

Charter Report: Chair's Introduction

Welcome to Govanhill Housing Association's Charter Report. We publish this report every year to show you how we've been doing and keep you updated on our performance. It covers important areas like how quickly we re-let empty homes, how well we carry out repairs, and how we communicate with you.

The Charter Report is based on the Scottish Social Housing Charter, which sets out what tenants across Scotland should expect from their landlord. That includes things like safe, warm homes, and good customer service. Every year, we look at how we're performing against these standards and share the results with you. For more information about the Scottish Social Housing Charter please visit the Scottish Housing Regulator's Website at **www.shr.org**.

Although these figures are important, they alone do not cover the breadth of work undertaken by the Association in the last year. We continued to support tenants through the cost-of-living crisis, offering crisis grants, tenancy support, and education grants to support families with the cost of College and University. Our Welfare Rights Team helped generate over £5 million in financial gains for tenants.

We've made strides in tackling anti-social behaviour, improving communication with tenants through our refreshed website and our new telephone system, and letting more homes. Our new development at Butterbiggins Road welcomed its first tenants, and investment in our existing homes remains a top priority.

We've upgraded kitchens, windows, and heating systems, and began a five-year programme to renew over 1,800 properties. Repairs' performance continues to improve,



with faster response times and high satisfaction rates.

We hope that you find this report useful, interesting and easy to follow. You'll see how Govanhill compares to other Housing Associations similar in size and/or location and to the Scottish average. This year we have provided a more in-depth report, with a broader range of statistics as well as key figures. We have also highlighted areas where the Association is performing well and areas where we know we have room to improve.

We're always looking for ways to better communicate our performance, so if you have any feedback about this report, please get in touch with the Association.

Key Results for 2024/25

Here's how Govanhill Housing Association performed in the areas that matter most to tenants:

Repairs and Maintenance

Emergency repairs were completed in

2.13 hours

faster than the Scottish average of **3.89 hours**.



Non-emergency repairs took

5.74 days

also quicker than the national average of **9.13 days**.



92.44%

of repairs were completed **right first time**.



Our planned **gas safety checks** were all carried out within the required timeframes

Re-letting Homes

Homes were **re-let** in

42.76 days

faster than the Scottish average of **60.59 days**.



We **re-let 218 properties** this year.



96.15%

of new tenancies were sustained for more than a year.



Tenant Satisfaction

84.55% of tenants were satisfied with the **quality of their home**.



87.5% said their rent offers **good value for money**.



78.84% were satisfied with Govanhill's **management of the neighbourhood**.



Anti-social Behaviour

121 cases were reported, with

90.08% resolved

just below the national average of **93.44%**.



No properties

were recovered due to **anti-social behaviour**.



Rent and Arrears

Rent arrears were low at **2.58%** well below the Scottish average of **6.17%**.



Rent lost through empty homes was

1.51% slightly above the national average of **1.27%**.



The **average rent increase** was **2.7%**, lower than the national average of **6.4%**.



