



# Scottish Social Housing Charter Report 2015/16

## Introduction

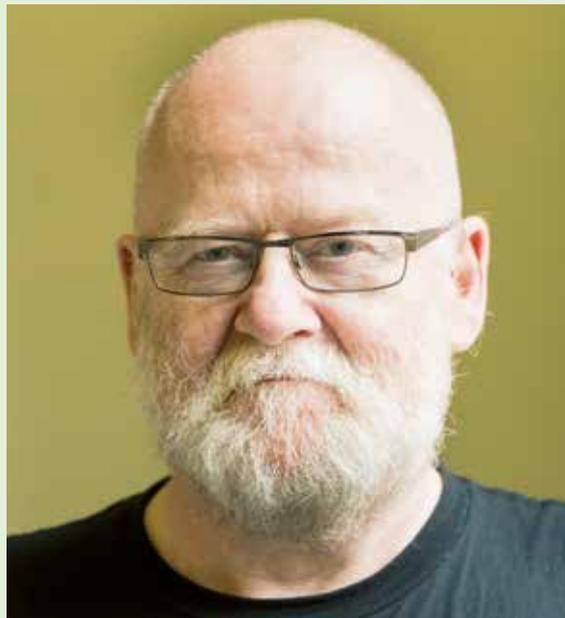
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This report sets out how Govanhill Housing Association is performing against the standards set in the Scottish Social Housing Charter.

This is the third report we have published. The format is based on feedback from our tenants and committee members, who said the report should be an easy-to-read document with statistics shown as pie charts or tables and no lengthy written content.

Tenants also said they wanted us to show our performance over time to identify trends. We have included that information in this report.

We have compared our performance with locally based housing associations and also provided the figure for the Scottish average. If you would like to compare our performance with other landlords, you can do so at [www.scottishhousingregulator.gov.uk/find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords).



We take the performance of the Association very seriously and will always work hard to improve how we work, for instance, to minimise rent lost through properties being empty.

We have also included the results of our customer satisfaction survey, which was carried out two years ago, and information on our wider role activities. We will be carrying out a further customer satisfaction survey this year and are holding a Tenants'

Conference in October to focus on value for money and service delivery.

I hope you find the information interesting. We welcome any feedback on this report and its contents.

*John McLardie*

Chairperson

# Scottish Social Housing

## Basic facts and figures

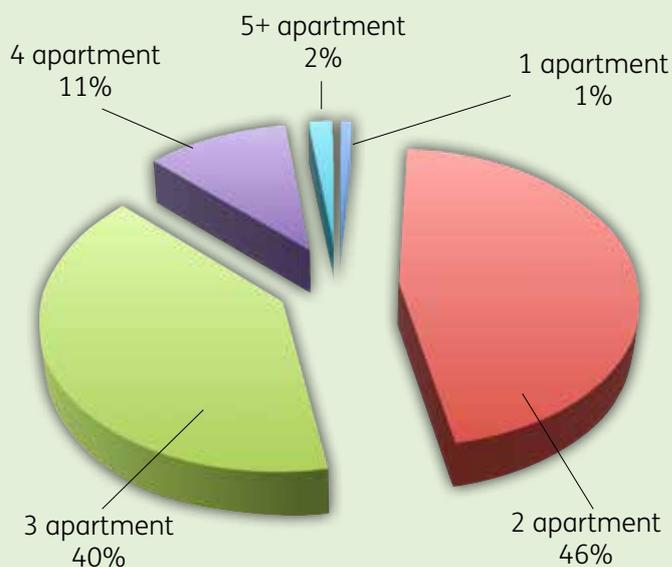
At 31 March 2016, we owned 2,451 self-contained properties.

The total rent due to be collected in the year to 31 March 2016 was £9,552,379.

On average, our rent increased by 1.5%. In 2014/15 the figure was 3.3%.

### Property Size

1 apartment	1%
2 apartment	46%
3 apartment	40%
4 apartment	11%
5+ apartment	2%



## Rent comparison

A breakdown of our average weekly rent, including service charges, is provided below.

Average weekly rent (including service charges)						
Property Size	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
1 apartment	£65.23	£63.36	£53.18	£57.27	£59.91	£65.94
2 apartment	£76.24	£77.57	£66.55	£60.36	£71.07	£70.39
3 apartment	£80.27	£86.23	£76.15	£72.04	£76.21	£71.55
4 apartment	£93.38	£94.16	£86.82	£84.26	£89.06	£77.60
5 apartment or larger	£112.84	£99.64	£98.77	£84.87	£97.42	£85.98

## Rent payments

We work hard to support tenants who get into difficulty with their rent. Through our welfare rights service, residents of Govanhill were helped to access an estimated additional £1.5 million in annual income from benefits and tax

credits. Around 1,000 people used the Govanhill Welfare and Financial Literacy Hub in Samaritan House during the year.

