

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Autumn 2018

Move-in day arrives as Govanhill Housing Association delivers 22 new homes for the community

A ceremony to open Govanhill Housing Association's new development on the site of the former Our Lady of Consolation RC Church in Inglefield Street was attended on Friday 17th August by Glasgow Southside MSP and First Minister Nicola Sturgeon, Councillor Kenny McLean, and other elected representatives for the area.

The Association's Construction partner CCG (Scotland) Ltd delivered these homes to a very high standard and were able to provide local employment opportunities during construction.

The First Minister met some of the new Inglefield Street tenants including wheelchair user Tanveer Hussain and his family, who have been able to move from their third floor flat, to a fully adapted ground floor property.



Other happy new residents include Morag McCrae who has been able to move closer to her family after 15 years in Somerset, and mature student and mum Eva who has been able to move into a flat with enough space for her 7 1/2 month old daughter.



Universal Credit has arrived in Govanhill and Merrylee see page 2 for more information.

John McLardie Reflects on the Last 5 years as he stands down as Association Chair at Annual General Meeting



On 6th of September Govanhill Housing Association held its Annual General Meeting, to which all shareholding members were invited.

The meeting covered all the essential items of business as well as a presentation from South Seeds' Lucy Gillies about the important work done in partnership with the Association to reduce energy bills.

John McLardie welcomed members to the meeting and deviated from his usual annual review to reflect on the progress made by the Association over the last five years.

During this address he recognised the work done with, and on behalf of, the community. John praised the hard work which has gone into the new developments which have commenced or been completed during this

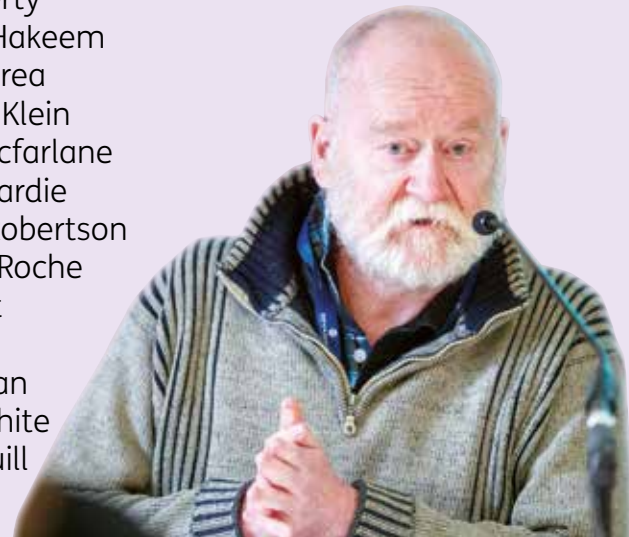
period, as well as the staff who work tirelessly day to day to support tenants.

John also paid tribute to the welfare rights team who play a vital role during a time of unprecedented cuts to social security provision.

During the meeting John McLardie stood down as Association Chair though he remains a member of the Management Committee.

During the meeting the following members were elected to the Management Committee:

Iain Doherty
Ghazala Hakeem
Keith Kintrea
Elizabeth Klein
Annie Macfarlane
John McLardie
Barbara Robertson
Christina Roche
Ann Scott
Mujeeb
Ur-Rehman
James White
Jessica Yuill



Govanhill Champion Annie Macfarlane Appointed New Association Chairperson


Annie was co-opted onto the Management Committee in 2012 and took on the position of Vice Chair in 2013.

Annie has lived in the South West area of Govanhill for over 25 years and is a passionate advocate of community controlled housing, and the Govanhill and Merrylee communities.

As a local resident, Annie has been a champion of the South-West Govanhill Property Acquisition and Repair Programme during her time as Vice Chair. The aim of the South West Govanhill programme is to buy, repair, let and

then manage flats in tenement blocks that include some of Govanhill's poorest quality housing. To date the Association has improved over 100 of Govanhill's worst properties, many of which are now becoming available to let.

Annie says 'I am delighted to be elected to this position at Govanhill Housing Association which does such vital work in the Govanhill and Merrylee communities. I hope to carry on the sterling work of my predecessor John McLardie who has made a real difference to the Association over the last 5 years.'



