

# GOVANHILL NEWSLETTER

The Newsletter of Govanhill Housing Association in Govanhill and Merrylee Summer 2025

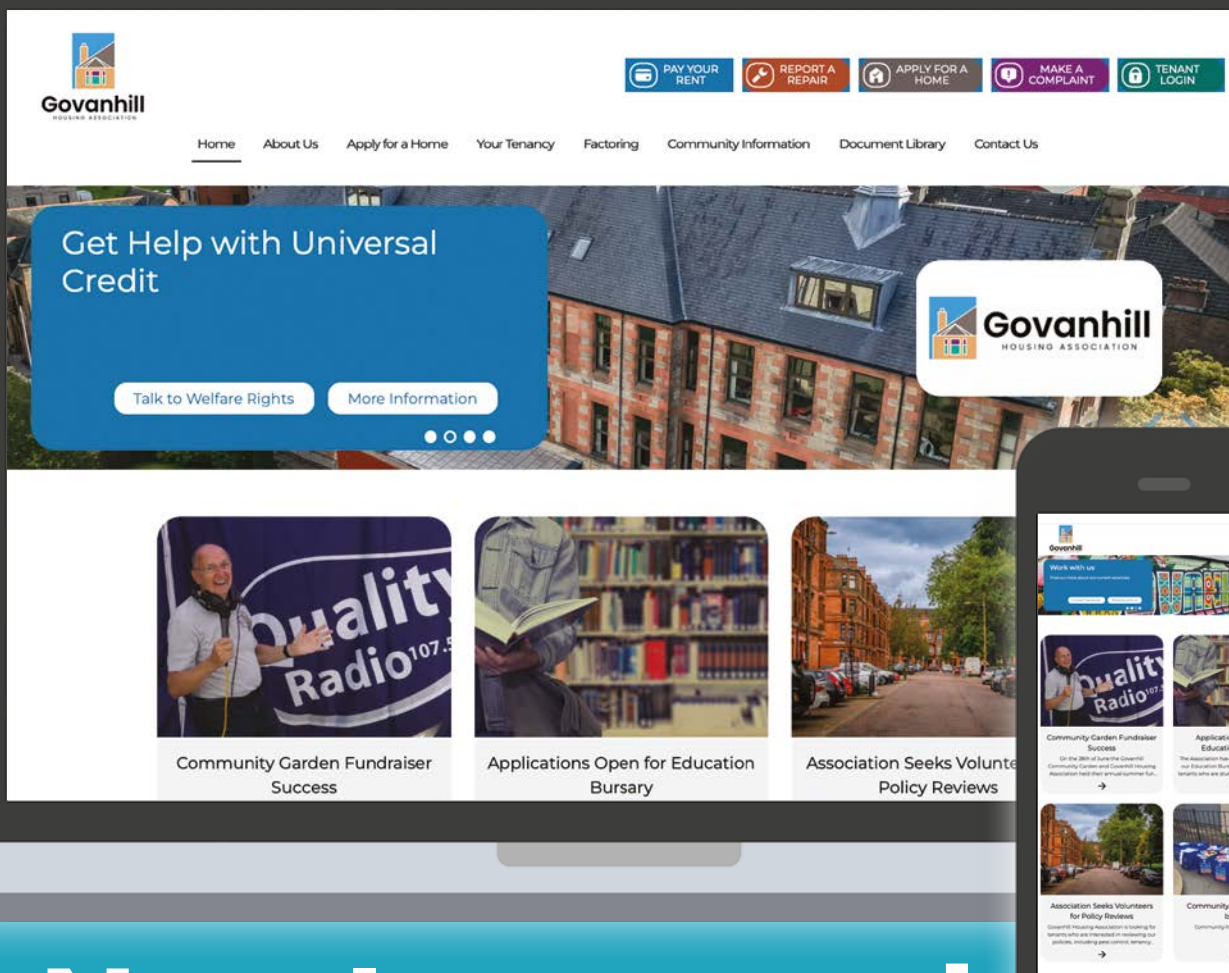


## GOVANHILL HOUSING ASSOCIATION LOGO GETS A MAKEOVER

**You will probably have noticed something different about this newsletter; the Association has rebranded!**

Both Govanhill Housing Association, and its subsidiary Govanhill Community Development Trust have fresh new logos, which were developed in collaboration with the committee and staff.

