We have spent £5.09 million on the acquisition, improving tenants' homes. The Association continues to operate from a strong 2021 2022 Glasgow City Council services. The percentage of repairs have been completed first time, and our average times for completing non-emergency repairs has improved. Our staff have been working hard to improve performance in this area and we are pleased to see that a greater percentage of tenants who had repairs carried out in the past 12 months who were satisfied with our repairs & maintenance service.

The percentage of reactive repairs completed right first time was 85.81% in 2021. In our most recent customer survey, however we will take legal action when needed. Our aim is always to work with residents to resolve issues with what we would expect given COVID-19 and cuts to homeowners within Govanhill and Merrylee.

Our Factoring service maintained its client base and management services to both the Association and Glasgow City Council. During the year, the Association spent £6.7 million on development, and improvement of new and existing housing stock. We received £5.86 million in grant funding towards these costs from the Scottish Government and towards these costs from the Scottish Government and Scottish City Region Partnerships. This money is earmarked to continue our programme of building and buying new homes, including the development of 117 new homes, which took place in 2020.

We spent £2.0 million on our social care workers, which is £335,000 more than the previous year. This is in line with the needs of our customers.

Govanhill Housing Association Ltd, Samaritan House, 79 Coplaw St, Glasgow G42 7JG
Tel: 0141 636 3636  Email: checkin@govanhillha.org
Registration No HCE 117. Property Factor Registered Number PF000118

Govanhill Housing Association Ltd is a registered Scottish Charity No SC010307. Govanhill Housing Association Ltd is a Registered Social Landlord with the Scottish Housing Regulator, Community Benefit Societies Act 2014, Register No 1791 R(S). Govanhill Housing Association Ltd is a Registered Social Landlord with the Scottish Housing Regulator.

Loan payments (capital and interest) - net of interest received: £2.59 million
Loan origination costs: £0.16 million
Repairs (includes painting windows, central heating systems and maintaining gutters, repairing roofs and insuring our properties and other costs): £1.67 million
Carrying out planned improvements to tenants' homes, servicing
Tenancy Services
Housing management and maintenance admin costs (staff salaries,
During the year, the Association spent £6.7 million on
development, and improvement of new and existing
building and buying new homes
windows, kitchens and bathrooms
insuring our properties and other costs)

GCDT Board Members
Keith Kintrea (Chair)
Wilma Logan
(Appointed 29 September 2021)
Annie Macfarlane
Barbara Robertson
Mujeeb Ur-Rehman
Madelaine Cassell
Tony Crosbie
Joyce Hardie
James White
(Resigned 29 September 2021)

Management Committee
Annie Macfarlane
John McLardie
Elizabeth Klein
Keith Kintrea
Jennifer Cassells
Iain Doherty
Audrey Flanagan
Ghazala Hakeem
Wilma Logan
Cheryl Miller
Barbara Robertson
Mujeeb Ur-Rehman
James White
(Resigned 26 January 2022)

(Resigned 26 January 2022)
Chair’s Statement

This Annual Review covers the period from March 2021 to April 2022, during this time our concerns shifted from the COVID-19 pandemic (the infection which continues to cause problems for many) to other global concerns such as the war in Ukraine whose impact is creating rising inflation and a cost-of-living crisis. As life seemed to return to something more like normal, we find ourselves preparing for further difficulties ahead.

During the year the Association has returned to more face-to-face working, including the re-opening of reception at Samaritan House.

We said farewell to long standing members of staff and welcomed new ones – notably Ken MacDougall who retired after 38 years of service to the community. We also welcomed new members of staff to our senior management team.

There has been good news and progress this year. We have let significantly more properties than the previous year and we have had fewer reports of anti-social behaviour. Our staff are working hard to continue this positive trend.

We have also made progress with our window and kitchen replacement programme which was delayed by the COVID-19 pandemic and other issues connected to Brexit, materials and labour shortages.

We know that the impact of inflation, rising energy and food prices will have a significant impact on our tenants, and our focus for the year ahead will be on ways to mitigate this as much as is inn our power to do so as an Association.

