

Landlord report

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 2021 to March 2022.

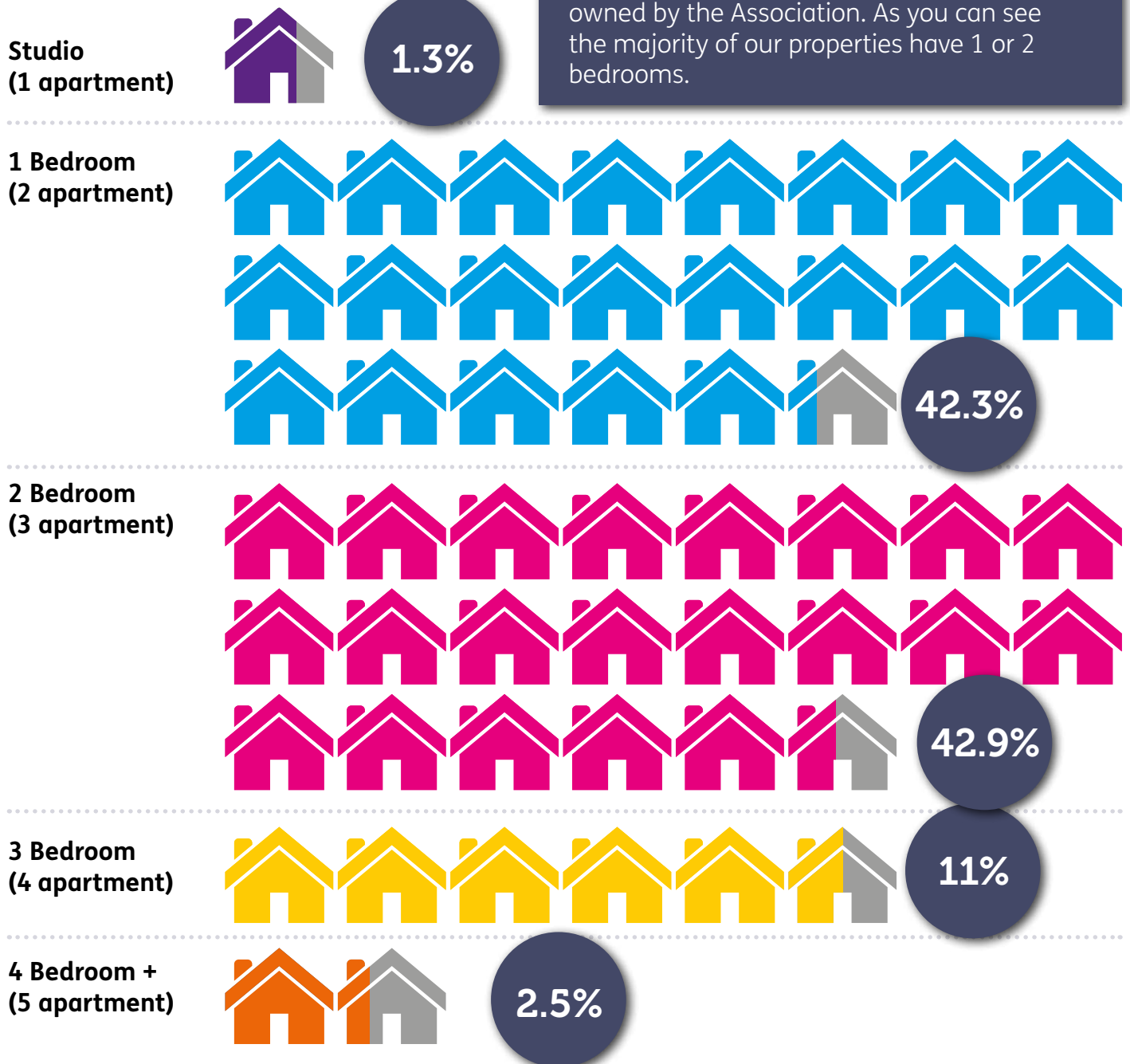
Our Homes

As of March 2022, we owned and managed 2,789 homes. Our average weekly rent in 2022 was £93.35 which is slightly higher than the Scottish Average of £85.36.

On average our rent increased by 3.6% in April 2022 which is well below inflation, which was 9% at that time.