In the coming months you will see the new logo on our letters and around the office. The process of changing our corporate identity will be a gradual one; we will continue to use items with the old logo to minimise waste and save money.



# A New Improved Website for Govanhill Housing Association

On the 5th of August the Association launched its new website, at the usual address of [www.Govanhillha.org](http://www.Govanhillha.org).

The new website is a significant upgrade and features a clean, responsive layout with more intuitive navigation—making it easy for tenants, homeowners, and community partners to find key services. Features include:

- **Quick-access menus** for housing applications, repairs, rent payment, and community events
- **Multilingual support** to serve our residents
- **Accessibility options**, such as translation

into languages other than English, adjustable text and high-contrast modes.

- **Fresh community content**, covering news, projects, and local opportunities

These enhancements reflect our commitment to making digital services accessible and for all residents.

The site went live on the 5th of August. We thank you for your patience during the first couple of weeks of the new website as we work out any teething issues.

We welcome your feedback on the new site.

# Eid

## MUBARAK

### Eid Celebration goes down a treat at Govanhill Housing Association

**On Tuesday the 24<sup>th</sup> of June the Association, with support from the MERGE group, organised a gathering for *Eid al-Adha* in the Community Hall at Samaritan House.**

The occasion was celebrated with games, singing, dancing, and delicious food.

Noreen, who is on the MERGE committee and was involved in organising the event says

‘Part of the purpose of *Eid al-Adha* is to celebrate others and build community. Hosting this event, being with each other and sharing food together helps reduce isolation and build friendships. We are grateful to Govanhill Housing Association for supporting this event’

The MERGE group is a residents’ group of Govanhill Housing Association; recognising the ethnic mix of the area, MERGE stands for ‘Minority Ethnic Resident Group Empowerment’ and is open to anyone from a black minority or ethnic background.

They are currently taking a break for the summer but from September, they will return with their regular coffee mornings at the Larkfield Centre where participants will be able to get involved in activities chosen by the group.





# Community Garden Raise Over £800 at Summer Family Fun Day

**On the 28<sup>th</sup> of June the Govanhill Community Garden and Govanhill Housing Association held their annual summer fun day fundraiser! The event was as popular as ever, with families and children queuing up to take part in activities such as face painting, hook a duck, and the ever-popular photo booth!**

The event also featured a plant sale, raffle and tombola to raise money for the upkeep and work of the community garden. Thank you to everyone who contributed to the event, which raised over £800 which will contribute to the upkeep of the garden, as well as future events.

Thank you too to Quality Radio, who came along and provided a rockin' soundtrack for the event.



## Association Donates £200 to Annette Street Primary for Simon's Memorial Bench

On 12th June Annette Street Primary School children sang to raise money for their friend Simon, who sadly passed away. The Association donated £200 to this cause in his memory. Our thoughts remain with his family.



# TENANT RE-CHARGES FOR DAMAGE AND REPAIRS:

## WHAT YOU NEED TO KNOW!

**When something goes wrong in your home which requires a repair, there are times when it will be our responsibility as your landlord, and there are other times when it will be up to you to fix it. There will also be some cases where we carry out a repair and require the tenant to pay for it. This is known as recharging.**

In this article we will explain what a re-charge is, and we will also outline some situations where we might apply charges for repairs. For more detailed information we encourage you to read our Tenant Recharges Policy which is available on our website.

### **What repairs are always the responsibility of the tenant?**

If something happens to your flooring, or your electrical equipment such as a washing machine or fridge, this will be your responsibility. Anything that is part of your home contents, including white goods, are your responsibility as a tenant to repair or replace.

