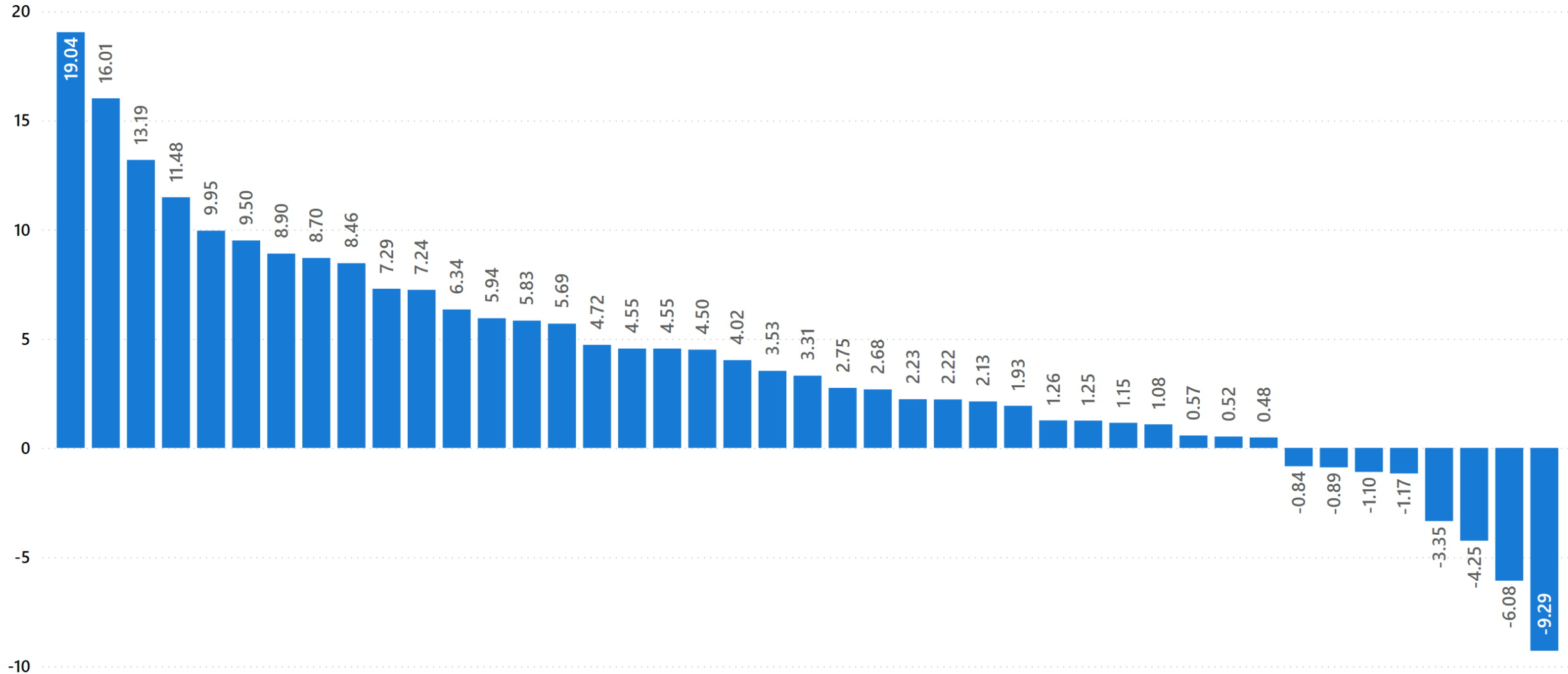


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	80.95%	81.14%	79.11%	80.47%	82.34%
GWSF	87.04%	85.41%	85.46%	86.79%	89.36%
Non-GWSF RSLs	85.75%	84.01%	84.73%	85.07%	85.55%
Scotland	85.44%	84.38%	84.01%	84.72%	86.64%

Quality of Home

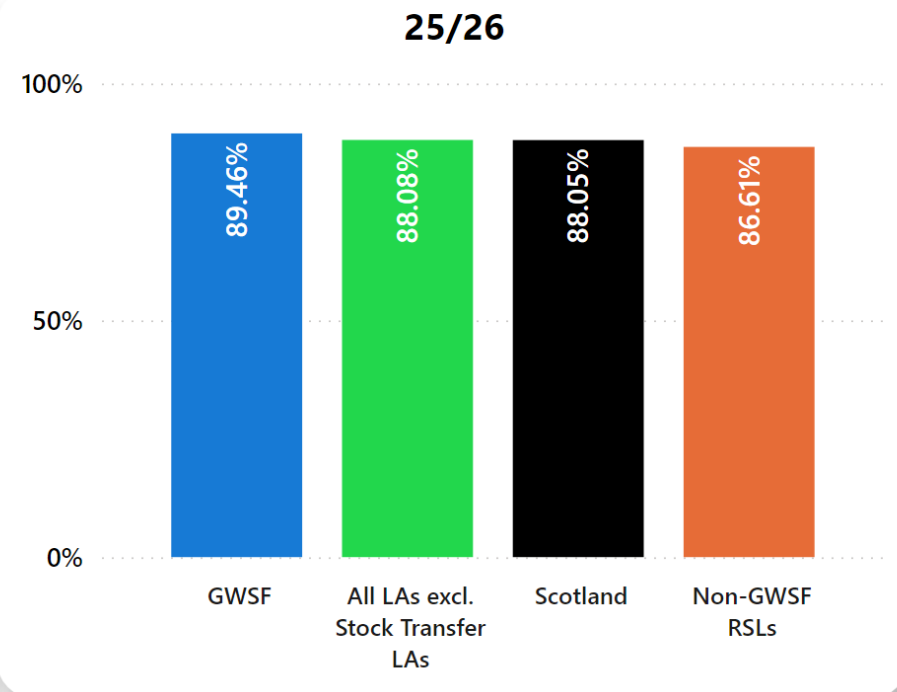
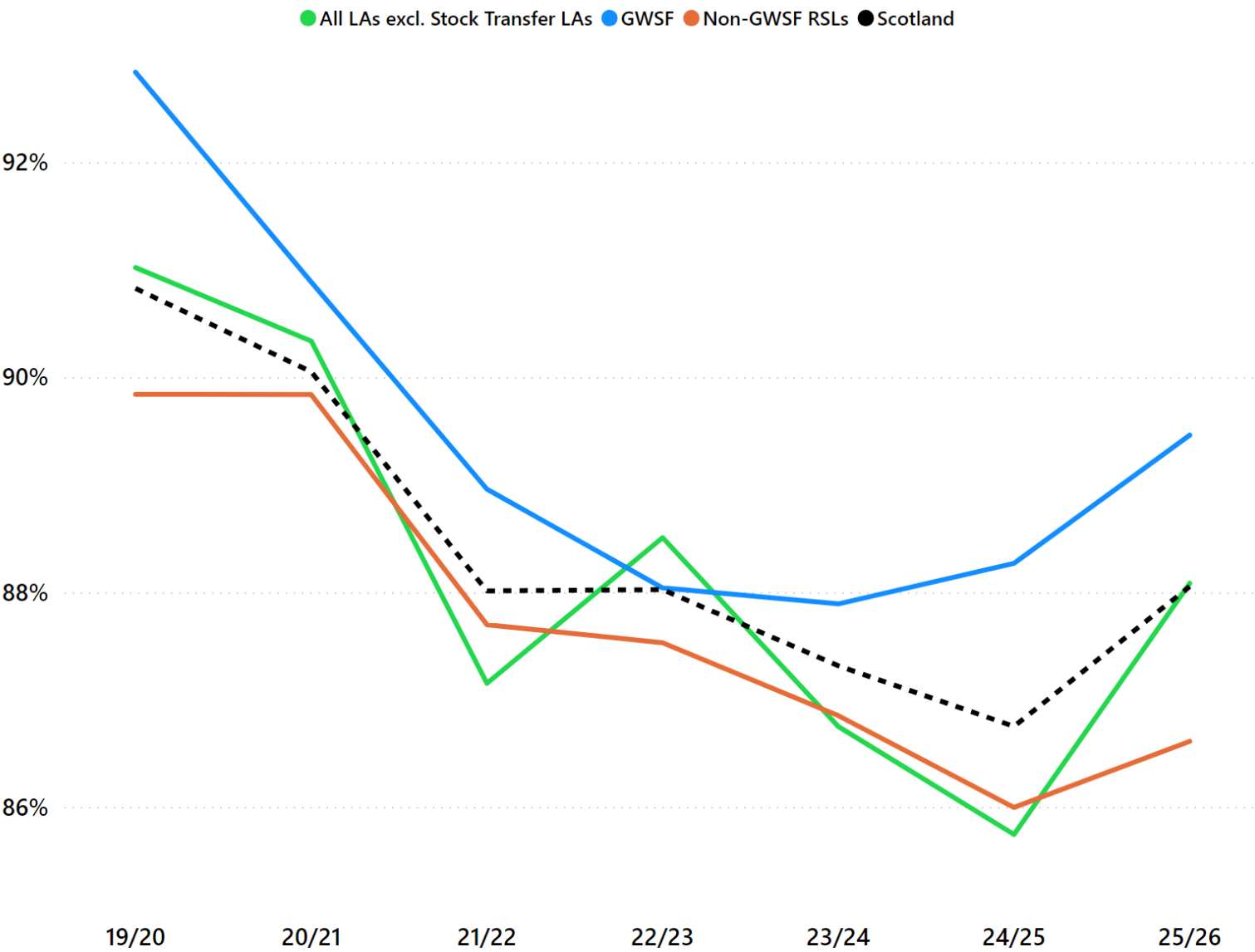
17 Percentage tenants satisfied
with quality of home - GWSF
members only

Change from previous survey



Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

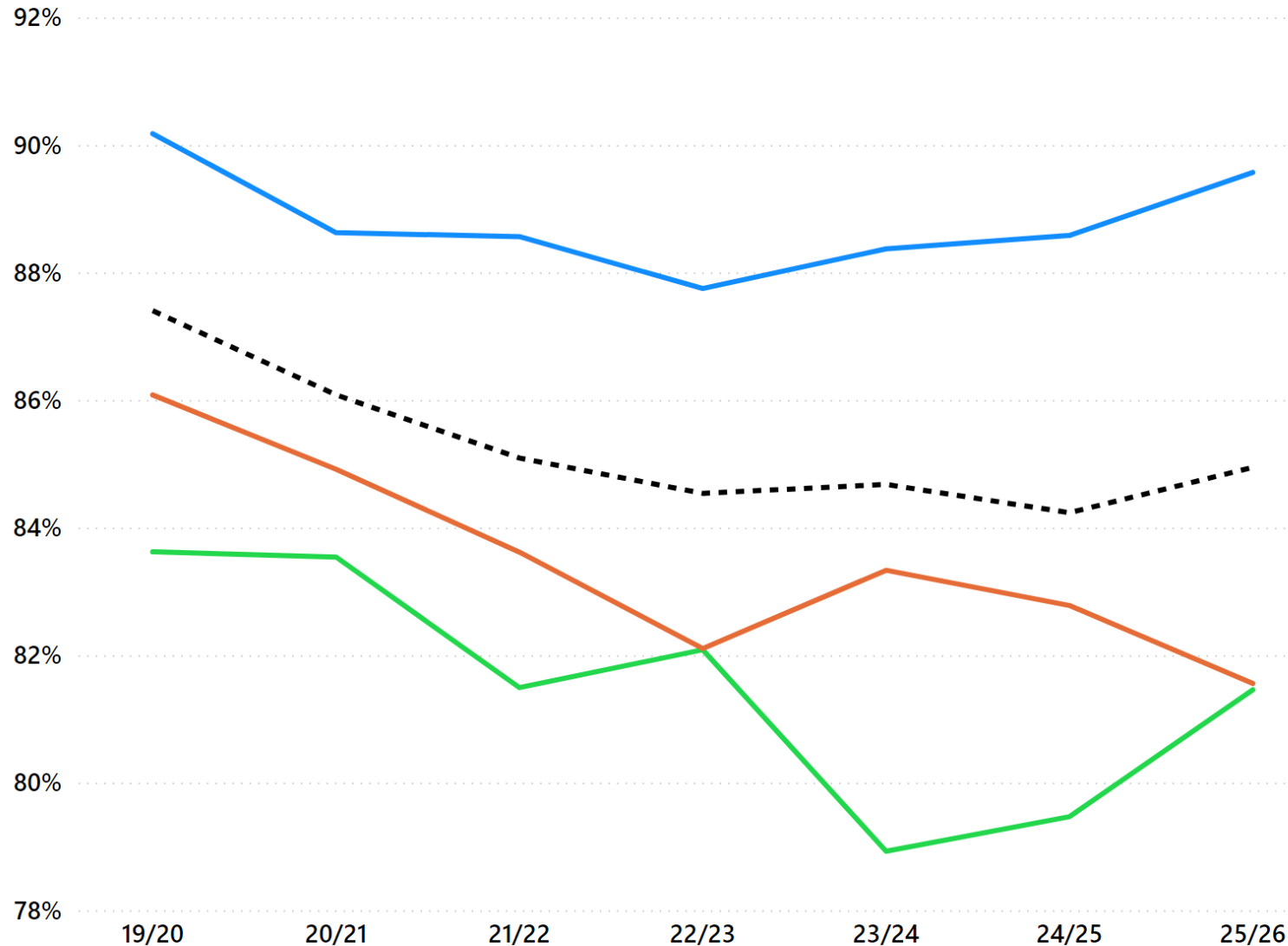


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	87.15%	88.51%	86.75%	85.74%	88.08%
GWSF	88.96%	88.04%	87.89%	88.27%	89.46%
Non-GWSF RSLs	87.70%	87.53%	86.85%	86.00%	86.61%
Scotland	88.01%	88.02%	87.31%	86.75%	88.05%

