



GOVANHILL
HOUSING ASSOCIATION



2016/17 ANNUAL REVIEW

Chairperson's Report

The Association's commitment to the communities of Govanhill and Merylee was reflected in our continued determination to improve the homes and lives of tenants and residents.

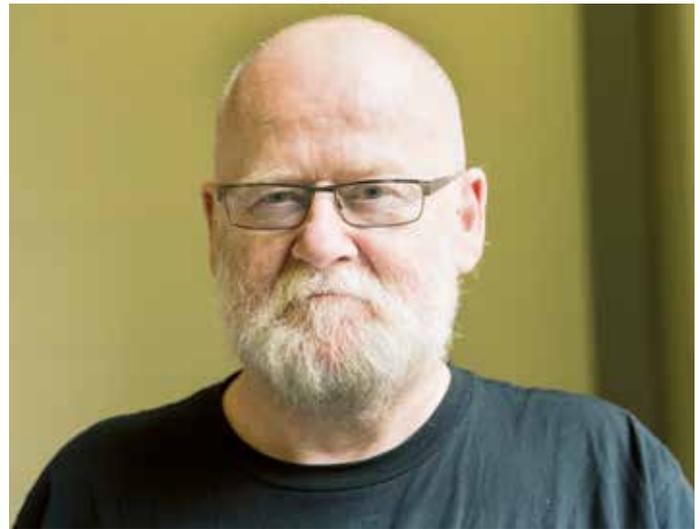
During 2016/17, we invested a total of £12.121 million in development, major repairs, planned maintenance and wider regeneration. The South-West Govanhill Property Acquisition and Repair Programme remained a key part of our development work, with 82 properties bought and significant refurbishment carried out to allow us to provide further much-needed affordable housing in the area. The success of the pilot programme led to the Scottish Government and Glasgow City Council announcing additional funding of £30 million over four years. As a result, the project will now be extended to other parts of South-West Govanhill.

In other development work, construction began on our 42-home development at the corner of Victoria Road and Butterbiggins Road and plans were under consideration for new housing at the former Our Lady of Consolation RC Church in Inglefield Street and at a disused warehouse on Butterbiggins Road.

Energy efficiency and tackling fuel poverty were at the centre of the Association's 2016/17 major repairs and planned maintenance programme for existing properties, with £3.42 million invested in replacing older windows, kitchens and heating systems.

Despite carrying out valuable work since it was established in 2008, the difficult decision was taken to close GREAT Gardens during the year due to difficulties obtaining sufficient grant funding and generating commercial income to cover core costs. The Association and Govanhill Community Development Trust (GCDT) are exploring options for building on the charity's legacy, particularly in relation to improving backcourts.

Meanwhile, GCDT continued to play a vital role in the wider regeneration of Govanhill. One of the highlights of 2017 was the opening of the new community shop in Allison Street to provide information and resources about what is happening locally, support volunteering opportunities and act as a reporting centre for housing and other community issues. It has already proved a big success.



John McLardie

Importantly, GCDT also secured further funding that will ensure its family support, language and literacy programme and employability services will be available until at least October 2019.

Our housing services staff continued to work hard to meet the needs of tenants and factored owners, offering support services and responding to reports of anti-social behaviour. The Welfare Hub again showed its value, helping 640 tenants and other residents to access an estimated additional £1.7 million in annual income from benefits and tax credits.

To ensure we respond effectively to tenants, we held our first tenants' conference during the year – generating valuable feedback on issues such as spending priorities and value for money – and also reviewed our tenant and resident participation strategy.

The Association continued to operate from a strong financial base, with net housing assets of £97 million and £3.5 million of cash in the bank.

Of course, none of the achievements of 2016/17 would have been possible without the hard work and commitment of our staff and voluntary committee members – a big thanks to all.