Charter performance report 2017/18

Introduction

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

Tenants and committee members 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 and to deliver a high quality repairs service.

We have also included the key results from our most recent customer satisfaction survey in this report.



This was carried out earlier this year showing very positive results overall.

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

Annie Macfarlane

Chairperson

Scottish Social Housing

Basic facts and figures

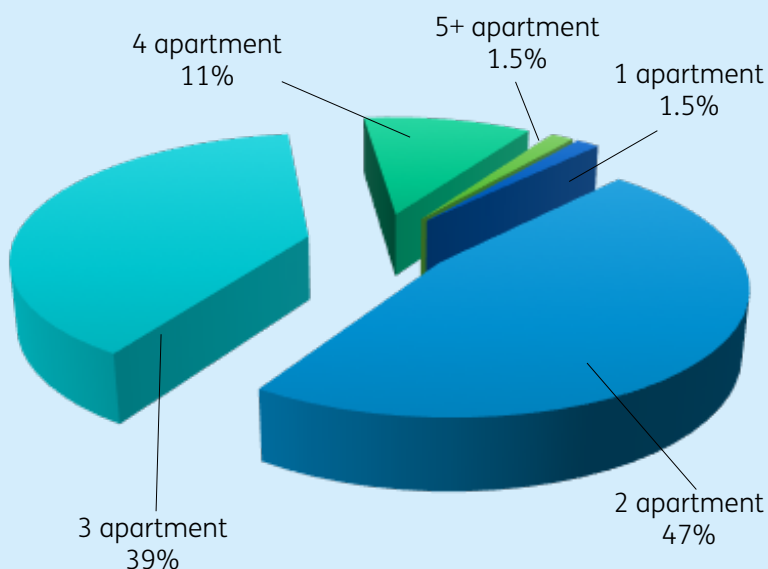
At 31 March 2018, we owned 2,569 self-contained properties.

The total rent due to be collected in the year to 31 March 2018 was £9,680,046.

On average, our rent increased by 2.9%. In 2016/17 the figure was 2%. This is lower than the Scottish average increase of 3.2%

Property Size

1 apartment	1.5%
2 apartment	47%
3 apartment	39%
4 apartment	11%
5+ apartment	1.5%



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	£68.74	£62.97	£55.21	£56.58	£61.37	£67.44
2 apartment	£79.45	£79.97	£69.10	£61.61	£73.40	£73.33
3 apartment	£84.70	£89.64	£79.06	£74.67	£79.19	£74.94
4 apartment	£97.99	£97.82	£90.14	£85.31	£92.71	£81.37
5 apartment or larger	£116.07	£103.16	£102.61	£88.26	£101.72	£90.39

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 99.69% of total rent due for the year.

Rent collected as a percentage of total rent due					
Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
99.69%	98.04%	99.63%	100.72%	99.29%	99.38%

Charter Report:

Customer satisfaction

In early 2018, 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 in 2021.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Number of tenants surveyed and date	1,050 (Nov 2017)	546 (Feb 2016)	402 (Nov 2015)	377 (Nov 2017)	2,832 (Oct 2017)	-
% tenants satisfied with the overall service provided by landlord	90.38%	92.86%	91.79%	97.88%	90.68%	90.48%
% tenants who feel landlord is good at keeping them informed	96.48%	98.72%	91.79%	96.21%	90.33%	91.71%
% tenants satisfied with the opportunities given to them to participate in the landlord's decision making	95.14%	96.34%	87.06%	85.48%	77.37%	85.92%
% tenants satisfied with standard of home when moving in	98.84%	96.15%	96.15%	97.3%	98.25%	90.24%
% tenants satisfied with quality of home	91.90%	94.14%	84.58%	97.3%	87.85%	87.9%

Anti-social behaviour

In 2017/18, we received 128 reports of anti-social behaviour. In 2016/17, the figure was 104. 91.4% were resolved within locally agreed targets.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Cases per 100 homes	4.98	7.2	0.76	3.97	6.74	7.53
Cases resolved within locally agreed targets	91.4%	96.97%	100%	100%	96.71%	87.88%

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 1.09%, compared to a Scottish average of 0.74%. 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.