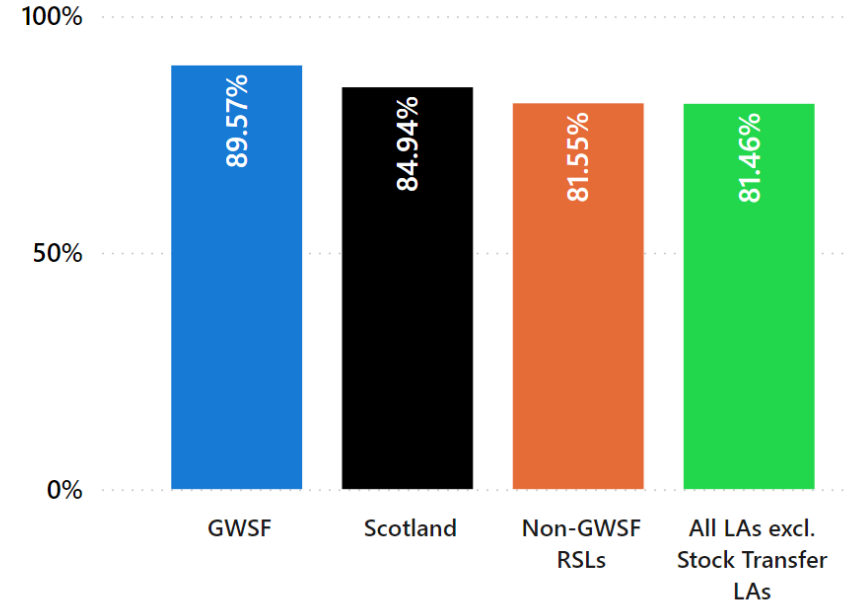
Management of Neighbourhood

113 Percentage tenants satisfied with management of neighbourhood

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



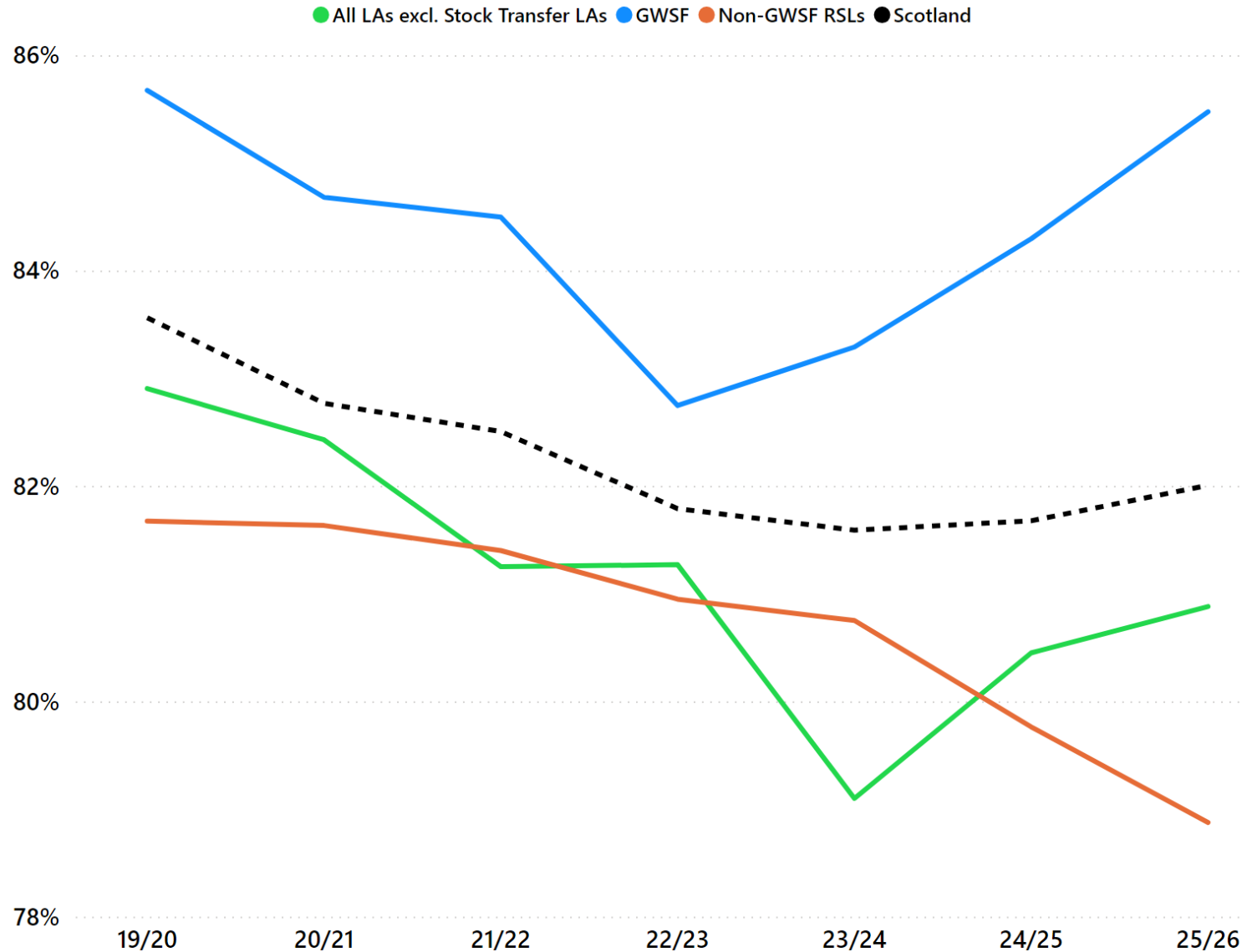
25/26



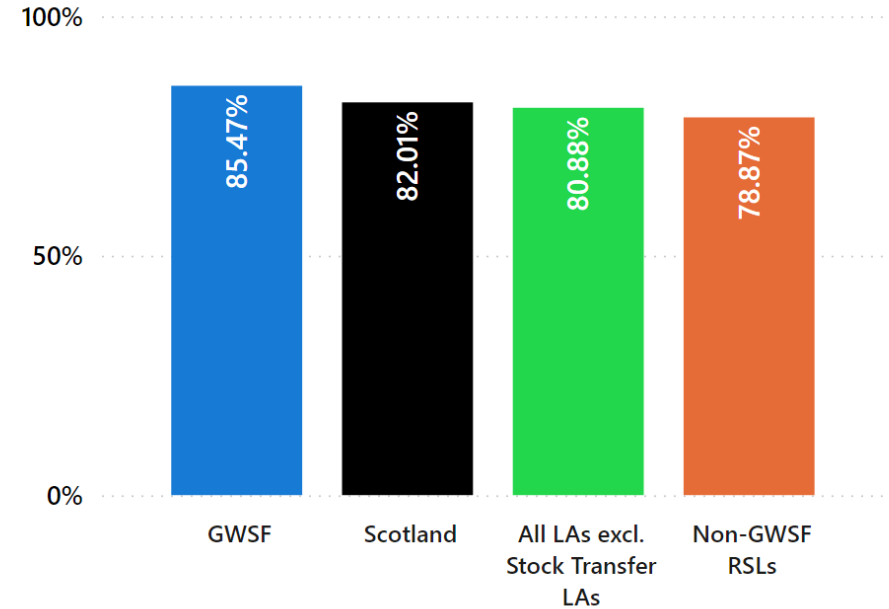
Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	81.49%	82.08%	78.92%	79.47%	81.46%
GWSF	88.56%	87.75%	88.37%	88.58%	89.57%
Non-GWSF RSLs	83.62%	82.10%	83.33%	82.78%	81.55%
Scotland	85.09%	84.54%	84.68%	84.23%	84.94%

Value for Money

I21 - Percentage tenants who feel rent for property represents good value for money



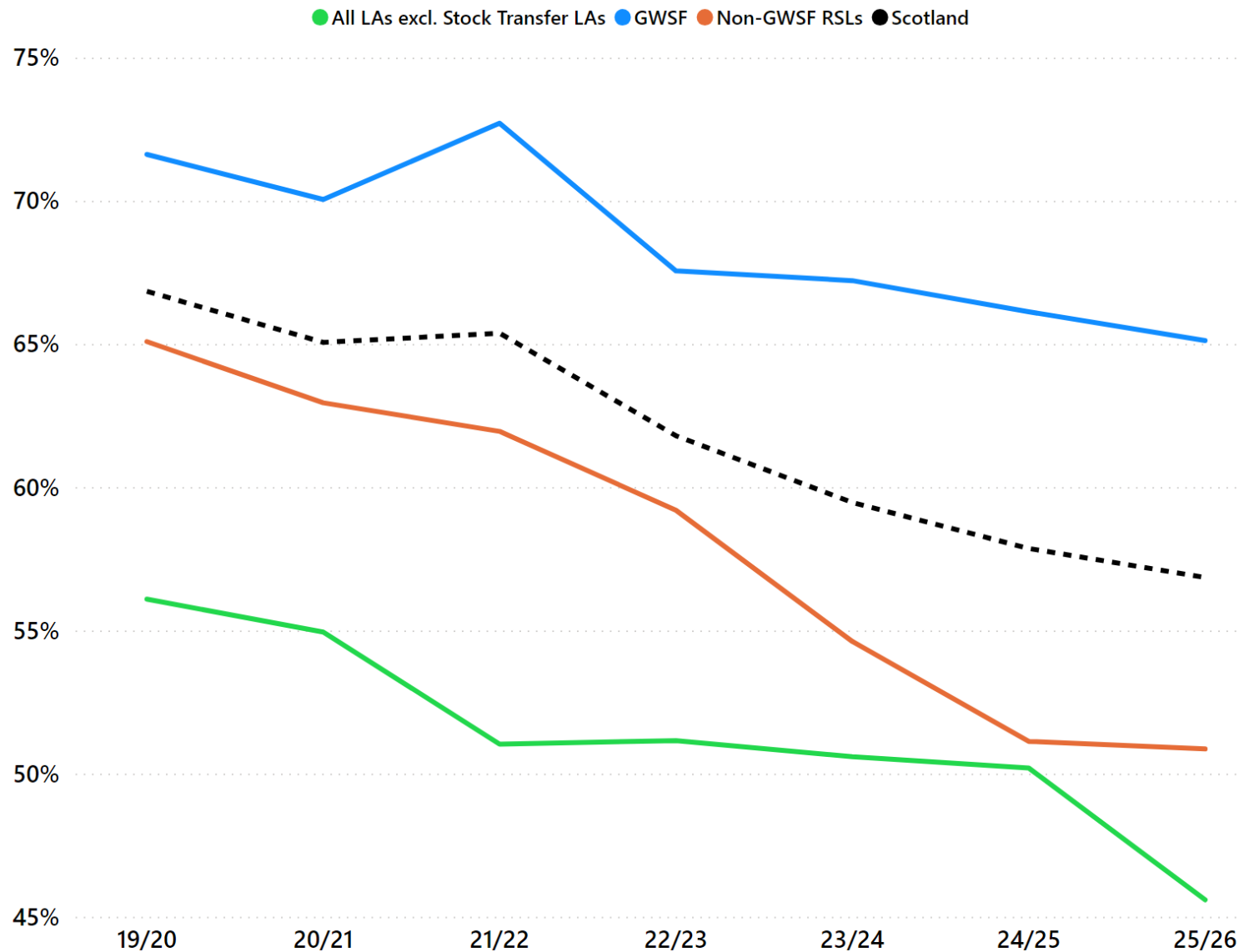
25/26



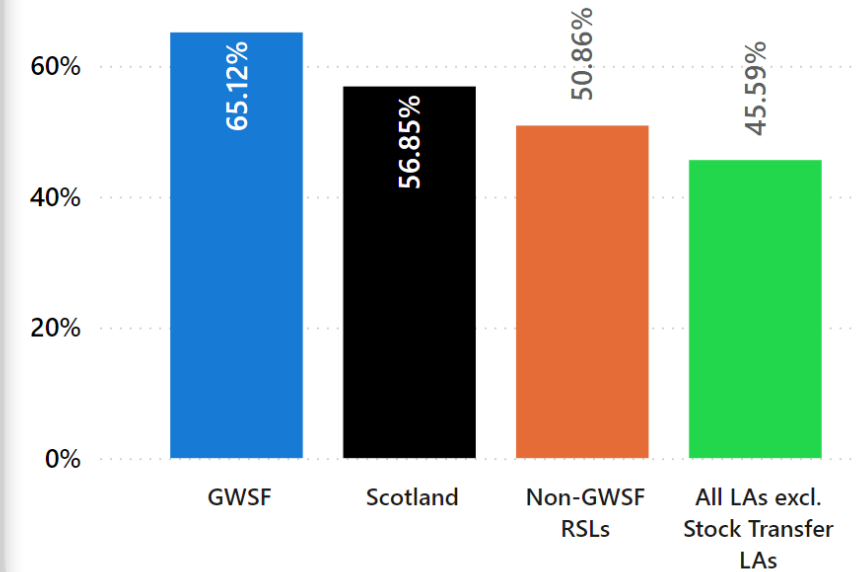
Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	81.25%	81.27%	79.10%	80.45%	80.88%
GWSF	84.50%	82.75%	83.29%	84.30%	85.47%
Non-GWSF RSLs	81.40%	80.95%	80.75%	79.76%	78.87%
Scotland	82.51%	81.79%	81.59%	81.68%	82.01%

Factoring

I25 - Percentage factored owners
satisfied with factoring service



25/26

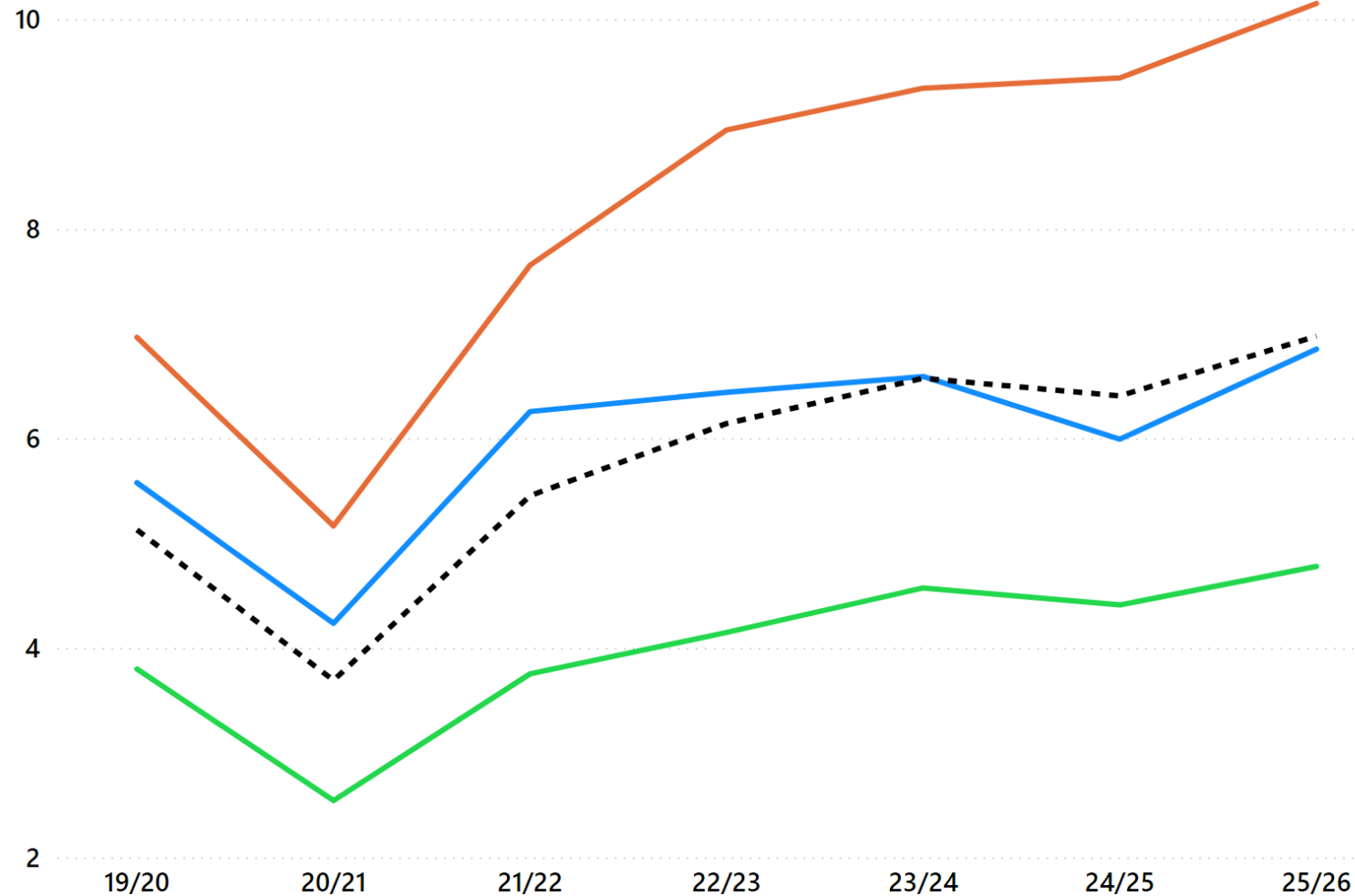


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	51.03%	51.15%	50.58%	50.19%	45.59%
GWSF	72.71%	67.55%	67.21%	66.12%	65.12%
Non-GWSF RSLs	61.95%	59.19%	54.61%	51.12%	50.86%
Scotland	65.38%	61.79%	59.46%	57.86%	56.85%

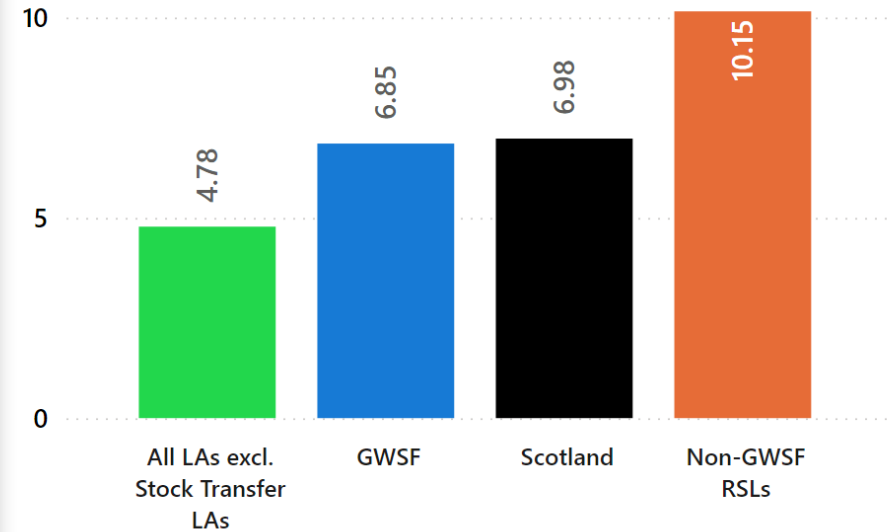
Complaints

13 complaints per 100 homes

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



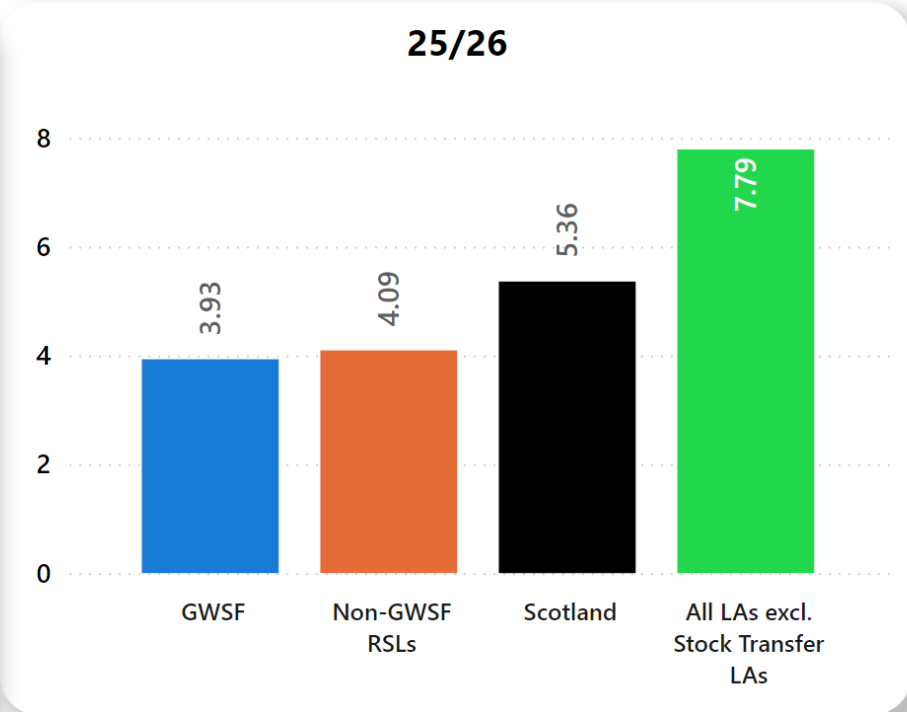
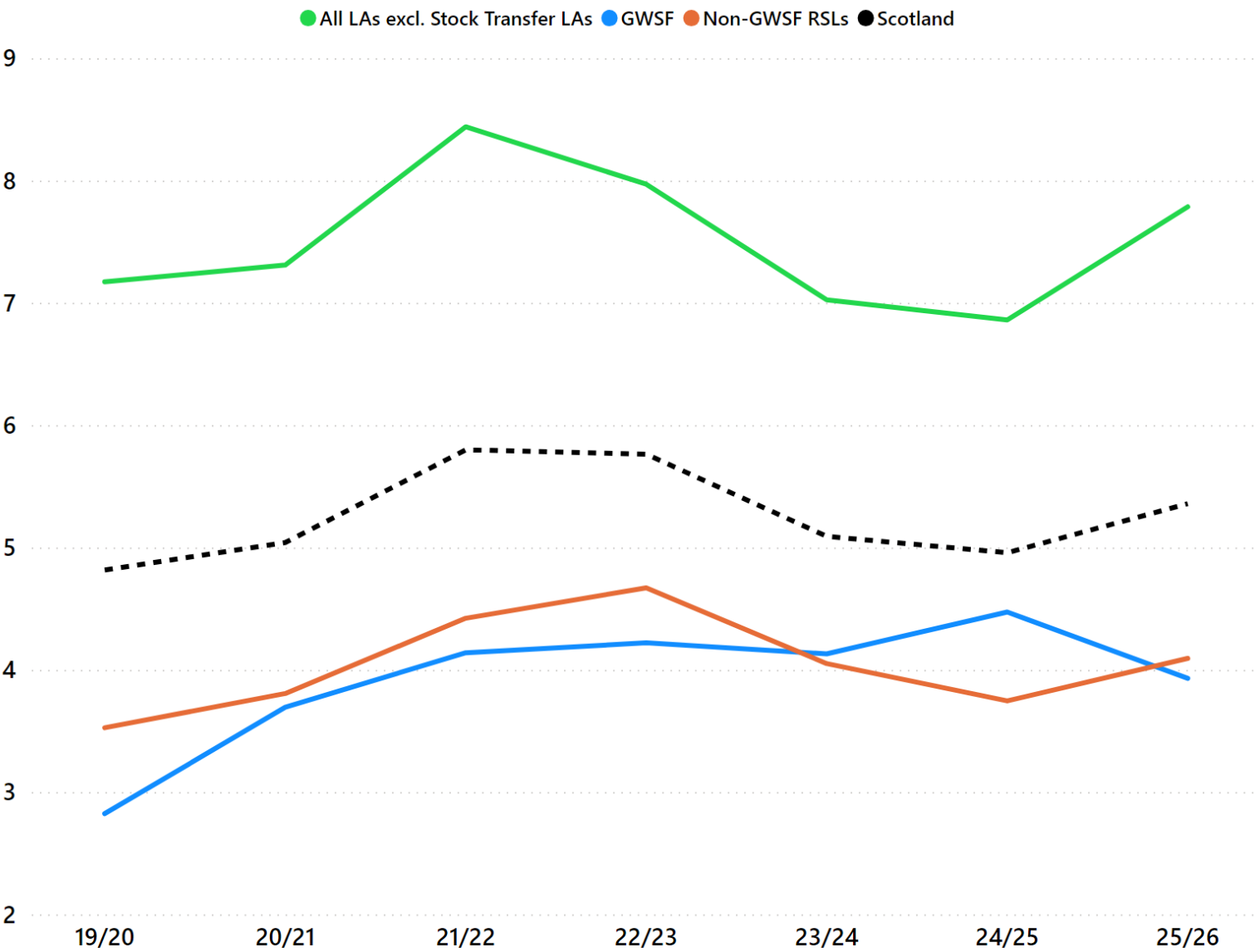
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	3.75	4.15	4.57	4.41	4.78
GWSF	6.26	6.44	6.59	5.99	6.85
Non-GWSF RSLs	7.65	8.94	9.34	9.44	10.15
Scotland	5.45	6.14	6.57	6.40	6.98