We strongly recommend taking out contents insurance to protect you against accidental damage.

We also strongly recommend that you give a set of keys to a trusted friend or relative in the event that you lose your keys. That way, there is no need to force access and change locks, which will incur a cost for you.

### **What repairs are usually always the responsibility of the landlord?**

Repairs that are part of the fabric of your home, or flooring, will usually be the responsibility of the landlord. This includes things like plumbing, boilers, windows, and bathroom fittings.

There are times when these repairs will be subject to payment by the tenant. This is called a re-charge. The Association has a detailed recharge policy which is available for you to read on our website.

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# TENANT RE-CHARGES FOR DAMAGE AND REPAIRS:

**WHAT YOU  
NEED TO  
KNOW!**

## **What situations may lead the Association to issue a recharge for repairs?**

- The Association has agreed in advance with the tenant to carry out in an emergency, “tenant responsibility repairs” on their behalf and the tenant has signed the Association’s mandate.
- The Association has carried out repairs which it considers the tenant should pay for because they arose out of tenant neglect, wilful damage, carelessness or criminal conviction.
- Repairs that are caused by damage to fixtures and or fittings either internally or externally to the property or scheme, by any tenant or tenant’s visitor or guest, that cannot be attributable to normal wear and tear or use. This can include (but is not limited to):
- Wilful damage or neglect caused by a Tenant or one of their visitors – e.g. damage to doors, windows or locks.
- Electrical faults caused by a Tenant’s own appliances or lack of credit in prepayment meter.
- Heating faults caused by lack of credit in prepayment meter.
- Blocked drains, sinks, toilets caused by food waste, excessive build-up of grease from cooking, sanitary or incontinence items.

- Broken windows – unless a crime number is provided
- Deliberately damaged fixtures and or fittings.
- Unauthorised alterations or building works.
- Deliberate acts of vandalism or neglect.
- Forced entry – should a Tenant become locked out of their property and appropriate procedures are not followed for emergency access.

## **What situations are unlikely to lead the Association to issue a recharge?**

- Where damage is caused by fair wear and tear.
- Where damage is caused by vandalism provided that the damage has been reported to the Association and to the Police. A crime reference number must also be provided by the tenant to the Association’s Maintenance staff.

**PLEASE NOTE** This only applies when the vandalism has not been carried out by the tenant or anyone else invited to their home and in accordance with the terms of the tenancy agreement. Repeated acts of vandalism being carried out at the same address may result in repairs being recharged, as well neglect and misuse.

## Care and Repair Closure Following Funding Withdrawal

**We are sad to report that as the result of funding cuts, the Care and Repair service is closing, which means the service will no longer be available for our tenants.**

This service was a lifeline for many of our disabled and older tenants. We are investigating ways that the Association can continue to provide some of the services previously offered by Care and Repair, and we will update you in due course.





# Interview with Modern Apprentices: Habil and Megan

Earlier this year the Tenancy Services team welcomed Habil Khan and Megan Savage, our two modern apprentices. Habil and Megan have been busy shadowing members of staff and learning about the work of the Association.

We spoke to them to find out a bit more about them, and how they were settling in at Govanhill Housing Association.

## Can you tell us a bit about yourself?

**Habil:** I am Habil Khan – I'm 19, and I live in the Southside of Glasgow. I have lots of friends in Govanhill, so I know the area fairly well, which has made it great to be working here. I also enjoy boxing.

**Megan:** I'm Megan, I just turned 24 and before this I worked in retail where I did visual merchandising, which means making a store look good for the customers.

## Why did you apply for this apprentice role?

**Habil:** My Dad suggested the role to me, as he is involved in private housing – he thought this would be a good thing to do, to learn the business. It's also part of my religion to want to help people, and I wanted to be involved in helping improve Govanhill.

**Megan:** I was comfortable in the job I was in, but I had started to ask myself 'is this what I

want to do for the rest of my life?' I had never worked in an office environment, and I thought this might give me more career progression. I am also a people person, and there wasn't much space for that in my old job.

