



Buy and repair initiative nears major milestone

The number of flats purchased as part of the Association's scheme to buy and repair some of the poorest quality housing in Govanhill is set to reach 200.

The South-West Govanhill Property Acquisition and Repair Programme was boosted by a four-year funding package worth £34 million earlier this year and had reached 192 purchases by the end of August.

The new financial commitment from the Scottish Government and Glasgow City Council enables the programme to be extended to a wider area bounded by Victoria Road, Cathcart Road, Calder Street and Dixon Avenue. The extended area builds on the original pilot involving four tenement blocks to include housing with similar challenges and issues.

Properties will be targeted on a priority basis, subject to available funding, to improve living conditions, reduce overcrowding and introduce more effective property management and maintenance arrangements.



Young and old take pride in community

The programme extension coincides with a widening of the Enhanced Enforcement Area in Govanhill to a total of 18 tenement blocks, which provides Glasgow City Council

The Book and Biscuit initiative to celebrate books and reading is just one of the community events that has brought young and old together in Govanhill. Read more on page 14.

with additional powers to tackle problems in the private rented sector.

Read more about the buy and repair initiative on page 3.

CUSTOMER SATISFACTION SURVEY TO HELP IMPROVE SERVICES

The Association is to carry out a large-scale customer satisfaction survey of tenants and factored owners over the coming months. The work, which will involve face-to-face surveys, is to be carried out by an independent company on the Association's behalf. The Association is required to ensure the survey forms a representative sample of our tenants and factored owners, with a response rate of at least 40%.

An interviewer may call at your home asking to interview you for the survey. They will carry identification and a letter from Govanhill Housing Association with a named contact on it. You do not have to participate in the survey – the choice is yours – but the responses will help us to improve our services and ensure they suit your needs. Your responses will be anonymous – your name and address will not be passed to us as part of the satisfaction survey results. We will contact you again when we have selected the company to do this work for us.

Govanhill community website goes live

A new community information website for Govanhill, www.govanhill.info, is now online.

Launched by Govanhill Community Development Trust, the website provides information for local people and those who want to know more about Govanhill.

It contains news from the area, an events calendar about local activities, profiles of local services and information about

housing, health, education and other aspects of community life.

An archive of local research and an image bank will be available in the coming months along with further additions and closer links to social media.

Contact Dave Zabiega on 0141 636 3665 with feedback on the site and ideas for contributions.



Improvement initiative – now we feel “safe and secure” in our home

Previously tenants in a run-down, privately rented flat, Augustin and Lacramioara-Liza Teglas took part in the Association's buy and repair scheme in South-West Govanhill – and now look forward to a bright future for their family.

The couple, along with their two sons, were sitting tenants when the Association bought the flat last year. “The flat we had before was in a terrible condition,” Augustin explains.

“The heating kept breaking, the kitchen cupboards were broken, the walls were peeling and it was dirty. There was no insulation under the floor at all and it was freezing. We did not feel that our family were safe or secure living in the flat.”

Rather than decanting the family while work was carried out on the property, the family was offered a permanent move to a two-bedroom flat the Association had already refurbished.

Lacramioara-Liza continues:



“When the Association purchased the flat we did not know anything about housing associations and we were a bit nervous about what would happen. It was great because Katy and Sorana explained everything to us about the new tenancy and helped us to get everything on track.

“We are so happy with our new home. It's a lot warmer, cleaner, economical and a much nicer place to live. We have lived all over Europe and this is the first country that

we have found stable work and our family have been able to settle down. We feel really safe and secure in our new home. Glasgow is a beautiful city but, best of all, our children can go to school and get a good education.”

The Teglas's were interviewed by Housing Officer Katy Bridgestock and Romanian-speaking Community Development Worker Sorana Goga, who supported the family as they took up a tenancy with the Association.

Rent Advice Team – information for tenants

Our Rent Advice Team is here to help you if you have any issues with your rent account, if you are struggling to pay or if you have any queries about your housing benefit or the housing cost element of your Universal Credit. We can discuss these matters with you over the phone or in our offices, or in your home if you would have difficulty in getting to the office.

