



Charter performance report 2016/17

Introduction

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

This is the fourth report we have published. The format is based on feedback from our tenants and committee members, who have 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.

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-and-a-half years ago, and information on our wider role activities. We will be carrying out a further customer satisfaction survey later this year.

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

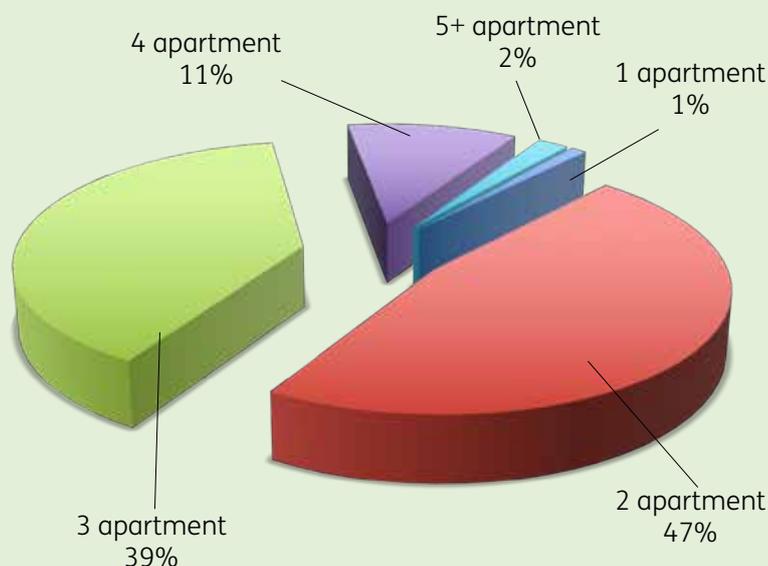
At 31 March 2017, we owned 2,533 self-contained properties.

The total rent due to be collected in the year to 31 March 2017 was £9,680,046.

On average, our rent increased by 2%. In 2015/16 the figure was 1.5%.

Property Size

1 apartment	1%
2 apartment	47%
3 apartment	39%
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	£66.49	£63.82	£54.50	£56.78	£60.57	£66.55
2 apartment	£77.58	£78.08	£68.21	£60.58	£72.20	£71.67
3 apartment	£83.14	£87.51	£78.05	£73.84	£77.56	£73.13
4 apartment	£94.62	£95.75	£88.99	£84.14	£90.62	£79.42
5 apartment or larger	£115.15	£101.59	£101.23	£87.25	£99.16	£88.02

Rents

We work hard to support tenants who get into difficulty with their rent. Through the Govanhill Welfare and Financial Literacy Hub in Samaritan House, our staff helped 640 tenants and other residents to access an estimated additional

£1.7 million in annual income from benefits and tax credits.

We collected 99.9% of total rent due for the year, the same figure as in 2015/16.

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%	98.5%	100.4%	98%	99.4%	99.6%

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 late 2017 to early 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 2015)	310 (Nov 2015)	2,799 (Oct 2015)	-
% tenants satisfied with the overall service provided by landlord	85%	93%	92%	96%	88%	90%
% tenants who feel landlord is good at keeping them informed	90%	99%	92%	98%	90%	91%
% tenants satisfied with the opportunities given to them to participate in the landlord's decision making	85%	96%	87%	82%	73%	84%
% tenants satisfied with standard of home when moving in	97%	97%	98%	85%	99%	90%
% tenants satisfied with quality of home	90%	94%	85%	91%	89%	87%

Anti-social behaviour

In 2016/17, we received 104 reports of anti-social behaviour. In 2015/16, the figure was 249. A total of 100 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	4.1	5.9	1.5	0.9	8.3	8.4
Cases resolved within locally agreed targets	96.2%	94.8%	100%	100%	91%	87.2%

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 1.1%, compared to a Scottish average of 0.9%. 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.

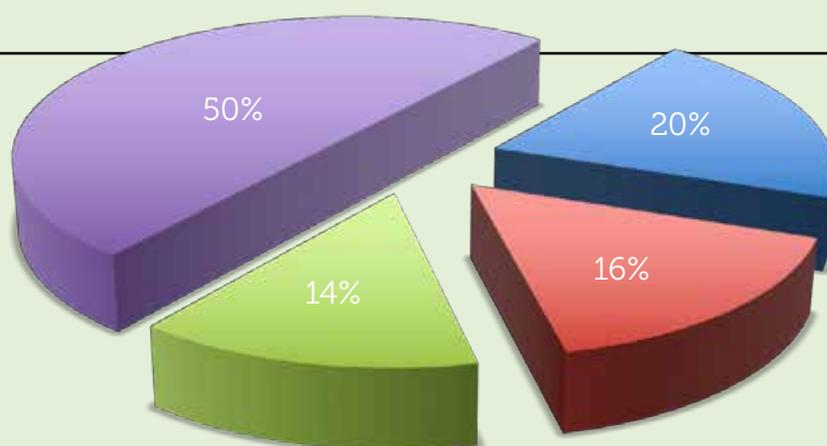
The average length of time a property was empty was 42.9 days (down from 44.1 days), which compared to a Scottish average of 31.5 days.

