



**GOVANHILL**  
HOUSING ASSOCIATION

# ANNUAL REVIEW

2021/2022



## GCDT Board Members

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

## Management Committee

Annie Macfarlane	Chair
John McLardie	Vice Chair
Elizabeth Klein	Secretary
Keith Kintrea	Treasurer
Jennifer Cassells	
Iain Doherty	
Audrey Flannagan	Co-opted 26 January 2022
Ghazala Hakeem	
Wilma Logan	
Cheryl Miller	Co-opted 26 January 2022
Barbara Robertson	
Mujeeb Ur-Rehman	
James White	(Resigned 26 January 2022)

# Tenancy Services

Our tenancy services team continued to support tenants through the lasting impacts of COVID-19 during this period.

We are working hard to ensure that our services are aligned to tenants needs and aspirations and are exploring different ways of delivering our services. For example, we are looking at introducing a fully integrated housing application form that allows customers to apply for a house with us.

Our Welfare Rights Team continued to go from strength to strength and help generate £2.6 million for our residents.

# Welfare Rights 2021/2022



Number of New Clients: **816**



Number of new benefit cases opened: **1379**



Funds Generated: **£2,649,908.42**

# Lettings and Rent Collection

During the year 2021/2022 the Association let 233 properties to tenants, up from 176 in the previous year. Our staff have been working hard to let as many properties as possible and get through the backlog created by COVID-19 restrictions.

At 31st March 2022 we were reporting arrears of £614,703 (5.2% compared to our rental due). Our rents team supported 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. This work remained vital in 2021/22 and we anticipate will become even more important during the current cost of living crisis.

# 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 in 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*

# Development and Property Services

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.



## Regeneration: Govanhill Community Development Trust



**GCDT**  
GOVANHILL COMMUNITY DEVELOPMENT TRUST

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:

	2021	2022
Percentage of tenants who had repairs carried out in the past 12 months who were satisfied with our repairs & maintenance service	84.96%	85.19%
Average time taken to complete emergency repairs	2.10 hours	2.63 hours
Average time taken to complete non-emergency repairs	10.26 days	8.32 days
Percentage of reactive repairs completed right first time	85.81%	96.19%

## 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.

## 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.

## Finance Matters

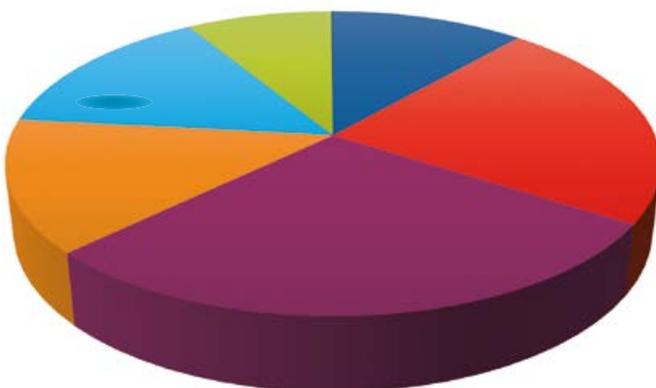
The Association continues to operate from a strong financial base with net housing assets of £108.7 million and of £11.6 million cash in the bank on 31 March 2022. This money is earmarked to continue our programme of improving tenants' homes.

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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