If you come into the office on a Monday,

Tuesday, Thursday or Friday, a member of staff within the Rent Advice Team will always be on duty. You may have to wait a little longer during busy periods and at lunchtime. We are unable to provide an on-demand service to visitors to the office on a Wednesday.

It is important that you pay your rent on time so please do contact us if you are experiencing difficulties in paying your rent.

Association at forefront of positive change, AGM hears

Govanhill has experienced major change over recent years – and the Association will continue to drive that process, the annual general meeting heard.

A presentation at the AGM in September outlined the key role the Association has played in improving the homes and lives of people in Govanhill and Merrylee.

Ken MacDougall, Development and Regeneration Manager, told shareholders at the meeting that the Association had grown “from small beginnings” when it was established in 1974, developing several major newbuild projects and improving more than 2,000 tenement flats, many of which were considered “below tolerable standards”.

He explained that current initiatives include the South-West Govanhill Property Acquisition and Repair Programme, which is set to reach the milestone of 200 property purchases, and is now being extended after receiving a £34 million funding package from the Scottish Government and Glasgow City Council.

Newbuild plans at various stages of development at Victoria Road, Butterbiggins Road and Inglefield Street will continue to “change the face of Govanhill over time”, he added.

He said: “No doubt Govanhill has changed over the years – with your support it will continue to change and the Association will continue to be at the forefront of that change.”

Thanking committee members and staff for their work during the year, Chairperson John McLardie told the AGM that the Association “continues to go from strength to strength”.



Also at the meeting, nine candidates stood for election to fill six places on the Management Committee, with Director Anne Lear describing it as positive and healthy to have so many people keen to get involved in the work of the Association. The candidates elected by members of the Association to sit on the committee were Isabel Deakin, Mujeeb Ur-Rehman, Iain Doherty, Mark Fitzpatrick, Harry Rooney and Christine Roche.

See page 16 for more on the Changing Govanhill presentation given at the AGM.



Shareholders signing in at the AGM



Chairperson John McLardie addresses the AGM



Progress in new housing developments

Work to provide new affordable homes at a vacant Govanhill site is due to start in the autumn.

The proposed development at the former Our Lady of Consolation RC Church in Inglefield Street will create 22 flats for social rent over four storeys, with associated amenities.

Construction is also well under way on the new development at the corner of Victoria Road and Butterbiggins Road. The 42-home project is due to be completed by next spring.

The Association has also acquired the former drill hall and warehouse at 159 Butterbiggins Road and is expecting to bring forward plans to develop the site.

The newbuild developments will provide more modern, energy efficient housing and complement the Association's other regeneration work in Govanhill.



Further major repairs due to start

The current phases of window replacement work at Association properties are nearing completion and two further phases are due to start later this financial year.

The replacement of windows, along with kitchens, is at the heart of the Association's £4 million major repairs programme for 2017/18.

In addition to the replacement of older windows with new high-performance timber double-glazed windows, the Association will continue

the ongoing replacement of older heating systems with more energy-efficient boilers that help to reduce tenants' fuel bills.

The new work programmes include phase 10 and North Govanhill phase 4. Start dates for both phases are yet to be confirmed.

Phase 10

362 Allison Street
256 Calder Street
492 Cathcart Road
143, 145 Coplaw Street
178 Cuthbertson Street
9,13,15 Govanhill Street
364, 372, 380 Govanhill

Street
237 Hollybrook Street
65, 67, 71, 73, 93, 95
Inglefield Street
179 Kingarth Street

North Govanhill phase 4

422, 424 Allison Street
57, 59 Boyd Street
339, 345, 351, 357, 363, 369,
375, 381, 387 Calder Street
83, 87 Dixon Avenue
35, 37, 39 Dixon Road
348, 356 Govanhill Street
132, 134 Hollybrook Street
100 Langside Road
8, 12, 16, 19, 20, 23, 26, 30,
31, 35 Riccarton Street



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 Charter Report:



Basic facts and figures

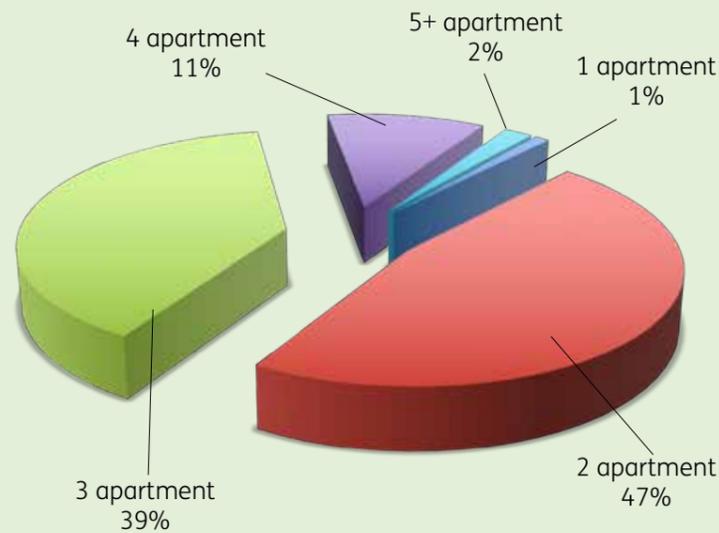
At 31 March 2017, we owned 2,533 self-contained properties.

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%

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 Charter Report:



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

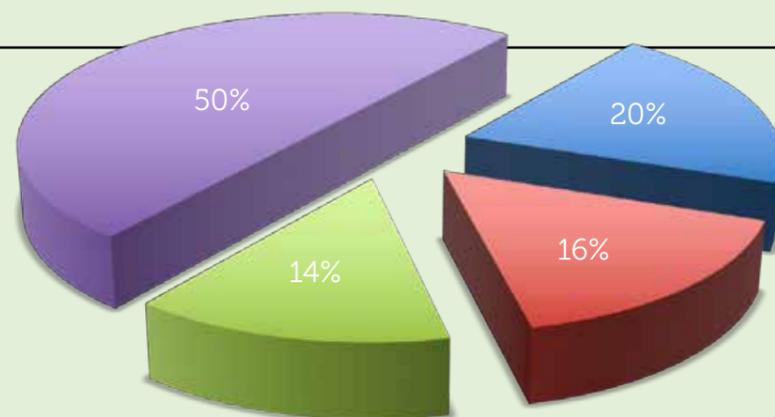
standard of finish and workmanship to our empty properties. The average length of time a property was empty was 42.9 days (down from 44.1 days), which compared to a Scottish average of 31.5 days.

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.

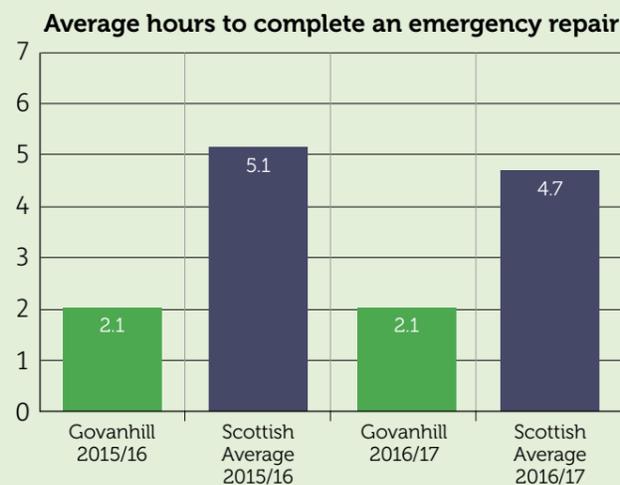
Homeless referrals	20%
Other referrals	16%
Transfer applicants	14%
Waiting list	50%