John McLardie

Chairperson

Management Committee and Boards – Voluntary Members



Management Committee – September 2016 to August 2017



Management Committee

Sub Committees

Development Sub Committee

Housing Services Sub Committee

Audit Sub Committee

Finance & General Purposes Sub Committee

- 🏠 John McLardie (Chairperson)
- 🏠 Annie Macfarlane (Vice Chairperson)
- 🏠 Elizabeth Klein (Secretary)
- 🏠 Keith Kintrea (Treasurer)
- 🏠 Isabel Deakin
- 🏠 Mark Fitzpatrick
- 🏠 Ghazala Hakeem
- 🏠 Frank Meagher Co-opted April 2017
- 🏠 Barbara Robertson
- 🏠 Jacqueline Rogers Co-opted October 2016
- 🏠 Harry Rooney
- 🏠 Ann Scott
- 🏠 Andrew Thompson Retired January 2017
- 🏠 Mujeeb Ur-Rehman
- 🏠 James White
- 🏠 Jessica Yuill

Govanhill Community Development Trust – September 2016 to August 2017

- 🏠 Lyn Ewing (Chairperson)
- 🏠 Mark Fitzpatrick
- 🏠 Linda Gillespie Retired February 2017
- 🏠 Keith Kintrea
- 🏠 Annie Macfarlane
- 🏠 Bob Marshall
- 🏠 Harry Rooney
- 🏠 Ann Scott



GREAT Gardens – September 2016 to August 2017 (closed May 2017)

- 🏠 Annie Macfarlane (Chairperson)
- 🏠 Mary Carson
- 🏠 Lyn Ewing
- 🏠 Keith Kintrea
- 🏠 Bob Marshall

Finance Matters

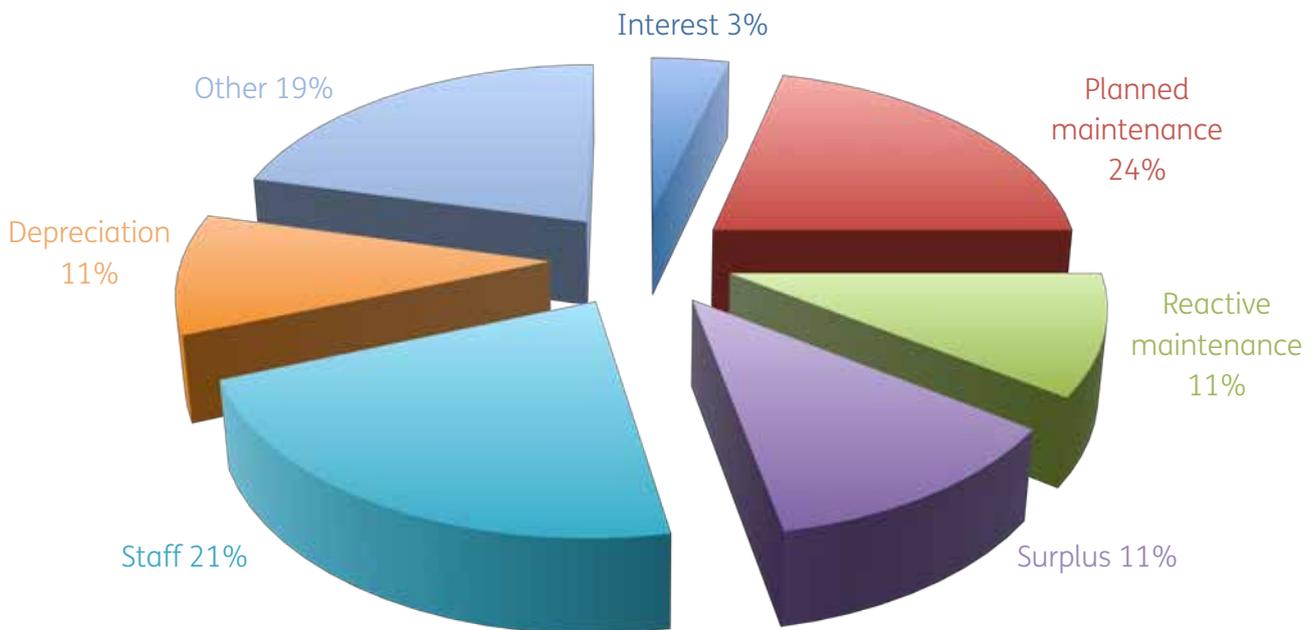
The Association continues to operate from a strong financial base with net housing assets of £97 million and £3.5 million of cash in the bank at 31 March 2017. Our overall surplus was £2.9 million and we increased our financial reserves to £26 million. These financial reserves provide a secure foundation to plan for the future.