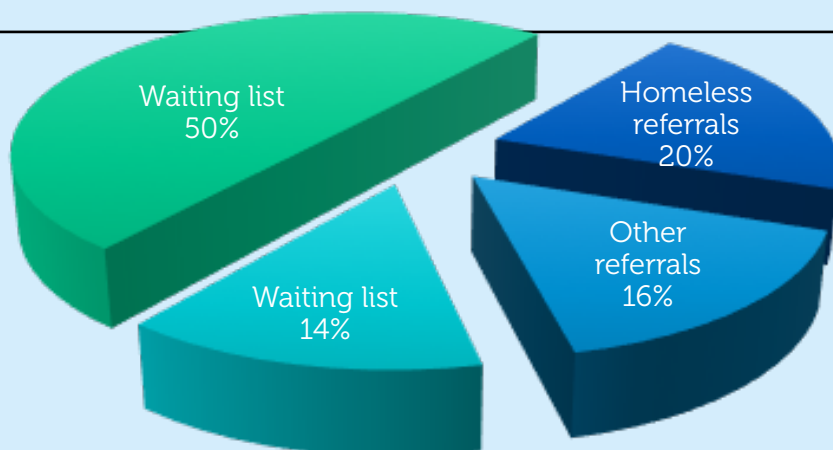
The average length of time a property was empty was 40.1 days (down from 42.9 days), which compared to a Scottish average of 30.7 days.

Letting						
	Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
Number of properties let	194	173	173	55	3,129	-
% rent lost	1.09%	0.46%	0.29%	0.4%	0.39%	0.74%

Letting activity

The chart opposite shows who we let our 233 properties to last year.

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

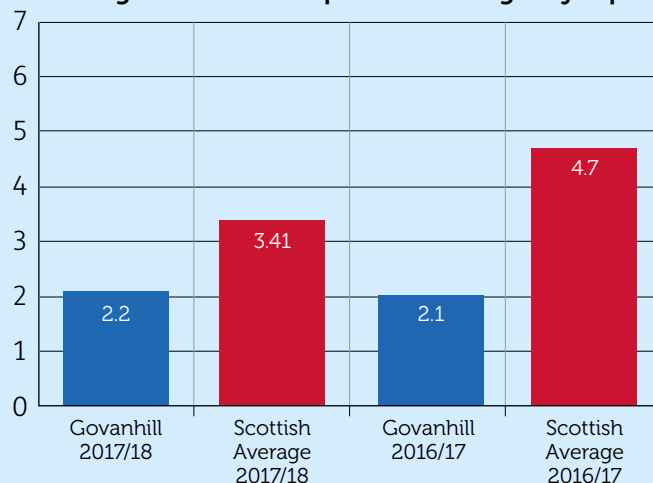


Repairs and maintenance

During 2017/18, the Association carried out 7910 responsive repairs, an average of 3.41 repairs per property. The average time taken for all non-emergency repairs improved from 6.2 to 5.3 working days.

The average time taken to complete emergency repairs went from 2.1 to 2.2 hours, much better than the target response time of four hours for this category. The Scottish average figure fell from 4.7 to 3.96 hours.

