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Housing Services continued

Some key statistics on our repairs services include:

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of tenants who had repairs carried out in the past 12 months who were satisfied with our repairs &amp; maintenance service</td>
<td>84.96%</td>
<td>99.30%</td>
</tr>
<tr>
<td>Average number of reactive repairs completed per home</td>
<td>2.34</td>
<td>3.58</td>
</tr>
<tr>
<td>Average time taken to complete emergency repairs</td>
<td>2.10 hours</td>
<td>1.77 hours</td>
</tr>
<tr>
<td>Average time taken to complete non-emergency repairs</td>
<td>10.26 days</td>
<td>5.00 days</td>
</tr>
<tr>
<td>Percentage of reactive repairs completed right first time</td>
<td>85.81%</td>
<td>96.19%</td>
</tr>
</tbody>
</table>

**Anti-Social Behaviour**

There was a decrease in reports of anti-social behaviour with 144 reports made in 2021, down from 171 in 2020. There was a decline in satisfaction in how the neighbourhood is managed; in 2020 85.81% said they were satisfied, in 2021 this had reduced to 78.58%. This is in line with what we might expect given the events of 20/21.

**Finance Matters**

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**Lettings and Rent Collection**

During the year 2020/2021 the Association let 176 properties to tenants, down from 334 in the previous year. This reflects the fact that COVID-19 restrictions meant that we were prevented from completing sign-ups for a portion of the year. We have now been able to recommence sign-ups with tenants in a safely distanced manner.

The Rents team supports our tenants to maintain their tenancies by monitoring the arrears on accounts and staying in touch with tenants who are struggling to pay their rent, and this work has been vital during 2020/21 while our tenants are suffering extraordinary hardship.

**Management Committee**

Catherine (Annie) Macfarlane (Chairperson)
John McLardie (Vice Chairperson)
Elizabeth Klein (Secretary)
Keith Kintrea (Treasurer)
Mujeeb Ur Rehman
Ghazala Hakeem
Barbara Robertson
James White
Iain Doherty
Wilma Logan
Jennifer Cassells
Robert Findlater

(Co-opted December 2020)
(Resigned 7 April 2021)
Welcome from Annie

This annual review covers the period April 2020 to March 2021, a year that started and ended with national lockdowns due to the ongoing COVID-19 pandemic. To say that this was a difficult year feels like something of an understatement.

COVID-19 restrictions meant that the Association offices remained closed to the public during 2020/2021. Our staff team, and Management Committee have had to rapidly adapt to new ways of working, including delivering our services online, virtual meetings and working from home.

It is a credit to the Association we have been able to maintain our services, and our staff have worked exceptionally hard under difficult circumstances.

The year has not been without good news. In March 2021 we were successful in our bid for continued funding for the South West Govanhill project. Our work to acquire and improve properties in the South West Area will now continue for a further two years thanks to new funding from the Scottish Government, along with £7.89m from Glasgow City Council and £1.5m from the Association.

Also this year, it is important to acknowledge that the Association’s longest serving member of staff, Ken MacDougall retired this year. Ken worked for the Association for almost 40 years and was responsible for much of the development that took place during that time, including the Samaritan House Development, and the establishment of the Govanhill Community Development Trust (GCDT).

We thank him for his work and commitment to Govanhill.

We were incredibly sad this year, to announce the passing of our colleague Susan Kennedy. Susan, more often known as Susie, worked with the Association for almost 8 years as a finance assistant. Susie was an exceptionally kind and helpful person who was well-liked by everyone she worked alongside. She is greatly missed.

As I write this, most COVID-19 restrictions in Scotland have been eased and we can tentatively look forward to the return of some sort of normality next year. Until then, I hope you all will continue to stay safe and healthy as the Association continues to deliver our services which remain as important and needed as ever.

