



GOVANHILL
HOUSING ASSOCIATION



2017/18 ANNUAL REVIEW

Chairperson's Report

As Chair of Govanhill Housing Association, I am delighted to report that throughout 2017/18 the Association continued to show its commitment to improving the lives of tenants and residents in Govanhill and Merrylee through the services it provides and the investment it makes in homes and the wider communities.

To this end, over the last financial year the Association invested approximately £15m in building new homes, by delivering major repairs and planned maintenance programmes for existing properties, and by developing wider regeneration initiatives through its subsidiary organisation, the Govanhill Community Development Trust (GCDT).

In our new homes programme work began in October 2017 on the site of the former Our Lady of Consolation RC Church in Inglefield Street, to build 22 new flats including 3 designed to wheelchair standard. These were completed and formally opened by the First Minister, Nicola Sturgeon in August. Importantly our tenants are already benefitting. Construction continues on the Association's larger 42-home new build development at the corner of Victoria Road and Butterbiggins Road which is expected to be completed by the end of 2018.

And I am pleased to report that we are progressing our proposals for the development of 25 new homes on the site of the former warehouse building at 159 Butterbiggins Road, which was acquired in January 2017. The proposed start date for this new development will be in 2019.

However, investment in new homes for the Association and the community includes acquisitions as well as new build. As the lead partner in the 'The South-West Govanhill Property Acquisition and Repair Programme' in collaboration with the Scottish Government and Glasgow City Council, the partnership has acquired over 200 properties to date in that area to be improved, retained and maintained by the Association and, because of its success, it has formally extended its scope of operations.. Importantly, the Association has been able to offer more social rented housing to local residents and introduce more effective management and maintenance arrangements.

And in terms of major repairs and planned maintenance programmes, the Association's investment for last year was £3.8m focussed on modernisations, energy efficiency improvements and tackling fuel poverty. In real terms much was invested in replacing older windows, kitchens and heating systems.



John McLardie

But alongside this investment, it is vital that the Association provides a high quality service for the communities in which we work. Our housing staff continue to work hard to meet the needs of tenants and factored owners, offering maintenance, welfare benefits and support services and responding to tenancy issues. In addition GCDT continue to play a vital role in the wider regeneration of Govanhill including the community shop on Allison Street providing information and resources, as well as a host of volunteering opportunities, and the ongoing community conversations programme which has brought together people from a wide variety of backgrounds to discuss ways to bring about positive change.

And importantly, to ensure that we are working for you as customers, the Association and Management Committee have been encouraged this year by the results of a large scale customer satisfaction survey which was completed in January 2018. We commissioned Research Resource who interviewed 1050 tenants on our behalf so that responses remained anonymous. The results showed an increase in satisfaction with the Association in a number of areas. We have included some key statistics throughout this publication.

Finally, but not least of all, I am also happy to report that the Association continues to operate from a strong financial base, with net housing assets worth £104.6 million and £4.6 million of cash in the bank.

Of course, none of the achievements of 2017/18 would have been possible without the hard work and commitment of our voluntary committee members and staff – a big thanks to all.

John McLardie

Chairperson

Management Committee and Boards – Voluntary Members



Management Committee – September 2017 to August 2018



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 - retired February 2018
- 🏠 Mark Fitzpatrick – retired October 2017
- 🏠 Ghazala Hakeem
- 🏠 Barbara Robertson
- 🏠 Harry Rooney
- 🏠 Ann Scott
- 🏠 Mujeeb Ur-Rehman
- 🏠 James White
- 🏠 Jessica Yuill
- 🏠 Iain Doherty – elected at 2017 AGM
- 🏠 Christina Roche – elected at 2017 AGM

Govanhill Community Development Trust – September 2017 to August 2018

- 🏠 Lyn Ewing (Chairperson) – retired April 2018
- 🏠 Mark Fitzpatrick – retired October 2017
- 🏠 Keith Kintrea
- 🏠 Annie Macfarlane
- 🏠 Bob Marshall – retired September 2017
- 🏠 Harry Rooney
- 🏠 Ann Scott
- 🏠 Barbara Robertson – joined December 2017
- 🏠 Mary Carson – joined February 2018
- 🏠 Joyce Hardie – joined February 2018
- 🏠 Anthony Crosbie – joined May 2018



