



GOVANHILL
HOUSING ASSOCIATION

ANNUAL REVIEW

2022/2023

GCDT Board Members

Keith Kintrea (Chair)
Wilma Logan
Barbara Robertson
Mujeeb Ur-Rehman
Madeleine Cassell
Tony Crosbie
Joyce Hardie

Internal Director
Internal Director
Internal Director
Internal Director
External Director
External Director
External Director

Management Committee

John McLardie
Cheryl Miller

Elizabeth Klein
Keith Kintrea
Jennifer Cassells
Iain Doherty
Audrey Flannagan
Ghazala Hakeem
Wilma Logan
Barbara Robertson
Mujeeb Ur-Rehman

Chair
Vice Chair
(Acting Chair as of April 23)
Secretary
Treasurer

(Acting Vice Chair as
of May 2023)

Repairs

The Association completed over 8,000 reactive repairs in 2022/23 and was happy to see performance levels continue to improve to reach pre-pandemic levels. This is proven by customer satisfaction responses throughout

the year on our repairs' service which rose to 97.2% from a sizeable number of 2033 unique returns. We also completed much needed major repairs upgrading works to 245 homes to allow them to be relet.

Some key statistics on our repairs services include:

	2022	2023
Percentage of tenants who had repairs carried out in the past 12 months who were satisfied with our repairs & maintenance service	85.19%	97.2%
Average time taken to complete emergency repairs	2.63 hours	2.39 hours
Average time taken to complete non-emergency repairs	8.32 days	7.38 days
Percentage of reactive repairs completed right first time	96.19%	90.16%

Factoring

Our Factoring Team also had a busy year in 2022/23 supporting the ongoing investment in both Govanhill & Merrylee and continued to put in place factoring services to closes which had no common property manager. The team currently facilitates factoring to 3,215 properties. Additionally in partnership with Glasgow City Council we provided services to closes which were subject to Maintenance Orders and engaged with owners in the closes concerned to introduce them our factoring services.

Anti Social Behaviour

This year we introduced a new service in relation to how we deal with Anti Social Behaviour (ASB) and have employed an external organisation, the Community Relations Unit, to support us in tackling ASB in the area for the next 12 months. The main focus of the Community Relations Unit is to resolve anti-social behaviour through support measures and early intervention. They are a multi-skilled team who have vast experience in investigating and taking appropriate action following complaints being made.

Effectively, this means when a complaint of anti-social behaviour is made to us as an Association we work with staff at the Community Relations Unit to seek early intervention and resolve it before it escalates.

Prior to working with this Unit, there was a slight increase in reports of anti-social behaviour with 144 reports made in 2022/23, up from 142 in 2021/22. 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.

Working with the Community Relations Unit, our aim is always to work with residents to resolve issues quickly, however we will take legal action where necessary.

Finance Matters

The Association continues to operate from a strong financial base with net housing assets of £107 million and with £17.8 million cash in the bank on 31 March 2023. This money is earmarked to continue our programme of improving tenants' homes.

We have spent £6.363 million on the acquisition,

development, and improvement of new and existing housing stock. We also benefited from receiving £2.6 million in grant funding towards these costs from the Scottish Government and Glasgow City Council. Finally, during the year, the Association spent £6.8 million on planned and cyclical maintenance, and to deliver major repairs when needed.

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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Tenancy Services

Our tenancy services team continued to support and work with tenants experiencing hardship.

At 31st March 2023 we were reporting arrears of £371,247 (2.65% 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

2022/23 and we anticipate will become even more important during the current cost of living crisis.

Our Welfare Rights Team continued to go from strength to strength and help generate £2.27 million for our residents.

Welfare Rights 2022/2023



Number of New
Clients: **479**



Number of new
benefit cases
opened: **785**



Funds Generated:
£2,271,770

During the year 2022/2023 the Association let 209 properties to tenants, down from 233 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.

One area that is a priority for us over the next 12 months is to reduce the number of days it takes us to re-let properties.

Many of our tenants are still suffering the lasting impacts of COVID-19 and the cost-of-living crisis. 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.