1st Stage Complaints

14 Stage 1 complaints average time to respond

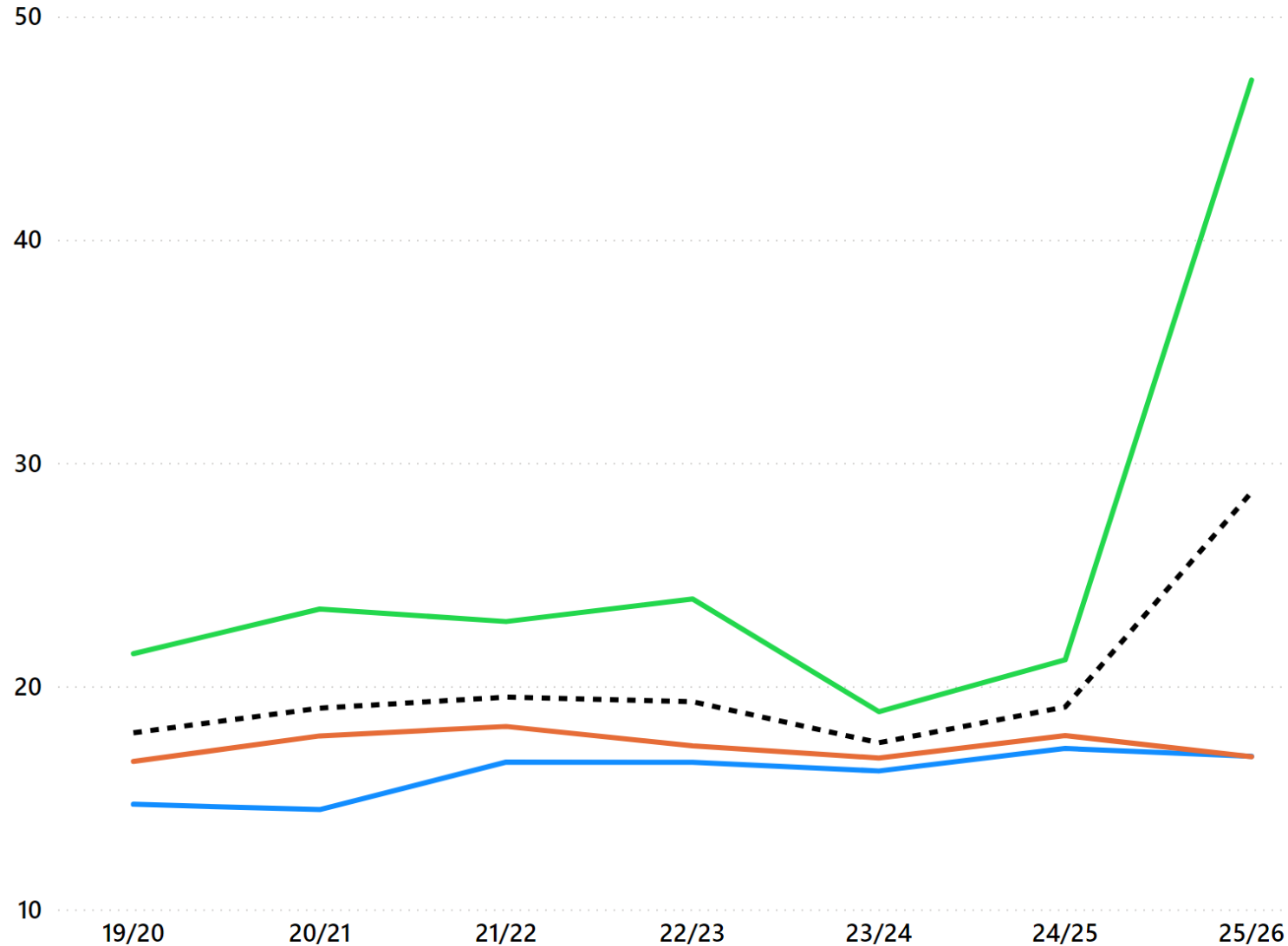


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	8.44	7.97	7.02	6.86	7.79
GWSF	4.14	4.22	4.13	4.47	3.93
Non-GWSF RSLs	4.42	4.67	4.05	3.75	4.09
Scotland	5.80	5.76	5.09	4.96	5.36

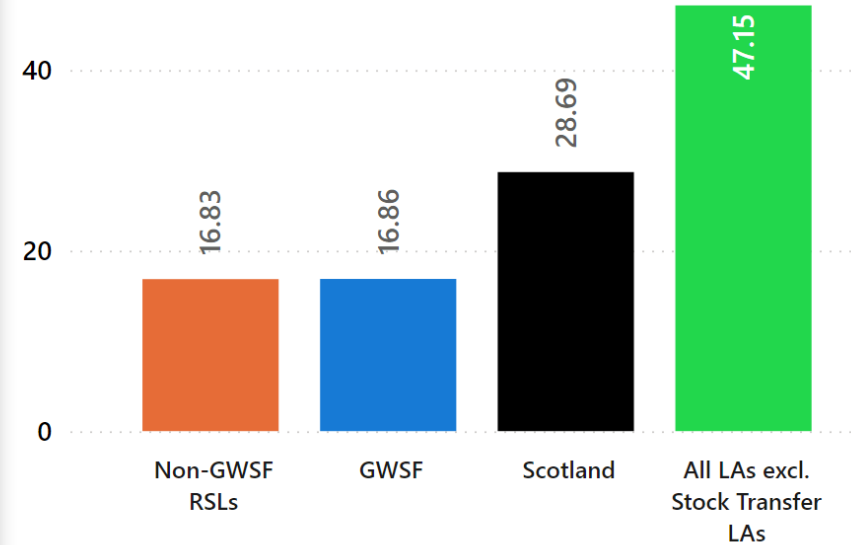
2nd Stage Complaints

14 Stage 2 complaints average time to respond

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



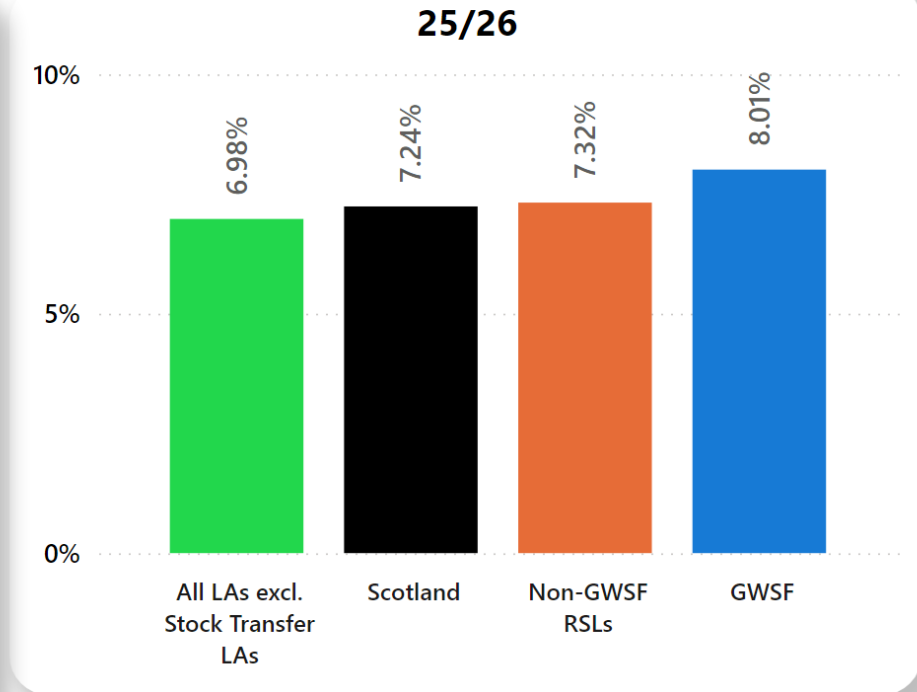
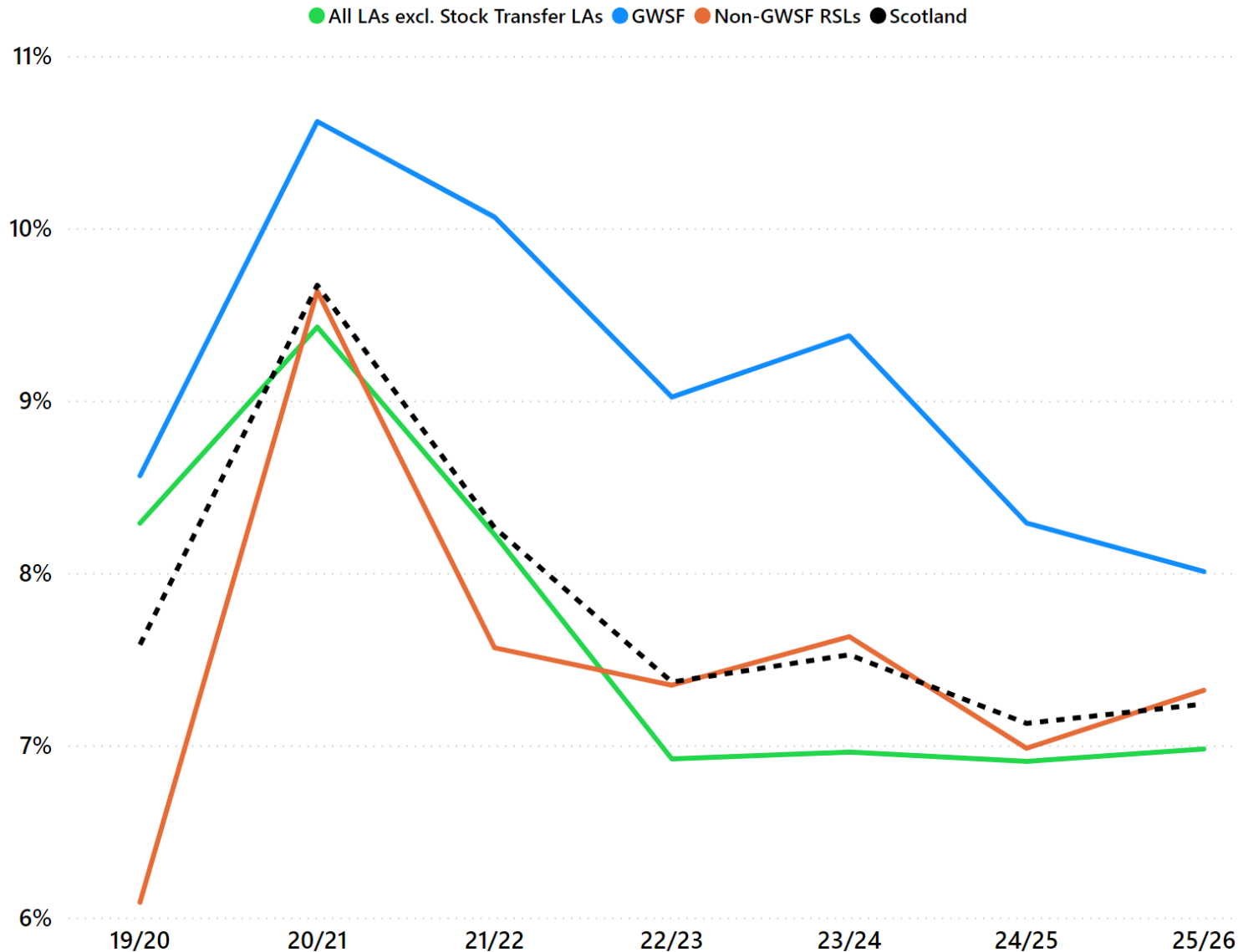
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	22.89	23.91	18.86	21.18	47.15
GWSF	16.60	16.59	16.20	17.21	16.86
Non-GWSF RSLs	18.19	17.33	16.78	17.78	16.83
Scotland	19.51	19.30	17.46	19.07	28.69

Anti-Social Behaviour

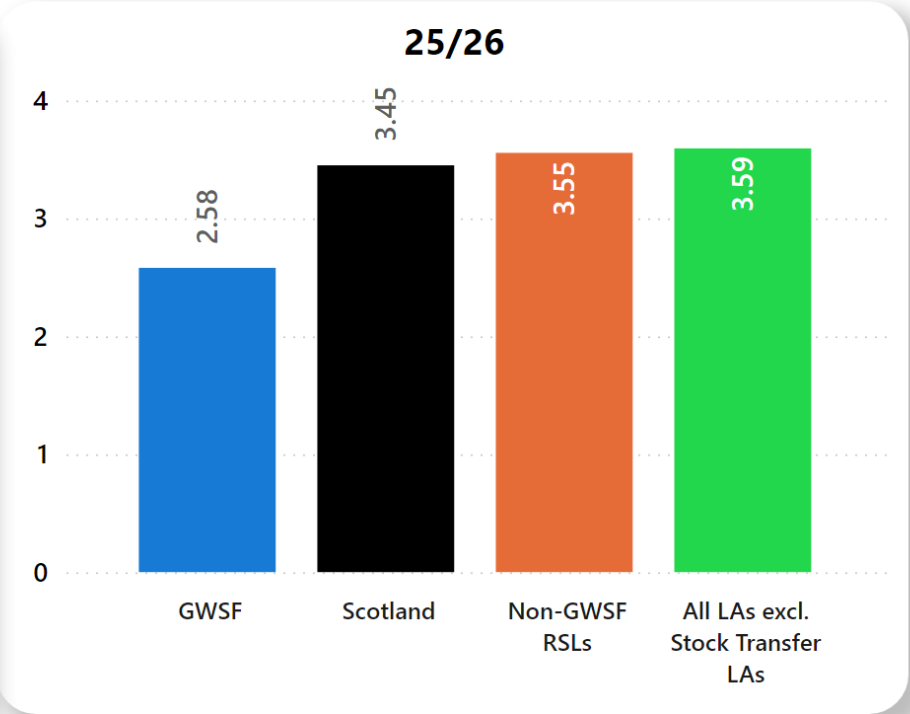
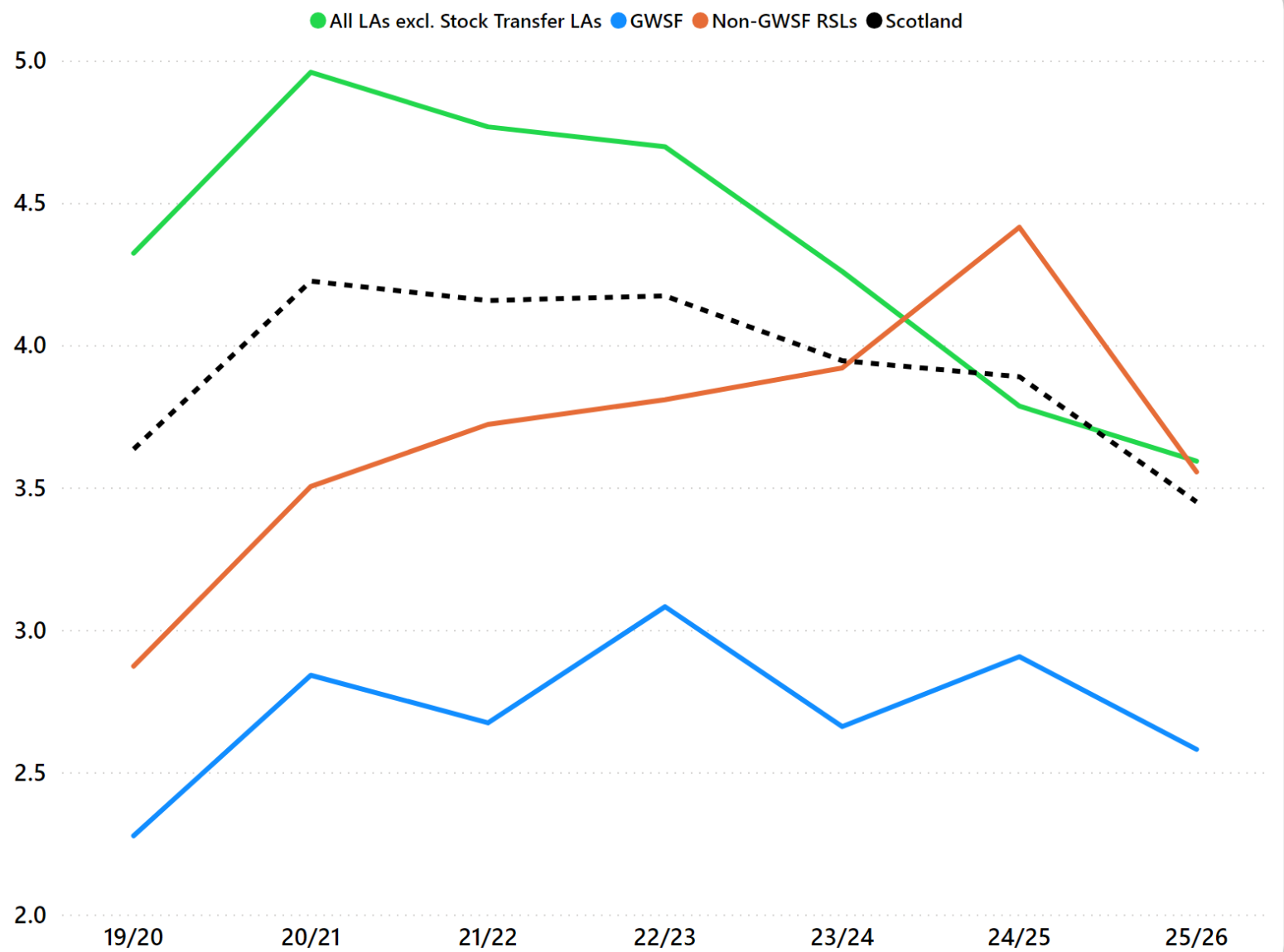
I14 - Anti-social behaviour per 100 properties