We collected 99.9% of total rent due for the year. In 2014/15, the figure was 99.1%.

Rent collected as a percentage of total rent due					
Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
99.9%	97.3%	100.2%	90.9%	99.5%	99.5%

# Charter Report:

## Customer satisfaction



In spring 2015, we carried out our last large-scale customer survey, which asked for feedback on the quality of our homes and services. In the main, the results were very positive. The table below shows our results compared with the most recent results from neighbouring organisations, as well as the Scottish average. The Scottish Housing Regulator requires us to ask identical questions in some areas, which means benchmarking with others is more meaningful.

Our next large-scale survey will be in 2018 and we will publicise the results when received.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Number of tenants surveyed and date	941 (Mar 2015)	546 (Feb 2016)	402 (Nov 2016)	310 (Nov 2015)	2,799 (Oct 2015)	-
% tenants satisfied with the overall service provided by landlord	85%	93%	92%	96%	91%	89%
% tenants who feel landlord is good at keeping them informed	90%	99%	92%	98%	89%	91%
% tenants satisfied with the opportunities given to them to participate in the landlord's decision making	85%	96%	87%	82%	73%	81%
% tenants satisfied with standard of home when moving in	97%	97%	98%	85%	98%	88%
% tenants satisfied with quality of home	90%	94%	85%	91%	90%	86%

## Anti-social behaviour

In 2015/16, we received 249 reports of anti-social behaviour. In 2014/15, the figure was 292. A total of 235 were resolved within locally agreed targets. The table below shows our performance in this area, which is slightly improved on last year.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Cases per 100 homes	10	11	1	1	7	9
Cases resolved within locally agreed targets	94%	87%	75%	100%	93%	87%

Anti-social behaviour can involve a wide range of complaints, from minor to very serious issues. We work closely with other agencies, such as Police Scotland and Glasgow City Council, to respond to reports of anti-social behaviour.

# Scottish Social Housing

## Empty homes

We work hard to minimise rent lost through homes being empty. Rent loss last year was 0.9%, down from 1.6%, compared to a Scottish average of 1%. To ensure that new and transferring tenants move into modern, comfortable and desirable homes, we

continue to apply a high standard of finish and workmanship to our empty properties.

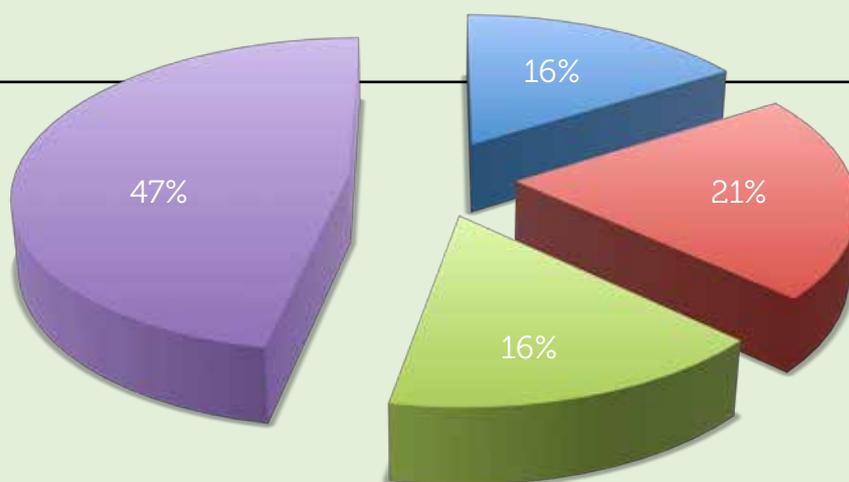
The average length of time a property was empty was 44.1 days (down from 48.9 days), which compared to a Scottish average of 35.4 days.

