



GOVANHILL
HOUSING ASSOCIATION



Govanhill Housing Association Charter Report 2018/19

This report sets out how Govanhill Housing Association is performing against the Scottish Social Housing Charter. We have also compared our performance to other similar landlords in Scotland to give you an idea about how we demonstrate value for money.

You can find more information about our performance, as well as our engagement plan on the website for the Scottish Housing Regulator. This website also allows you to compare our performance to any other registered social landlord in Scotland.

scottishhousingregulator.gov.uk/landlord-performance

Your Association

As a Community Controlled Registered Social Landlord, we are governed by a voluntary management committee, the majority of whom are tenants of the Association.

Our Management Committee



Annie Macfarlane
Chair, joined
October 2012



John McLardie
Vice Chair, joined
April 2007



Elizabeth Klein,
Secretary,
joined April
2006



Keith Kintrea
Treasurer,
joined
September
2014



Iain Doherty
joined
September
2017



Robert Findlater
Co-opted January
2019, Elected
September
2019



Ghazala Hakeem
Joined April
2018



Celine Lecompte
Whitby Co-
opted May
2019



Wilma Logan
Co-opted
March 2019,
Elected
September
2019



Barbara Robertson
joined
September
2016



Mujeeb Ur-
Rehman
joined April
2006



James White
Joined
September
2006

Get involved

We are keen to involve tenants in monitoring and improving our services. Our tenant participation strategy underpins our approach and is currently under review. If you would like to be involved in this contact our tenant participation worker Jennifer at jferguson@govanhillha.org or by phoning 0141 636 3668.



Involving you in what we do

There are many ways to be involved in the Association – depending on your interests, or the amount of time you have to offer. Here are a few things you can do to get involved.

Stay Informed:

Keep up to date with what's going on at the Association by reading our Newsletter and following us on Facebook. If you have ideas for the newsletter or social media, please contact Liz at lery@govanhillha.org.



Tenant Groups:

Join one of our existing Registered Tenant Organisations (RTO). A registered tenant organisation is a tenant group, which has statutory rights laid out in the 2001 Housing (Scotland) Act.

We have four active RTOs

- The Merrylee Tenant and Residents group – find them on Facebook [facebook.com/MerryleeRTO/](https://www.facebook.com/MerryleeRTO/)
- The Jamieson Court Residents group.
- The minority ethnic resident empowerment group (MERGE) – contact Amra at Anazim@govanhillha.org or 0141 636 3628
- The Community Garden Group: find them on Facebook [facebook.com/GovanhillCommunityGarden/](https://www.facebook.com/GovanhillCommunityGarden/) or visit on a Wednesday afternoon from 2-4pm.

If you would like to start a tenants group or learn more about how to register your existing group, we are happy to support you to do this, please contact Jennifer jferguson@govanhillha.org or by phoning 0141 636 3668.

Policy Consultation:

We are looking to form a group of people to consult with on Association policies, this could include anything from how we carry out repairs, to our communications with our customers. If you would like to be involved, please contact Jennifer at jferguson@govanhillha.org or by phoning 0141 636 3668.

Join the Association:

For the price of £1 you can join the Association, which means you can attend our AGM, find out what we have been up to

over the last year, and vote for our management committee.



Monthly Drop-ins:

On the third Tuesday of every month we host a friendly drop-in where you can give feedback, and which regularly feature consultations on Association policies. In the last year close cleaning, rent increases and rent consultations have been discussed at the Monthly drop in.

Stand for the Committee:

All members of the Association are eligible to stand to join our Management Committee who oversee the running of the Association. During the next year we will be delivering training for people who are interested in this role. For more information contact Jennifer jferguson@govanhillha.org or by phoning 0141 636 3668.

Our Homes

As of March 2019, we owned and managed 2687 self-contained properties

The total rent due to be collected in the year to March 2019 was £10,473,684

On average our rent increased by 2.4% percent which is below the Scottish average of 3.0%.

In 2017/18 this figure was 2.9%.