Finance Matters

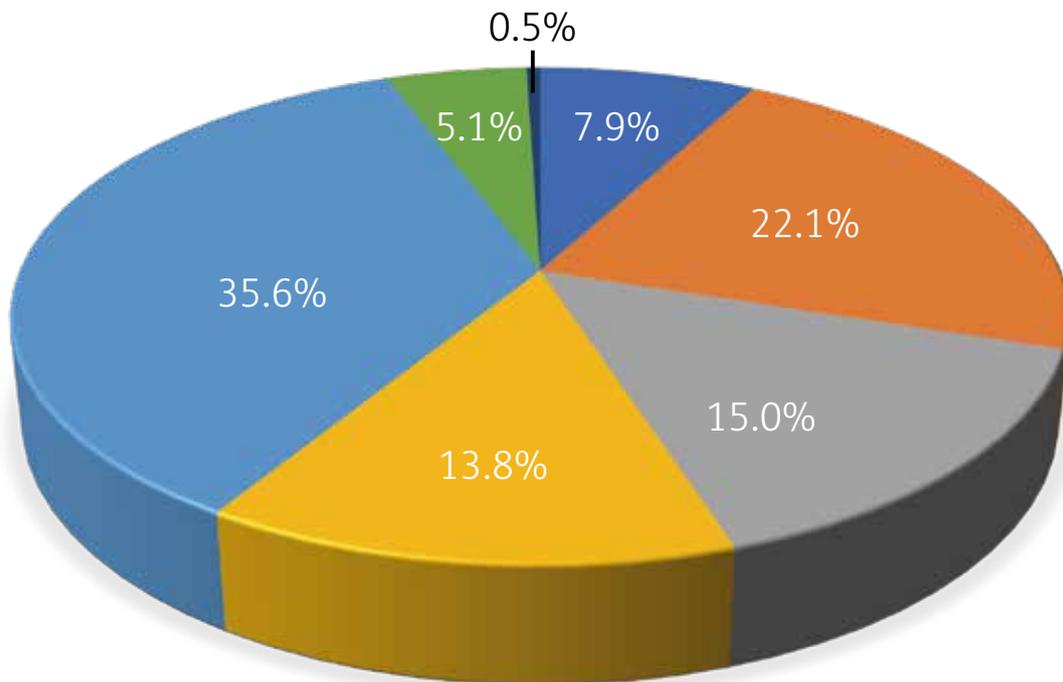
The Association continues to operate from a strong financial base with net housing assets of £104.6 million and £4.6 million of cash in the bank at 31 March 2018. Our overall surplus for the year before accounting adjustments for pensions was £0.7 million.

We spent £14.9 million of capital on new homes and improvements to existing homes, receiving £6.4 million in grant funding from the Scottish Government and Glasgow City Council towards this expenditure. To help with its expenditure, the Association negotiated a new funding package for a total of £8.25m from CAF Bank and Charity Bank.

Tenant Satisfaction Survey Result 2018: 84% rated the rent as 'good value for money' -up 25% since 2015.

We drew down £3.7m from Barclays and £1.5m from CAF Bank in this financial year and at 31 March 2018 we had a further £7.25m of funding available to draw down in the future to continue funding the costs of building new homes and improving our existing homes.

What we spent money on in the year



- Repairing tenants' homes and keeping common areas and closes clean
- Carrying out planned improvements to tenants homes, servicing central heating systems and maintaining gutters, repairing roofs and painting windows.
- Housing management and maintenance admin costs (staff salaries, insuring our properties and other costs)

- Improving tenants' homes including replacing heating systems, windows, kitchens and bathrooms
- Building and buying new homes
- Loan payments (capital and interest)
- Purchase of equipment and other items

Development and Regeneration

The Association and its subsidiary, Govanhill Community Development Trust, made further significant investment in development, major repairs, planned maintenance and wider regeneration in Govanhill and Merrylee in 2017/18.

Total investment during the year was **£14.943 million**. The figure for 2016/17 was £12.121 million.

- ⦿ Development £10.669 million
- ⦿ Major repairs/Planned Maintenance £3.805 million
- ⦿ Regeneration/Community Development £0.469 million

Development and Regeneration

Building on the success of a two-year pilot, which continued until March 2017, the Scottish Government and Glasgow City Council announced additional funding of £34 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 was extended to other parts of South West Govanhill that face similar challenges. During the first year of the four year programme, the Association acquired more properties in the priority blocks while undertaking internal refurbishment work to bring them up to standard for letting. Following completion of improvements and repairs, the Association was able to offer more social rented housing to local residents and introduce more effective management and maintenance arrangements.

Construction work on our 42-home new housing development on the derelict site at the corner of Victoria Road and Butterbiggins Road began in November 2016 and is now expected to be complete by the end of 2018. The development, which includes a seven-storey corner building, provides a mixture of family flats, larger homes and amenity flats for elderly people. Last year, the Association was able to develop more affordable housing on the site of the former Our Lady of Consolation RC Church in Inglefield Street, with work starting in October 2017. This development provides 22 new flats including three flats designed to wheelchair standard and is now complete.