Charter Report Comparisons for 2024/25

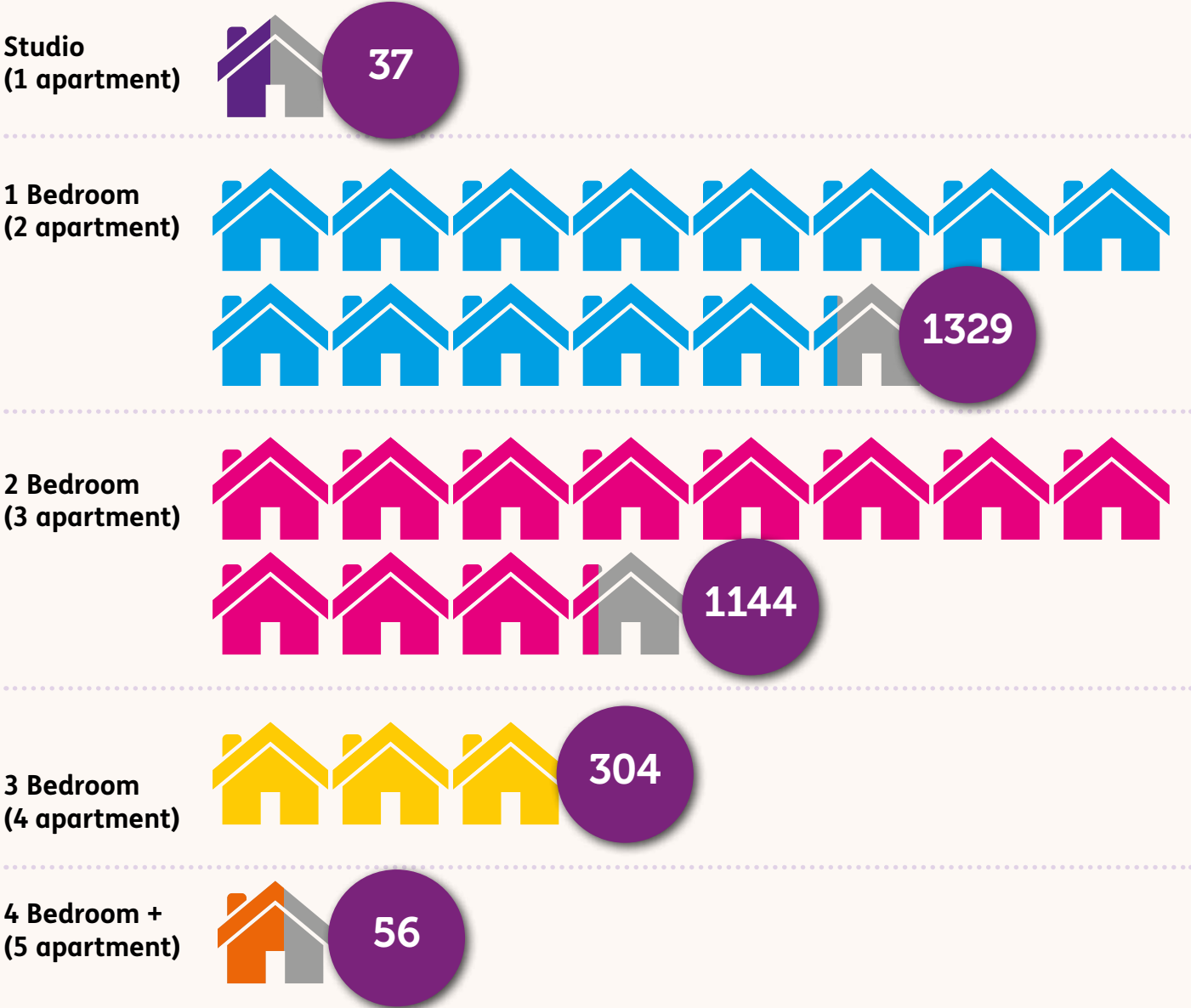
Our homes

As of March 2025, we owned and managed 2,870 homes.

Our rent increased by 2.7% in April 2025, which was based on inflation figures for September 2024 when the consumer price index was 1.7%. By April 2025 CPI had risen to 3.5%, which meant our increase was sitting below inflation when it was applied.

Our rent increase in 2025 was also well below the Scottish National average of 6.4%. Our committee decided that it was important that we keep rent increases as low as possible, in recognition of the fact that we applied a 7.7% rent increase in 2024.

Number of properties owned by size



Performance Key:



The percentage of tenants who are satisfied with the overall service



Every three years the Association conducts a large-scale customer satisfaction survey, where we ask tenants several questions about their general satisfaction with our service as a whole. Although the Association performs slightly better than the national average in this area, tenant satisfaction is an area we are always looking to improve.

% of tenants satisfied with the overall service	Landlord name
86.88	Govanhill Housing Association
95.0	Partick Housing Association
87.07	Shettleston Housing Association
84.18	Southside Housing Association
92.57	Thenue Housing Association
86.85	Scottish Avg