## Now that you are six weeks in, what do you feel like you have learned?

**Habil:** I have learned the importance of patience, and how to take my time with people. This role has really improved my people skills.

**Megan:** I have learned a lot, I didn't realise how many roles there were within a housing association, and how much work goes into getting people a tenancy. It has been valuable being able to observe the whole process of a section five (homeless) referral from start to finish. It is rewarding to see people be offered housing and go on to make it their home.

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# Interview with Modern Apprentices: Habil and Megan



**Has there been anything that has surprised you about the role? Or anything that you were not expecting?**

**Habil:** I wasn't expecting there to be as many homeless applications, I was surprised about how much work the Housing Association puts into supporting and helping people experiencing homelessness.

**Megan:** I wasn't expecting Govanhill to be as diverse as it is so that was surprising, I really enjoyed being part of the Eid Celebration. It was great to see that aspect of the community.

**What would you say to anyone thinking about doing an apprenticeship with Govanhill Housing Association?**

**Habil:** The staff here are all lovely, and I already feel like I have known them for a long time. You just need to open yourself up to the real world.

**Megan:** The staff feel like a part of the community too; it's been great to have a role where I can spend time talking to people. I am interested in having a career and there are a variety of different roles and options for that in housing.

## Association Secures Apprenticeship Opportunities for Local Young People Through MEARS Contract

We are happy to confirm that, as part of our new contract with MEARS group, two new apprenticeships for a joiner and a plumber have been appointed which will start in August this year. Both apprentices live locally and there will be further opportunities next year for those living in Govanhill & Merrylee.

Each apprenticeship runs for a four-year period and is a mix of college and practical experience.

We spoke to one of their current apprentices, Ryan Mallin (20) who is in his third year of his electrician apprenticeship with Mears and has been working in Govanhill.

Ryan said: "This apprenticeship has been a valuable opportunity; I have learned so much in the last three years."

If you are interested in being considered for next year's intake, please contact the Linda [lhiddleston@govanhillha.org](mailto:lhiddleston@govanhillha.org) with your details.





# New Contracts Secured to Provide Excellent Services to our tenants and other customers

The Association has been busy putting in place new contracts to maintain and improve tenants' homes. We hope that these new and renewed contracts will help us exceed our targets and ensure that more repairs are delivered quickly and right first time.

Last year, our average response time for emergency repairs was 2.13 hours against our target of 2 hours and 5.74 days for non-emergency repairs against a target of 5 working days.

The logo for MEARS, consisting of the word "MEARS" in white capital letters on a red rectangular background.

## MEARS Group Awarded Contract for Internal Repairs

**MEARS Group have been awarded a new contract for maintenance, reactive and void works for an initial five-year period with an option to extend the contract annually for a further five years.**

The contract covers emergency, non-emergency repairs, void repairs, together with small scale improvement works such as

kitchens, bathrooms, medical adaptations, rot and fire protection repairs.

As our main repairs' contractor, MEARS Group have committed to improving the quality of their service to tenants by increasing their resources and offering more convenient appointment times for non-emergency repairs.

## Gas Servicing, Repairs and Installations



**City Technical Services have been awarded a four-year contract (with an option for extension) to ensure tenants' homes are kept safe through carrying out annual gas safety checks as well as servicing, installing and replacing heating systems.**

City Technical Services have an excellent record of customer service, last year their customer satisfaction rate was 97.5% and 100% of annual safety checks were completed on time.



# New Pest Control Contract



**We are pleased to announce the introduction of our new pest control contractor, Greenerleaf. Through this contract, the Association has two dedicated full time pest control technicians to support our tenants with pest related issues inside their homes.**

This service reflects our ongoing commitment to ensuring safe, comfortable, and healthy living environments for all our tenants.

By working with Greenerleaf, we aim to give a quicker, more effective response to pest concerns, and provide support over and above what is offered by Glasgow City Council.

If you are having issues with pests in your home, we ask that you report this to the Association as soon as possible.