During 2016/17, work began on the development at 195-201 Victoria Road, which will provide 42 new homes in the area by next spring. We also acquired a further 82 properties in South-West Govanhill at a cost

of £5.9 million, fully funded from grants received from the Scottish Government and Glasgow City Council. In addition, we carried out an extensive programme of improvements to our existing homes.

The Association has a £15 million loan facility with Barclays Bank to fund ongoing development and the major repairs programme. At 31 March 2017, total drawdowns against the facility were £10.8 million, leaving £4.2 million available for future years.

Use of income



Interest	3%	Surplus	11%	Other (wider role and non-housing activities, administration – all overheads excluding staff costs – and other miscellaneous costs)
Planned maintenance	24%	Staff.....	21%	
Reactive maintenance	11%	Depreciation	11%	

Facts and figures for 2016/17

 Our property assets at 31 March 2017 were valued at £129 million (gross).

 We spent £7.3 million acquiring additional properties in South-West Govanhill and on other developments.

 We spent £2.6 million improving tenants' homes.

 We generated an overall surplus of £2.9 million which will mainly be reinvested in our housing stock.

Development and Regeneration

The Association and our subsidiaries made further significant investment in development, major repairs, planned maintenance and wider regeneration in Govanhill and Merrylee in 2016/17.

Total investment during the year was £12.121 million. The figure for 2015/16 was £12.511 million.

⊕ Development	£8.014 million
⊕ Major repairs/planned maintenance	£3.420 million
⊕ Community development	£0.687 million

Development

Building on the success of a two-year pilot, which continued until March this year, the Scottish Government and Glasgow City Council announced additional funding of £30 million over four years for the South-West Govanhill Property Acquisition and Repair Programme. The project to buy and repair some of the poorest quality housing in four target tenement blocks will now be extended to other parts of South-West Govanhill that face similar challenges.

Over the past year, the Association acquired 82 properties in the pilot blocks while starting internal refurbishment work to bring them up to standard for letting. Following the completion of improvements and repairs, the Association was able to offer more social rented housing and introduce more effective management and maintenance arrangements.

Construction work on our 42-home housing development on the derelict site at the corner of Victoria Road and Butterbiggins Road began in November 2016 and is expected to be complete by May 2018. The development involves a seven-storey corner building with family flats, larger homes and amenity flats for elderly people.

Plans for further new affordable housing are being developed for the site of the former Our Lady of Consolation RC Church in Inglefield Street, with work due to start in 2017. Plans to develop the former warehouse site at 159 Butterbiggins Road, which was acquired in January 2017, are also under consideration.



Association Vice Chairperson Annie Macfarlane shows Housing Minister Kevin Stewart around a refurbished flat in South-West Govanhill

Major repairs and planned maintenance

The Association's 2016/17 major repairs and planned maintenance programme for existing properties focused on energy efficiency and tackling fuel poverty. The £3.42 million programme continued to replace older windows with new high-performance, double-glazed window units. Following consultation with our tenants, we also invested in the replacement of older kitchens and heating systems, while carrying out other major and common repairs.

Wider regeneration

The Association's subsidiaries, Govanhill Community Development Trust (GCDT) and GREAT Gardens, played a key role in the wider regeneration of the community.

Our Welfare Hub also provided a valuable service, giving advice and support to local people. During the year, the team helped residents access an estimated additional £1.7 million in annual income from benefits and tax credits.

Development and Regeneration (Continued)

Govanhill Community Development Trust

GCDT's commercial activities – including providing offices and workspaces to small businesses, charities and social enterprises on flexible and attractive terms – helped support our community development initiatives.