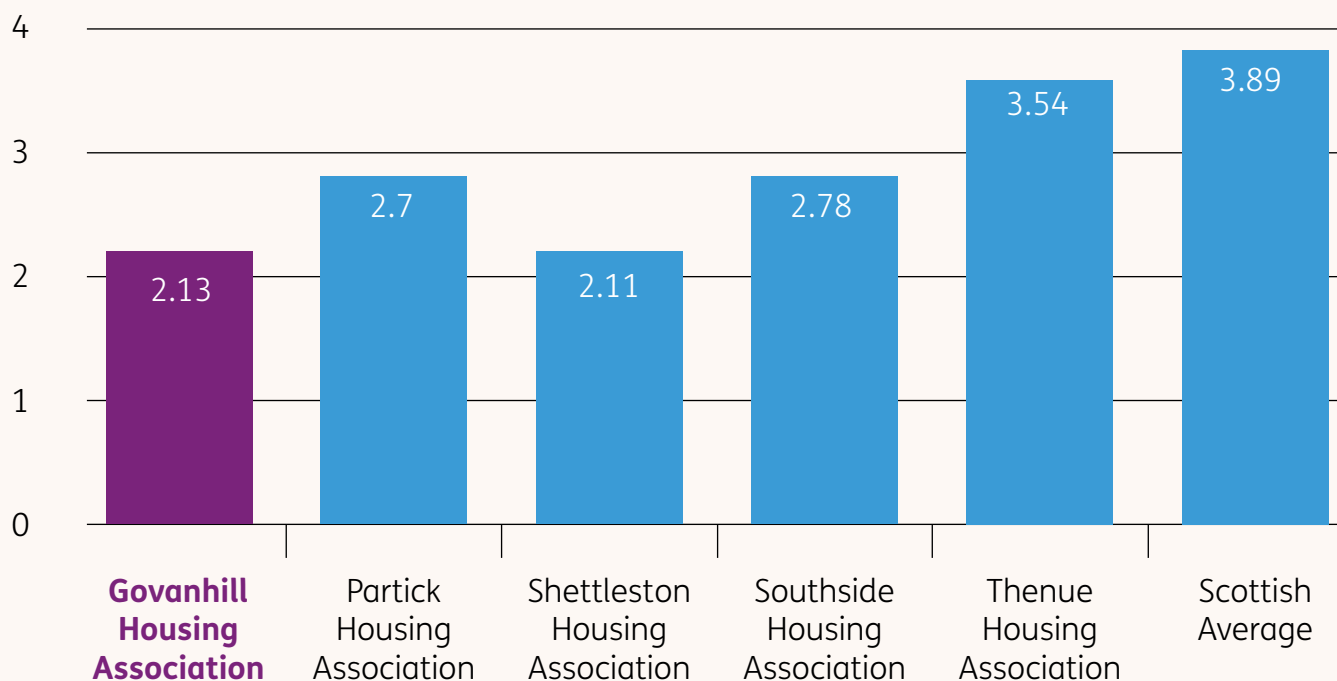
Percentage of tenants satisfied with the quality of their home