We are also in the process of putting together a pest control strategy. If you have any comments about this, please get in contact and we will consider this as part of our strategy.



## Major Repairs

**The Association has put in place a Framework for carrying our major repairs which has the value of up to half a million pounds. A Framework is a method of procurement whereby we secure a list of approved contractors for works when tendering, rather than going out to the open market. This method of procurement is intended to save time and secure the best value for money for tenants.**

The £0.5m Major Repair Framework will focus on Essential Repair Work Contracts and upgrading of acquired properties, along with component replacements such as kitchens and bathrooms.

The successful contractors, detailed below, will

be used for competitive tendering of contracts to provide high quality major repairs for tenants and owners.

- CCG (Scotland) Ltd.
- City Gate Construction (Scotland) Ltd.
- Contract Building Services (Scotland) Ltd.
- Morris & Spottiswood Ltd.
- MP Group UK Ltd.
- Ogilvie Construction Ltd.

As well as this £0.5million framework, we are in the process of securing a second, larger framework which will cover kitchen and bathroom renewal contracts for the next five years.



# ASSOCIATION MAKES KITCHENS AND BATHROOM RENEWALS A PRIORITY OVER THE NEXT FIVE YEARS



**In 2023 we asked you what our investment priorities should be. You told us that we should focus on kitchen and bathroom renewals now that our window replacement programme is up to date.**

This response was considered by our Management Committee and staff when developing the Association's Asset Management Strategy, which outlines how we manage our investment in your homes.

The strategy was approved last May and is available to read on our new website. In the strategy we prioritised the renewal of kitchens and bathrooms over the next 5 years. To do this, the Association has realigned its finances to support the required large-scale expenditure to allow the programme to start.

This means that over the next five years we will be investing in 1,868 (64%) of our homes where kitchens are more than 15 years old and bathrooms are more than 20 years old.

Surveys have commenced in a pilot contract on Boyd Street and will shortly move to properties which are included in a Merrylee pilot.

The work includes the renewals of kitchen and/or bathrooms along with electrical checks,



renewal of fire detection system and a stock condition survey.

The programme will be carried out on a block-by-block basis.

## More information

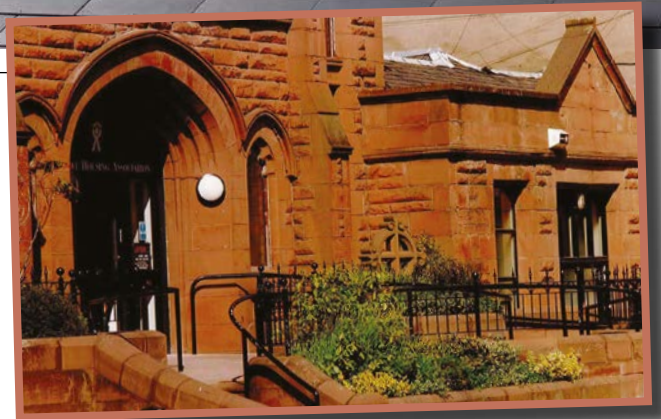
We anticipate that the installation of bathrooms and kitchens due to be fitted for tenants on Boyd Street will commence from November this year. For tenants in Merrylee who are part of the pilot programme, kitchen renewals will start in January 2026.

The Association has also been engaging with tenants who have older medically adapted shower rooms as a priority, with surveys starting at the end of this month to renew them or convert them back to bathrooms by the end of December.

# Roofing Contract

The Association is renewing our cyclical roof inspection, gutter cleaning and repair contract. This will start later in the year and ensure roofs continue to be well maintained.

## New Build Housing



## Developments in the Pipeline!

### 159 Butterbiggins Road

We are happy to report that this development is progressing well; foundations have been poured, and structural steelwork is in place. We expect this development to be completed by April 2026.

### Forsyth House, Coplaw Street

The former Association office at Forsyth House is being considered for redevelopment into new housing. Feasibility studies are now under way. If this development goes ahead, we anticipate that the site will provide 14 new homes. More information about this development will be provided as the project progresses.





