



GOVANHILL
HOUSING ASSOCIATION



2018/19 ANNUAL REVIEW

Chair's Report

It was with great sadness that in November last year we received the news that our longest standing committee member, Ann Scott, had passed away after a short illness. Ann was one of the founding members of the Association and remained a committee member for the next 44 years, spending countless hours of her time serving the community in which she lived.

She is greatly missed, but I think she would have been proud of the achievements made by the Association over the last year.

In March, the Scottish Government's Housing Minister, Kevin Stewart, formally opened our newest development at the corner of Butterbiggins Road and Victoria Road. This provides high quality homes for 42 tenants and their families, all of whom moved from other properties within the Association.

By the end of March all the new residents had moved in, and some have since got involved with a tenant focus group for our next new build development on Butterbiggins Road. This will deliver an additional 24 homes for tenants in Govanhill, and the development is expected to be on site by 2020.

We are equally committed to improving our current stock of homes, and last year spent around £3m on new bathrooms, kitchens, windows and energy efficiency measures. We remain at the forefront of social change through the South-West Govanhill Property Acquisition and Repair Programme, which is on target to bring 350 properties into Housing Association ownership and make them available for social rent. 2018/19 is the halfway point of this four-year project, and we are starting to see noticeable differences in that part of our community.

The welfare of tenants remains crucial to the Association, and I applaud the commitment of our staff supporting tenants through what is a very unpredictable time. In 2018/19 Universal Credit was rolled out in the Govanhill area, and on top of this many tenants faced (and still face) a great deal of uncertainty in their lives as a result of Brexit. Supporting tenants through these often confusing and difficult changes is not an easy task.

Finally, the Association, and its subsidiary, Govanhill Community Development Trust, continues to work on the wider regeneration of the area, and during 2018/19 was asked to take on the role of 'anchor organisation' when Govanhill was designated a 'Thriving Place' by Glasgow City Council. This designation brings with it additional resources



Annie Macfarlane

and recognises the role of the Association and GCDT as key drivers of social change.

I think Ann Scott would have been very proud of the year the Association has had and pleased with the progress made in the community. Given her length of service and dedication to the Association we felt it fitting to honour her memory with a plaque, which is now fixed to the side of our newest development on Victoria Road. The plaque features Ann's own reflections on the changing nature of the area:

'Govanhill has always had a changing population with, initially, Highlanders speaking Gaelic, Irish people speaking their own Gaelic, and Jewish people speaking Yiddish. Then Asians settled in the 1950s and 60s and now we have Eastern Europeans moving into the area. They will soon integrate into the community as have those coming before them. I am proud to say I'm from Govanhill!'

The Association, myself as its Chair, the committee and staff are proud to have known Ann, and to continue the work she and her neighbours began back in 1974 - to improve the quality of housing, and the quality of life, for the people of Govanhill and Merrylee. This commitment is at the heart of everything we do, and a responsibility which each of us on the management committee takes very seriously.

Annie Macfarlane

Management Committee and Boards – Voluntary Members

Management Committee – September 2018 to August 2019



Ann Scott

Name	Date Became MC Member	Length of Service	Office Bearer Since
Catherine (Annie) Macfarlane	October 2012	7 Years	Chair 2018
John McLardie	April 2007	12 Years	Vice Chair 2018
Elizabeth Klein	April 2006	13 Years	Secretary 2012
Keith Kintrea	September 2014	5 Years	Treasurer 2015
Mujeeb Ur-Rehman	April 2006	13 Years	
Ghazala Hakeem	April 2008	11 Years	
Barbara Robertson	September 2016	3 Years	
James White	September 2016	3 Years	
Jessica Yuill	September 2016	3 Years	
Iain Doherty	September 2017	2 Years	
Robert Findlater	January 2019 – Co-optee	8 Months	
Wilma Logan	March 2019 – Co-optee	6 Months	
Celine Lecompte Whitby	May 2019 - Co-optee	4 Months	
Ann Scott (deceased November 2018)	April 1975	44 Years	
Henry (Harry) Rooney (resigned September 2018)	April 2006	12 Years	
Christina Roche (resigned February 2019)	September 2017	1.5 Years	