One of the highlights of the year was the opening of the new community information shop in Allison Street. The shop started work in December – offering a place for local people to learn more about what is available in the community, report issues, find out about volunteering opportunities and access support from GCDT and other organisations. A formal opening event with the First Minister and Glasgow Southside MSP, Nicola Sturgeon, was held in March this year. The shop has already been a success, carrying out drop-ins every day and hosting litter picks, reading clubs, training and many other opportunities for local people. The www.govanhill.info website has also been launched to provide information as well as an online presence for the shop. This will be developed extensively in the year to come.

In our work to create jobs and training opportunities and promote cultural and community integration, we have expanded our ESOL (English for Speakers of Other Languages) and literacy programme. Our dedicated Volunteer Coordinator has also supported and trained more than one hundred local residents.

We continued to deliver our Roma family support programme, working with around 250 families to help them access education, employment, housing and health services and build understanding of rights and entitlements. The award-winning Roma Peer Education programme we deliver with NHS Health Improvement trained and developed local Slovakian and Romanian Roma residents as peer educators in relation to health.

The peer educators subsequently delivered awareness-raising sessions in Slovakian, Romanian and Romani to groups of local residents.

GCDT secured long-term funding for our work, ensuring that our family support, language and literacy programme and employability support will be available until at least October 2019.

Our environmental improvement activity included partnership with Glasgow City Council to refurbish and enhance front garden areas in South-West Govanhill and the improvement of shopfronts in Allison Street. GCDT has also been heavily involved in the development of the community training garden next to Samaritan House. We continue to deliver litter picks across the community.



GREAT Gardens

Despite again carrying out important work in the community, the decision was taken to close GREAT Gardens due to difficulties obtaining sufficient grant funding and generating commercial income to cover core costs. Since GREAT Gardens was established nine years ago, much of the grant funding has been directed at delivering individual projects and initiatives but this has become more difficult to obtain.

The backcourt improvements and Backcourt Wardens initiative delivered by GREAT Gardens in partnership with

Govanhill Community Development Trust (GCDT) carried out refurbishment work and ongoing maintenance in around 180 backcourts in South-West Govanhill, also providing paid training in horticulture and landscaping for just over 300 people. Including other projects, a total of about 500 people have benefited from paid employment and training through GREAT Gardens.

The Association and GCDT are exploring options for the continuation of the Backcourt Wardens scheme and to build on the legacy of GREAT Gardens' work in Govanhill.

Housing Services



Providing quality housing, maintaining properties and grounds and carrying out repairs remained key priorities for the Housing Services Team. In responding to the needs of tenants and factored owners, we also offered valuable support services and focused on responding to reports of anti-social behaviour.

Repairs performance

During 2016/17, the Association carried out 6,807 responsive repairs. The average time taken for all non-emergency repairs improved from 6.5 to 5.2 working days. The average time taken to complete emergency repairs remained static at 2.1 hours compared with a target response time of four hours for this category.

Key performance indicator	2015/16	2016/17
Repairs reported		
Number of emergency (four hours)	2,056	1,747
Number of non-emergency (three working days)	3,460	2,450
Number of repairs by appointment	2,363	2,610
Total number of repairs issued	7,879	6,807

We carried out 2,610 repairs by appointment. Our success in completing non-emergency repairs 'right first time' improved, increasing from 95.2% to 96%.

Anti-social behaviour

In maintaining our zero-tolerance approach, we responded to 104 reports of anti-social behaviour. A total of 96% of these cases were resolved within target times, compared with 94% in the previous year. Our housing officers work hard to resolve tenancy matters, such as neighbour disputes with tenants and residents but further action will be taken if necessary.

Govanhill Service Hub

Working with our partners in the city council, police and other organisations, the Association continued to jointly address problems and seek local solutions through the multi-agency Hub, which operates from Samaritan House.

