

GOVANHILL NEWSLETTER



The Newsletter of Govanhill Housing Association

Autumn 2021

Landlord Report

Chair's Letter

The main portion of this Newsletter features the charter performance report for the year 2020/2021.

This report sets out how Govanhill Housing Association is performing against the standards set in the Scottish Social Housing Charter.

This report covers the year from April 2020 to March 2021, and the results reflect the exceptional and difficult circumstances brought about by the COVID-19 pandemic.

This has affected every aspect of our work, from necessitating the closure of the offices to the fact it took us longer to let properties, and repair them, this was compounded by

significant delays in utility companies being available to clear debt from gas and electric meters.

Despite these issues the Association continued to work hard to deliver services for tenants and the wider community – during this period we let 141 properties and supported 633 tenants to access vital welfare benefit payments.

On behalf of the Management Committee I would like to thank all of our staff for their hard work during this time.

Annie Macfarlane

Contacting the Association

For all general enquiries email checkin@govanhillha.org

Repairs

For repairs during office hours please phone **0141 636 3669, 0141 636 3634 or 0141 636 3654**

Out of Hours Emergency Repairs

Emergency Heating Repairs – City Technical Services on **0333 202 0708**

Out of Hours Health and Safety Emergency Internal Repairs – call MEARS on **02035893140**

Other Out of Hours Emergency Repairs – Pointer Call Handling Service, **0141 552 8647**

Factoring

Email FactoringTeam@govanhillha.org or phone **0141 636 3666 or 0141 636 3673**

Housing Team

To contact any member of staff by email, please put their name in the subject heading and use checkin@govanhillha.org. A full list of phone numbers for our staff team can be found on the contact us section of our website.

Our Homes

As of March 2021, we owned and managed 2,776 self-contained properties. Our average weekly rent in 2021 was £92.34 which is slightly higher than the Scottish Average of £83.70.

On average our rent increased by 1% which is below the Scottish average of 1.2%.

In 2019/20 this figure was 2.2%.



Property Size



Our Rents Average Weekly Rent (including service charges)

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
1 Apartment	£74.15	£69.93	£61.41	£59.25	£73.61
2 Apartment	£86.07	£78.45	£65.24	£74.16	£79.48
3 Apartment	£93.51	£90.22	£80.17	£85.37	£82.60
4 Apartment	£106.70	£101.81	£91.27	£96.73	£89.81
5 Apartment or larger	£123.80	£115.43	£93.70	£110.12	£99.97

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 633 tenants and other residents access an estimated additional £2,049,238.44 in annual income through benefits and tax credits.

Of the rent due 5.2% of this rent was in arrears in March 2021. In 2020 this figure was 4.83%.

An increase in rent arrears is never positive, however, given the COVID-19 pandemic and associated financial hardship this is unsurprising. This is lower than the Scottish average of 6.14%.

Customer satisfaction

The Association completed a large-scale Customer Satisfaction Survey in 2020. The events of the COVID-19 pandemic, and in particular the impact of lockdown, is likely to have had an impact on the results.

Please note in this report we have chosen to compare our results only with other Associations

who completed their surveys during 2020/2021 as any other comparison would not reflect the significant change in circumstances at the time of Survey.

We surveyed 1027 of our tenants and asked for feedback on the quality of our homes and services.

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	82.77%	94.74%	87.15%	84.96%	78.58%
Parkhead Housing Association Ltd	79.62%	75.19%	73.46%	69.51%	69.04 %
Govan Housing Association Ltd	80.08 %	70.21%	88.54%	78.71%	69.26 %
Thenue Housing Association Ltd	87.07%	70.23%	84.13%	94.7%	76.83 %
Whiteinch and Scotstoun Housing Association Ltd	93.07%	96.08%	82.23%	90.24%	85.84 %

Anti-Social Behaviour

In 2020/21 we had 144 reports of anti-social behaviour. In 2019/20 this figure was 171.

Percentage of Anti-Social Behaviour Cases Resolved

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	84.03%	100%	100%	57.14%	94.4%

What is Anti-Social Behaviour?

There is no precise definition of antisocial behaviour. Broadly, it is acting in a way that causes or is likely to cause alarm or distress to one or more people in another household.