Property Size

Studio
(1 apartment)



1.7%

1 Bedroom (2 apartment)



2 Bedroom (3 apartment)



3 Bedroom (4 apartment)



4 Bedroom +
(5 apartment)



1.9%

How our rents compare

Average Weekly Rents (Including Service Charges)						
Property Size	Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
1 Apartment	£70.85	£64.92	£56.72	£59.20	£67.72	£70.22
2 Apartment	£82.53	£81.99	£71.00	£62.89	£76.91	£76.1
3 Apartment	£88.15	£90.45	£81.23	£77.29	£81.84	£77.7
4 Apartment	£101.79	£100.53	£92.61	£87.98	£95.68	£84.44
5 Apartment or larger	£122.01	£106.94	£105.43	£90.32	£104.80	£93.49

Rents

We work hard to support tenants who have difficulty paying their rent. Through the Govanhill Welfare and Financial Literacy Hub in Samaritan House, our staff helped 534 tenants

and other residents access an estimated additional £1.3 million in annual income through benefits and tax credits.

We collected 99.48% of total rent due this year.

Rents collected as a percentage of rents due					
Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
99.48%	98.07%	98.3%	98.2%	99.0%	99.1%

Having your say on: Rents

In order to improve the fairness and affordability of our rents and to correct historical anomalies across some of our properties we are carrying out a rent review this year. This has included an extensive tenant survey, and focus groups conducted in Urdu, Slovakian and Romanian (as well as English!)

Customer Satisfaction

Our last large-scale Customer Satisfaction Survey took place in early 2018. We surveyed 1050 of our tenants and asked for feedback on the quality of our homes and services. The results were very positive and showed consistent improvements on previous years.

The table below shows our most recent results as well as the results from comparable neighbouring Associations.

Our next large-scale survey will take place in 2021.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
Number of tenants surveyed and date	1050 (Jan 18)	713 (Apr 2019)	400 (Sept 18)	377 (Nov 17)	2754 (Oct 18)	N/A
% of tenants satisfied with the overall service provided by the landlord	90.38%	85.0%	90.25%	97.88%	89.54%	90.12%
% of tenants who feel the landlord is good at keeping them informed	96.48%	97.9%	91.25%	96.25%	92.49%	91.60%
% of tenants satisfied with the opportunities given them to participate in the landlord's decision making.	95.14%	91.2%	93%	85.48%	85.48%	86.48%
% of tenants satisfied with standard of home when moving in	98.63%	91.18%	98.27%	96.55%	97.04%	90.79%
% tenants satisfied with quality of home	91.90%	84.57%	87.25%	94.51%	88.56%	88.12%

Having your say on: the quality of your homes

Tenants at one of our regular new tenant brunches suggested that we form a group to consult on the design plans for future new build properties. The group has met twice so far, including a meeting with the architects. Suggestions so far have included the possible introduction of a sun pipe in the next new build project, and the design of accessible power points and taps in wheelchair accessible flats.

Anti-Social Behaviour

In 2018/19 we had 158 reports of anti-social behaviour, in 2017/18 this figure was 128.

	Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
Cases per 100 homes	5.88	7.89	1.22	2.41	6.34	7.54
Cases resolved within locally agreed targets	85.4%	92.74%	96.77%	100%	93.8%	87.86%

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 Glasgow City Council, to respond to reports of anti-social behaviour.

Empty Homes

During the last year we let 340 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer. This total is higher than last year as it includes all lets for our new build developments.

We work hard to minimise rent lost through homes being empty, rent lost this year was 1.47% compared to a Scottish average of 0.88%.

We continue to apply a high standard of finish and workmanship to our properties to ensure that new and transferring tenants are moving into modern, comfortable homes.

The length of time a property was empty was 37.4 days, which is an improvement on last year when (40.14 days). It is also closer to the Scottish average of 31.89 days.