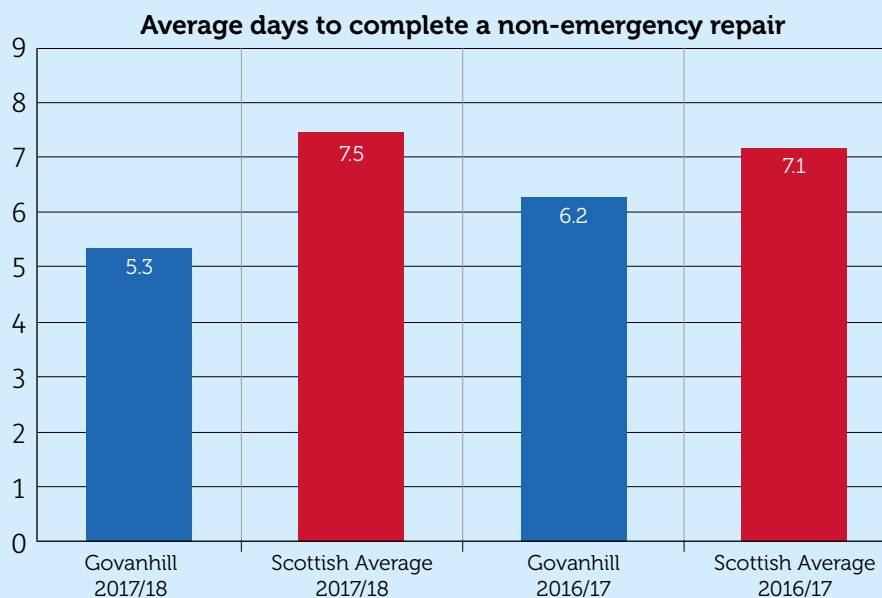
Average hours to complete an emergency repair



Charter Report:



Repairs and maintenance



A total of 96.4% of repairs were completed right first time.

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%	96.35%	98.92%	95.6%	95.73%	92.23%

Repairs satisfaction

In our recent tenant satisfaction survey, 90.42% of respondents said they were satisfied with the way the Association deals with repairs and maintenance compared to the Scottish average of 92.13%.

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 2018, we achieved a compliance of 85.4%.

Percentage of properties meeting SHQS

Govanhill HA	Southside HA	New Gorbals HA	Cathcart & District HA	Glasgow HA	Scottish average
85.4%	78.53%	89.75%	92.24%	98.35%	94.2%

On the 26th of September, Universal Credit arrived in the Govanhill and Merrylee areas. The Association is urging all tenants who think they might be affected by this major change to the social security system to contact the Welfare Rights or Rents Teams as soon as possible.

What is Universal Credit?

Universal Credit is a means-tested benefit which will replace the following six existing benefits:

- Income-related Employment and Support Allowance
- Income-based Jobseekers Allowance
- Income Support
- Working Tax Credits
- Child Tax Credits
- Housing Benefit

If you are currently in receipt of one or more of these benefits, the introduction of Universal Credit may affect you.

- If you are not on any benefit at present and make a new claim for any of the above benefits, you will instead be directed to claim Universal Credit.

- If you are currently on one of the above benefits and have a 'change in circumstances', you may be transferred over to Universal Credit.

From 2019, the Department of Work & Pensions (DWP) will start transferring anyone in receipt of any of the above benefits over to Universal Credit. The DWP will notify you when this is due to happen.

The Association is here to Help

If you are currently in receipt of benefits, or likely to be, and you are concerned that Universal Credit may have an impact on you, please get in touch. To access our advice phone 0141 636 3636 and ask to speak to our Welfare Rights or Rents teams who will arrange an appointment.

Prize Gardens Announced at Tenant Open Evening

Winners of the Govanhill Garden Competition were announced at the tenant open evening on Wednesday the 29th of August. The event provided tenants and anyone interested in the work of the Association, the opportunity to find out more, and staff were on hand from Welfare Rights, Housing

Services, Development and the Community Development Trust.

The Winners of the Govanhill Garden Competition were:

- 1st place:** Mrs Sughran Salam
- 2nd place:** Mr Andrzej Michalik
- 3rd place:** Mr Edward McCann
- 4th place:** Mr Usman

Congratulations to all this year's winners!

Special Mentions

Mr Robert Hair for the colour and variety of his Garden

Ms Sophia Kaseke for innovation and colour in a confined area.





HUNDREDS ATTEND FUN FILLED OPEN DAY IN MERRYLEE

On the 8th of September the Merrylee Tenants and Residents Association held their much anticipated annual open day at Merrylee Primary School. Over 200 members of the community attended and enjoyed tea and cakes, competitions, as well as the ever popular Tommy Tricks and Owl Magic. During the day presentations were made for the winners of the Good Neighbour, Best Garden and Children’s Art Competition.