Letting						
	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Number of properties let	223	212	155	49	3,600	-
% rent lost	0.9%	0.5%	0.9%	0.2%	0.4%	1.0%

## Letting activity

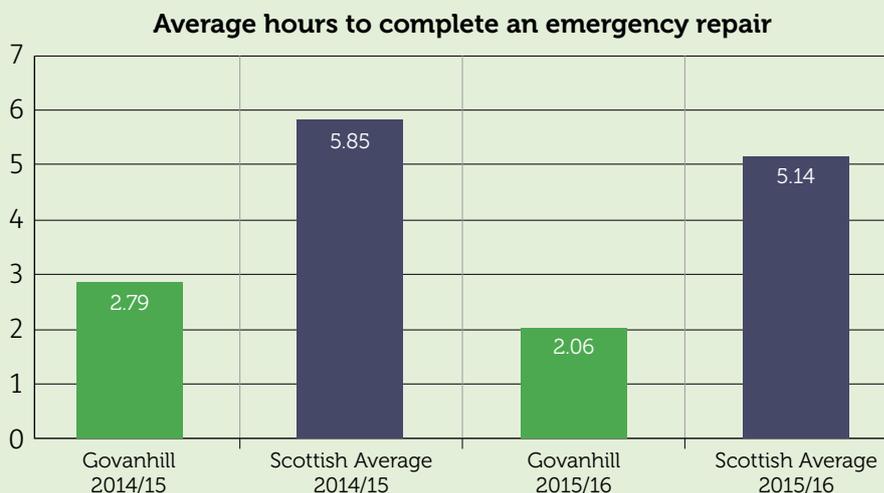
The chart opposite shows who we let our 223 properties to last year.

Homeless referrals	16%
Other referrals	21%
Transfer applicants	16%
Waiting list	47%



## Repairs and maintenance

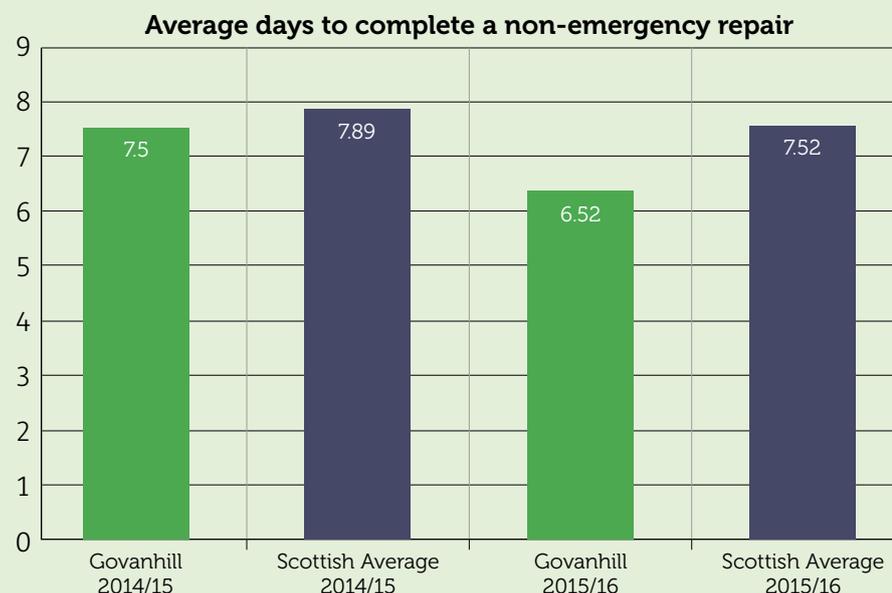
Last year, we carried out 10,232 repairs, higher than the previous figure of 8,038. Our average time to complete non-emergency repairs was 6.52 working days, which was similar to our previous year's performance. We completed repairs instructed as an emergency in an average of 2.06 hours, much better than the Scottish average of 5.14 hours.



# Charter Report:



## Repairs and maintenance (Continued)



A total of 95% of repairs were completed right first time, up from 91% in 2014/15 and 87% in 2013/14. These are repairs which are:

- Completed within our target timescales.
- Do not require a return visit.
- Do not result in a complaint or report of dissatisfaction.

### Repairs completed right first time

Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
95%	98%	98%	92%	95%	91%

## Gas safety checks

One of the most important maintenance visits we make to our tenants' homes is to carry out an annual gas central heating and gas safety check. We carried out 99.6% of all gas safety checks within the legally required timescales.

## Repairs satisfaction

In our last tenant satisfaction survey, 89% of respondents said they were satisfied with the way the Association deals with repairs and maintenance compared to the Scottish average of 90%.

## Scottish Housing Quality Standard

All our properties should meet the Scottish Housing Quality Standard if it is reasonably possible to do so. Due to the type of properties we own, their age, construction and layout, we were unable to achieve this standard fully. At the end of March 2016, we achieved a compliance of 82% and aim to achieve 86% next year.

### Percentage of properties meeting SHQS

Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
82%	90%	90%	100%	99%	95%