# Estate Management: ENVIRONMENTAL IMPROVEMENTS IN GOVANHILL

**Govanhill Housing Association has listened to residents and implemented enhanced environmental services to address common concerns. These services are part of a 3-year plan to tackle environmental issues and work towards our vision that everyone living in Govanhill and Merrylee should experience quality homes in attractive neighbourhoods and vibrant communities.**

All our tenanted properties benefit from a dedicated Estate and Environmental Service delivered by John O'Connor Grounds Maintenance Ltd.



We need residents to keep areas clean and free of all belongings so our contractors can

carry out their tasks and deliver a high-quality service.

Please remember that most ground services are weather dependent. Our contractors will always catch up with work that has not gone ahead as a result of poor weather conditions.

**Important! Please:** Report issues when you see them! Don't leave it to someone else! Dispose of your rubbish properly in the bins provided. Don't feed the birds! Food on the ground attracts rats and vermin.

This article details how often you can expect different services from our main contractor, John O Connor, and what this service involves.

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## **Estate Management: ENVIRONMENTAL IMPROVEMENTS IN GOVANHILL**

### **Bin Stores and Bulk Refuse: Weekly Service**

Cleaning all bin stores by brushing or other mechanical means, bagging all rubbish and removal from site including dead birds/ rodents, nappies, sanitary products, animal fouling, cigarette ends, nut shells and building rubble.



John O'Connor will collect all bulky items of household furniture including white goods and DIY waste e.g. kitchen fitments, and garden waste present in the backcourt at the time of service. **Residents are reminded to store all bulk items away from pathways and allow clear access to bin area.**

### **Landscaping: Fortnightly Service**

Removal of all weed growth from all hard and paved surfaces (excluding adopted roads and footpaths) and treating hard and paved surfaces with suitable weedkiller.

### **Grass Maintenance: Fortnightly Service (April to October)**

Mowing the entire area of grass in the backcourt and neatly trimming all borders and edges to the same length. Trim around trees, shrubs, fence posts, signboard supports and all other obstructions, to the same length as required for the grass area. Sweep up all grass cuttings, rake and remove all material from site.

### **Hedge Maintenance: Monthly (April-October)**

Neatly trim the top and both sides of hedging. Hand weed around the base of hedges. Inspect all plants and re-firm any loose plants as required. Remove any dead or badly damaged plants. Remove all material off site.

### **Shrub/Small Hedge Plants Maintenance: Fortnightly Service (April-October) Monthly (November - March)**



Prune all shrubs and plants by cutting back as appropriate to promote and control growth, improve their shape, and to remove all dead wood and broken, damaged or deformed branches.

Uplift all debris, litter, rubbish, fallen branches, rubble with particular attention being paid to broken glass and other items hazardous to the public.

Fork over and hand weed shrub beds to remove all weed growth and ivy including roots. Inspect all plants and re-firm any loose plants as required. Remove all dead plants/wood and broken, damaged or deformed branches.

All infestations from pests, fungi etc shall be dealt with immediately through the application of an approved insecticide or chemical treatment. Any animal fouling will be removed.

### **Small Tree Maintenance: Seasonal (November-March)**

Inspect all trees and re-firm any loose trees as required. Remove all dead wood, suckers and broken or deformed branches by careful pruning. Hand weed around the base of all trees in grass and hard areas including tree grilles to remove all weed growth including roots.

Remove all materials arising from these operations off site



# Factoring Matters

## News for Factored Owners



### Our Factoring Team

At Govanhill Housing Association we have a dedicated factoring team whose job it is to support factored owners with all aspects of their factoring service. To speak to a member of the factoring team please call **0141 636 3636** or email them at one of the addresses below.