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	8.22%	6.92%	6.96%	6.91%	6.98%
GWSF	10.07%	9.02%	9.38%	8.29%	8.01%
Non-GWSF RSLs	7.57%	7.35%	7.63%	6.98%	7.32%
Scotland	8.26%	7.37%	7.52%	7.13%	7.24%

Emergency Repairs

18 Average hours to complete emergency repairs

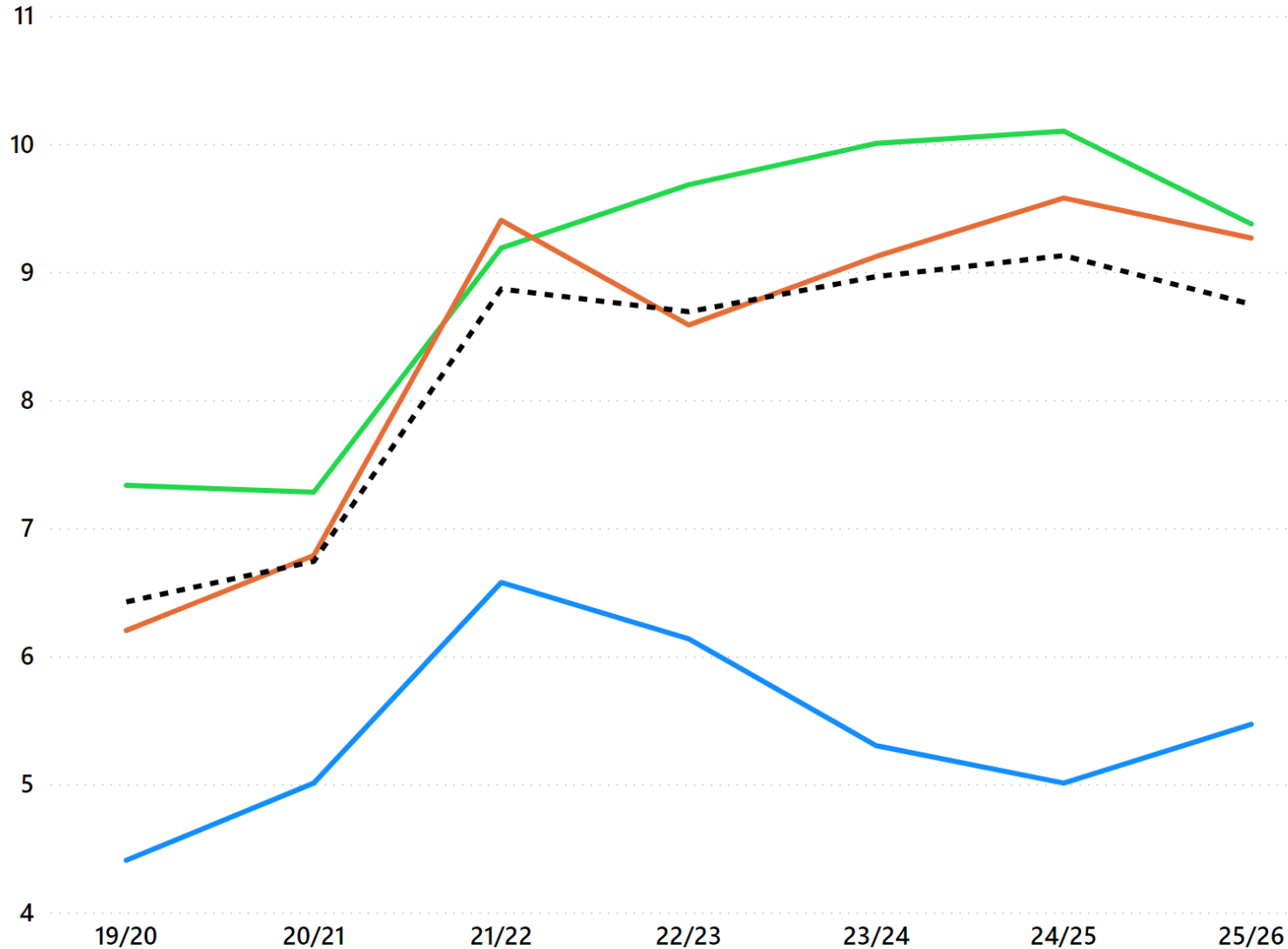


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	4.77	4.70	4.26	3.79	3.59
GWSF	2.67	3.08	2.66	2.91	2.58
Non-GWSF RSLs	3.72	3.81	3.92	4.41	3.55
Scotland	4.16	4.17	3.95	3.89	3.45

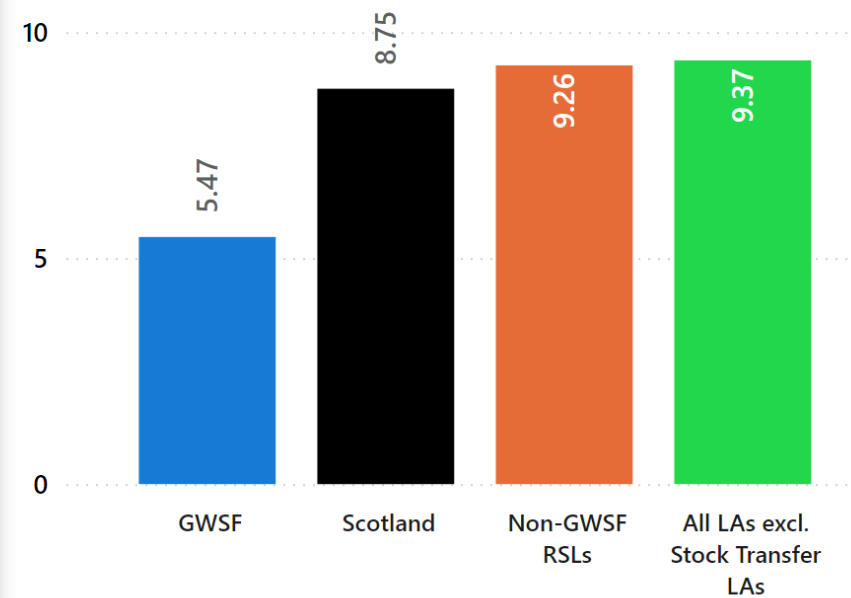
Non-Emergency Repairs

19 Average working days to complete non-emergency repairs

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



25/26

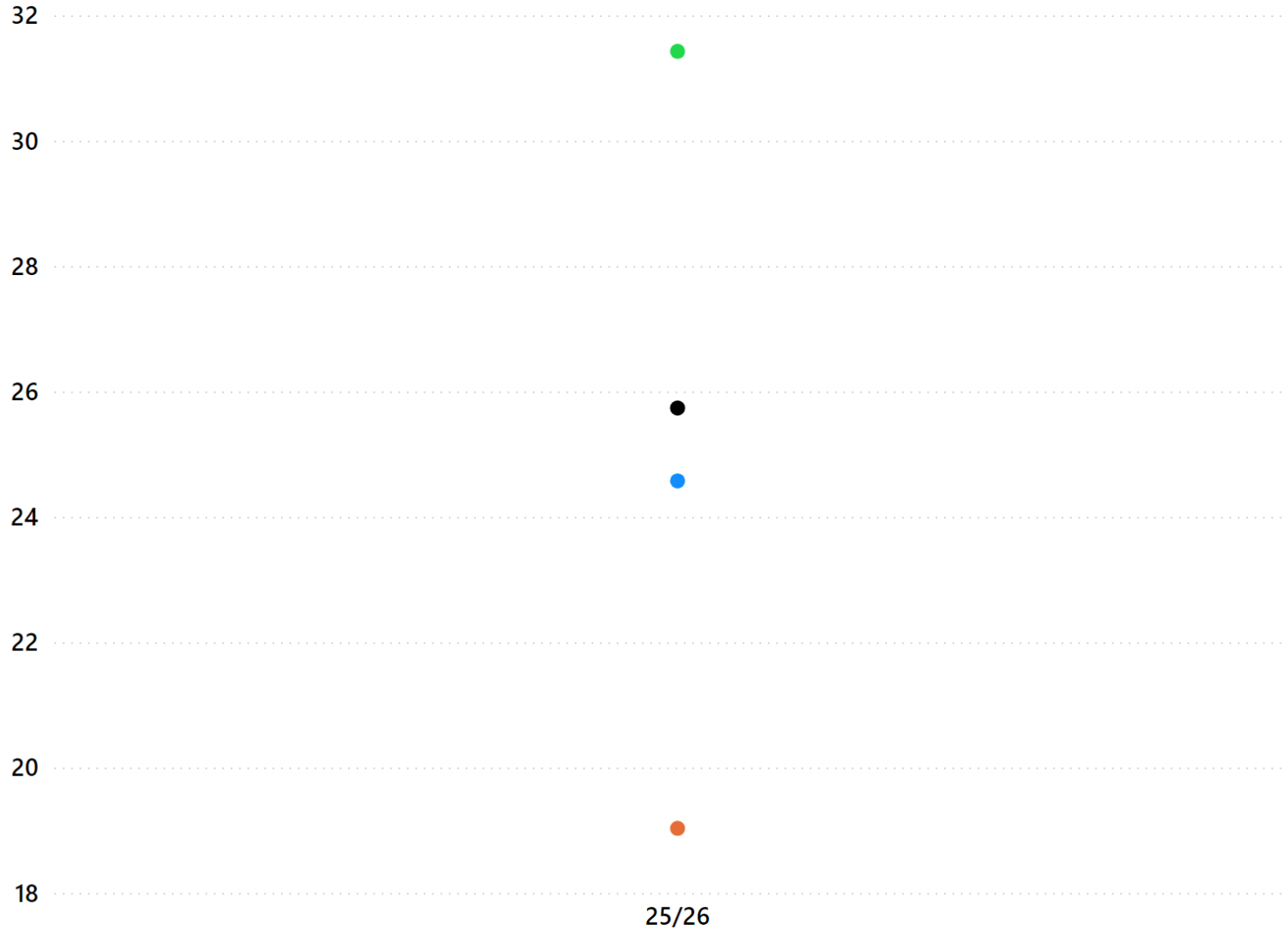


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	9.19	9.68	10.00	10.10	9.37
GWSF	6.57	6.13	5.30	5.01	5.47
Non-GWSF RSLs	9.40	8.58	9.12	9.58	9.26
Scotland	8.87	8.69	8.96	9.13	8.75

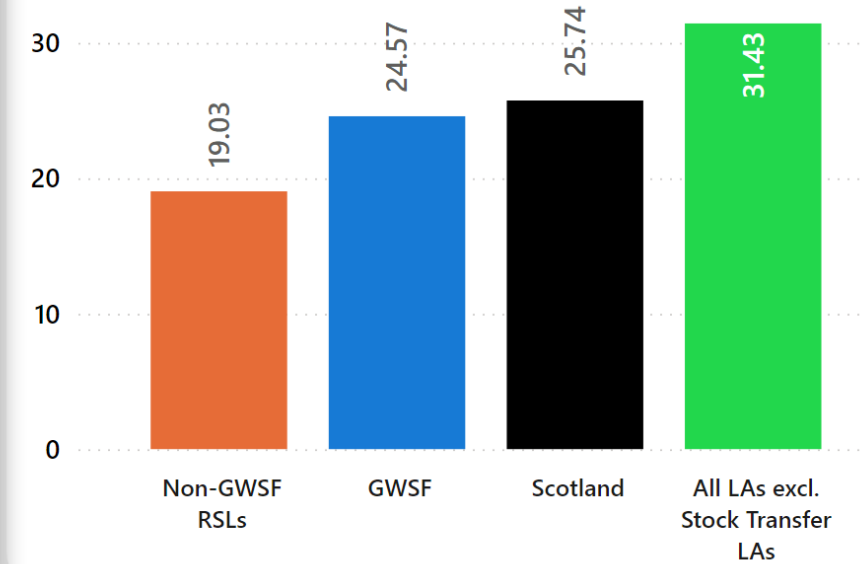
Damp and Mould

I31 - Average time taken to resolve cases of damp and/or mould by cause

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



25/26



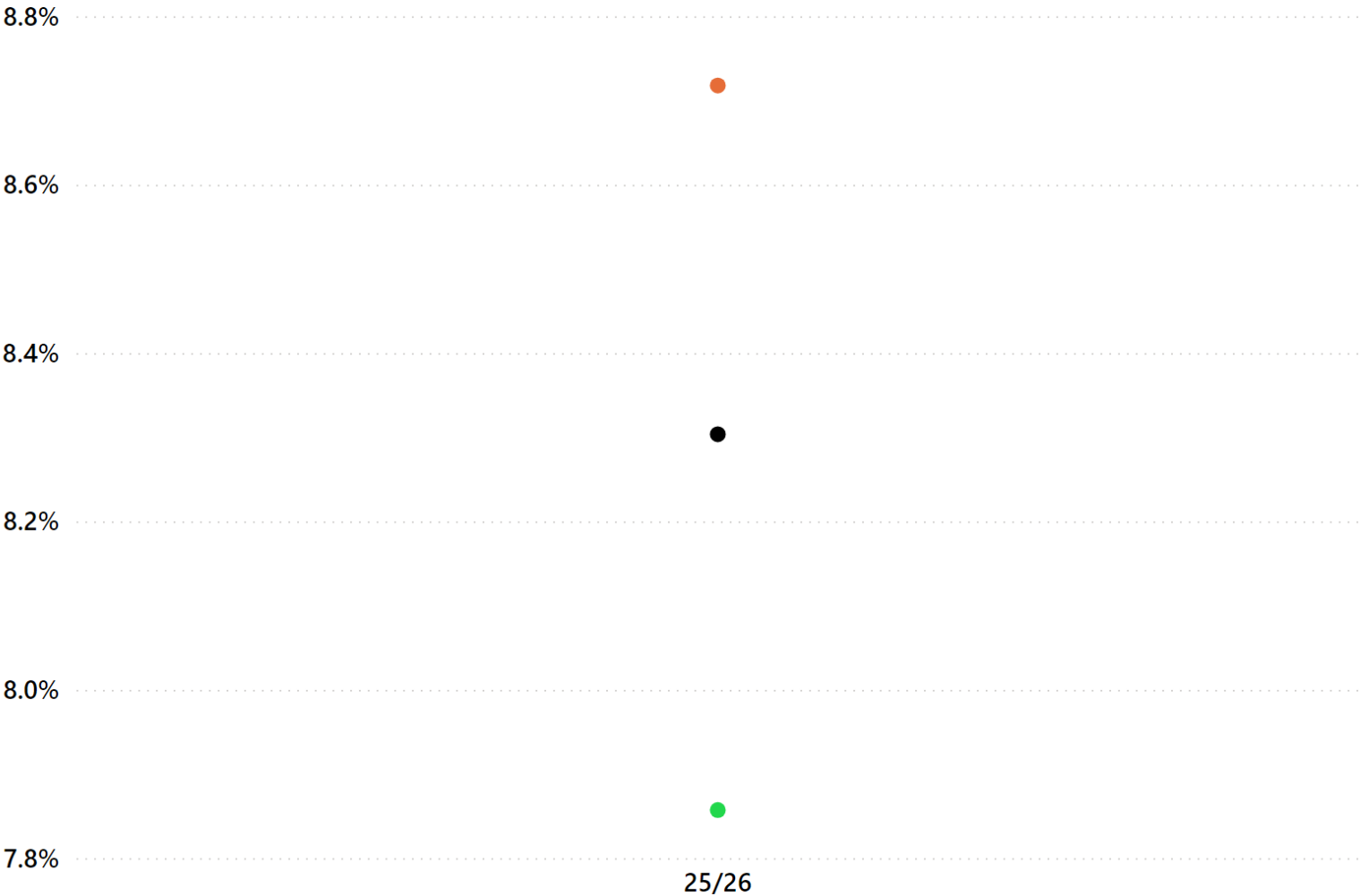
Organisation	25/26
All LAs excl. Stock Transfer LAs	31.43
GWSF	24.57
Non-GWSF RSLs	19.03
Scotland	25.74