Housing Services (Continued)

Letting activity

During the past year, we let a total of 265 properties. Our house letting process continued to improve to ensure lost rent from vacancies was kept to a minimum. Potential income lost due to our normal letting processes for vacant properties was 1.08%.

Key performance indicator	2015/16	2016/17
Letting activity		
Number of re-lets	180	223
Number of new lets	43	42
Total	223	265
Letting – source of applicant		
Transfers (existing tenants of the Association)	16%	14%
Waiting list applicants	47%	50%
Homeless referrals (section 5)	16%	20%
Other	21%	16%
Rent loss due to vacant properties		
Void rent loss (% of annual gross rental)	0.9%	1.08%

Housing waiting list

The strong demand for homes in Govanhill and Merrylee was reflected in the number of those applying for housing. At 31 March 2017, there were 1,119 applications on the waiting list. We were able to re-house 223 households from our list.

Key performance indicator	2015/16	2016/17
Housing list		
Number of applicants on waiting list	966	1,119

Our diverse community

Applicants on housing list

	2015/16	2016/17
White	24%	39%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	15%	26%
Black, black Scottish, black British	2%	4%
Other ethnic background	1%	2%
Unknown/undisclosed	57%	28%

Existing tenants

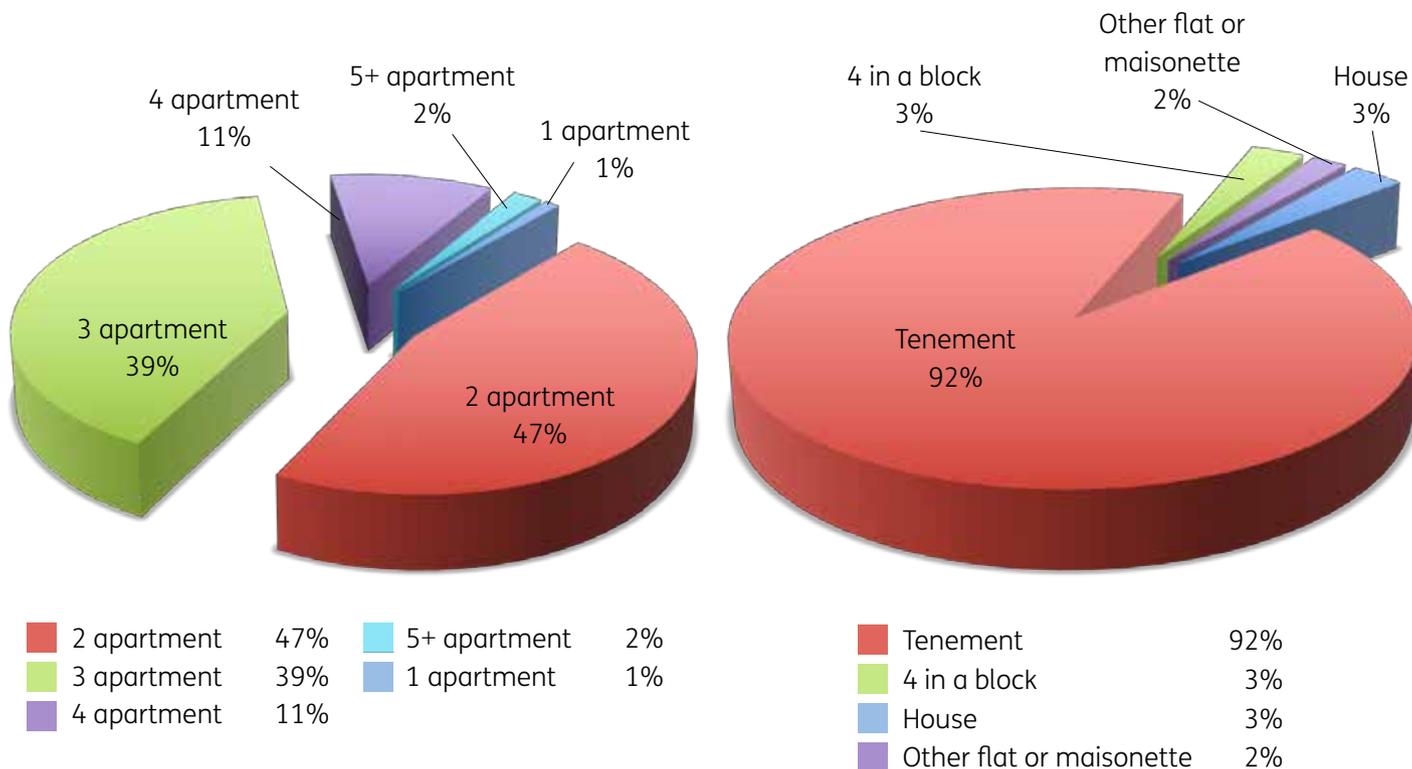
	2015/16	2016/17
White	58%	58%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	13%	13%
Black, black Scottish, black British	2%	2%
Other ethnic background	3%	2%
Unknown/undisclosed	23%	24%

