



Scotland's Feel Good Factor

Annual Highlights 2015–2016

A year at YourPlace



Message from YourPlace's Chair

Liz Walford looks back over
the year's highlights.

The bottom half of the page is decorated with large, abstract geometric shapes in two shades of blue. A dark blue shape forms a large 'V' or chevron pointing upwards from the bottom left. A lighter blue shape is positioned to the right of the dark blue one, also pointing upwards. These shapes overlap and create a modern, minimalist design.



Liz Walford
Chair of YourPlace

The year 2015-16 was one in which we continued to improve our services and grow our business significantly.

We worked with our sister organisations in Wheatley Group to develop a five-year Group strategy – Investing in Our Futures which spells out the Group’s vision and aims between now and 2020.

As part of this strategy, we aim to deliver factoring services to an additional 5000 homes by 2020. We are already well on our way to reaching our target with 2065 new properties joining us over the past year.

Our continued growth means we now provide factoring services for homeowners in GHA, Cube and Loretto communities as well as private developments and blocks which have no links with Registered Social Landlords.

YourPlace has also secured the position as factor for a number of developments which are currently under construction. This will bring on a further 1492 properties by 2018.

Here are some of our highlights for 2015-16.

Investing in our communities

YourPlace, known as ‘Scotland’s Feel Good Factor’, is one of Scotland’s leading property management organisations, delivering factoring services to over 27,714 homes.

At the end of each financial year, any surplus made by YourPlace is ‘gift aided’ back to Wheatley Group, Your Place’s parent company. The money is then invested back into local communities and to help improve services. This includes the Wheatley Pledge programme which offers job opportunities to people living in our neighbourhoods and play parks in our neighbourhoods.

YourPlace delivered £1.29m in gift aid to Wheatley Group, exceeding its target of £991,000.

Going forward, this surplus will be paid to the newly-formed Wheatley Foundation. The charitable foundation will support community projects that tackle poverty and social isolation, promoting digital inclusion and creating education and employability opportunities in Wheatley communities across Central Scotland.

Improving our performance

YourPlace exceeded its customer satisfaction target for the majority of its customers, reaching 70% against a 67% target across GHA communities. This gives YourPlace the second top ranking in the top quartile of its benchmark group of RSLs that factor more than 2,000 properties each.

In addition, YourPlace directly factors over 1000 homes, such as private developments, and these customers were 75% satisfied. Our Cube customers were less satisfied with our performance, specifically around investment and environmental work. The 113 customers interviewed were only 45% satisfied – an issue that YourPlace is working very hard to improve.

Repairs are the bread and butter of factoring. Together with group insurance, common repairs are the main reason flatted properties are factored. 7463 repairs were completed during 2015-16, 95% of them within agreed timescales. Average satisfaction with repairs was 77.44%.

YourPlace also exceeded its arrears reduction target, reducing arrears to 13.7% against a 15% target. House sales were buoyant during 2015-16 with 1277 resales processed. 100% of these were completed within the five day turnaround target.



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delivered in gift aid to
Wheatley Group



Better online services

More than 1700 customers signed up for our new improved online services which went live in summer 2015.

Owners can now see their account, with details of all their payments and charges, as well as pay their bills, book a repair or request other services.

The online services are part of a drive to give people more choice about how they get in touch and transact with us.

Once registered, owners carried out a total of 2910 interactions on the new online channel and made £148,000 of payments towards their bills.

Offering extra services

Unlike other factors, YourPlace offers customers a variety of low cost added value services.

YourPlace recently renegotiated contracts for both buildings and contents insurance and, despite a challenging insurance market at the moment across the UK, were delighted to be able to secure a reduction in premiums for customers.

In 2015-16, 4823 customers have home contents insurance with YourPlace. A marketing campaign in conjunction with the insurer aims to increase the uptake for this competitively priced cover which is among the cheapest on the High Street.

YourPlace also offers gas boiler and central heating cover for customers. This cover is proving popular with 652 customers now signed up.

Through our partners at Glasgow Life, older YourPlace customers can also access easy exercise classes and art classes at venues across the city. These are free of charge to YourPlace customers. During 2015-16, 166 YourPlace customers took part in these classes.

Recognising excellence

In addition to the EFQM and IiP accreditations already held, YourPlace, as part of Wheatley Group, gained Customer Service Excellence (CSE) accreditation. CSE is the UK Government standard for assessing how well organisations serve the people they work for.

Wheatley Group has been awarded no fewer than 16 Compliance Plus ratings and 28 Full Compliance. Only one organisation in the history of CSE has achieved a higher number of Compliance Plus ratings.

Jobs and training

We helped 35 people from YourPlace homes into jobs and training over the year as part of our drive to provide customers with more opportunities to lead better lives.

We create jobs and training through employability schemes, Modern Apprenticeships and through clauses in our new-build and investment contracts which require contractors to provide employment opportunities for local people.

We also create opportunities through our Wheatley Pledge scheme, which incentivises contractors and suppliers to do more for our communities.

Across our parent organisation Wheatley Group, we created a total of 564 jobs and training places for people in our communities over the year.

Developing our staff

YourPlace is committed to supporting young people into work and training.

The YourPlace team currently has three modern apprentices working within the team. Two former modern apprentices have also secured positions as Factoring Agents within the team in the past year along with another who has secured an administration post.

Members of staff are currently studying for a Masters in Business Administration, an HNC in Construction Management and a degree in Quantity Surveying. A further six staff are going through the Institute of Residential Property Management (IRPM) qualification with five more due to start later this year.

Sector role for YourPlace Director

Factoring Services Director Alison McDiarmid has been elected as President of the Property Managers Association Scotland (PMAS) where she will work with members to further drive up property management standards.

PMAS represents 37 professional factoring firms in Scotland, promoting high standards and best practice across the industry and supporting members through research and training.



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