There may be a fine line between antisocial behaviour and disputes between neighbours over relatively minor inconveniences, although these may, if persistent, become antisocial behaviour.

Antisocial behaviour can include:

- noise
- shouting, swearing and fighting
- intimidation of neighbours and others through threats or actual violence
- harassment, including racial harassment or sectarian aggression
- abusive behaviour aimed at causing distress or fear to certain people, for example, elderly or disabled people
- dumping rubbish
- animal nuisance, including dog fouling
- vandalism, property damage and graffiti.

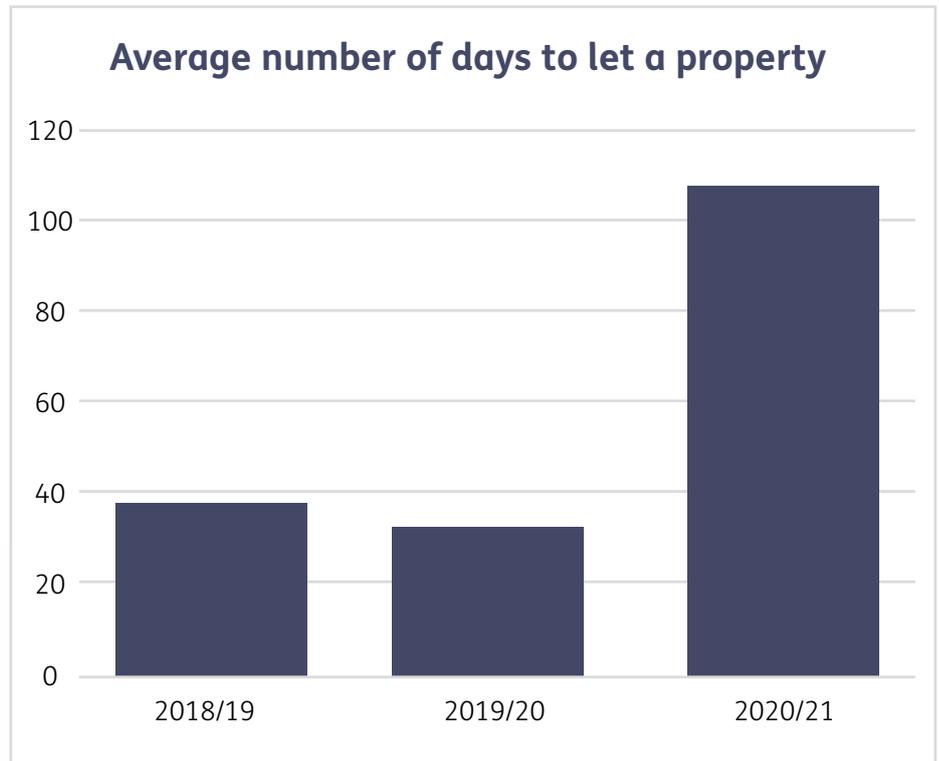
Empty Homes

During the last year we let 141 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer.

We worked hard to minimise rent lost through homes being empty, although this is another area where the COVID-19 pandemic has had an impact. We were initially due to restrictions in the first lock down unable to let properties. Rent lost last year was 1.88%, the previous year's figure was 1.03%.

The Scottish average this year was 1.37% which has also increased from 0.92%.

The length of time a property was empty was 105.14 days. A significant increase on the previous year, but something



that was to be expected given the restrictions imposed because of the COVID-19 pandemic. In fact the 78%

increase in average days Scotland wide (56.29 days) illustrates starkly the impact Covid has had in this area.

Repairs and Maintenance

As a result of restrictions imposed during the COVID-19 pandemic the Association prioritised emergency repairs, which is reflected in the increase in time taken for non-emergency repairs to be completed.

During 2020/21 the Association carried out 2699 reactive repairs. This is a significant decrease from the 5675 carried out in the previous year. This is reflected across Scotland, with landlords on average completing 20% fewer repairs as a direct consequence of the pandemic.

The average time taken for non-emergency repairs increased from 5 to 10.3 days, the Scottish average during this period was 6.7 days.