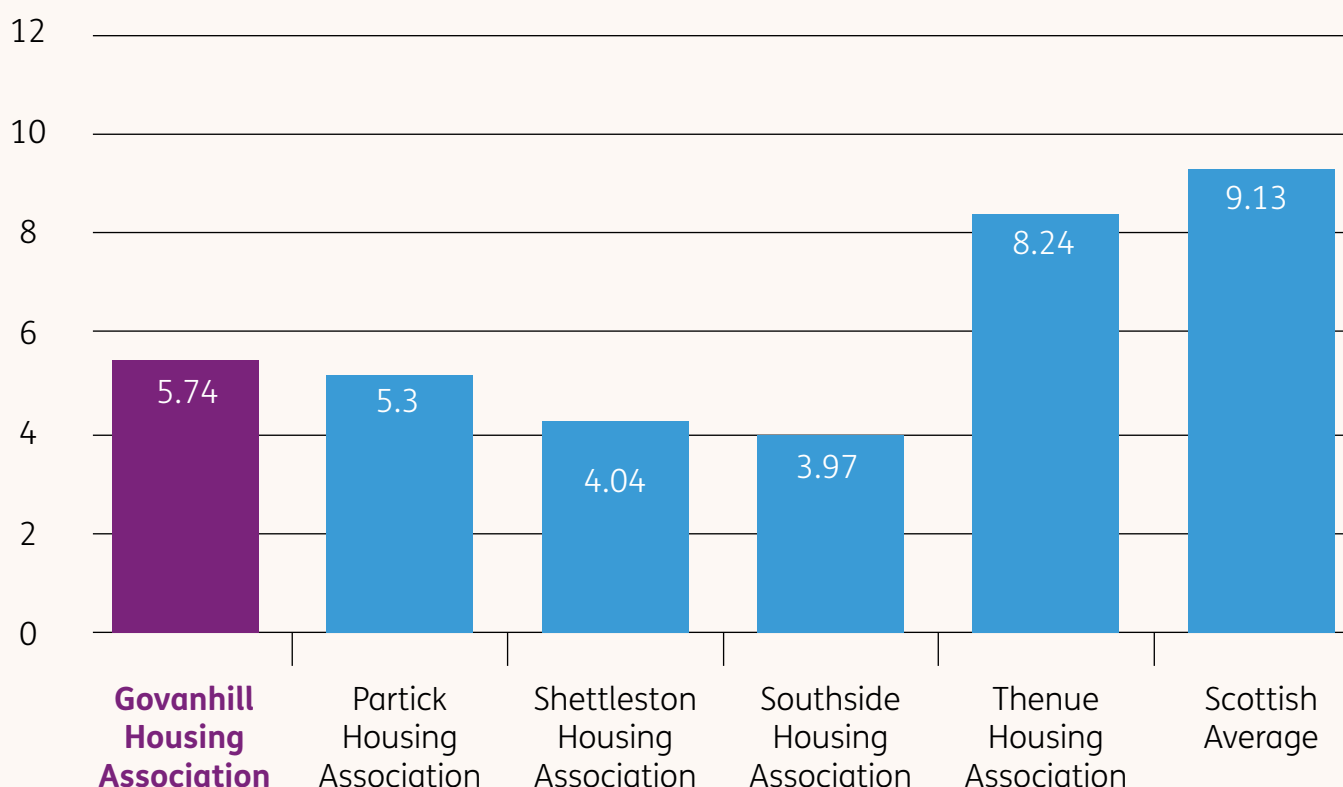
When it comes to satisfaction with the quality of the home, we perform just below the national average, with **84.55%** reporting satisfaction in this area.

% tenants satisfied with quality of home	Landlord name
84.55	Govanhill Housing Association
91.94	Partick Housing Association
86.25	Shettleston Housing Association
77.0	Southside Housing Association
91.2	Thenue Housing Association
84.72	Scottish Avg

Average hours to complete an emergency repair



Average working days to complete a non-emergency repair



Percentage of reactive repairs completed right first time



The Association aims to ensure every reactive repair is completed correctly on the first attempt and is currently achieving a strong success rate of **92.44%**.

% reactive repairs completed right first time	Landlord name
92.44	Govanhill Housing Association
89.07	Partick Housing Association
95.65	Shettleston Housing Association
95.34	Southside Housing Association
76.48	Thenue Housing Association
88.02	Scottish Avg

Percentage of tenants satisfied with the repairs service



Govanhill Housing Association reports a tenant satisfaction rate of **79.81%** for its repairs service. This falls below the Scottish average of **86.75%**.

% tenants satisfied with repairs service	Landlord name
79.81	Govanhill Housing Association
85.82	Partick Housing Association
87.5	Shettleston Housing Association
70.99	Southside Housing Association
77.73	Thenue Housing Association
86.75	Scottish Avg

Percentage of tenants satisfied with landlord contribution to management of the neighbourhood

We know that there are significant environmental challenges in Govanhill, which impact the day-to-day life of residents. The Association is working hard to address these issues in our areas of operation, whilst working with the Council to ensure they meet their statutory responsibilities. We are also working

to improve how we communicate about the work we do to improve the local environment. Within this context, a satisfaction rate of **78.84%** represents a significant amount of work by the Association – but we know there is more work to be done.

% tenants satisfied with landlord contribution to management of neighbourhood	Landlord name
78.84	Govanhill Housing Association
90.56	Partick Housing Association
85.54	Shettleston Housing Association
92.51	Southside Housing Association
96.16	Thenue Housing Association
84.23	Scottish Avg

Percentage of rent lost due to empty properties (void loss)

Govanhill Housing Association has a void loss of 1.51%, which is above the Scottish average of 1.27%. Void loss is money we lose when properties remain empty. It is important that we minimise this as much as possible, and this is something the Association will be working on in the coming year.