New tenants

	2015/16	2016/17
White	68%	69%
Mixed or multiple ethnic background	0%	0%
Asian, Asian Scottish, Asian British	21%	20%
Black, black Scottish, black British	4%	3%
Other ethnic background	6%	3%
Unknown/undisclosed	1%	5%

Housing Services (Continued)

Property breakdown



Rents and housing benefit

The Association's welfare rights staff assisted 640 people, with tenants and other residents helped to access an estimated additional £1.7 million in annual income from benefits and tax credits.

Key performance indicator	2015/16	2016/17
Rent arrears		
Total tenant rent arrears (including write offs) as a % of annual gross rental	5.57%	4.46%
Income from housing benefit		
% of rent paid by housing benefit	65.5%	62.7%
Welfare rights service		
Income generated	£1,500,000	£1,700,000
Number of cases	982	640

Factoring service

The annual turnover in maintenance and services billed to owners rose from £743,433 to £865,000. The increase was largely due to factoring additional properties – particularly in South-West Govanhill – and common major repair schemes.

Key performance indicator	2015/16	2016/17
Factored properties		
Number of owners receiving our factoring service	1,141	1,257
Commercial properties	117	132
Total	1,258	1,389

Complaints Handling

The number of complaints handled by the Association – including those carried forward or not complete by the year end – fell in 2016/17, down from 74 to 63.

The number concluded during the past year was 61, compared with 71 for 2015/16.

Complaints about our action or lack of action, or about the standard of service provided by us or provided on our behalf, are split into two categories.

Stage 1 complaints are dealt with within five working days unless there are exceptional circumstances. Stage 2 complaints have a 20 working-day deadline as these are more complex or more serious.

In 2016/17, we dealt with 63 complaints – 25 at stage 1, 38 at stage 2 and one carried forward. All except one of the stage 1 complaints were dealt with on time and 14 were upheld. All the stage 2 complaints were completed on time and 15 were upheld.

The information we gather from complaints, and other feedback from our tenants, helps to improve the way we provide our services.

The complaints we received were about:

- ⊕ Repairs – the time taken to complete repairs or the quality of the work carried out on our behalf by contractors.
- ⊕ Owner’s enquiry/factoring service – enquiries from owners or complaints about our factoring service.
- ⊕ Customer service – complaints regarding the information received from staff or the way the information was communicated.
- ⊕ Housing management – our policies and procedures in housing management.
- ⊕ Major repairs – the time taken to complete repairs within our major repairs programme or the quality of the work carried out on our behalf by contractors.

Reason for complaint	2015/16	2016/17
Repairs	25	24
Owners/factoring	11	3
Customer service	10	8
Major repairs	10	7
Housing management	9	8
Other/various	9	13
Total	74	63

Tenant and Resident

One of our key areas of work was the review of the tenant and resident participation strategy. Consultation took place with all three registered tenant organisations, the factored owners’ forum, staff and individual tenants. A final draft of the strategy was prepared for approval after a positive final session with tenants in January this year.