Letting						
	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Number of properties let	265	218	169	62	3,151	-
% rent lost	1.1%	0.4%	0.3%	0.8%	0.3%	0.9%

Letting activity

The chart opposite shows who we let our 265 properties to last year.

Homeless referrals	20%
Other referrals	16%
Transfer applicants	14%
Waiting list	50%

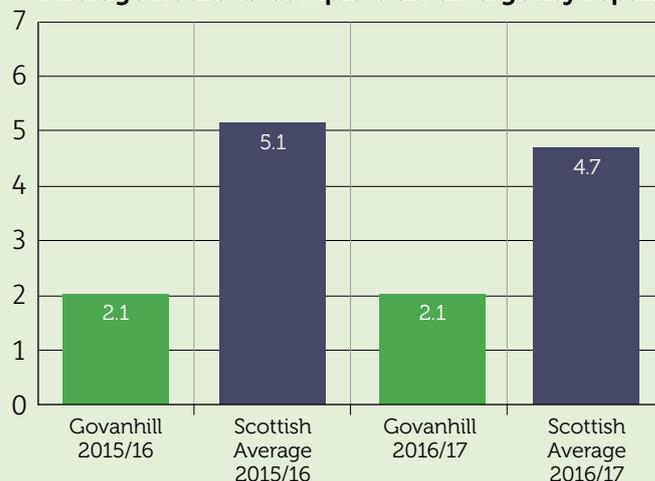


Repairs and maintenance

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 6.2 working days. The Scottish averages for 2016/17 and the previous year were 7.1 and 7.5 days respectively.

The average time taken to complete emergency repairs remained static at 2.1 hours, much better than the target response time of four hours for this category. The Scottish average figure fell from 5.1 to 4.7 days.

Average hours to complete an emergency repair

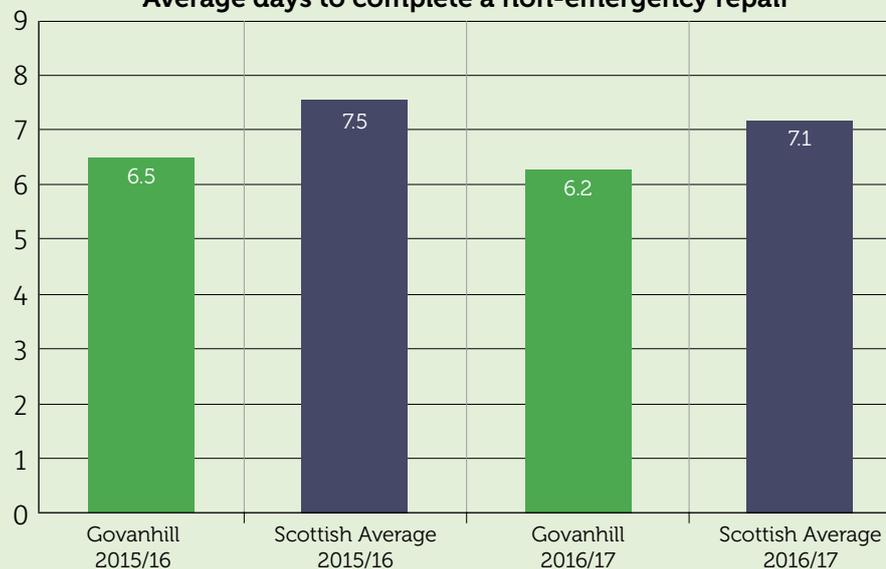


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Repairs and maintenance

Average days to complete a non-emergency repair



A total of 96.4% of repairs were completed right first time, up from 95% in 2015/16 and 91% in 2014/15.

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
96.4%	94.1%	97.8%	94.9%	97.2%	92.4%

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 90.5%.

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 99.9% of all gas safety checks within the legally required timescales.

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 2017, we achieved a compliance of 80% and aim to achieve 83% next year.

Percentage of properties meeting SHQS

Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
80%	89%	90%	100%	98%	94%