



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

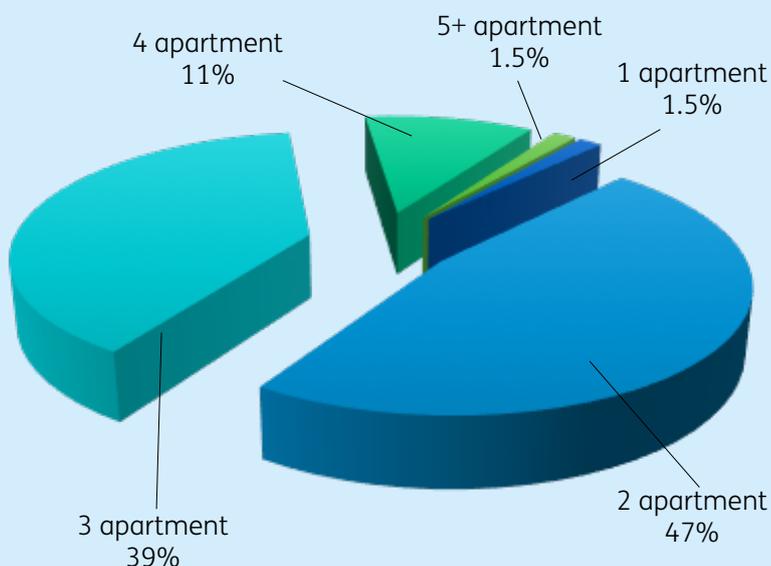
At 31 March 2018, we owned 2,569 self-contained properties.

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%

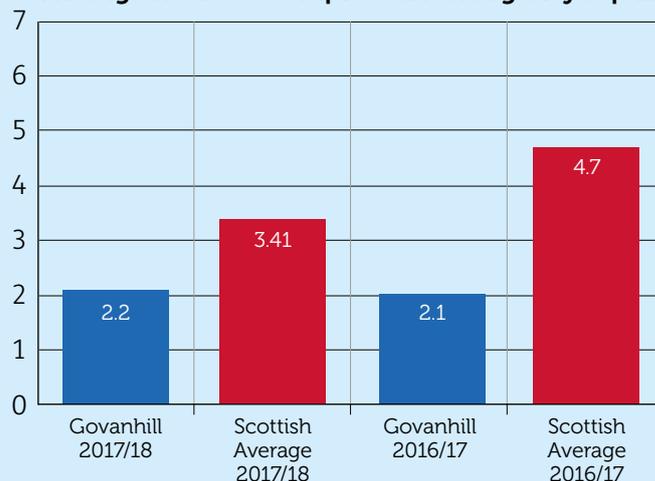


Repairs and maintenance

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.

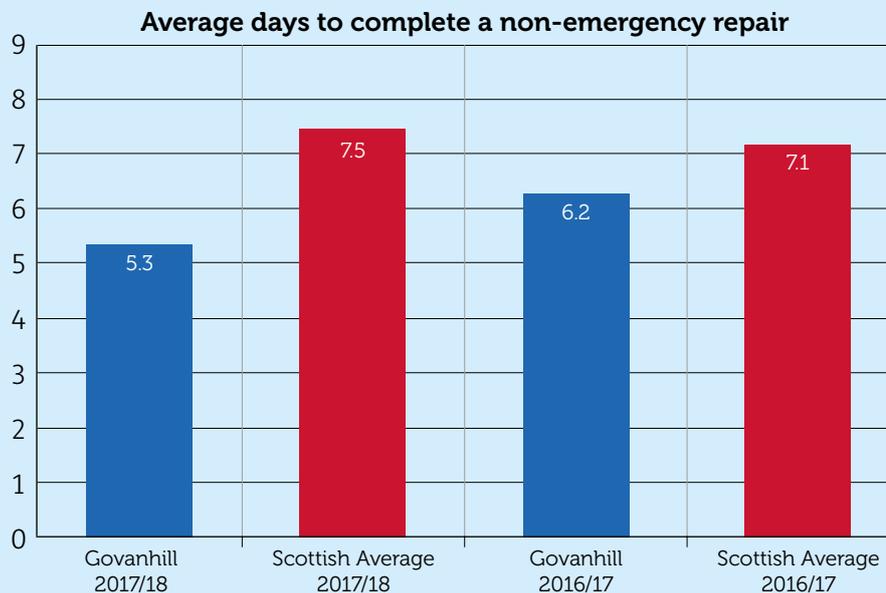
Average hours to complete an emergency repair



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%