% rent due lost through empty properties	Landlord name
1.51	Govanhill Housing Association
0.24	Partick Housing Association
0.49	Shettleston Housing Association
0.2	Southside Housing Association
0.36	Thenue Housing Association
1.27	Scottish Avg

Percentage of tenants who feel rent paid represents good value for money



The Association performs strongly in terms of tenant satisfaction with rent value, with **87.5%** of tenants agreeing that their rent represents good value for money. We are pleased that this is above the Scottish Average, as ensuring value for money is a key priority for the Association.

% tenants who feel rent for property represents good value for money	Landlord name
87.5	Govanhill Housing Association
90.97	Partick Housing Association
73.12	Shettleston Housing Association
67.93	Southside Housing Association
92.19	Thenue Housing Association
81.68	Scottish Avg

Rent arrears, as a percentage of all rent due



Govanhill Housing Association reports gross rent arrears of 2.58%, which is significantly better than the Scottish average of 6.17%. The Association continues to work hard to reduce arrears to ensure that this money can rightly be spent on repairs and improving tenants' homes.

% gross rent arrears of rent due	Landlord name
2.58	Govanhill Housing Association
1.29	Partick Housing Association
3.43	Shettleston Housing Association
6.42	Southside Housing Association
4.89	Thenue Housing Association
6.17	Scottish Avg

Percentage of Factored Owners Satisfied with our Factoring Service



Govanhill Housing Association reports a factored owner satisfaction rate of **82.4%**, which is well above the Scottish average of **57.86%**. We always aim to deliver a high-quality factoring service that meets the expectations of property owners.

% factored owners satisfied with factoring service	Landlord name
82.4	Govanhill Housing Association
73.81	Partick Housing Association
62.02	Shettleston Housing Association
75.42	Southside Housing Association
61.09	Thenue Housing Association
57.86	Scottish Avg

Average amount of time to re-let properties



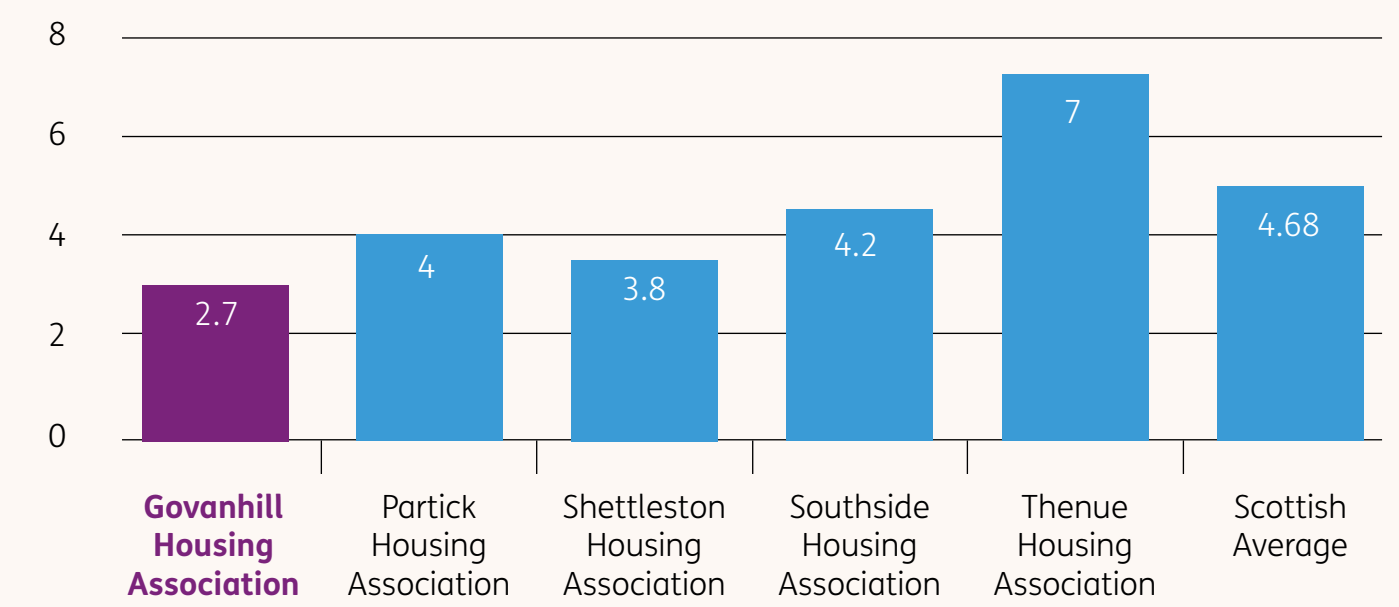
Govanhill Housing Association takes an average of 42.76 days to re-let properties, which is significantly better than the Scottish average of 60.59 days, however every day that a property sits empty, the Association loses money that could be spent on improving tenants' homes, so we are working hard to bring this figure down.