Damp and Mould

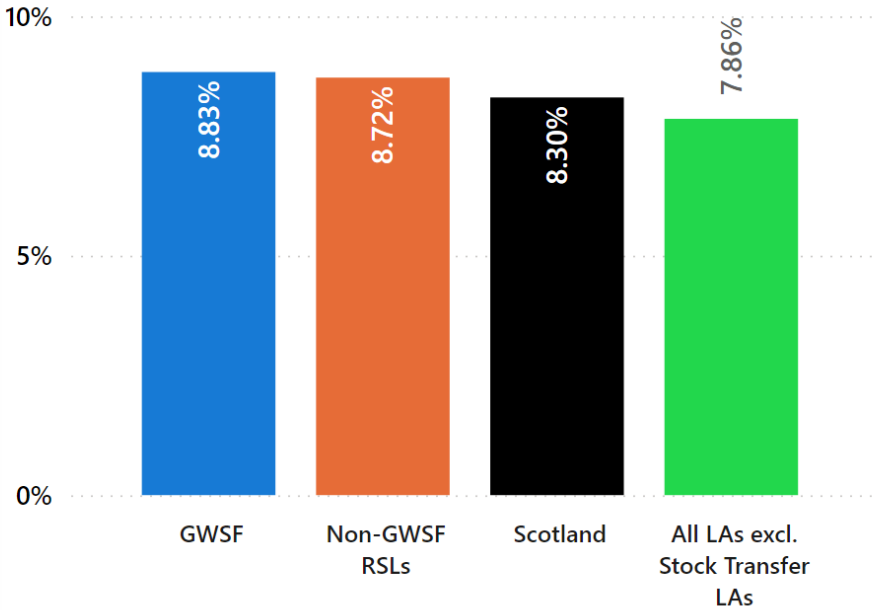
I32 - Percentage of cases of damp and/or mould resolved reopened by cause



All LAs excl. Stock Transfer LAs GWSF Non-GWSF RSLs Scotland



25/26

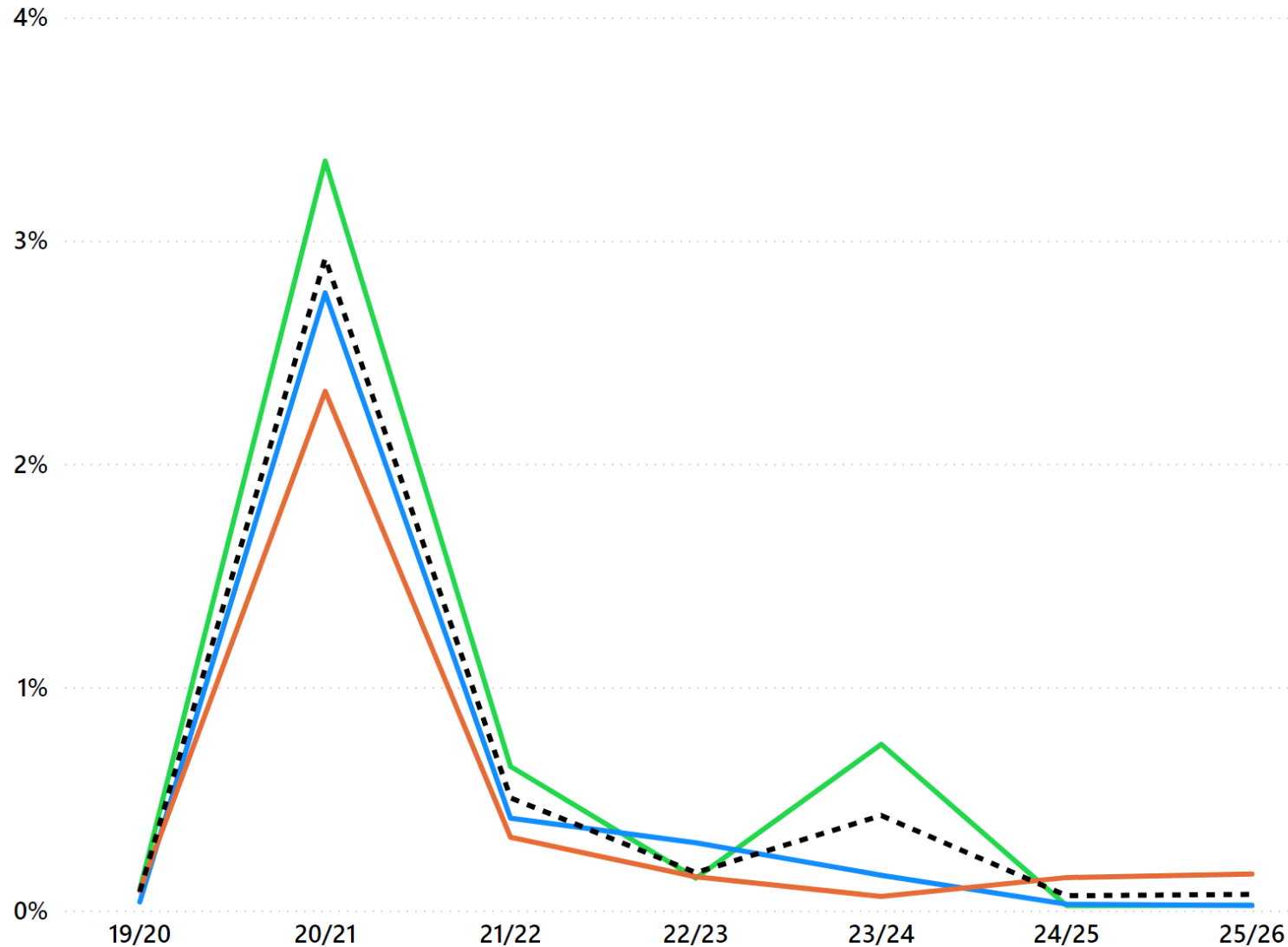


Organisation	25/26
All LAs excl. Stock Transfer LAs	7.86%
GWSF	8.83%
Non-GWSF RSLs	8.72%
Scotland	8.30%

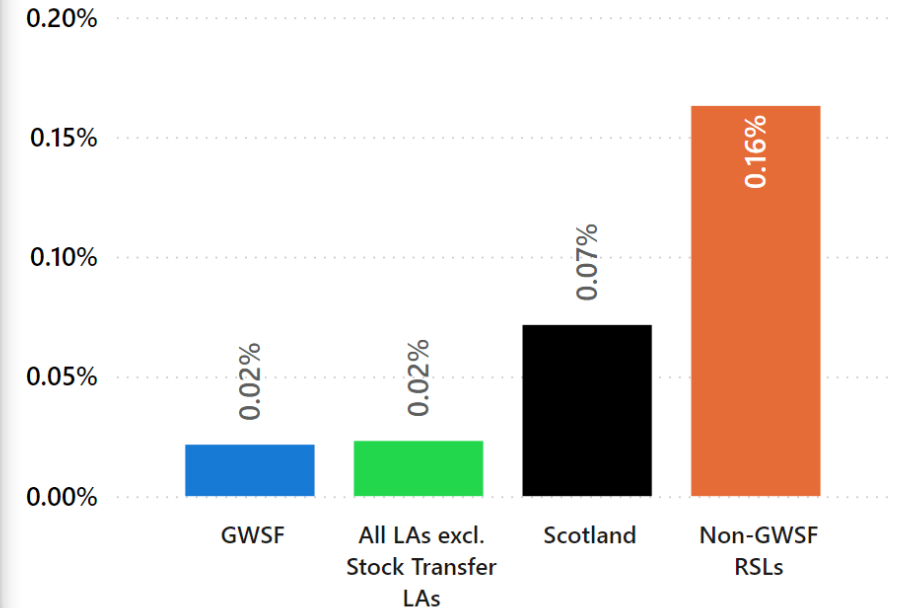
Gas Safety

I11 Gas safety fails count per
Lettable self-contained units

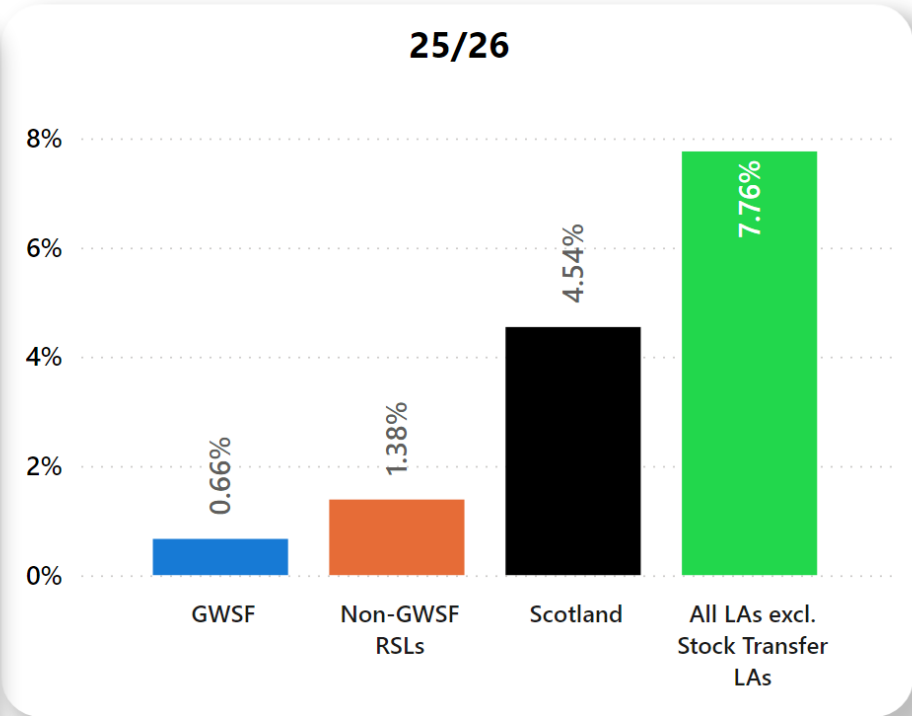
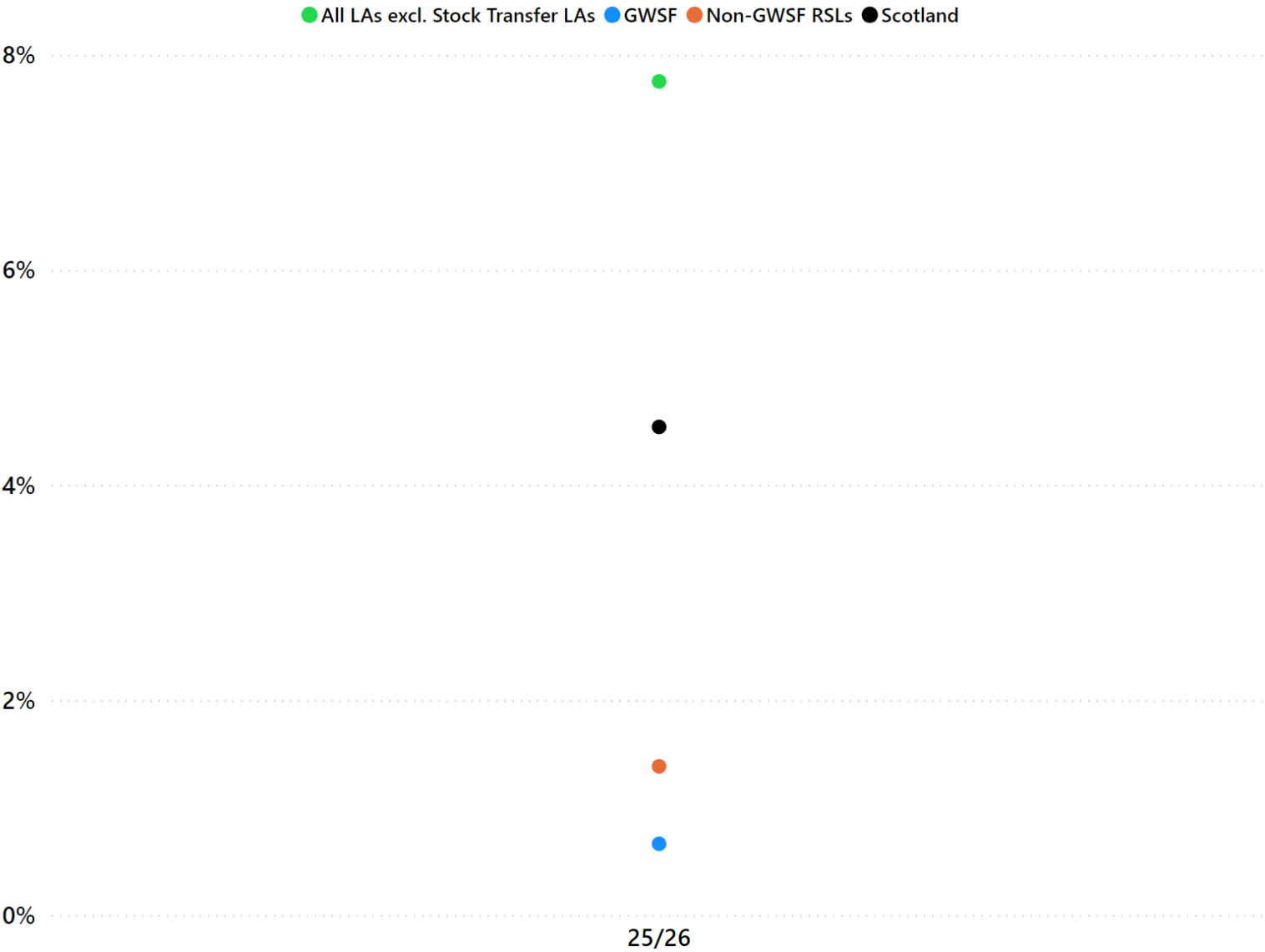
● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



25/26



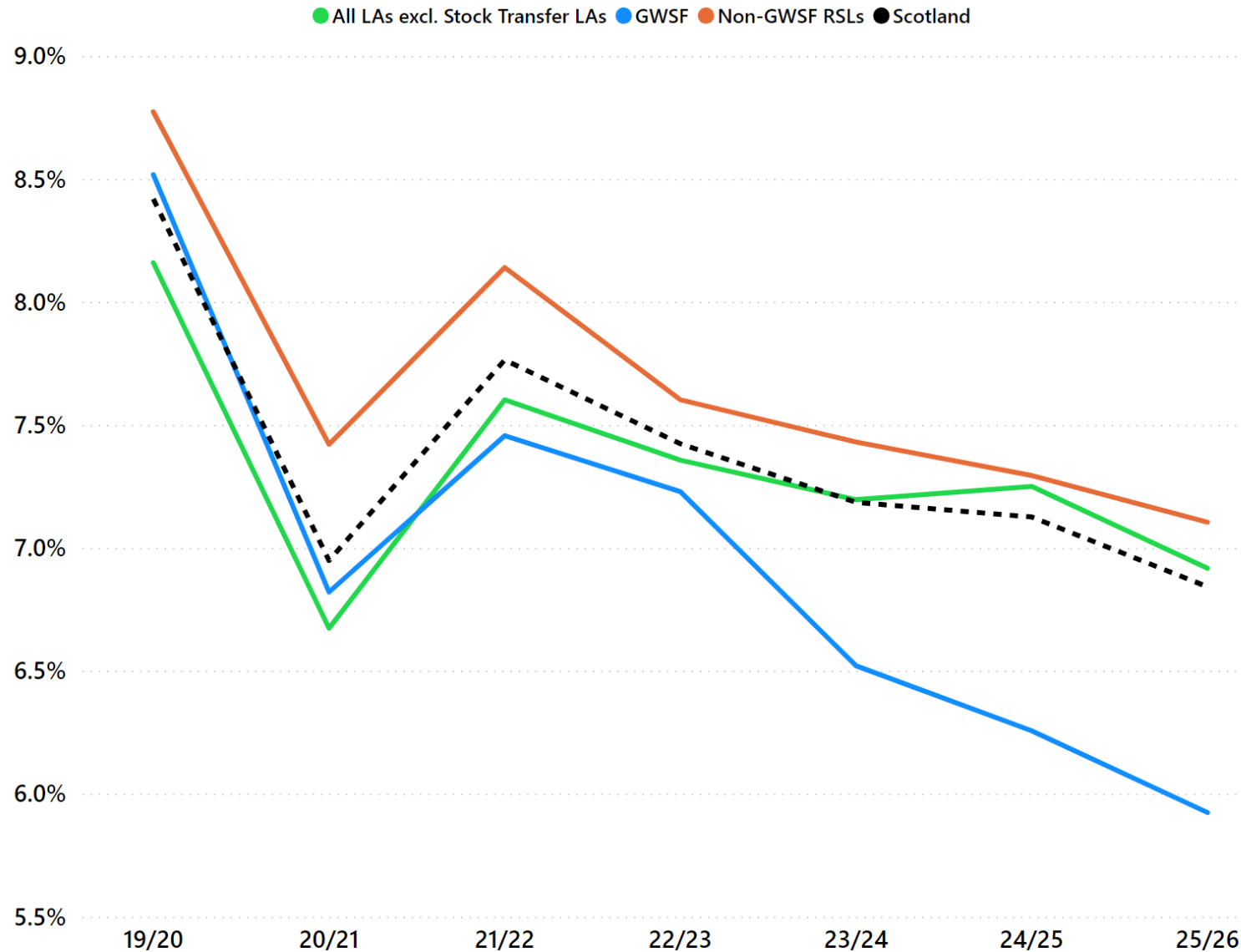
Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	0.64%	0.14%	0.74%	0.02%	0.02%
GWSF	0.41%	0.30%	0.16%	0.03%	0.02%
Non-GWSF RSLs	0.33%	0.15%	0.06%	0.15%	0.16%
Scotland	0.50%	0.17%	0.42%	0.07%	0.07%