#### Our Factoring Assistants

Ruby Khosla: [Rkhosla@govanhillha.org](mailto:Rkhosla@govanhillha.org)

Tahira Naveed: [Tnaveed@govanhillha.org](mailto:Tnaveed@govanhillha.org)

#### Our Factoring Officers

Heather Batchelor: [Hbatchelor@govanhillha.org](mailto:Hbatchelor@govanhillha.org)

Matthew Cameron: [MCameron@govanhillha.org](mailto:MCameron@govanhillha.org)

#### Our Factoring Manager

Sandy Thomson: [Sthomson@govanhillha.org](mailto:Sthomson@govanhillha.org)

### Merrylee Meeting

At the Merrylee meeting there was a presentation on a survey carried out for Merrylee owners earlier in the year. Representatives from CAS and our grounds maintenance contractor John O Conner were also present.

**Date of next meeting to be confirmed**

**Please contact us if you are interested in any future meetings, or if you have any agenda items!**

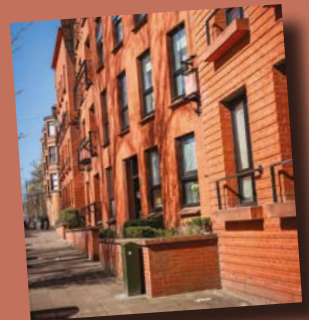


### News from our Factored Owners Meetings

This June we held two meetings for factored owners, one in Govanhill and one in Merrylee. These meetings are a chance for owners across Govanhill and Merrylee to come together and raise any concerns that they might have.

### Govanhill Meeting

At this meeting a representative of our close cleaning contractor, CAS was present, and owners were able to raise issues regarding this service. Post inspection of repairs was also discussed. Owners raised concerns about the environment and Gillian Scott advised owners about the Environmental Meetings and walkabouts that owners are welcome to attend.



Environmental meetings are as follows; 29<sup>th</sup> July 6.00pm - 7.30 pm, 28<sup>th</sup> October - 6.00pm - 7.30pm.

The Environmental walkabouts are the second Tuesday of every month 10am - 12 noon.

Cristina Chirilov, the Association's Backcourt Engagement Officer, also has an environmental drop in on the second Tuesday of every month from 2.00pm - 4.00pm)

**Date of next meeting: 3<sup>rd</sup> December**

# Tenant and Resident Participation Update

## Scrutiny Panel

The Association has started a Resident Scrutiny Panel which held its first meeting on 25<sup>th</sup> June 2025. The scrutiny panel is a way for you to get involved in improving our services by sharing your unique insights and working with us to make meaningful change. The panel will explore how the Association operates and makes recommendations to our committee.

The panel will

- Take an independent look at our performance

- Set priorities for reviewing our services
- Collect evidence to help improve services

The next meeting will take place at 10am on Tuesday the 26<sup>th</sup> of August at Samaritan House. We are looking for more tenants and residents to join this group. If you are interested in getting involved, please contact Gillian at [gscott@govanhillha.org](mailto:gscott@govanhillha.org) or by phoning **0141 636 3636**



## Anti-Social Behaviour (ASB) Policy Review

The Association is currently reviewing our Anti-Social Behaviour (ASB) Policy as part of our commitment to taking anti-social behaviour and neighbour nuisance seriously.

As part of this consultation all tenants and factored owners have been sent a text about this survey. We also held a consultation meeting at Samaritan House on the 29<sup>th</sup> of July.

If you wish to get involved with any future consultations, please contact Gillian at [gscott@govanhillha.org](mailto:gscott@govanhillha.org) or by phoning **0141 636 3636**.





# Education Bursary Re-Opens for 2025

**The Association has opened applications for our Education Bursary, which is open to all tenants who are studying a course at College or University. The deadline is the 29th of August.**

The grant can be used for anything that supports your course such as travelling, out of pocket expenses, books, materials (e.g., hairdressing course requires scissors etc.). Whatever will help you attend college or university.

Anyone living in your household can apply for the bursary, if they are in education or training. If you wish to apply, the form is available on our website and in our office. Alternatively, you can email Gillian on [gscott@govanhillha.org](mailto:gscott@govanhillha.org) with the subject heading 'Education Bursary Form'.