Construction work continues at the Victoria Road development



Association tenant Karen enjoys her newly fitted kitchen

Plans to develop the former warehouse site at 159 Butterbiggins Road, which was acquired in January 2017, are also now underway with a proposed site start in 2019.

Major repairs and planned maintenance

The Association's 2017/18 major repairs and planned maintenance programme for existing properties focused on energy efficiency and tackling fuel poverty. The £3.8 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.

Development and Regeneration (Continued)

Wider regeneration

The Association's wholly-owned subsidiary, Govanhill Community Development Trust (GCDT), played a key role in the wider regeneration of the community.

Govanhill Community Development Trust

The activities of the community development team continue to grow in scale and scope. The community information shop in Allison Street has become a key local service, with around 5,000 individuals and families accessing support there over the last year. GCDT and Govanhill Housing Association staff have been able to deliver services in the heart of the community and we have also hosted the provision of support by others in relation to welfare rights, alcohol-use and employability. The shop has acted as a space where many local volunteers can receive training and work experience to develop their skills and employability.

Other initiatives such as the ESOL and Integration Workers' projects have supported almost 300 learners to develop their literacy and English skills, with many attending our highly successful ESOL Café, and a community conversations programme, which brought together a representative group of 100 local residents to discuss ways to improve life for all in Govanhill, with a particular focus on waste, environment, housing and integration. This work will feed into the area's Locality Plan, putting local people at the heart of developing and improving services in Govanhill.

A particular highlight of the year was the Burns ceilidh, where 120 local people from 20 nationalities danced, ate and sang together. A mixed choir ended the night by singing Auld Lang Syne in 5 different community languages in local streets.

GCDT has developed and delivered ongoing peer education activity in health and a new programme exploring housing. It has piloted a new practical integration programme, which we intend to repeat in the coming year, and it has secured funding for new rounds of activity in relation to Community Gardening, Employability, Enterprise and Integration. This will see further growth in both the team's numbers and the activity it delivers in the year ahead. We are indebted to all of our funders - including the Council, Scottish Government, Big Lottery Fund and NHS - who support the team's valuable work.



Housing Services

Providing quality services to our tenants and other customers remains the key priority for Housing Services. Our services provide assistance with emergency, responsive and cyclical repairs, preparing empty properties for re-let, dealing with anti-social behaviour and estate problems, rent collection and income maximisation through our Welfare Rights Officers, occupancy support through GOSIP and Housing teams along with providing common property management through our Factoring team.



Repairs performance

During 2017/18, the Association carried out 7910 responsive repairs. The average time taken for all non-emergency repairs was 5.26 working days. The average time taken to complete emergency repairs was 2.16 hours compared with a target response time of four hours for this category.

Number of Repairs Completed	2016/17	2017/18
Number of emergency (four hours)	1,747	2,942
Number of non-emergency (three working days)	2,450	1,493
Number of repairs by appointment	2,610	3,475
Total number of repairs issued	6,807	7,910

In response to consultation at our last Tenants Conference where tenants told us they would like the speed of our repairs service to improve, we increased the number of repairs by appointment. Tender action is currently in progress to have all emergency repairs responded to within two hours instead of four and all tenant accessed repairs being by appointment.

Repairs completed “Right First Time” remained at 96.4% in relation to the previous year.

Anti-social behaviour

In maintaining our zero-tolerance approach, we responded to 128 reports of anti-social behaviour in 2017/18 compared to 104 in the previous year. A total of 91.4% of these cases were resolved within target times. Our housing officers work hard to resolve neighbour disputes and other anti-social behaviour with tenants, residents and partner organisations.

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 227 properties. Our house letting process continued to be a priority to ensure lost rent from vacancies was kept to a minimum. Potential income lost due to our normal letting processes for vacant properties was 1.09% which is comparable to 2016/17 at 1.08%.

Key performance indicator	2017/17	2017/18
Letting activity		
Number of re-lets	223	194
Number of new lets	42	33
Total	265	227
Letting – source of applicant		
Transfers (existing tenants of the Association)	14%	24%
Waiting list applicants	50%	50%
Homeless referrals (section 5)	20%	22%
Other	16%	4%
Rent loss due to vacant properties		
Void rent loss (% of annual gross rental)	1.08%	1.09%

Housing waiting list

Demand remains strong for homes in Govanhill and Merrylee. At 31 March 2018, there were 907 applications on the waiting list. We were able to re-house 194 households from our list during the year.