Yours

Annie Macfarlane
Development and Regeneration

During the year 2020/2021 the Development Team continued to invest in Govanhill, although there were some significant delays to works because of the COVID-19 pandemic.

- Total investment during the year was - £8.79 million
- Development and Acquisitions - £2.26 million
- Major Repairs/Planned Maintenance - £5.72 million
- Wider Regeneration/Community Development - £0.81 million

During the year 2020/2021 the Association acquired a further 24 properties in the South West Govanhill area which will be renovated to a high standard and let for social rent. Though there were significant delays to works at the start of the year, these were restarted in the second half of the year.

Unfortunately, the window replacement and kitchen replacement contracts due to start this year were not commenced due to covid restrictions, however these are planned to start in the next financial year.

The Development and Regeneration team worked with the Maintenance team to make ‘ad hoc’ upgrades to central heating systems and other parts of tenants’ homes.

A total of £997,000 was spent on upgrading our existing properties.

A breakdown of how this was spent can be found below.

<table>
<thead>
<tr>
<th>Description</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commencement of Window Replacements Contract 11</td>
<td>-</td>
</tr>
<tr>
<td>Kitchen Replacements</td>
<td>-</td>
</tr>
<tr>
<td>Upgrades to CO and Smoke detectors</td>
<td>779 £ 299k</td>
</tr>
<tr>
<td>Central Heating Upgrades and Boiler Replacements</td>
<td>90 £ 280k</td>
</tr>
<tr>
<td>Major Works to upgrade Void properties</td>
<td>34 £ 326k</td>
</tr>
<tr>
<td>Various Other Replacements</td>
<td>£ 92k</td>
</tr>
<tr>
<td><strong>Total spent on improvements to our homes</strong></td>
<td><strong>£ 997k</strong></td>
</tr>
</tbody>
</table>

Regeneration: Govanhill Community Development Trust

COVID-19 Response in the Community

From April 2020 onwards, GCDT staff members played a key role in supporting the community response to the COVID-19 crisis by communicating public health messages to members of the community who do not understand English.

From April 2020 GCDT responded to the COVID-19 pandemic by running mutual aid groups on Facebook, including Romanian language group. Alongside this the Trust set up a multilingual helpline and published several guides to local services that were posted to every G42 address.

Our family support work continued over the phone and through Facebook. Our team supported many families in crisis, particularly during the early days of the pandemic.
Regeneration: Govanhill Community Development Trust (continued)

Community Development
For much of 2021 the work of GCDT was focused on crisis support, however there were opportunities to do some remote community development work. This included online events during the Govanhill International Festival and remote teaching English for speakers of other languages.

Commercial Property
The team have worked hard to keep its workspaces let and to minimise void losses in these units during the year. The teams at GCDT and the Association also ensured that tenants were kept up to date on the latest health and safety requirements.

Housing Services
During 2020/2021 the Association focused on continuing to provide as high a quality service as possible in the face of the COVID-19 pandemic and associated restrictions.

Staff immediately moved to support the elderly and the most vulnerable in our community through making regular telephone contact with them.

We continued to work as a team to provide benefits advice to tenants and to work closely with those who need advice and assistance in paying their rent and worked to keep our homes safe and secure for the tenants who live in them.

Repairs
Unfortunately, the pandemic impacted on our ability to provide the services our tenants need during 2020/21.

The various lockdowns and changing COVID-19 restrictions meant that there were times when the Association was only able to provide an emergency service.
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Factoring

Our Factoring service maintained its client base, and provided a service for 1,346 owners within 415 closes.

Our aim is to provide cost effective common property management services to both the Association and homeowners within Govanhill and Merrylee.

What we spent our money on

- 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

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GCDT Board Members
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James White Internal Director
Annie Macfarlane Internal Director
Barbara Robertson Internal Director
Mujeeb ur-Rehman Internal Director
Joyce Hardie External Director
Tony Crosbie External Director
Madelaine Cassell External Director
(Joined 14 January 2021)