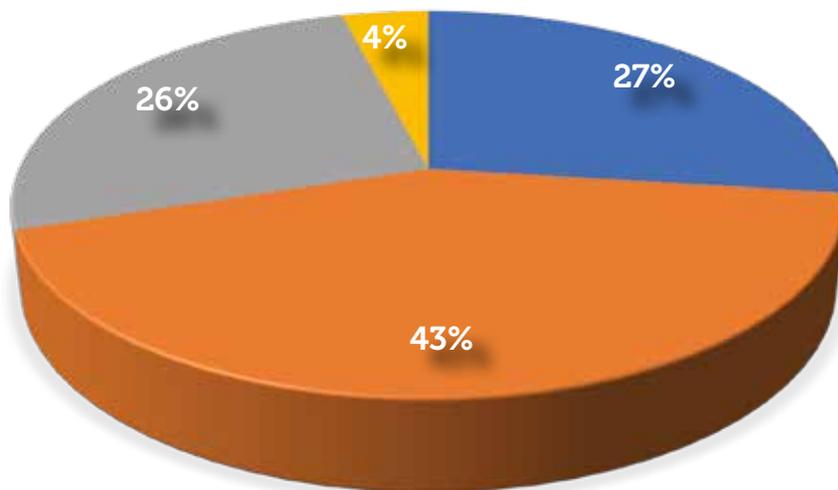
	Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
Average days to re-let property	37.4	20.61	16.6	21	16	31.89
% rent lost	1.47%	0.5%	0.3%	0.5%	0.4%	0.88%



Letting Activity

The chart opposite shows who we let our 340 properties during the last year.

■ Transfer applicants	27%
■ Waiting list	43%
■ Homeless referrals	26%
■ Other sources	4%



Repairs and Maintenance

During 2018/19 the Association carried out 5178 non-emergency repairs. The average time taken for non-emergency repairs improved from 5.3 to 4.3 days, which is also better than the Scottish average.

On average we completed 3.62 repairs per occupied property.

During 2018/19 the Association carried out 3343 emergency repairs, the average time taken to complete an emergency repair went from 2.16 to 1.99 hours much better than the target response time of four hours for this category. The Scottish average figure also fell from 3.96 hours to 3.65 hours.



Average days to complete non-emergency repairs

2018/2019

Govanhill **4.3**



Scottish Average **6.6**



Average time to complete an emergency repair

2018/2019

Govanhill **1.99 hours**



Scottish Average **3.65 hours**



A total of 95.2% 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 and District HA	Glasgow HA	Scottish Average
Percentage of repairs completed right first time	95%	97%	96%	97%	96%	93%

Repairs satisfaction

In our last tenant satisfaction survey 98.8% of respondents said they were satisfied with the way the Association deals with repairs and maintenance compared with the Scottish Average of 91.6%.



Having your say on: Repairs

In response to feedback from tenants who said that they wanted a faster repairs service, and specific appointment times the Association has delivered a service that is improving year on year, as well as offering scheduled appointments for repairs.



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 continue to work with tenants to

make sure that these vital checks take place – this year we are pleased to announce that 100% of our gas safety checks were carried out within the legally required timescales.

Scottish Housing Quality Standard

The Scottish Housing Quality Standard is a Scottish Government measure and a set of five broad housing criteria which must all be met if the property is to pass SHQS. All our properties are required to meet this standard if it is reasonably possible to do so.

Due to the age, construction and layout of our properties we were unable to achieve

this standard fully. We have a number of exemptions, mainly relating to the size of kitchen compartments in our older improved stock.

Where we fail to meet this standard it is largely due to the size of kitchens in some of our older properties which lack the required minimum storage, electrical sockets and activity spaces.

Percentage of properties meeting SHQS

Govanhill HA	Southside HA	New Gorbals HA	Cathcart and District HA	Glasgow HA	Scottish Average
82.14%	85.02%	89.64%	92.25%	99.22%	94.09%



Your Association and the Environment

The Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. We are working towards meeting this standard.

The Association has an ongoing programme to replace older central heating systems with new A rated boilers

which are more energy efficient. We are also replacing older windows with new high-performance windows which together will reduce energy bills for our tenants and help tackle fuel poverty.

Additional works that the Association has carried out to improve energy efficiency include external and internal wall insulation.





Please Contact Us At: Freepost Better Living

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Govanhill Housing Association is a Registered Charity No. SC010307