Avg calendar days to re-let properties	Landlord name
42.76	Govanhill Housing Association
14.7	Partick Housing Association
23.75	Shettleston Housing Association
13.02	Southside Housing Association
25.27	Thenue Housing Association
60.59	Scottish Avg

Size of weekly rent increase applied in 2025/26

★★★★★

The Association was pleased to be able to implement a rent increase that was much lower than comparable Associations and the Scottish Average.



Complaints Figures and Information Requests 2024/25

We aim to deliver the highest possible standard of service, but we know that we do not always get things right. Our complaints process exists to help us identify where things have gone wrong so we can learn from these experiences and prevent similar issues from happening in the future.

Complaints Overview

Count	Category
151	Complaints received this year
1	Complaints carried forward from previous year
152	Total complaints handled

Complaints are categorised into two stages:

- **Stage 1:** More straightforward complaints that can often be resolved quickly.
- **Stage 2:** More complex complaints that require further investigation. Some complaints begin at Stage 1 and are later escalated to Stage 2 if the issue remains unresolved.

In 2024/25, we handled a total of **152 complaints**:

107
at Stage 1

33
directly at
Stage 2

12
escalated
from Stage 1
to Stage 2

Of all complaints received and investigated during the year, **90 were either upheld or partially upheld**, representing **60.4%** of total complaints – a slight decrease from **63%** in the previous year.

**71 upheld/
partially
upheld at
Stage 1**

**19 upheld/
partially
upheld at
Stage 2**

Complaint Themes by Service Area

Maintenance Services

67
complaints

Key issues included:

- Delays in repairs
 - Poor communication
 - Contractor performance concerns
- Common recurring problems: dampness, leaks, pest control, and heating faults.

Actions Taken:

We are enhancing contractor monitoring and accountability and improving communication processes to ensure clearer updates and better outcomes for tenants.

Tenancy Services

39
complaints

Main areas of concern:

- Allocations
- Communication
- Anti-social behaviour (ASB)
- Condition of common areas and back courts

Actions Taken:

We are improving internal processes, investing in staff training, and enhancing environmental management to deliver a more responsive and supportive service.

Factoring Services

34
complaints

Issues raised included:

- Cleaning standards
- Delayed repairs and water leaks
- Communication and cost transparency
- Contractor performance

Actions Taken:

We are working to improve service quality, provide more consistent updates, and offer clearer guidance on maintenance and charges.

Other Information Requests

Subject Access Requests (SARs)

- **16 requests** received
- All from tenants seeking information about their tenancy
- **All requests were fulfilled in full compliance** with data protection legislation

Freedom of Information (FOI) Requests

- **5 requests** received
- **All requests were responded to in full** with the required information provided

Environmental Information Regulations (EIR) Requests

- **10 requests** received

Topics included:

- **Surveys, Complaints & Policies:** e.g., survey results, complaints data, rent changes, procedures
- **Evictions & Tenancy Data:** e.g., eviction numbers and reasons, rent payments by household size, occupancy by nationality
- **Property Conditions & Repairs:** e.g., repair history, sewage issues, pest reports, tolerable standard failures
- **Housing Stock & Allocations:** e.g., availability, overcrowding/under-occupation, allocation points
- **Sustainability Installations:** e.g., types and locations of low-carbon heating systems installed

We are committed to transparency, and we welcome your feedback and questions. If you have any questions about the above report, please get in touch.