Govanhill Community Development Trust – September 2018 to August 2019

Name	Date Became Trust Member	Length of Service	Office Bearer Since
Keith Kintrea	September 2014	5 Years	Chair 2018
Catherine (Annie) Macfarlane	September 2013	6 Years	
Barbara Robertson	December 2017	1.9 Years	
Mary Carson	February 2018	1.5 Years	
Anthony Crosbie	February 2018	1.5 Years	
Joyce Hardie	May 2018	1.3 Years	
James White	September 2018	1 Year	
Jessica Yuill	January 2019	8 Months	
Henry (Harry) Rooney (resigned September 2018)	September 2008	10 Years	
Ann Scott (deceased November 2018)	January 2010	8 Years	

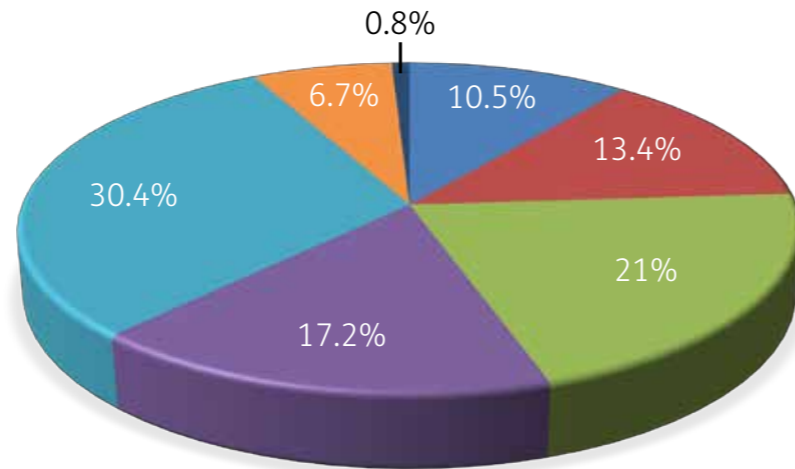
Finance Matters

The Association continues to operate from a strong financial base with net housing assets of £110.9 million and £4.1 million cash in the bank at 31 March 2019. Our overall surplus for the year before accounting adjustments for pensions was £1.5 million and we continue to invest our surpluses in maintaining and improving our tenants' homes.

We spent £9.4 million of capital on new homes and improvements to existing homes, receiving £4.5 million in grant funding towards this expenditure from the Scottish Government and Glasgow City Council. The Association drew down £2.5 million of loan funding during the year and had £4.8 million of loan facilities it had not yet used at 31 March 2019.

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) - net of interest received
- Purchase of equipment and other items



Development and Regeneration

The Association and its subsidiary, Govanhill Community Development Trust, made further significant investment in its development, major repairs/planned maintenance and wider regeneration programmes in Govanhill and Merrylee in 2018/19.

Total investment during the year was £12.864 million. The figure for 2017/18 was £14.943 million.

- ⦿ Development £9.235 million
- ⦿ Major Repairs/Planned Maintenance £2.911 million
- ⦿ Wider Regeneration/Community Development £0.718 million

Development

The Association completed the second year of a 4-year programme to acquire and repair poor quality private sector housing in South West Govanhill. The initiative is funded by the Scottish Government and Glasgow City Council and enables the Association to acquire property and undertake internal and external refurbishment works to bring them up to a standard for social renting.

The investment programme has now been extended to cover the 18 tenement blocks within the Council's designated Enhanced Enforcement Area. The acquisition programme also provides the opportunity for the Association to introduce its Factoring Service and provide more effective property management and maintenance arrangements.

Support and engagement activities with residents and new tenants are very much a part of the Association services being offered alongside the improvements to property condition.

Highlights from last year included the completion of two affordable housing developments providing a total of 64 new homes for the community and regenerating unsightly derelict land. The development on the site of the former Our Lady of Consolation RC Church in Inglefield Street was completed in August 2018 and provides 22 new flats including three flats designed to wheelchair standard. This was followed in November by the completion of 42 new homes at the corner of Victoria Road and Butterbiggins Road, providing a



mixture of family flats, larger homes and amenity flats for elderly people.

Plans to develop the former derelict warehouse at 159 Butterbiggins Road, which was acquired in January 2017, are now well underway with a proposed site start in early 2020. Demolition works will be commencing shortly.