On average we completed 3.62 repairs per occupied property. During 2020/21 the average time taken to complete an emergency repair went from 1.77 to 2.1 hours. Although this



represents an increase it remains much better than the target response time of four hours for this category.

Average time to Complete an Emergency Repair

Govanhill Housing Association
2.1 hours



Scottish Average
4.2 hours



Comparison with other Associations

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Average time taken to complete emergency repairs (hours)	2.1	2.0	3.4	1.5	4.2

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	85.8%	96.7%	91.0%	95.6%	96.3%	91.5%

Last year we reported 96.2% of repairs completed right first time. In 2020/2021 COVID-19 restrictions and safety precautions impacted our ability to gain access to properties to complete repairs, leading to a decrease in the percentage of repairs completed right first time.

Repairs satisfaction

In our most recent tenant satisfaction survey 84.96% of respondents said they were satisfied with the way the Association deals with repairs and maintenance.

New Repairs Feedback System

This year we have introduced a new system for getting feedback on our repairs service. After a repair is reported tenants are contacted by text or email and asked a series of short questions.

If you get such a request, please answer the questions if you can. Your comments help us to improve our service to you.



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 was more difficult this year because of COVID-19 restrictions. Last year 84 properties missed the legal timescales for gas safety checks, however these were caught up as soon as the easing of restrictions permitted us to do so.

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 are 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.

Despite these limitations 81.1% of our properties now meet this standard which is an improvement on last years figure of 75.8% of properties and we plan to have reached almost 87% next year.

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Number of Properties Meeting the SHQS	81.1%	74.8%	74.6%	90.3%	91.0%

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

The Energy Efficiency Standard for Social Housing (EESHS) 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.

With COP26 about to take place in Glasgow meeting EESHS standards is particularly high on the agenda, and we are working hard to meet this standard.

The age of many of our buildings makes

compliance with EESHS complex. Most of our properties (over 65%) were built before 1919 and are therefore over 100 years old. There is an environmental benefit to continuing to use and maintain older buildings which does not find expression in this data.

In 2020/2021 1577 (56.8%) of our properties were compliant with this standard. Of the rest of our properties 274 (9.9%) do not meet the EESHS. The rest of our stock is either exempt from the EESHS or compliance is unknown.

Comparison with other Associations

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA
Number of Properties Meeting the Energy Efficiency Standard for Social Housing	56.8%	84.4%	54.2%	99.6%

Complaints Figures

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 and offers us a valuable opportunity to improve our services.

We have managed throughout the pandemic

	1st stage	2nd stage
Complaints received	33	15
Complaints carried forward from previous year	2	2
All complaints received and carried forward	35	17
Number of complaints responded to in full	34	16

Of the total complaints received in the year to date and where investigations were complete at the year end, 42% have been upheld or partially upheld (47% at stage 1 and 31% at stage 2).

This is a reduction in comparison to last year, when 53% of all complaints received were upheld.

to respond to complaints within agreed timescales except on a very few occasions where we have agreed with complainants that the time should be extended to provide a full response.

In 2020/21 there were 59 complaints, 35 of these were stage 1, 17 stage 2 with a further 7 being escalated from Stage 1 to Stage 2.

Of the total complaints received, 28% were about our factoring service and 42% of those were fully or partially upheld. 32% were around repairs timescale and quality and 43% of those were upheld either fully or partially. This is indicative of the length of time it has taken to get repairs completed which has been exacerbated by covid.

Freedom of Information

This was our first full year operating under the new Freedom of Information legislation and we received a total of five enquiries.

Four of those enquiries were dealt under the Environmental Information Regulation (Scotland) Act 2004 and covered issues such as the number of complaints made against a contractor, number of repairs carried out on a front door, number of new build projects we are involved in and refusal of mutual exchanges.

The one Freedom of Information request we received asked for us to provide a copy of minutes from a Housing Services Sub Committee meeting in February 2020.

We continue to make committee minutes, key policies, reports, accounts and business plan available for download on the website. To access this information visit Govanhillha.org/downloads.

Of the five requests that we received this year, three were from tenants, one from an owner and one from a journalist.

Subject Access Requests

We received four subject access requests in 2020/21 which is two fewer than in 2019/20.