Following consultation events, our first tenants’ conference was held in October last year, providing valuable feedback for the Association. The main themes of the event were spending priorities and value for money. Discussion group sessions considered tenant participation, repairs and maintenance and anti-social behaviour. Follow-up coffee events have been held every month since.

Merrylee

Among the highlights of the year, Merrylee Residents and Tenants Organisation were finalists at the Tenants Information Service National Excellence Awards last summer, narrowly missing out in the Tenants and Residents Organisation of the Year category.

Merrylee coffee morning participants and Jamieson Court residents knitted and crocheted 168 squares and stitched them together to make two panels for the commemoration of the pals battalions from Glasgow who fought in the Battle of the Somme as part of the SOCK (Somme Observed Community Knitting) Glasgow project.

Jamieson Court

As well as taking part in the SOCK Glasgow project with Merrylee residents, the Jamieson Court Sheltered Housing Residents Group visited the Falkirk Wheel and had a trip to Largs with other sheltered housing tenants.

Association staff met tenants to discuss the impact of the forthcoming cuts to the housing support service. We confirmed that the Association would cover the 30% financial gap until the end of 2017 when council funding ends altogether, to enable Loretto Care to assess the needs of tenants and social work staff to put care packages in place where required.

Participation



Artwork produced during the year included a 3D painting of Govanhill at the craft café and arts and crafts at workshops to mark International Women's Day

MERGE Group

The main project for the MERGE – Minority Ethnic Residents' Group Empowerment – Welfare group was a photography project on the “dos and don'ts” of living in a tenement. Group sessions were also held for team building and training.

A successful AGM was held in January this year and the group developed an ambitious agenda for 2017, including training, social events and new methods of promoting MERGE.

Govanhill community garden and shop

The community garden was well used for many activities throughout the year and one of the user-groups, Sooside Bloomers, received funding to create a disability-friendly environment. They held a Big Lunch in the summer – with more than 40 people attending – and a Spooky Friday event at Halloween.

The community garden user groups joined together to form a registered tenant organisation during the year, while households in the nearby Samaritan Hospital development became a constituted residents' group.

The Association's Tenant Participation Worker spent half a day a week in the Allison Street community shop, working with the Volunteer Coordinator on local activities.

Tenant participation in numbers

- 🏠 **2** new groups for residents formed – the Govanhill Community Garden Residents & Tenants Association and the Coplaw Community
- 🏠 **3** further registered tenant organisations supported and funded
- 🏠 **40** or more older tenants enjoyed afternoon tea with us
- 🏠 **50** or more children and parents had fun at a Halloween party in the community garden
- 🏠 **60**th anniversary celebrations for Merrylee's first primary school – Our Lady of the Annunciation PS
- 🏠 **62** people registered for our first tenants' conference
- 🏠 **100** and more likes and follows for the Merrylee Residents and Tenants Organisation Facebook page
- 🏠 **147** doors knocked in our meet-the-tenants exercise in Merrylee
- 🏠 **150** people took part in the Merrylee Open Day
- 🏠 **£500** was awarded to the residents group at Jamieson Court by ASDA Toryglen thanks to shoppers' support with green tokens

A very BIG thank you to everyone!

Govanhill Housing Association and Govanhill Community Development Trust would like to thank the many funders, organisations and agencies who have contributed to our achievements and supported our development and regeneration activities over the past year, including:

- 🏠 The Scottish Government
- 🏠 Glasgow City Council
- 🏠 Govanhill Community Action (GoCA)
- 🏠 Big Lottery Fund

Most of all, we would like to thank all the tenants and residents who contribute to our work and make it a success.



Govanhill Housing Association Limited Samaritan House, 79 Coplaw Street, Glasgow G42 7JG

Govanhill Housing Association Ltd is a registered Scottish Charity No SC010307

Govanhill Housing Association Ltd is registered under the Co-operative and Community Benefit Societies Act 2014, Register No 1791 R(S)

Govanhill Housing Association Ltd is a Registered Social Landlord with the Scottish Housing Regulator, Registration No HCE 117

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