Major Repairs & Planned Maintenance

The Association's 2018/19 major repairs and planned maintenance programme to existing properties focused on improving energy efficiency and tackling fuel poverty. The £2.9 million programme continued to replace older windows with new high-performance, double-glazed window units together with the installation of new energy efficient central heating systems. Following consultation with our tenants, we also invested in the replacement of older kitchens and began a major programme to upgrade bin stores in a number of tenement blocks.

Development and Regeneration (Continued)

Wider Regeneration: Govanhill Community Development Trust

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



As part of the Thriving Places initiative, GCDT has been working with the Housing Association to develop new initiatives, including taking responsibility for allocating youth activity funding in Govanhill and developing a new youth strategy for the area.

Building Language and Literacy Skills

We continue our work to help local people develop their Literacy and English skills. Around 120 learners have taken part in an array of classes and groups to develop their literacy and English ability, with classes helping learners find out more about local services and life in Scotland. Our ESOL Café project sadly closed this year, but we have supported around 500 learners through it, something we are enormously proud of.

Facilitating Integration and Celebrating Diversity

GCDT has been leading monthly community conversations, which have brought together 100 residents to discuss issues within the community and propose creative solutions. The focus of our discussion to date has been around the local environment but we have also explored issues around education, media representation and community cohesion.

The community conversations have given us a chance to celebrate diversity in Govanhill with 20 nationalities represented. We have loved seeing new friendships form, particularly when we've organised ceilidhs to bring the community together. We've also enjoyed celebrating the diversity, cultures, history and flavours of our community at the Govanhill Festival. Many local people have taken part in walks, talks, events and performances showcasing how amazing Govanhill is.

Tackling Poverty and Disadvantage

We continue to provide direct support to local people through our multilingual community development workers who tirelessly tackle poverty within the Roma community. We have also supported over 5,000 families or individuals in the last year through our Community Support Centre at 192 Allison St. We help people in all areas of their life, such as housing, education, employment, accessing local services and providing practical assistance. We have been supported in doing so by around 30 local volunteers who have been building their skills and we have supported others into voluntary roles within the community.

Supporting Employment and Enterprise

We've been delighted to add an Employability Worker and Enterprise Worker to the team this year, both of whom have been helping local people into work and supporting local businesses and social enterprises to improve what they do.

We continue to support an incredibly diverse array of local enterprises through our commercial property portfolio and welcomed a number of new tenants in the last year, including Scotland's first musical instrument library – Music Broth. Our tenants provide many opportunities and positive benefits for local people and we are delighted to support them into our community with affordable and flexible accommodation.

We have also been working to establish a new enterprise network for Govanhill and continue to lead the local voluntary sector forum.

And finally, this year Govanhill Community Development Trust launched its own social media, so be sure to keep up to date by following and liking us!

This year 120 learners attended our ESOL classes and improved their English skills.

During 2018/19 more than 5000 individuals and families received support through our Community Support Centre on Allison Street.

Housing Services

Customer satisfaction – you said!

99% of survey respondents said they were satisfied with repairs and maintenance - up 9% from 2018

Providing quality services to our tenants and other customers remains the key priority for Housing Services. Our services aid 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 2018/19, the Association carried out 11,808 responsive repairs. The average time taken for all non-emergency repairs was 4.32 working days. The average time taken to complete emergency repairs was 1.99 hours compared with a target response time of four hours for this category.

Number of Repairs Completed	2017/18	2018/19
Number of emergency (four hours)	2,942	3,343
Number of non-emergency (three working days)	1,493	5,178
Number of repairs by appointment	3,475	3,287
Total number of repairs issued	7,910	11,808

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. Repairs completed "Right First Time" reduced slightly to 95.21% from 96.4% the previous year.

Anti-social behaviour

The Association continues to take a zero-tolerance approach to anti-social behaviour. This year we responded to 158 reports of anti-social behaviour in 2018/19 compared to 128 in the previous year. A total of 85.4% 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.

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	2017/18	2018/19
Letting activity		
Number of re-lets	194	237
Number of new lets	33	103
Total	227	340
Letting – source of applicant		
Transfers (existing tenants of the Association)	24%	27%
Waiting list applicants	50%	43%
Homeless referrals (section 5)	22%	26%
Other	4%	4%
Rent loss due to vacant properties		
Void rent loss (% of annual gross rental)	1.09%	1.47%

Housing waiting list

Demand remains strong for homes in Govanhill and Merrylee. At 31 March 2019, there were 1018 applications on the waiting list. We were able to re-house 340 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. 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.