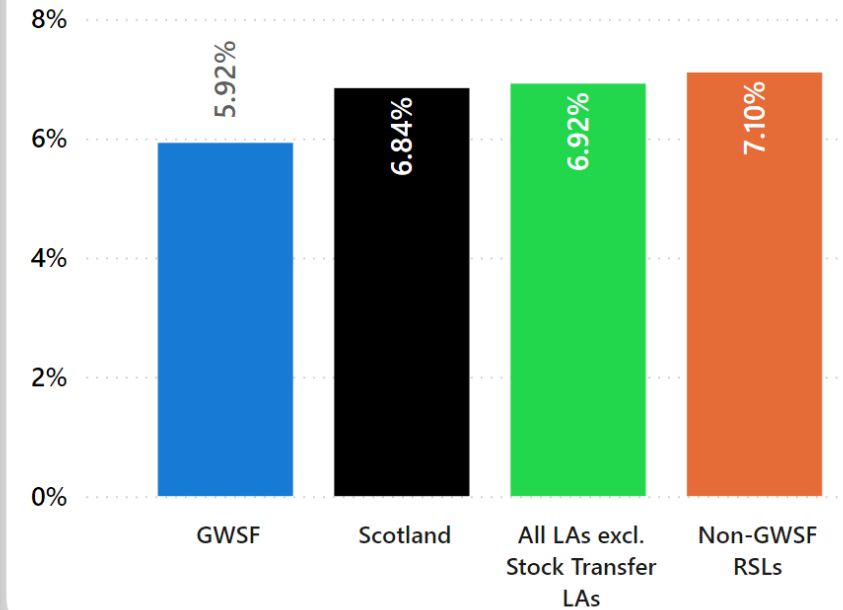
Organisation	25/26
All LAs excl. Stock Transfer LAs	7.76%
GWSF	0.66%
Non-GWSF RSLs	1.38%
Scotland	4.54%

Turnover

I16 - Percentage lettable self-contained houses that became vacant in year



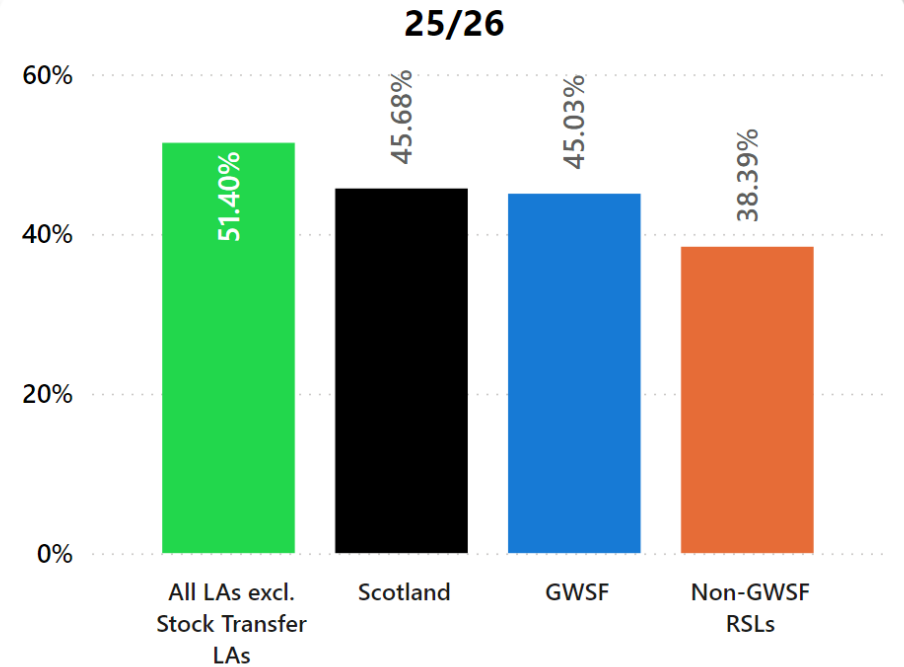
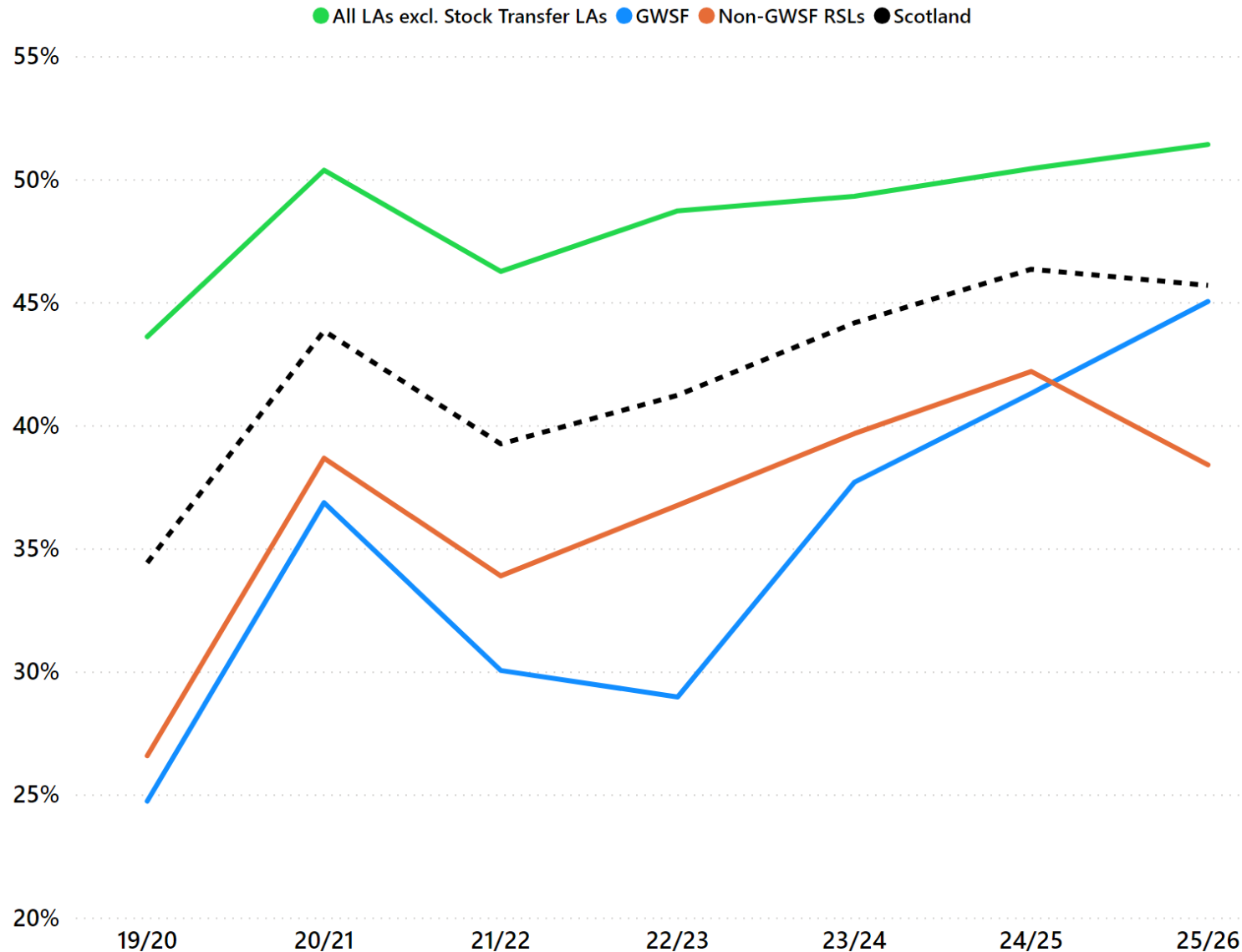
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	7.60%	7.36%	7.20%	7.25%	6.92%
GWSF	7.46%	7.23%	6.52%	6.26%	5.92%
Non-GWSF RSLs	8.14%	7.60%	7.43%	7.29%	7.10%
Scotland	7.76%	7.42%	7.18%	7.13%	6.84%

Lets to Homeless Households

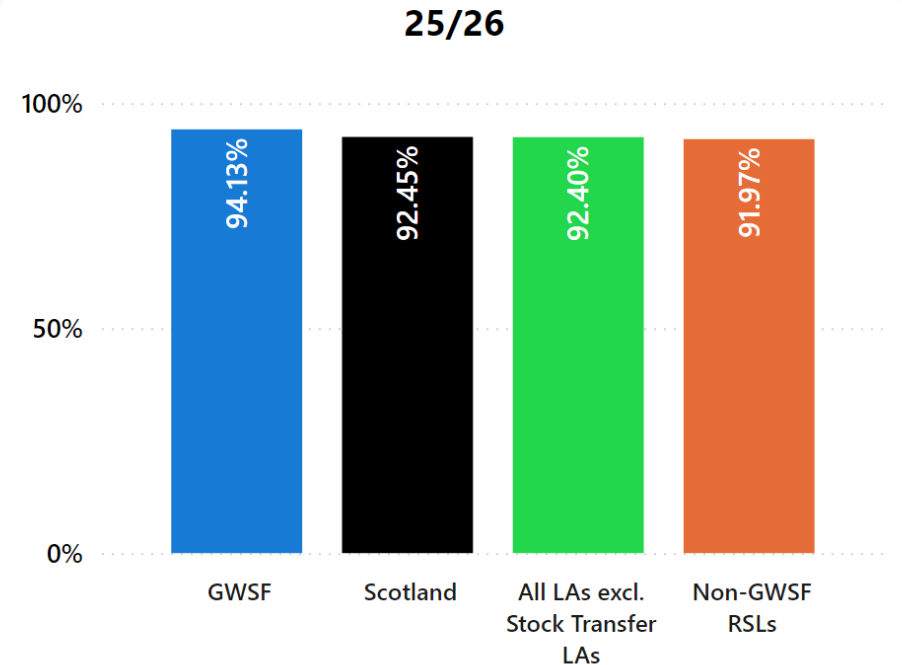
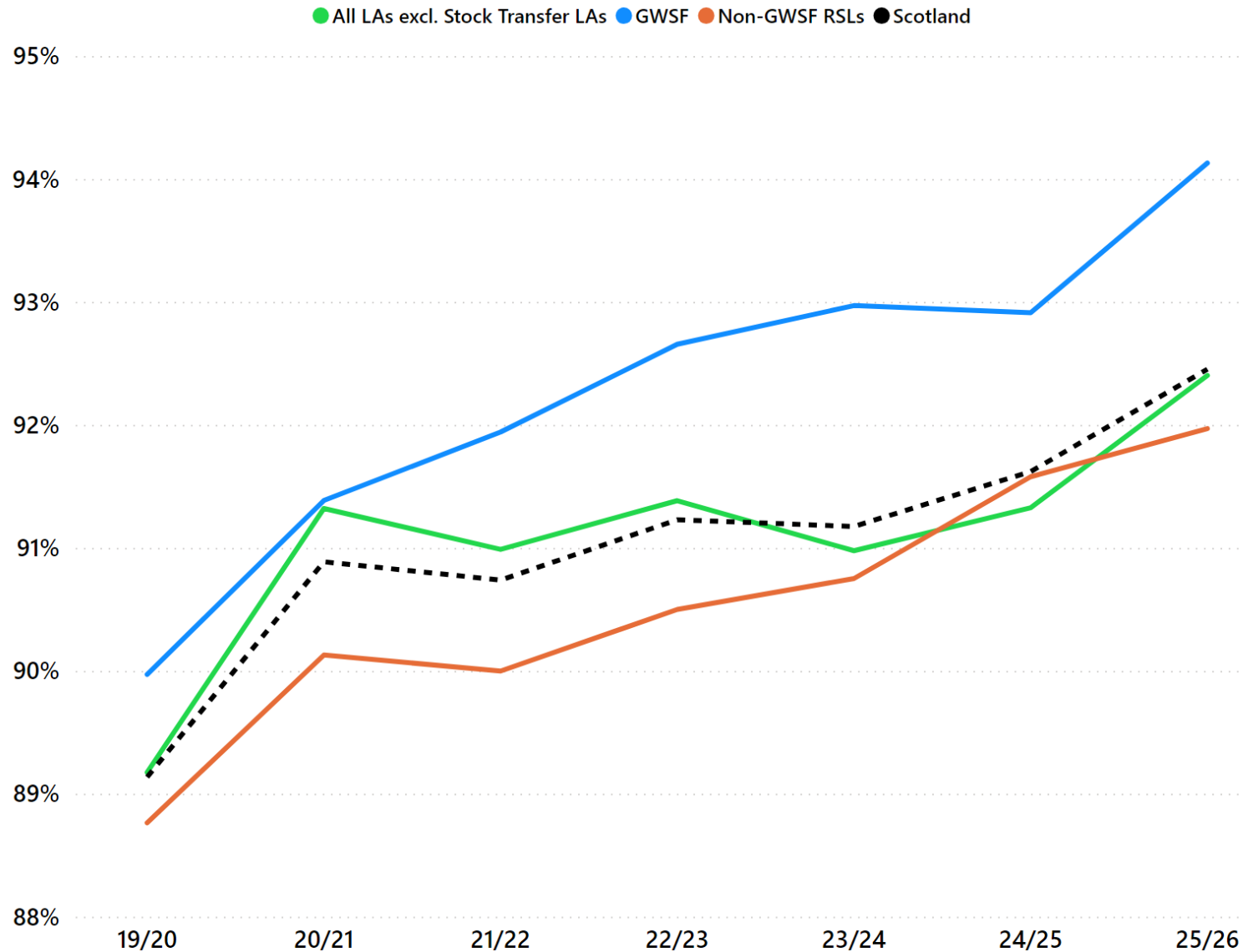
C2 Percentage of lets to homeless applicants



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	46.25%	48.71%	49.30%	50.43%	51.40%
GWSF	30.03%	28.96%	37.68%	41.30%	45.03%
Non-GWSF RSLs	33.88%	36.75%	39.66%	42.19%	38.39%
Scotland	39.24%	41.22%	44.16%	46.34%	45.68%

Tenancy Sustainment

I15 - Percentage new tenancies sustained more than a year - all

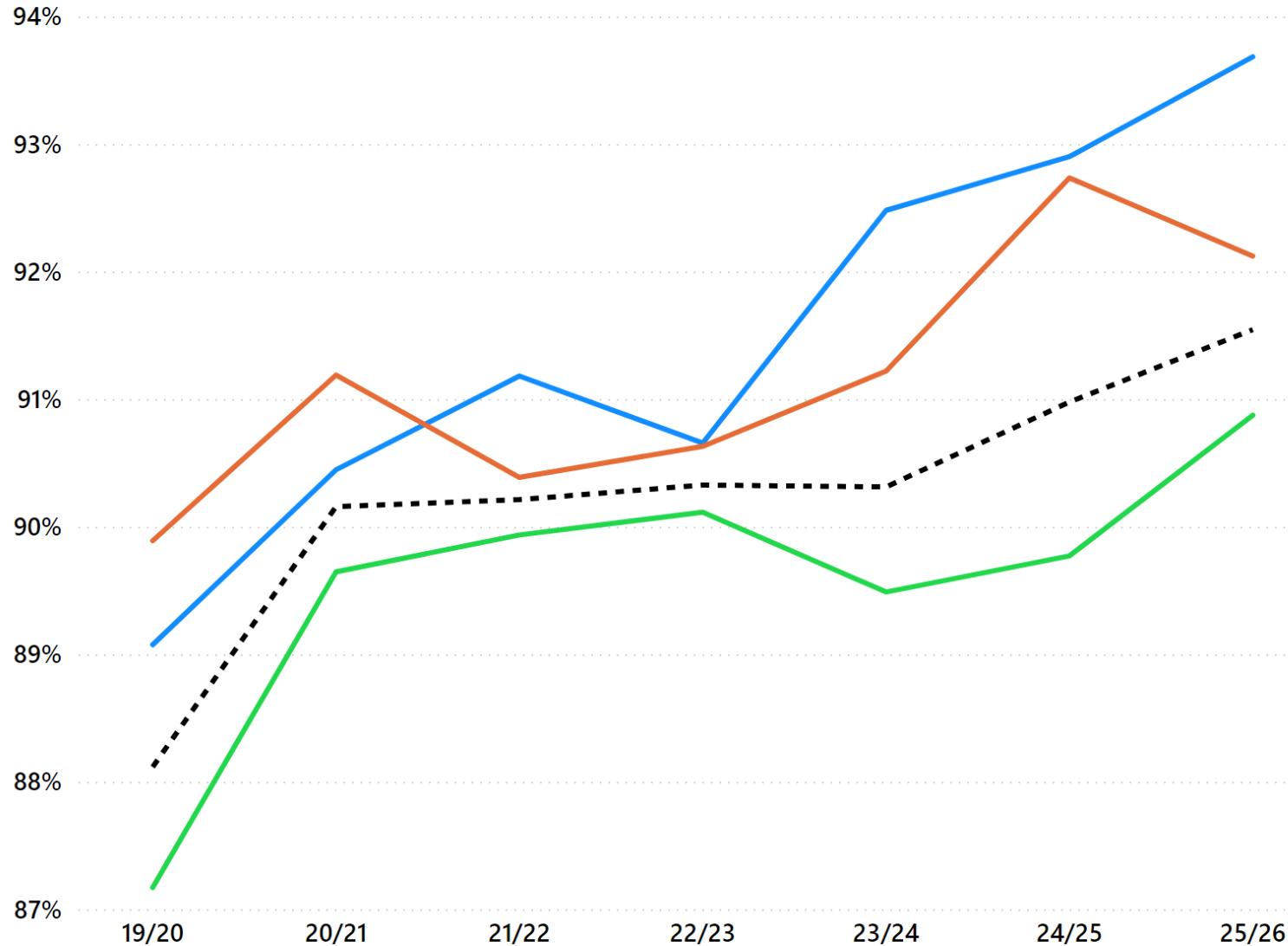


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	90.99%	91.38%	90.98%	91.33%	92.40%
GWSF	91.94%	92.66%	92.97%	92.91%	94.13%
Non-GWSF RSLs	90.00%	90.50%	90.75%	91.58%	91.97%
Scotland	90.74%	91.23%	91.17%	91.62%	92.45%