Our diverse community

Govanhill is Scotland's most ethnically diverse community with many cultures, nations and faiths represented. 53 languages are spoken in 13 housing blocks; among the Association staff team 15 different languages are spoken either fluently or proficiently including Romanian, Slovakian, Urdu, Farsi, Polish and Russian. The following tables offer a breakdown of the ethnic background of our tenants and applicants to the association.

Applicants on housing list

	2016/17	2017/18
White	39%	50%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	26%	36%
Black, black Scottish, black British	4%	8%
Other ethnic background	2%	3%
Unknown/undisclosed	28%	2%

Existing tenants

	2016/17	2017/18
White	58%	60%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	13%	21%
Black, black Scottish, black British	2%	5%
Other ethnic background	2%	6%
Unknown/undisclosed	24%	7%

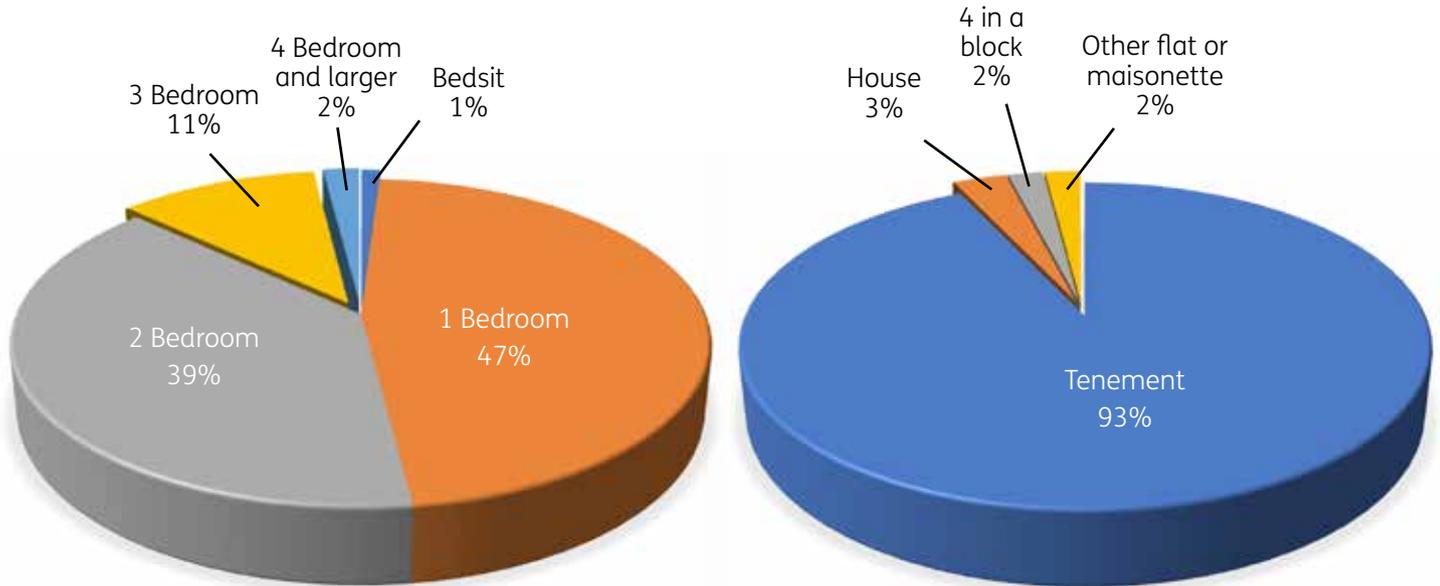
New tenants

	2016/17	2017/18
White	69%	58%
Mixed or multiple ethnic background	0%	1%
Asian, Asian Scottish, Asian British	20%	15%
Black, black Scottish, black British	3%	3%
Other ethnic background	3%	2%
Unknown/undisclosed	5%	21%

Housing Services (Continued)

Property breakdown

The Association owned and managed 2569 properties at 31st March 2018 which are mainly one and two bedroom properties which are sandstone pre-1919 tenement flats.



1 Bedroom	47%	4 Bedroom and larger	2%
2 Bedroom	39%	Bedsit	1%
3 Bedroom	11%		

Tenement	93%	4 in a block	2%
House	3%	Other flat or maisonette	2%



Tenant Satisfaction Survey Result 2018: 90% of respondents said they were satisfied with repairs and maintenance -up 1% from 2015.

Housing Services (Continued)

Rents and housing benefit

The Association's welfare rights staff continued to assist the community with 250 new cases being opened in the year on top of a very busy ongoing caseload. In the past three years it is estimated that our Welfare Rights Service has assisted our tenants and other residents to access in excess of £6 million in income from benefits and tax credits.