Our staff team speak at least 15 different languages, either fluently or proficiently!

Applicants on housing list

	2017/18	2018/19
White	50%	47%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	36%	38%
Black, black Scottish, black British	8%	7%
Other ethnic background	3%	5%
Unknown/undisclosed	2%	3%

Existing tenants

	2017/18	2018/19
White	60%	59%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	21%	17%
Black, black Scottish, black British	5%	3%
Other ethnic background	6%	2%
Unknown/undisclosed	7%	18%

New tenants

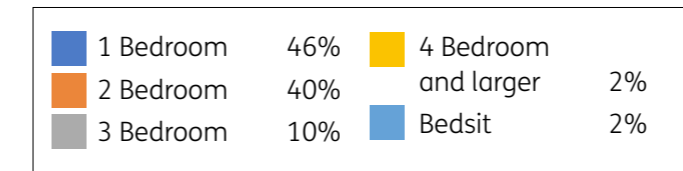
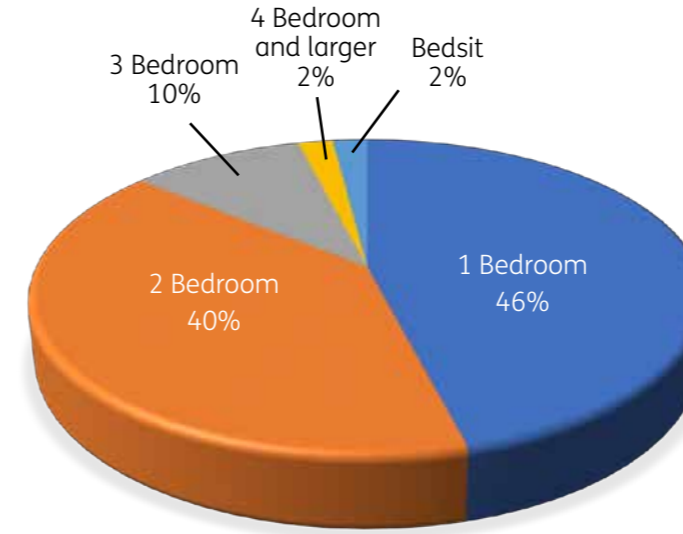
	2017/18	2018/19
White	58%	60%
Mixed or multiple ethnic background	1%	1%
Asian, Asian Scottish, Asian British	15%	24%
Black, black Scottish, black British	3%	6%
Other ethnic background	2%	3%
Unknown/undisclosed	21%	7%

Housing Services (Continued)

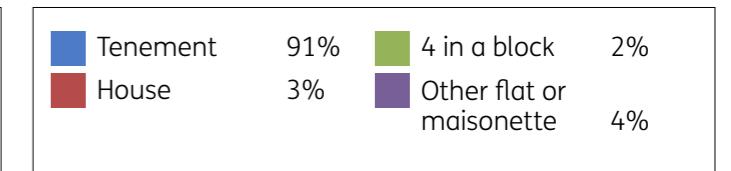
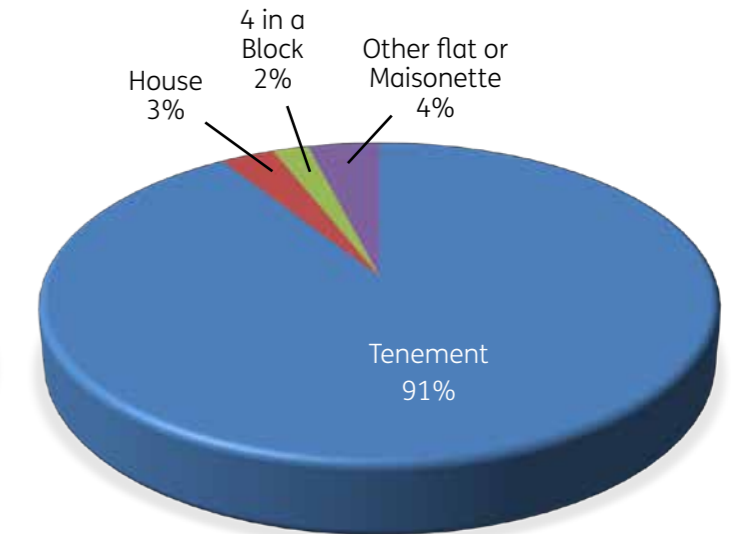
Property breakdown

The Association owned and managed 2687 properties at 31st March 2019 which are mainly one and two bedroom properties which are sandstone pre-1919 tenement flats.