Garden Competition Winners

Front gardens

- 1st Ella Graham
- 2nd Mrs Callaghan
- 3rd Marion Deed

Verandas

- 1st Rae Stevenson
- 2nd E. Staunton
- 3rd McCulloch & Dalzell

Special Mentions

32 Ashmore Road for most welcoming close.

Mrs Nugent for best back close.

Local MSP James Dornan Awards Bursaries to Support Further Education

As part of the Merrylee Tenants and Residents Association Open Day, James Dornan MSP for Glasgow Cathcart, awarded bursaries to students pursuing further education opportunities. The bursaries have been made available from the Merrylee Tenants and Residents Association to make a small contribution towards the cost of education.

Congratulations to Eimhin Hudson and Claire Fisher, winners of the community bursary.



Merrylee Good Neighbour Award Winners

Dougie & Eileen Cairney, Lynn Williamson, Joan Quinn, Laura Garry, and Marian Deed.



New Ground Maintenance Contractor Appointed



Following tender action, the Association has appointed a new Ground Maintenance Contractor to maintain the backcourts and common areas around your home, for which it is responsible.

The new contractor, John O’Conner started to provide services in September and will be working through the autumn to bring these

areas up to the new contract’s specification. If you have any queries regarding this service, please contact your Housing or Factoring Officer.

A full update on our ground maintenance service will be available in our winter Newsletter.

KNOW YOUR RIGHTS: UPCOMING CHANGES TO THE SCOTTISH SECURE TENANCY

This October, all Govanhill Housing Association households will receive a letter detailing changes to Scottish Secure Tenancies made by the Housing (Scotland) Act 2014.

The letter outlines a number of legal changes coming into force from May and November 2019. It also contains details of the records we have about who lives in your home. It is vital that you return this form in the pre-paid envelope so that we can ensure that our records are up to date, and your rights are protected.

The changes are summarised below, however the letter provides full details of how your tenancy will change.

As a result of these legal changes, it is very important that you let us know of any changes to your household, whenever a change takes place.

If you want to discuss how these changes might impact you, you can contact the Association at any time.

We will be holding a tenant drop in to answer any questions you may have on Tuesday the 20th of November from 3-7pm at Samaritan House.

CHANGES FROM THE 1ST MAY 2019

ENDING A SCOTTISH SECURE TENANCY AGREEMENT

The Act changes the way in which a Scottish Secure Tenancies can be ended following a conviction for serious anti-social or criminal behaviour

This means that we can end a Scottish secure tenancy if someone living in or visiting the home is convicted of a serious offence in the area of the house. It allows us to end the tenancy where behaviour has had a serious impact on neighbours or others in the community.

A serious offence is one that the offender could have been imprisoned for, whether or not they actually were sentenced to imprisonment.

ADAPTED PROPERTIES

Any social landlord will be allowed to ask a sheriff to grant an order to end the tenancy of an adapted property that is not being occupied by anyone who needs the adaptations. This only applies where the landlord requires the property for someone who does need the adaptations.

CONVERSION TO A SHORT SCOTTISH SECURE TENANCY FOR ANTI-SOCIAL BEHAVIOUR

In certain circumstances we can change your tenancy agreement to a different type of tenancy agreement called a short Scottish Secure Tenancies which gives you fewer rights and less protection from eviction. The Act extends these circumstances to include any situation where a tenant, or someone living with the tenant, has acted in an anti-social manner, or pursued a course of conduct amounting to harassment of another person.

CHANGES FROM THE 1ST NOVEMBER 2019

SUBLETTING

If you want to sublet all or part of your tenancy, this needs our consent as your landlord.

- you must have been the tenant of the house throughout the 12 months immediately before you apply to sublet your home

ASSIGNATION (PASSING YOUR TENANCY TO SOMEONE ELSE)

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord.

- the house must have been your only or principal home during the 12 months immediately before you apply for written permission

to pass your tenancy to someone else

- the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply (previously the qualifying period was 6 months); and
- The 12 month period cannot

begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to.