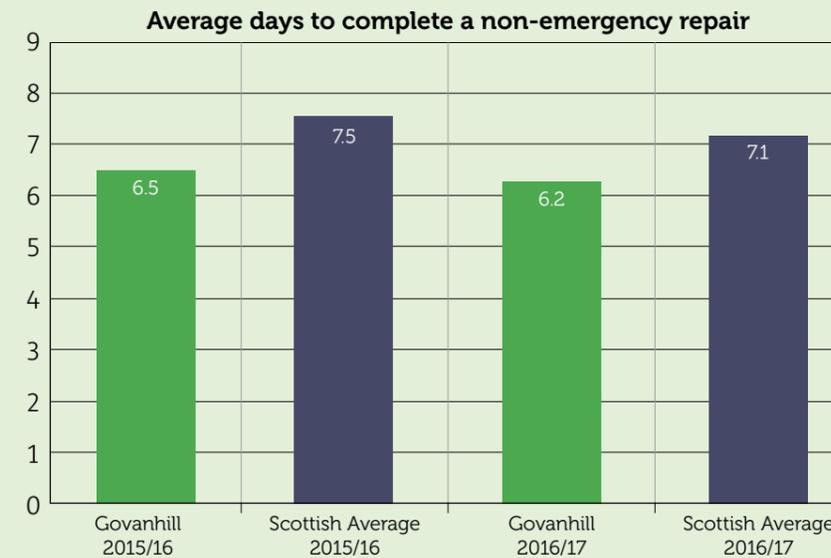
Repairs and maintenance

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.



Repairs and maintenance



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%

Get involved and shape the future

James White wanted to get involved in his local community when he moved to Glasgow – and joining the Association’s Management Committee has allowed him to help shape the future of Govanhill.

One of the newer members of the committee – he was elected in September last year – the urban design lecturer at Glasgow University now also sits on the sub-committees responsible for development and housing services.

The work, he says, has been a steep learning curve but also hugely enjoyable. And he would urge others to get involved too.

“On the one hand, I had an interest in contributing to the work of Association. On the other, I was relatively new in Glasgow, lived in the area and wanted to get involved in the local community. Govanhill was the nearest housing association, so I got in touch.

“I didn’t know what to expect and I found the committee experience to be a massive learning curve, but I was also really impressed. The valuable and helpful advice from staff and other committee members, along with some training, allows us to have critical and informed discussions before we make decisions.

“Thankfully, I have been able to bring some ideas to bear on the Development Sub-committee, for instance, discussing and approving the specifications of the Association’s proposed newbuild development at Inglefield Street.

“I’d never been involved in any organisation like it before and I think it’s extremely professional. I’m really taken by the mission and the passion of the people, many of whom are part of the community and have supported the



Association for a long time.”

And what has he learned about Govanhill and the work of the Association in the past year?

“I’ve learned a lot – and feel I’m still learning – about tenants’ issues, for instance, around participation, and I’m also keen to find out more about the finance and budgeting side of the organisation. The Association has a lot to be celebrated for – it’s important that we demonstrate all the really positive things we’re doing.

“If people are worried about the responsibility or time commitment of getting involved in that work, then I would say that they are incredibly well supported and guided both by other members of the committee and by staff who go out of their way to explain how the organisation works.

“Getting involved is certainly something I’d recommend – particularly for tenants and members of the community. It’s a way to be directly involved in shaping the future of their own homes and the community they live in.”

Access work to improve community garden

Work is due to take place to ensure the community garden is fully accessible for all local people.

As a “positive about disabled people” employer, the Association will undertake work to form a new ramp to create better access from the top to the bottom half of the garden site. A new accessible entry will also be created from the path to the lower ground floor of Samaritan House to ensure easier access for those with mobility issues. In addition, the upper level of the area will be resurfaced to provide a uniform surface, with the paths widened and improved.

After the accessibility work has been completed, an event will be held to reflect the



popularity of the Govanhill Community Remembrance Garden, which provides a quiet area for local people to remember those they have loved and lost. A number of plaques commemorating the names of local people have already been added to the

wall-mounted remembrance tree and a second tree is due to be installed.

In other community garden developments, funds have been secured for a full-time community gardener and it is hoped an artist-in-residence will be on site in winter.

Association complaints – latest figures

The Association received 28 complaints from April to the end of July this year, with two carried forward from 2016/17. The figure for the same period last year was 25. A total of 15 complaints were dealt with at stage 1 and 15 at stage 2 (two complaints were carried over from the previous financial year). Three complaints were escalated from stage 1 to stage 2 with the agreement of the customer.