Property Size



Property Type



Housing Services (Continued)

Complaints Handling

We dealt with 77 complaints during the period April 2018-March 2019. This is an increase of fifteen on 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, 42 were dealt with at stage 1 and 35 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 77 complaints received during the year, all were responded to on time. The average time to respond was 4.8 working days for stage 1 complaints and 17.7 days for those at stage 2. Both figures are within the standards of five and 20 days respectively. Of the complaints received in 2018/19, 58.4% were upheld (57.1% at stage 1 and 60% at stage 2), an increase on the 53.2% upheld in the previous year.

This year our welfare rights team helped 534 residents access an estimated additional £1.3 million in annual income from benefits and tax credits.

Tenant Participation

Tenant participation remains integral to the work of the Association. In the year 2018/19 tenants have been involved in two key consultations; the review of our Allocations policy through our registered tenants' organisations (RTOs) and through our regular tenant drop in.

We also consulted on essential bin store repairs in various streets across Govanhill.

As well as these consultations, we held an introductory session for our new build design focus group, to ensure tenants views are considered as part of our new build programme.

Bringing tenants together

The Association continues to create opportunities to bring tenants together. We continue to hold a monthly drop in on the third Tuesday of every month at 6pm in the community hall. Each session focuses on a different topic. We held 2 'meet the neighbours' brunches for our new developments to support residents to settle and foster a sense of community in their new homes.

We went door to door to raise awareness of tenant participation activities and held a world café event in August which also included prizes for the Garden Competition. Congratulations to all the winners!

The Association also participated in the second Govanhill International Festival alongside its subsidiary Govanhill Community Development Trust which brought tenants and other residents together for a range of events.



Registered Tenant Organisations

Merrylee RTO

The community in Merrylee have had another busy year and have hosted a wide variety of activities, from regular community walkabouts and litter picks to the ever-popular weekly coffee mornings. In September 2018, the Annual Open Day event was busy as ever with a wide range of fun activities for all the family. At this event the group presented the first community bursary awards to 2 local young people, who were each awarded a cash sum to help support their studies.

The group organised a trip to Troon, and an intergenerational games session where the local Brownies and the coffee morning participants came together to enjoy each other's company and learn from each other. A year wouldn't be complete without a Merrylee Christmas party and 2018/19 was no exception.

MERGE (Minority Ethnic Residents Group Empowerment)

This year the MERGE group were happy to be awarded vibrancy funding from Glasgow City Council to hold support a weekly coffee morning with art and sewing classes. This year MERGE members enjoyed a summer trip to Rothesay also filled with sea breeze and laughter. The group also had the opportunity to meet with the Chair of the Housing Association to learn more about the role of a management committee member.



Jamieson Court

At Jamieson Court this year the OK each day service was started. This is an optional service for residents which allows someone to check in with them every day at a time that they nominate. It also allows the Association to communicate important information with residents. The residents enjoyed a visit to the Willowbank Hotel for tea as well as a Christmas Party generously funded by Age Scotland. The group also came together on International Women's Day for a daffodil tea and quiz.

Govanhill Community Garden Group

Progress was made in the community Garden this year. Work commenced to improve the accessibility of the garden and ensure that there is wheelchair access to the lower area. Also, this year, the group worked with the Orchard Project to plant a range of fruit trees which should deliver fruit for years to come.

Other participation work completed in 2018/19 included the delivery of training on finance and how to prepare for an AGM.

In order to support more men to participate in community events, this year the Association held an International Men's Day Event and woodwork classes.

The Factored owners Forum held two sessions in 2018/19 one on the common repairs process, as well as a session to meet with the new grounds maintenance contractor.



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

Property Factor Registered Number PF000118

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