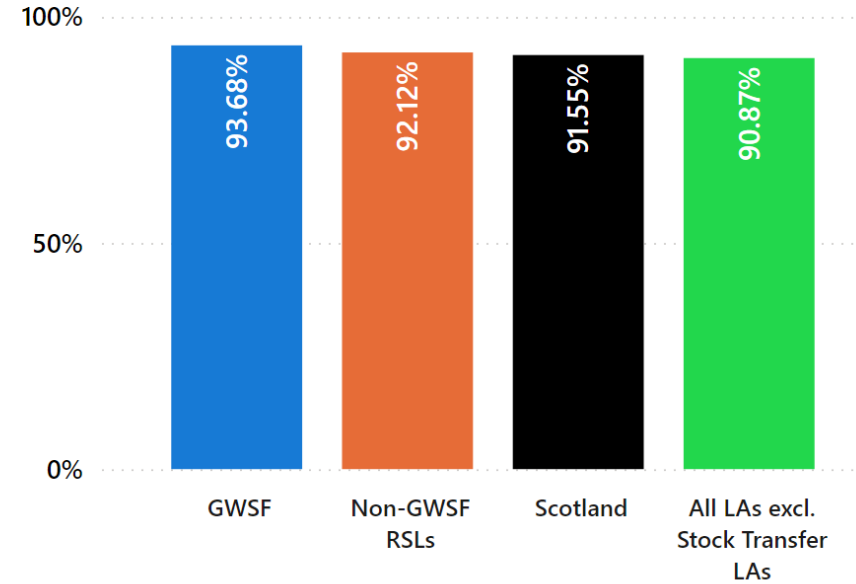
Tenancy Sustainment (Homeless)

I15 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



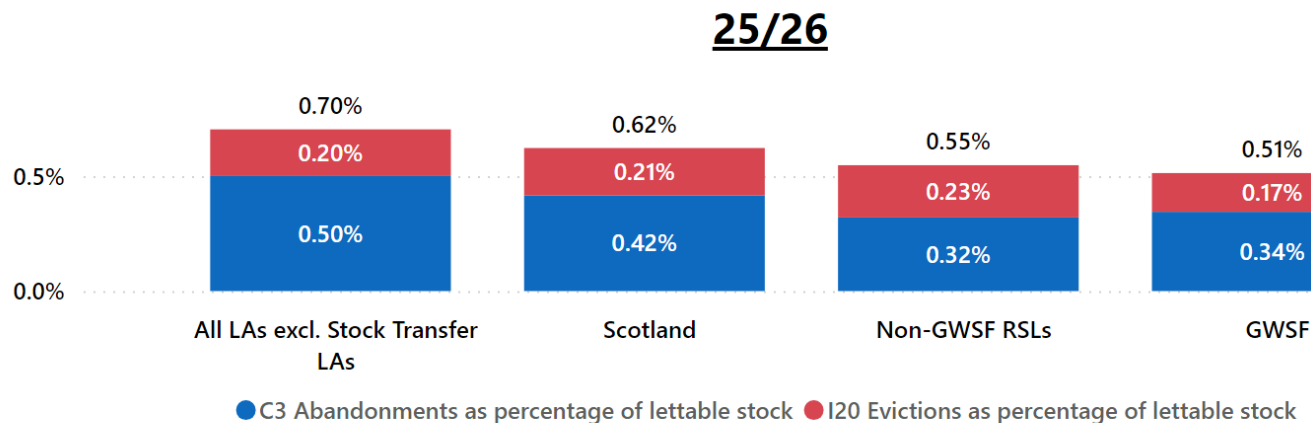
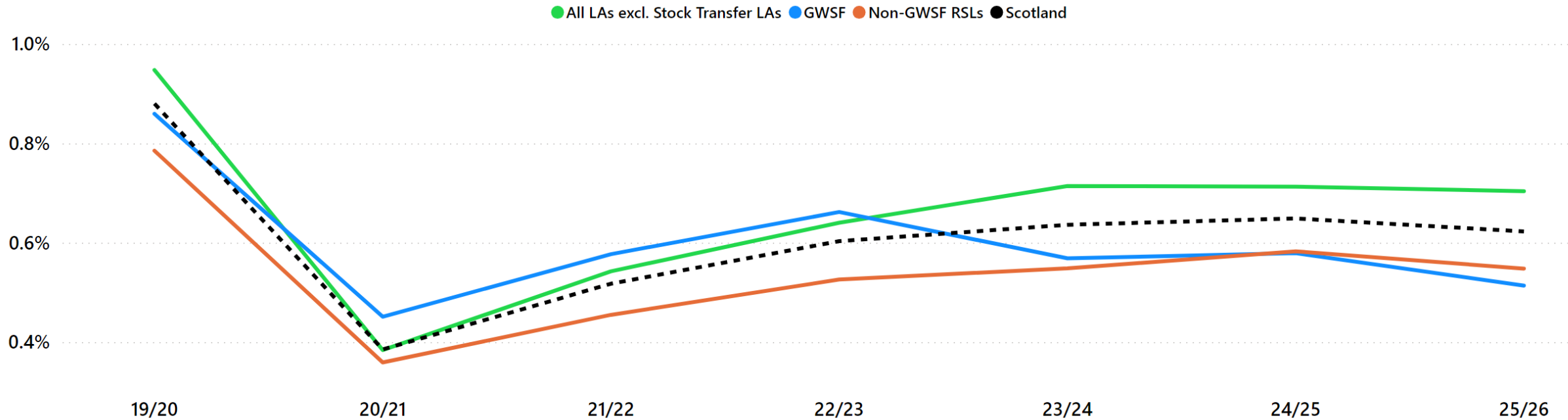
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	89.94%	90.11%	89.49%	89.77%	90.87%
GWSF	91.18%	90.66%	92.48%	92.90%	93.68%
Non-GWSF RSLs	90.39%	90.63%	91.22%	92.73%	92.12%
Scotland	90.21%	90.33%	90.31%	90.98%	91.55%

Abandonments and Evictions

C3 Abandonments & and I20 evictions as a percentage of stock

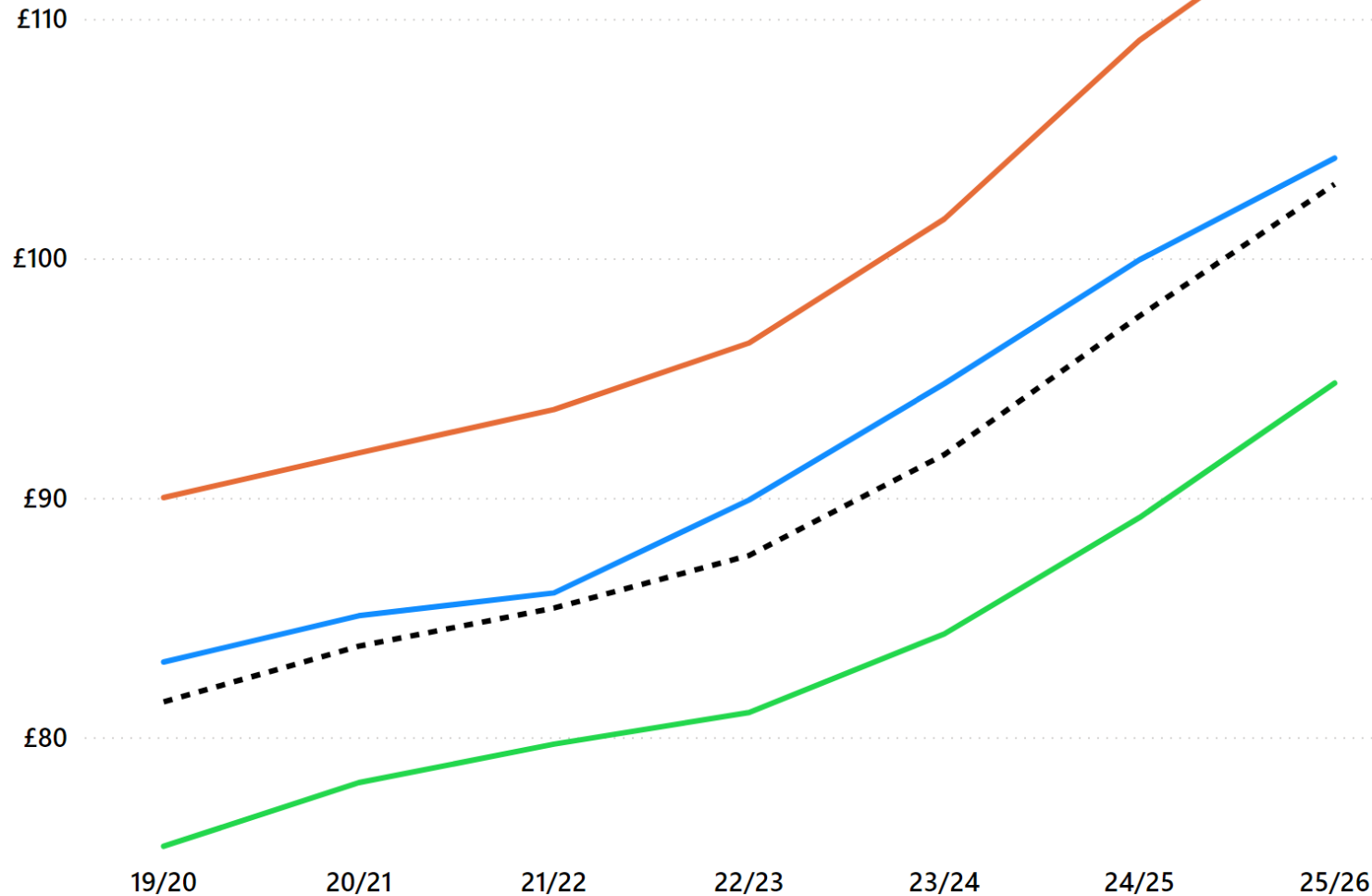


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	0.54%	0.64%	0.71%	0.71%	0.70%
GWSF	0.58%	0.66%	0.57%	0.58%	0.51%
Non-GWSF RSLs	0.45%	0.53%	0.55%	0.58%	0.55%
Scotland	0.52%	0.60%	0.64%	0.65%	0.62%

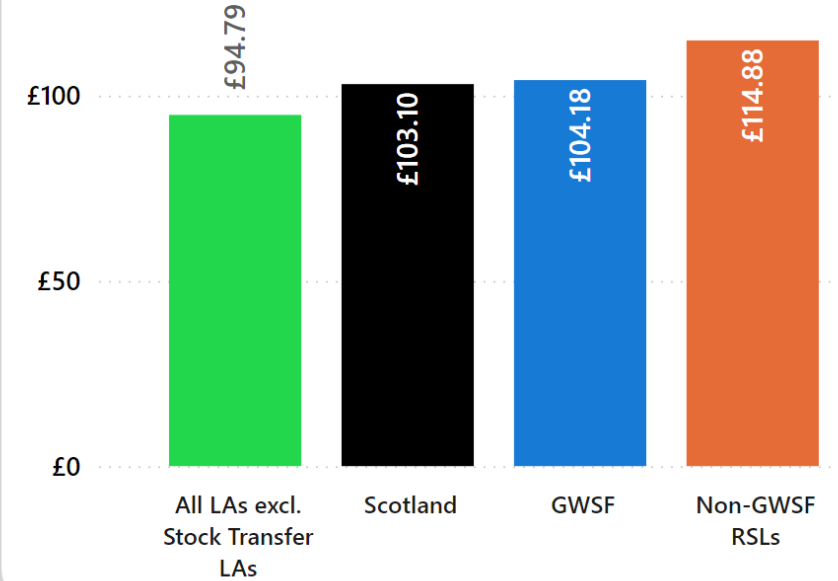
Rents

C16 Lettable self-contained units - Total - Average weekly rent

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



25/26

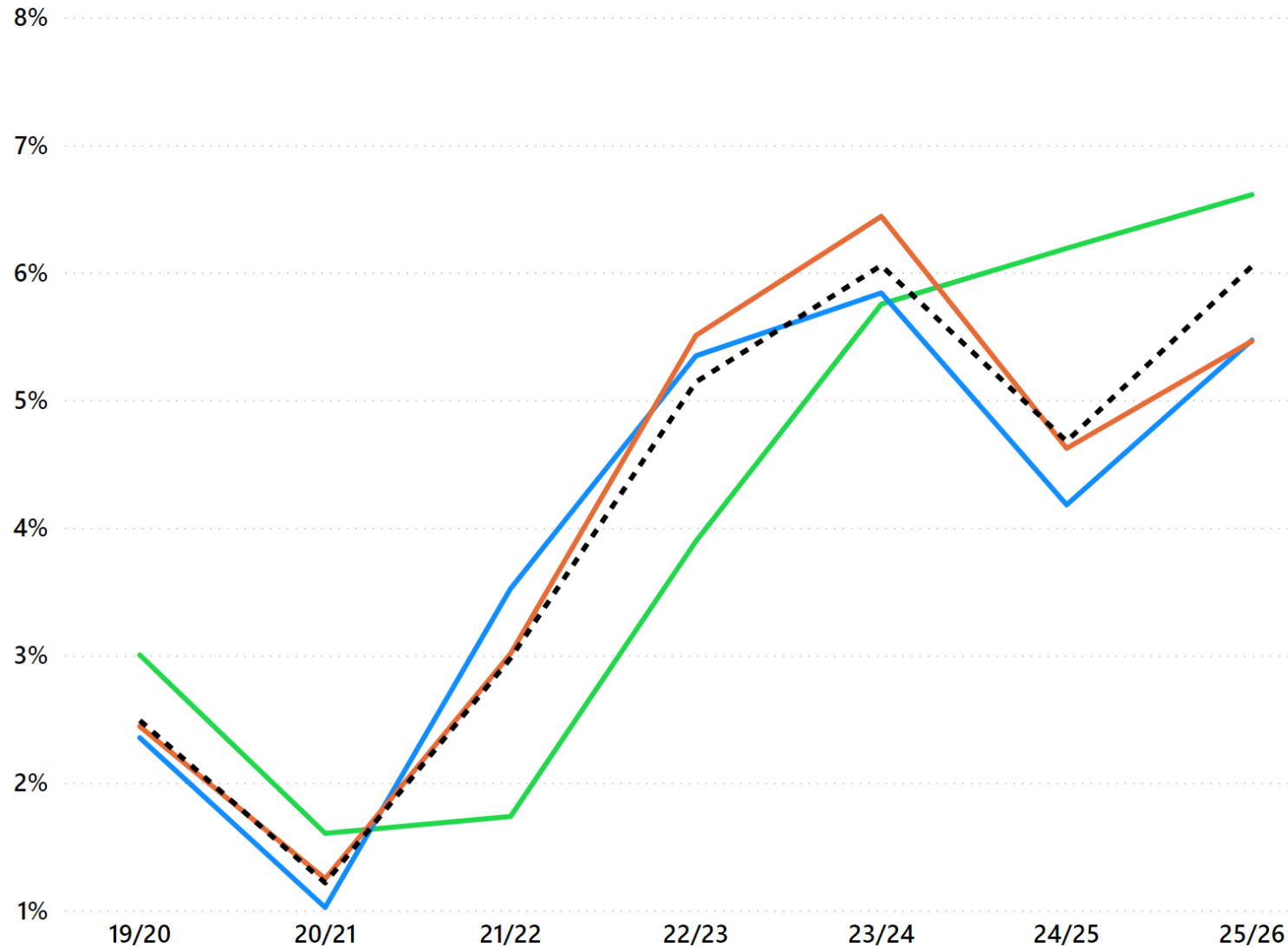


Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	£79.71	£81.03	£84.31	£89.17	£94.79
GWSF	£86.02	£89.90	£94.76	£99.94	£104.18
Non-GWSF RSLs	£93.68	£96.46	£101.64	£109.10	£114.88
Scotland	£85.39	£87.59	£91.80	£97.59	£103.10