Chair's Statement

Although this review covers the period between March 2022 and March 2023, it feels important to acknowledge the fact that the last few months have been difficult for the Association. In April 2023 John McLardie had to take a leave of absence for medical reasons, at which point I stepped in as acting chair. John remains in our thoughts, and we are all hoping he makes a full recovery. In August Debbie McNally passed away suddenly, while on holiday. We continue to think of her family and loved ones at this time.



During the year the Association returned to normal service, with all covid restrictions lifted and whilst many of our tenants were living with the lasting impacts of COVID-19, unfortunately the cost-of-living crisis provided additional challenges. Like many other Associations we grappled with high levels of inflation, the increasing cost of energy and other price hikes.

Through the winter our Tenancy Services team worked hard to support our tenants by offering crisis grants and funding for winter clothing, as well as continuing to find ways to maximise their incomes through our dedicated welfare rights support. We implemented a rent restructure that brought down rents for most of our tenants, although this may have been masked by the high levels of inflation. Despite our own rising costs, we delivered a rent increase that was significantly lower than inflation, and our staff continued to go above and beyond to provide 'more than just housing'.

Throughout the year, the Association, in conjunction with its subsidiary company Govanhill Community Development Trust (GCDDT), continued to offer employability and language support to tenants and the wider community to build up resilience to the cost-of-living crisis.

In addition, during this last year, the Association confirmed that it would be purchasing 60 properties developed by Link Housing at the Larkfield/ Butterbiggins Road site to further increase the supply of social housing in the area. This will mean that in the last 5-6 years we have added over 500 homes in the area for social rent to sustain and regenerate the local neighbourhood.

More information on all our areas of operation and our financial position are detailed in this report.

Finally, as acting Chair, I would like to thank my fellow Committee Members, all the staff of the Association and the Trust for the support they have given to me and each other over this period. We wish John a speedy recovery and look forward to him returning to play a full and active part in the Committee in the future.

Yours

Cheryl Miller

Development and Property Services

During the year 2022/2023 the Development team continued to invest in Govanhill and Merrylee to ensure we provide quality homes to our tenants. We completed the latest phases of our kitchen and window replacement programmes and continued to install energy efficient heating systems to our homes.

During the year we continued to progress projects to tender acceptance stage which will enter site action during the summer of 2023. These included structural strengthening works and upgrading works to 21 flats in Cathcart Road and improvement works to 6 flats in Albert Road which the Association Acquired.

The Association also prepared contracts for the next phase of its window renewal programme and phase 1 of window, kitchen and bathroom renewals to a block. These works required to be carried out together due to the block's construction.

We continued to work on essential repair work to 7 closes in South West Govanhill along with the upgrading of flats we acquired during the Acquisition and Repair Project. Further closes will start on site this summer subject to funding availability and agreement with common owners.

We agreed to acquire 60 new homes following negotiation with Link Housing Association on the former Larkfield Bus Garage Site for social rent. We are preparing to tender our project for 24 units at 159 Butterbiggins Road.

We have also continued our central heating renewal programme, which will increase energy efficiency within tenant's homes, helping combat increasing energy prices. During the year 2022/2023 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.



Govanhill Community Development Trust



GCDT has continued to support members of the local community as the cost-of-living crisis continued to bite. Our Roma support workers were busy as ever this year, helping families with an ever-broadening array of issues. Two of our workers have been based in local schools so they can support family learning and other educational activities. GCDT's ESOL and Literacy support programme continued to help people learn English during 22/23. Our ESOL teachers have also supported family learning activities in the local primary schools. Learners and teachers alike have greatly enjoyed the return of face-to-face classes.

Our Volunteer Coordinator continued to support people to take their first steps towards jobs and

training by connecting local people with chances to volunteer their time and skills. GCDT's Employability Workers have completed a wide range of work with clients to support them into paid employment. The Thriving Places Programme continues to develop the Locality Plan for Govanhill, while also celebrating the area's heritage. There is no better example than the fantastic new mural on Calder Street.

GCDT became an SQA-accredited training centre, meaning that we can offer qualifications to people completing our employability training and English classes. Our property business has continued to do well, with high levels of occupancy and customer satisfaction.