

# Govanhill Housing Association

## Our Homes

As of March 2020, we owned and managed 2752 self-contained properties. Of these 2460 are currently occupied, the remaining either in the process of being let or else having major works done to them. Our average weekly rent in 2020 was £87.34 which is slightly higher than the Scottish Average of £81.13.

On average our rent increased by 2.2% which is below the Scottish average of 2.5%.

In 2018/19 this figure was 2.4%

## Property Size



## Our Rents

Average Weekly Rent (including service charges)

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
1 Apartment	£71.60	£65.70	£60.38	£57.97	£70.10	£73.47
2 Apartment	£84.31	£85.55	£64.15	£72.56	£79.33	£78.02
3 Apartment	£92.62	£94.91	£78.83	£83.53	£84.57	£80.10
4 Apartment	£109.22	£104.11	£89.74	£94.65	£98.88	£87.08
5 Apartment or larger	£122.19	£105.00	£92.13	£107.75	£108.24	£96.18

## Rent Collection

**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 542 tenants and other residents access an estimated additional £1.75million in annual income through benefits and tax credits.**

Of the rent due 4.83% of this rent was in arrears in March 2020. This is an improvement in 2019 where this figure was 4.98%. This is slightly higher than the national average of 4.4%.

## 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 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 is currently taking place and the results will be included in the 2021 Charter Report.

Tenant satisfaction with	overall service provided	opportunities given to participate in landlord decision making	quality of home	repairs service	landlord contribution to management of neighbourhood
Govanhill HA	90.4%	95.1%	91.9%	99.3%	85.8%
Southside HA	94.5%	100%	96%	90.6%	92.7%
Cathcart & District HA	94.6%	92.8%	93.6%	88%	90.8%
Glasgow HA	87.6%	80.1%	87.0%	94.3%	82.0%
New Gorbals HA	90.3%	93%	87.2%	99.1%	87.5%

## Anti-Social Behaviour

In 2019/20 we had 171 reports of anti-social behaviour. In 2018/19 this figure was 158.

### Percentage of Anti-Social Behaviour Cases Resolved

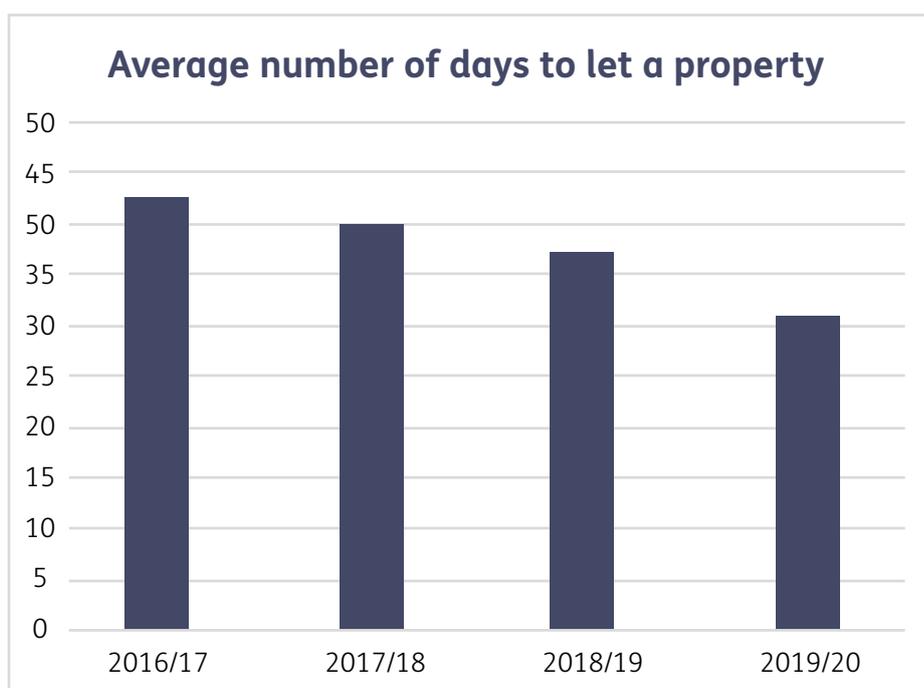
Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	80.1%	97.8%	100%	83.1%	100%	99.3%

## Empty Homes

During the last year we let 334 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer.

We work hard to minimise rent lost through homes being empty, rent lost last year was 1.03%, an improvement on the previous year's figure of 1.47%. It is also close to the Scottish average of 0.9%.

The length of time a property was empty was 31.34 days, which is an improvement on last year when the average time was 37.4 days. It is also closer to the Scottish average of 25.7 days. Despite being higher than the Scottish average, this figure has been consistently decreasing as shown by the graph below.



### Comparison with other Housing Associations performance on rent lost because of empty properties

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Average Days to Re-Let a property	31.3	12.2	5	18.7	15.4	25.7
Rent Lost	1.03%	0.3%	0.4%	0.4%	0.4%	0.9%

## Repairs and Maintenance

**During 2019/20 the Association carried out 5675 reactive repairs.**

The average time taken for non-emergency repairs increased from 4.3 to 5 days, this remains better than the Scottish average of 5.7 days.

On average we completed 3.62 repairs per occupied property. During 2019/20 the average time taken to complete an emergency repair went from 1.99 to 1.77 hours much better than the target response time of four hours for this category.

## Average time to Complete an Emergency Repair

Govanhill Housing Association  
**1.77 hours**



Scottish Average  
**2.7 hours**



## Repairs completed right first time

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Percentage of repairs completed right first time	96.2%	<u>91.1%</u>	92.6%	97.5%	96.3%	99.3%

## 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.

## 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 – last year only one of our gas safety checks did not take place within the legal timescales.

## Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standard is a Scottish Government measure which sets the minimum standard for properties in Scotland, it includes 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 possible to do so.

Due to the age, construction, and layout of our properties we were unable to achieve this standard fully. Where we fail to meet this standard, it is due to the size of kitchens in some of our older properties which lack the required minimum storage, electrical sockets, and activity spaces.

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Glasgow HA	Scottish Average
Number of Properties Meeting the SHQS	75.8%	81.4%	95.3%	90.1%	100%	99.3%

## Your Association and the Environment: The Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESSH) 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.

In 2019/2020 we brought 254 properties up

to the EESSH standard. This included 109 boiler replacements and new central heating systems. The remaining 145 properties relate to property upgrades/improvements resulting from the Acquisition and Repair Programme in South West Govanhill.

In 2019/2020 55.3% of our properties met the Energy Efficiency Standard for Social Housing.

## Complaints Figures : Helping us get it Right

The Association works hard to provide the best possible service, but we don't always get it right. Our complaints process allows you to ensure that we are notified when things have not worked the way they should.

In 2019/20 there were 58 complaints, 47 of these were stage 1 the rest were stage 2. Most complaints were about factoring or repairs. Of those complaints received 53% were upheld or partially upheld.

## Lessons Learned

Analysing complaints offers us a valuable opportunity to improve our services.

For example, in response to complaints about factoring, the factoring team have improved their processes to ensure clarity around close repairs and invoicing.

## Freedom of Information

Freedom of Information legislation was extended to Housing Associations in November 2019 and to the end of the financial year 19/20 we had received and responded to one such request.