This will include rolling out the rent re-structure, which will reduce rents for most tenants, as well as other initiatives such as providing education bursaries and other initiatives The economic crisis will also inform the work of our Welfare Rights team in the year ahead, who will continue to work hard to make sure tenants are supported to access as much financial support as possible.

It is of utmost importance to us that we can continue to support our communities through these challenges.

Yours

Annie Macfarlane
During the year 2021/2022 the Development Team continued to invest in Govanhill, including making progress with contracts that had previously been delayed by the covid pandemic. Both the kitchen and window replacement contracts were commenced during this financial year.

Our team have worked hard in the face of significant challenges, including rising inflation and labour and material shortages, that are the result of increasing global instability.

These shortages, and the ongoing impact of the covid-19 pandemic have continued to cause unfortunate delays to works.

Additionally, we completed the upgrading of fire detection systems in tenant’s homes, carried out several major repair schemes mainly to bring empty property back into let. We have also continued our central heating renewal programme, this will increase energy efficiency within tenant’s homes, helping combat increasing energy prices.

During the year 2021/2022 the Association acquired a further eight properties in South West Govanhill and five on Albert Road. Work to bring these to a lettable standard is underway with architects appointed to confirm the level of repairs required.

Within the South West Govanhill area itself, work continues to refurbish empty properties and carry out essential common repairs to eight closes. We have assessed the needs in a further eight closes and are now engaging with owners to agree the work.

The last year saw GCDT continue to support the local community through the ongoing impacts of Covid-19. We helped hundreds of families and individuals to get online, secure food, access local services and understand rights and entitlements.

We also worked to build skills and empower local people, with many accessing our services online. Our English and Literacy classes have been extremely popular with 256 registered students attending our 14 Zoom classes each week or receiving one to one online support. We have delivered several training programmes for those seeking work or wanting to volunteer. Thriving Places project staff have delivered community engagement and consultation work online.

Our Roma family support programme has been as busy as ever, with families continuing to experience challenges around discrimination, education, employment, health, housing and language/literacy. A GCDT staff member is now supporting families in two local primary schools.

Spring saw preparations for GCDT’s move to new premises in Govanhill Workspace as well as new IT, evaluation and reporting systems being implemented. We were also in the final stages of becoming an Accredited Training Centre, enabling GCDT to provide local people with SQA-recognised qualifications.
Tenancy Services

Repairs

Our staff have been working hard to improve performance in this area and we are pleased to see that a greater percentage of repairs have been completed first time, and our average times for completing non-emergency repairs has improved.

Some key statistics on our repairs services include:

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
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</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>85.19%</td>
</tr>
<tr>
<td>Average time taken to complete emergency repairs</td>
<td>2.10 hours</td>
<td>2.63 hours</td>
</tr>
<tr>
<td>Average time taken to complete non-emergency repairs</td>
<td>10.26 days</td>
<td>8.32 days</td>
</tr>
<tr>
<td>Percentage of reactive repairs completed right first time</td>
<td>85.81%</td>
<td>96.19%</td>
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</tbody>
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Anti-Social Behaviour

There was a slight decrease in reports of anti-social behaviour with 142 reports made in 2022, down from 144 in 2021. In our most recent customer survey, which took place in 2020, satisfaction with how the neighbourhood is managed was 85.81%. This is in line with what we would expect given COVID-19 and cuts to Glasgow City Council services.

Our aim is always to work with residents to resolve issues however we will take legal action when needed.

Finance Matters

The Association continues to operate from a strong financial base with net housing assets of £108.7 million and of £11.6 million cash in the bank on 31 March 2022. This money is earmarked to continue our programme of improving tenants’ homes.

We have spent £5.09 million on the acquisition, development, and improvement of new and existing housing stock. We received £5.86 million in grant funding towards these costs from the Scottish Government and Glasgow City Council.

During the year, the Association spent £6.7 million on planned and cyclical maintenance, including major repairs.

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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