Our rental arrears as a percentage of our Annual Gross Rental remained comparable to the previous year at 4.7% with 99.69% of rent due being collected.

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 £1.35 million in annual income from benefits and tax credits.

Complaints Handling

We dealt with 62 complaints during the period April 2017-March 2018. This is one fewer than in the previous year. We try to deliver a high quality service to our customers but we don't always get it right. Complaints offer us an opportunity to put things right and to improve our processes as a result.

Of these complaints, 43 were dealt with at stage 1 and 19 at stage 2. Stage 1 complaints are relatively straightforward, while stage 2 complaints involve more complex issues. It is good to note that many more of the complaints we received were resolved at the 1st stage of the process, usually within 5 working days.

Of the 60 complaints received during the year, all but one (a stage 1 complaint) were responded to on time. The average time to respond was 4.7 working days for stage 1 complaints and 13.3 days for those at stage 2. Both figures are within the standards of five and 20 days respectively. Of the complaints received in 2017/18, 53.2% were upheld (53% at stage 1 and 53% at stage 2), an increase on the 47.5% upheld in the previous year.

Factoring service

Our Factoring Service continued to grow in the period with the increase largely due to factoring additional properties in South-West Govanhill as part of our provision of effective property management services in the Enhanced Enforcement Area.

Number of Properties being Factored	2016/17	2017/18
Residential Properties	1,257	1289
Commercial Properties	132	119
Total	1,389	1408

Tenant Satisfaction Survey Result 2018: 96% of respondents rated the Association good at keeping you informed -up 7% from 2015.

Tenant Satisfaction Survey Result 2018: 90% of respondents said they were satisfied overall with the service provided by Govanhill Housing Association -up 1% from 2015.



The Govanhill community garden remembrance tree.

Tenant and Resident Participation

A key area of work has been consultation. This year the Association has sought opinions on rents, anti-social behaviour, the tenant satisfaction survey and the newsletter.

The Association also met with tenants affected by our bin area essential repair project. Tenants' and residents' groups responded to the Scottish Housing Regulator's discussion paper on tenant and resident

safety, homelessness, governance and information, and the group office bearers attended training on their roles and responsibilities.

Heriot Watt University visited twice to meet older people to discuss what an 'age friendly Govanhill' would look like, and we worked with the archivist at Govanhill Baths to facilitate interviews with older people by local school children.

Merrylee

The Merrylee Residents' & Tenants' Organisation (MRTO) consolidated their activities this year. The weekly coffee morning continues to be well attended, and the estate walkabouts and litter picks help the group keep on top of environmental issues. Despite the poor summer, the planters throughout the community continued to bloom.

In September record numbers attended the Merrylee Open Day where participants enjoyed entertainment by Owl Magic and the Tommy Tricks magic show.

MRTO also initiated a discussion with local partners on intergenerational work which the group will be looking to continue and develop in the coming year.

Jamieson Court

This year saw the reopening of the extended common room at Jamieson Court and residents are now enjoying their bingo and wellbeing groups again.

The Jamieson Court Sheltered Housing Residents Group held another successful McMillan fundraiser in the autumn. Members also took a trip to the Willowbank Hotel in Largs for lunch and entertainment and to Kirkintilloch for a sail on the canal.

Unfortunately this year saw the end of the housing support service, however, we hope to report next year that its replacement, the OK Each Day service, meets tenants' needs.

Coplaw Community

The residents of the converted Samaritan Hospital properties formalised their group and met with the Factoring team to raise their concerns about grounds maintenance, and with Development to get an update on the adjacent new build being developed. In August

the group held a summer event which included a dog show and a bake off.

Govanhill community garden

The group started the year with a fundraiser in the Larkfield centre, and in December, held their AGM in the Tramway. They welcomed a group of young gardeners from Cassiltoun Housing Association and enjoyed cooking as well as growing their produce throughout the year. They are looking forward to a great harvest next year, following works to improve the accessibility of the garden.

MERGE Welfare Group

The MERGE group enjoyed a day out to the Heads of Ayr farm park as an Eid celebration and members took the opportunity to have a paddle at Ayr beach too. In partnership with local ESOL classes, the group organised an international cultural event, involving a fashion parade, and celebrating the different communities in Govanhill which attracted lots of local women. Group members did some training on committee roles, and had a team building session too.

**Tenant Satisfaction Survey Result
2018: 95% were satisfied with the
opportunities to participate, -up 10%
from 2015.**

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 last 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
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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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