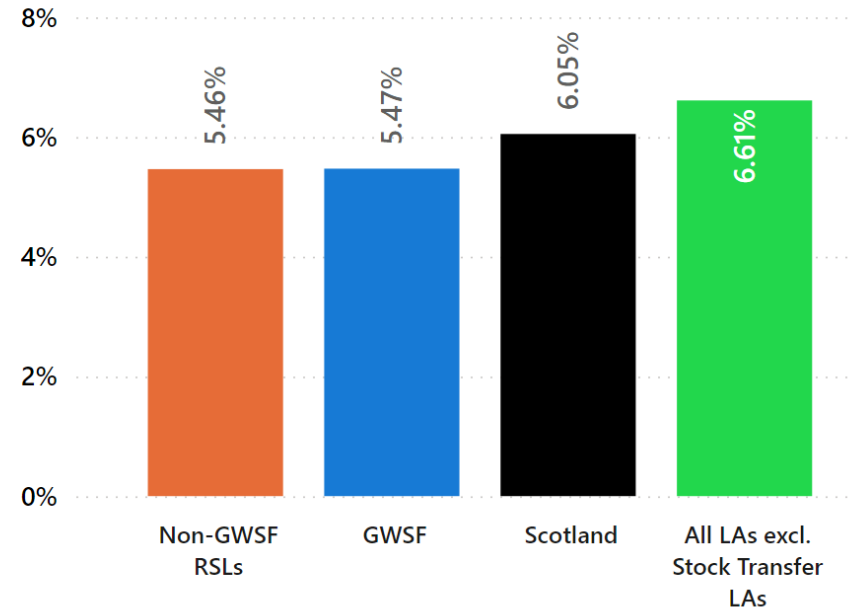
Rents

C4.1 Percentage average weekly rent increase to be applied next year

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



25/26



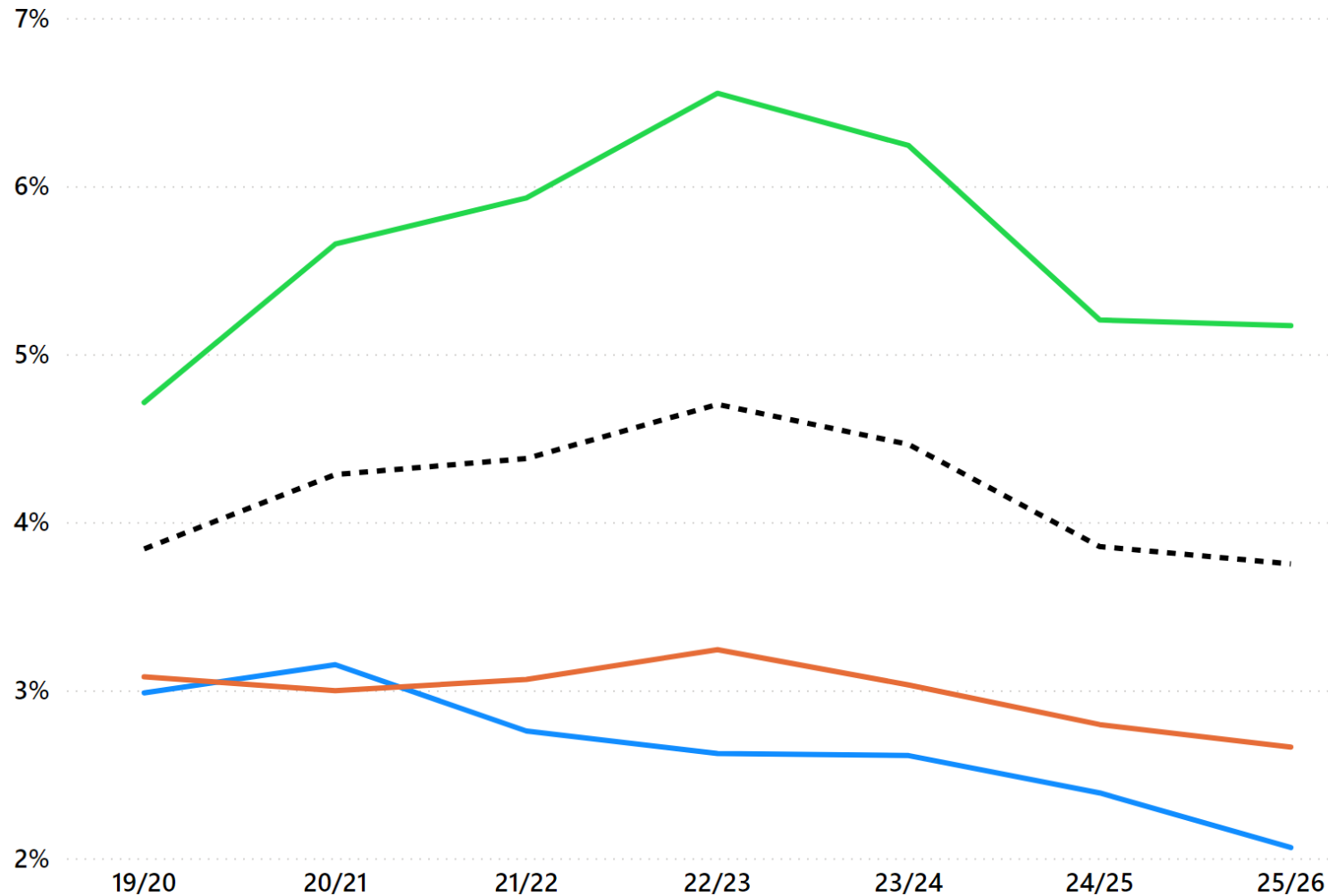
Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	1.74%	3.89%	5.75%	6.19%	6.61%
GWSF	3.52%	5.35%	5.84%	4.18%	5.47%
Non-GWSF RSLs	3.01%	5.51%	6.44%	4.62%	5.46%
Scotland	2.98%	5.14%	6.05%	4.68%	6.05%

Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	£79.71	£81.03	£84.31	£89.17	£94.79
GWSF	£86.02	£89.90	£94.76	£99.94	£104.18
Non-GWSF RSLs	£93.68	£96.46	£101.64	£109.10	£114.88
Scotland	£85.39	£87.59	£91.80	£97.59	£103.10

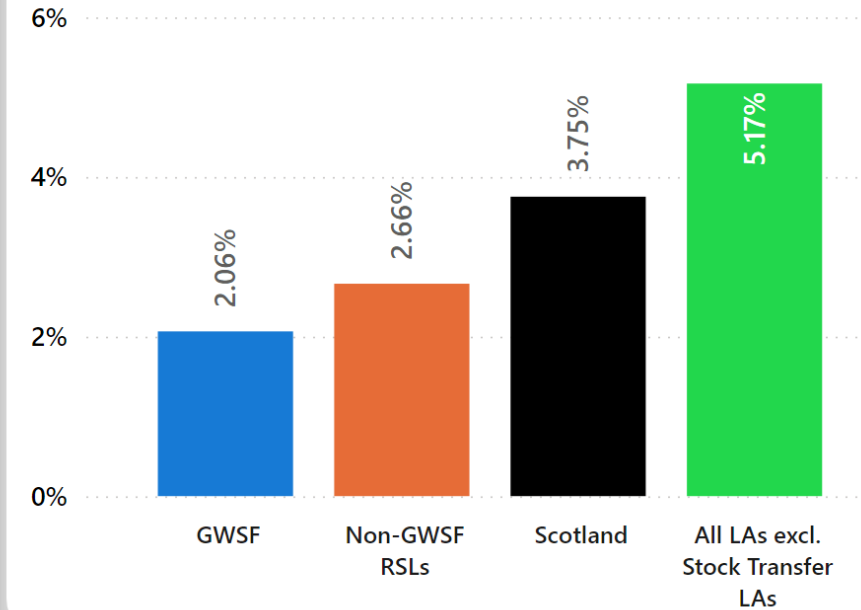
Arrears

123 Current arrears percentage of rent due

● All LAs excl. Stock Transfer LAs ● GWSF ● Non-GWSF RSLs ● Scotland



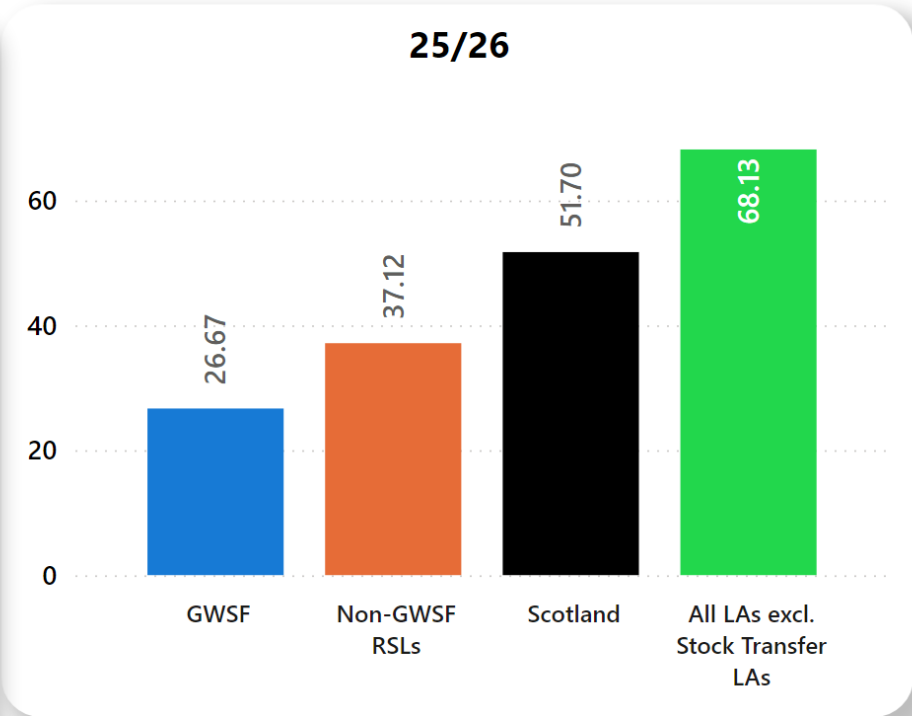
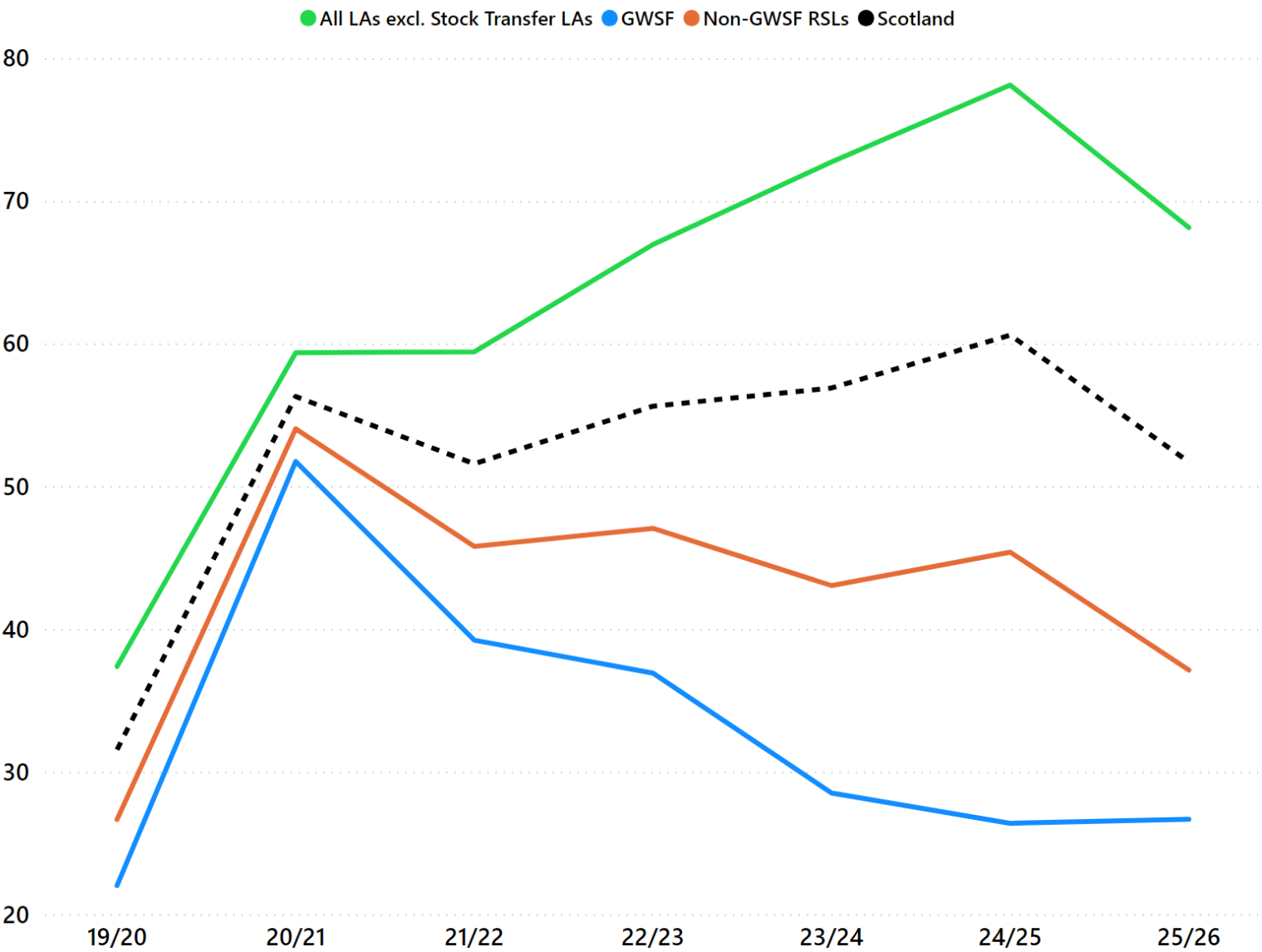
25/26



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	5.93%	6.55%	6.24%	5.20%	5.17%
GWSF	2.76%	2.62%	2.61%	2.39%	2.06%
Non-GWSF RSLs	3.06%	3.24%	3.03%	2.80%	2.66%
Scotland	4.38%	4.70%	4.46%	3.85%	3.75%

Relet Times

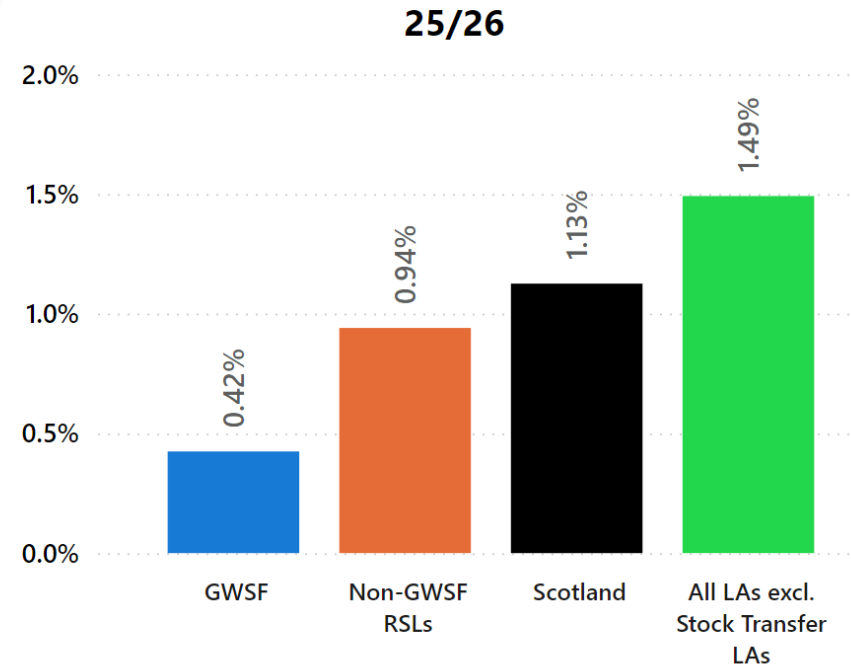
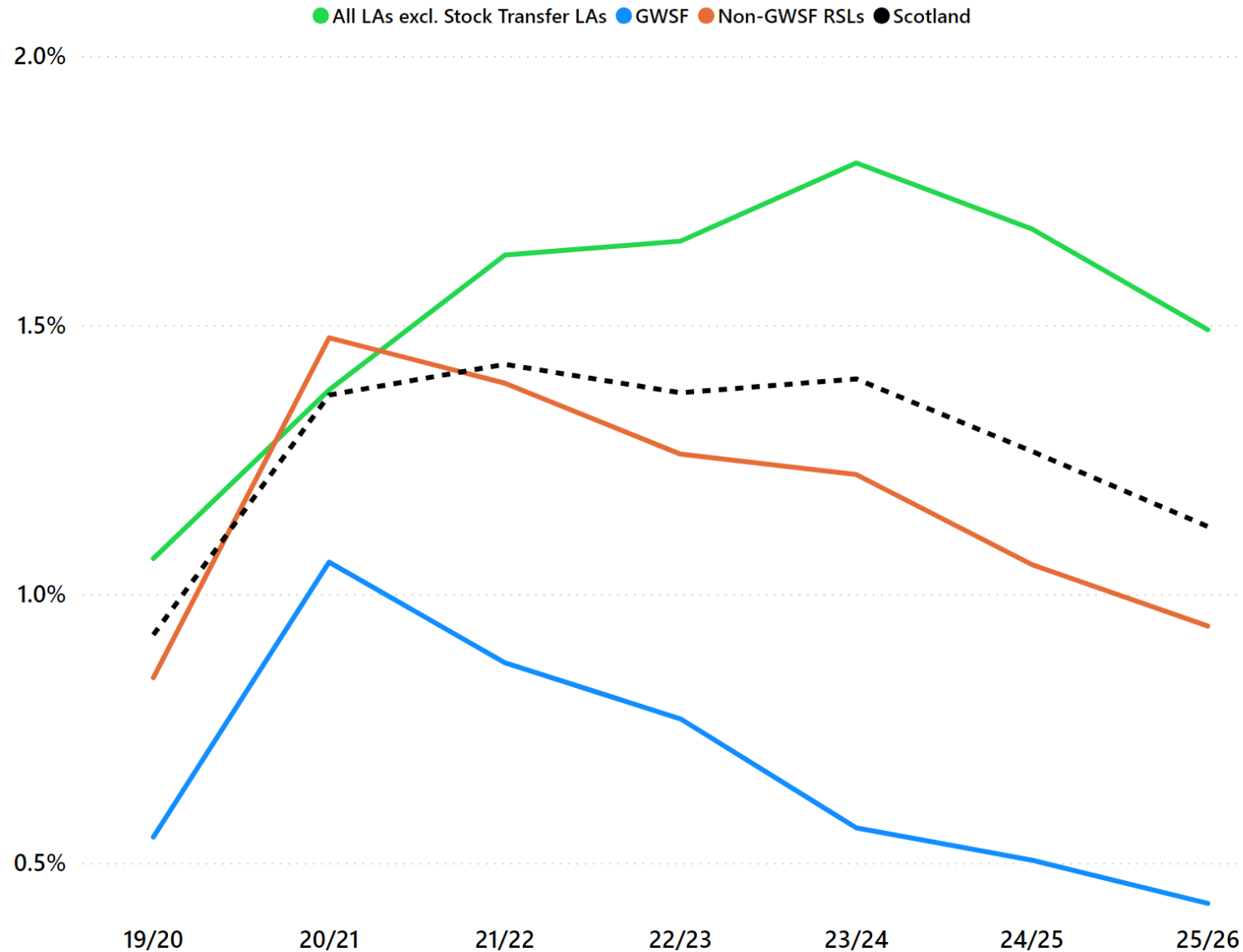
I26 - Average calendar days to re-let properties



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	59.42	66.94	72.73	78.11	68.13
GWSF	39.21	36.91	28.50	26.38	26.67
Non-GWSF RSLs	45.78	47.05	43.04	45.38	37.12
Scotland	51.58	55.61	56.89	60.59	51.70

Void Rent Loss

I17 - Percentage of rent due lost through empty properties



Organisation	21/22	22/23	23/24	24/25	25/26
All LAs excl. Stock Transfer LAs	1.63%	1.66%	1.80%	1.68%	1.49%
GWSF	0.87%	0.77%	0.57%	0.51%	0.42%
Non-GWSF RSLs	1.39%	1.26%	1.22%	1.05%	0.94%
Scotland	1.43%	1.37%	1.40%	1.26%	1.13%