We can refuse permission to assign a tenancy if it is reasonable for us to do so. The Act has added two new clauses.

- where we would not give the person you wish to pass the tenancy to priority under our allocations policy;
- where, in our opinion, the assignment would result in the home being under occupied.

TAKING OVER A TENANCY AFTER THE TENANT'S DEATH (KNOWN AS SUCCESSION)

The 2014 Act changes some of the rules around when certain people can succeed to (take over) a Scottish Secure Tenancies on the death of the tenant.

All unmarried Partners, Family Members and/or Carers who wish to succeed a tenancy must meet the following requirements.

- The property must have been their only or principal home for 12 months before they qualify to succeed to the tenancy;
- And the 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

Govanhill Community Development Trust Events Sell Out During International Festival and Carnival

This year the Govanhill International Festival and Carnival took place over 10 days between the 16th and 26th of August and featured a wide range of events from Reggae to Ceilidhs to kite making. There was something for everyone.



During the festival Govanhill Community Development Trust hosted a wide range of events which celebrated the diversity and heritage of Govanhill.



On the 17th of August, Govanhill Community Development Trust

organised a sell-out Ceilidh bringing together people from all sections of the community. Over 100 people attended the event at the Daisy Street Halls where they enjoyed traditional dances from around the world, including Scottish favourites such as Strip the Willow and the Gay Gordon as well as dances from Iran and Romania.

On the 20th of August the community hall at Samaritan House hosted the Womens History Archive of the Samaritan Hospital project for an afternoon of sharing stories over coffee and cake.

GCDT also ran tours which showed off the numerous community assets of Govanhill, including a walking and cycling tour of Govanhill's green spaces, a food tour sampling the many cuisines of the area, the Govanhill Passport tour of community organisations and a faith tour where religious leaders of all creeds opened up their buildings and shared how they practice their faith.

Planning is already underway for next year's event. If you have any feedback, ideas, or want to be involved contact **Dave Zabiega** at dzabiega@govanhillha.org

Meet the Tenants: Music Broth Open Instrument Lending Library At Victoria Court Workspaces

We met with Felix Slaven, one half of Music Broth, Govanhill's brand new musical instrument lending library, who told us about their new social enterprise operating from Unit 7 at Victoria Court Workspace.

Music Broth was founded in 2017; the idea was conceived as a way to make use of a number of musical instruments Felix had inherited from his late uncle. The aim of the project is to improve access to musical instruments, which are often expensive, to ensure that the widest possible range of people can enjoy the pleasure of making music.

In June 2018 Music Broth secured space large enough to safely store their many instruments.

Memberships are open to organisations and individuals and give the ability to borrow a musical instrument for a 4 week loan period- although these loans can be extended should you take to the instrument. If you wish to find out more information or join the lending library you can contact Music Broth at info@musicbroth.org,



It's really great being here and getting work done. It's fantastic when people get to come up here and see the space.

or through Facebook where they can be found at www.facebook.com/MusicBrothGlasgow/

If you have an instrument at home which is gathering dust, and would make a useful addition to the library, Music Broth are also interested in hearing from you.

Music Broth is based at Victoria Court Worksapce, which is owned and managed by Govanhill Community Development Trust. If you are interested in renting a work space please contact **Dave Zabiega** at dzabiega@govanhillha.org



Food Train is a Scottish Charity and Voluntary Organisation that provides a range of vital support

services to enable older people to live independently. The Glasgow branch of Food Train operates a grocery shopping and delivery service across the City and EXTRA – a home help service providing assistance with household chores such as vacuuming and cleaning windows. All of our services are provided by our incredible team of volunteers.

Residents can join Food Train for a £1.00 annual membership fee which entitles them to access services. Members who use the grocery shopping and delivery service receive a phone call from volunteers each Monday to collect their order which is then delivered from one of our partner supermarkets, ASDA on a Tuesday and Morrisons on a Wednesday.

Members are charged for the cost of their shopping plus a weekly £4.00 delivery charge. The EXTRA service is charged on a job by job basis

For more information or to sign up for the service, or to find out more about volunteering with Food Train please contact the office on 0141 423 1722