In 2020/21 rent increased by 1%.

Property Size



Our Rents

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
1 Apartment	£75.38	£70.63	£63.87	£58.81	£75.95
2 Apartment	£87.04	£79.23	£69.81	£77.41	£81.32
3 Apartment	£94.51	£91.12	£83.38	£84.99	£84.18
4 Apartment	£107.76	£102.83	£94.92	£98.84	£91.48
5 Apartment or larger	£125.07	£116.58	£97.45	£110.12	£100.74

Rent Collection

We work hard to support tenants who have difficulty paying their rent.

Our Welfare Rights Team supported 816 new clients and opened 1379 new benefit cases.

This generated £2,649,908.42 in funds to support tenants in paying rent.

Of rent due 3.92% was in arrears in March

2022. There has been a steady improvement in rent collection over the last 3 years; in 2021 5.2% of rent was in arrears and in 2020 this figure was 4.83%

This is also significantly better than the national picture, at 31 March 2022 social landlords had total arrears of rent of £169,626,857. This is 6.3% of total rent due.

Rent Restructure

The Association are in the process of implementing a rent restructure, through which 70% of tenants will receive a reduction in the amount of rent paid.

Customer satisfaction

The Association completed a large-scale Customer Satisfaction Survey in 2020/21. The results shown here are from that survey and reflect the fact that it took place during height of pandemic. Some Associations completed their surveys before or after this period which makes a direct comparison difficult. Our next survey will take place in 2023/2024.

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%	91.24%	87.15%	84.96%	78.58%
Parkhead Housing Association Ltd	94.5%	98.5%	96%	-	92.75 %
Thenue Housing Association Ltd	90.25%	91.25%	87.25%	99.53%	87.5%
Whiteinch and Scotstoun Housing Association Ltd	88.95%	96.08%	87.14%	90.05%	86.08%

Anti-Social Behaviour

In 2021/22 we had 142 reports of anti-social behaviour. In 2020/21 this figure was 144.

Percentage of Anti-Social Behaviour Cases Resolved

Landlord Name	Govanhill HA	Southside HA	New Gorbals HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	80.99%	100%	75.9%	95.71%

Lettings

During the last year we let 233 properties in total, this was an increase on 176 the year before.

Of these properties 26 were lets to existing tenants, 159 were lets to waiting list applicants, 47 were let to homeless applicants via section 5 homeless referral and 1 property was a let via nomination from Local Authority. In addition to the 233 lets there were 2 mutual exchanges.

We received 78 homeless referrals of which 55 resulting in an offer of housing.