Stage 1 complaints were completed within an average of 4.3 days and stage 2 within 14

days. Both figures are within the standards of five and 20 days respectively. Of those complaints completed by the time of writing, all except one were responded to within agreed timescales. Three complaints are still being investigated, six have been upheld, ten have been partially upheld and 11 have not been upheld. The main reasons for customers making complaints to us in the year to date are estate management, major repairs and day-to-day repairs/contractor complaints.

TENANTS CELEBRATE COMMON ROOM REOPENING

Jamieson Court sheltered housing tenants celebrated being back in their new extended common room in August with an afternoon tea party and entertainment from singer Elaine Dallas. Family and friends also attended and everyone enjoyed refreshments and a singsong. The tea party was followed by a quiz afternoon, a barge trip and a day out to Largs at the end of the month. Residents have also restarted their regular bingo sessions and games nights, and look forward to other activities in their new communal space.



Jamieson Court Sheltered Housing Residents Group Chairperson Winnie Byrne steers the barge on the Forth and Clyde canal on cruise with the Seagull Trust



Community pride brings young and old together

Events to promote pride in the community have brought young and old together in Govanhill.

The Book and Biscuit day organised by Govanhill Community Development Trust (GCDT) in the community information shop to celebrate books and reading was attended by 30 local adults and their children.

Glasgow Life and Children 1st gave out books to local children and promoted the benefits of school attendance to those with youngsters approaching school age.

Further Book and Biscuit events are planned in the community shop around Halloween and Christmas. Please call 0141 423 8883 for more information.

GCDT's local litter picks have also brought together young and old from across the community to improve the local environment. During the summer, GCDT worked with Community Safety Glasgow and children from Big Noise Govanhill to clean up the streets around the local schools.

Eight monthly G.Litter picks have been held by GCDT to bring together members of the community to tidy up local streets. Further sessions will take place from 12 noon to 2pm on 14 October, 11 November and 9 December, meeting in the community shop at 192 Allison Street.

For more information about GCDT's activities, contact Dave Zabiega on 0141 636 3665.

Record number at Merrylee Open Day



A record 176 people attended this year's Merrylee Open Day at the beginning of September.

Winners included: Michael Nixon, who guessed the number of sweets in a jar; Clare Taylor, who won the Sweet Things quiz; and Yvonne McGunnigle, who won the Merrylee Mastermind contest. Ella Graham took first place in the garden competition for her front garden, and Rae Stevenson won first for her veranda. The Merrylee residents group recognised four good neighbours – Eimhin Hudson, Eileen and Douglas Cairney, Sue Stewart and Ellen Moffat – and gave a

special award to Alex McGunnigle, for his long service as a local school crossing patroller.

One of those attending, Nicole McCallum said: "We have just moved to the area and we were welcomed with open arms. What a lovely community."

Entertainment was provided by Owl Magic and the Tommy Tricks magic show. Both the fire and police services attended, and there was also information on recycling. The event was supported by the Association and Glasgow City Council.

COPLAW RESIDENTS MEET THEIR NEIGHBOURS

Coplaw Community group residents braved the rain to hold a meet-the-neighbours event in the communal grounds at the end of August. All the four-legged competitors in the dog show won rosettes for their good behaviour.



Tenant participation in numbers 2016/17

- 1** tenant and resident participation strategy reviewed
- 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

- 60th** 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 Torglen thanks to shoppers' support with green tokens

Changing Govanhill



1900s

Govanhill Park and bandstand around the turn of the century



1974

The Association is formed and opens its first office at the corner of Inglefield Street and Butterbiggins Road

Blackened buildings where the Govanhill Health Centre now stands



BEFORE

2006

The Association opens new offices at Samaritan House in Coplaw Street (before and after)



1992

An outside toilet still in use in Bankhall Street – the property was then improved by the Association



1982/3

The Association's first newbuild development – and the first in Govanhill for more than 60 years – is completed in Govanhill Street, later winning a Civic Trust award



AFTER



2010

The Association also develops new properties in Merrylee, on the site of the former Merrylee Primary School, now Ashmore Crescent



2017

By the end of August, the Association approaches the milestone of 200 property purchases as part of its programme of buying and repairing flats in South-West Govanhill