## Equalities Survey: What you Need to Know!

**The Association will be writing to tenants to ask you to complete an anonymous survey to meet our regulatory requirements regarding equalities.**

Please do not give any identifying information when you complete the form. All questions are optional.

We use equality information for a range of purposes, including to help us:

- Promote and protect your rights and interests
- Promote equality objectives
- Identify and address customer needs and improve our services

- Identify and eliminate discrimination

If you have any questions about this survey please contact our Head of Tenancy Services, Claire McGraw at [cmcgraw@govanhillha.org](mailto:cmcgraw@govanhillha.org).



# Our Performance:

## April – June 2025 in Figures

**At the Association we seek to continually improve our performance, to ensure that we are delivering the best possible service for our tenants, factored owners and the wider community.**

Every year we publish our performance as part of our regulatory requirements in the charter report, in addition to this we will also

publish our quarterly performance statistics here and on our website.

This is part of our commitment to being an open Association continually working to improve our services.

These statistics refer to quarter 1 of the reporting year, which is from the start of April 2025 to the end of June 2025.

### Arrears Position at Q1 for the reporting year 2025/26

This refers to the percentage of all rents due to the Association, that are in arrears (or currently unpaid). We aim to keep this figure as low as possible.

	End of Year 2024/25	Target for 2025/26	Q1
% Total Arrears	3.03%	2.2%	2.9%

### A Note on Transfer Applications

The majority of properties available for relet tend to be 1 & 2 bedroomed properties. We have very little demand from our existing tenants needing to move to a one bedroom property as such these properties tend to be let to those on our waiting list or who are homeless and are referred to us by Glasgow City Council.



## Number of Properties Let

This table shows how many properties we have let between April and June 2025, it also shows whether the properties have been let to people looking for a transfer, on our waiting list, or experiencing homelessness.

Source of let	End of Year 2024/25	Q1 %	Q1	Target for 2025/26
Transfer applications	87	13%	7	20%
Waiting List	105	24%	12	24%
Glasgow City Council (GCC) Homeless Referral & Other GCC Nominations	111	63%	32	56%
<b>Total</b>	<b>303</b>	<b>100%</b>	<b>51</b>	<b>100%</b>

## Average Days to Relet a property

We aim to relet our homes as quickly as possible, to do this we need properties returned to us in a good and clean condition. When a tenant applies to move to another one of our properties, we always visit to discuss the scarcity of housing in particular areas, and as part of this conversation we discuss the condition the property should be left in before an offer of housing can be made.

### Lettings performance April-June 2025

Target days: 45 days

	Number	Total days to let*	Average days to let*	Total void rent loss
Relets	40	1952	49	
New lets	11	0	0	
Total all lets	51	1952	38	£76,737.24

- We are permitted to exclude some days from this calculation for example days where the property is under repair

# Tackling Anti-Social Behaviour

The table below shows how many cases have been reported between April and June, along with the severity of the disturbance. The table also shows how long cases have taken to resolve against our target. Our staff continue to work in partnership with our Residents, Glasgow City Council Community

Relations Unit (CRU) and other agencies such as the Police, Health and Social Care Partnership etc to tackle anti-social behaviour. Often this means addressing the underlying issues that cause the behaviour, as well as the behaviour itself.

Q1					
Cases by Severity	Total days to complete	Target days to complete	Reported in Period	Completed in Period	Average days to complete
High (Category A)	46	10	10	9	5.1
Medium (Category B)	180	9	19	12	15
Low (Category C)	2	8	2	1	2
<b>Total</b>	<b>228</b>		<b>31</b>	<b>22</b>	<b>10.4</b>

## Processing Housing Applications

The table below shows how many housing applications we received from April to the end of June, as well as the number of applications on our housing list.

Applications for Housing 01/04/25 – 30/06/25				
Target timescale to load on the system	No of Applications on our Housing List	% loaded within timescale	Applications loaded within timescale	Applications received within 01/04/25 – 30/06/25
10 working days	2766	97.3%	289	297