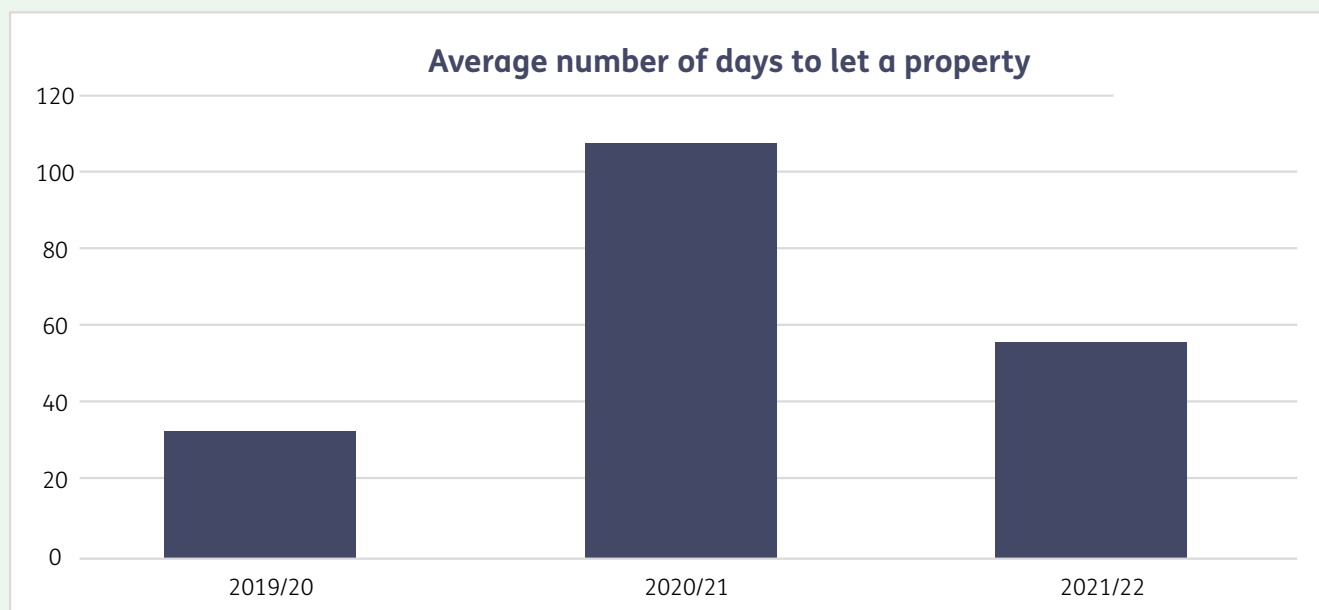
Empty Homes

We work hard to minimise lost income through empty properties and try to reallocate and relet homes as quickly as possible.

During 2020/2021 the average number of days to relet a property shot up to 105.14, which can be attributed to lockdown restrictions and other associated difficulties associated with the COVID-19 pandemic.

In 2021/22 the average number of days to relet a property was 55.9, a significant improvement on the previous year, and just behind the Scottish Average of 51.57 days. However, this is still behind the figure for 2019/2020 which was 31.4 days. We did not collect 1.8% of rent due because homes were empty, which is slightly higher than the national average of 1.4%.

Average number of days to let a property



Repairs and Maintenance

The pandemic had a significant impact on the Association's ability to carry out repairs in the year 2020/21, when our focus was on emergency repairs.

In 2021/2022 the Association had the opportunity address outstanding non-emergency repairs as restrictions eased. This can be seen in the improvement in time taken to complete non-emergency repairs.

When looking at time taken to complete repairs, Govanhill Housing Association's performance is better than the Scottish national average.



Average time to Complete an Emergency Repair

Govanhill Housing Association
2.6 hours

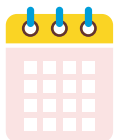


Scottish Average
4.2 hours



Average time to Complete a Non-Emergency Repair

Govanhill Housing Association



8.32 days

Scottish Average



8.87 days

Adaptations

We completed 17 adaptations this year which took an average 35.12 days to complete. 14 households were waiting for adaptation to their home at the end of the year.

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 74.8% of our properties meet this standard which is better than the Scottish average of 73.5%

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Number of Properties Meeting the SHQS	74.8%	71.5%	29.2%	90.4%	73.5%

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

The Energy Efficiency Standard for Social Housing (ESSH) 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 the increasing cost of energy, it is particularly important that we work towards

meeting this standard to bring bills down for our tenants.

In 2021/2021 85.2% of our properties were compliant with this standard. This is a significant improvement on 2020/2021 when 56.8% of our homes met the ESSH.

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	85.2%	81.6%	83.4%	99.5%



Complaints Figures

The Association works hard to provide the best possible service, but we don't always get it right. Our complaints process ensures we are notified when things have not worked the way they should, we always learn lessons from these complaints in order to ensure mistakes are not repeated.

	1st stage	2nd stage
Complaints received	48	17
Complaints carried forward from previous year	1	1
All complaints received and carried forward	49	18
Number of complaints responded to in full	48	18

Stage 1 complaints are more straightforward, where stage 2 generally require further investigation. Sometimes when a complaint is not resolved at stage 1 it is escalated to stage 2.

In 2021/22 there were 67 complaints, 49 of which were Stage 1 (73%), 18 were stage 2 with a further eight being escalated from Stage 1 to Stage 2. The percentage of complaints escalated to stage 2 fell this year, from 20%

last year to 16% this year. It is always our aim to resolve complaints at stage 1 so we hope to see this trend continue.

We received several complaints about communication by the Association, and others around our repair projects. Both aspects of our work have been affected by post covid staffing issues. In particular, the issues facing the construction industry have had an impact on our development work.

Freedom of Information and Subject Access Requests

Subject Access Requests:

7



Freedom of Information Requests:

5



Environmental information requests:

6



Most of our requests came from journalists, academics, unions, and former tenants.