

GOVANHILL NEWSLETTER

The Newsletter of Govanhill Housing Association in Govanhill and Merrylee Autumn 2025



Greater Govanhill!

**Association Hosts Award
Winning Local Magazine,
and gets Feedback from
Tenants at 51st AGM**



Also in this Newsletter!
Our Annual Performance Report

Find out how the Association's performance in key service areas compares to other Housing Associations

Annual General Meeting Report

On the 11th of September, the Association held its 51st Annual General Meeting in the Samaritan House Community Hall. We were pleased to welcome association members, committee and staff to reflect on the previous year and conduct the necessary business of the meeting.

Association Chair Keith Kintrea led proceedings and spoke about the work of the Association over the last year and situating this activity in the context of our 50 year history. Keith noted how much the Association has grown in that time, whilst maintaining its ethos as community-controlled.

Reflecting on current discussions about gentrification and housing affordability in and around Govanhill and Merrylee, Keith noted that the fact that the Association owns such a significant amount of housing in the area means there will always be affordable housing, gentrification can only ever go so far.

David Robb, Head of Finance and IT, gave a report on the financial position of the Association. These were well received by the audience with one member noting the fact that they were clear and easy to understand.

Following the presentations, there were interventions from the floor. There was one question about why the Association does not report on central heating systems, which was useful feedback, and two comments from tenants who felt that they had seen significant improvements in the local environment over the last couple of years. Both noted the hard work the Association has been doing in this area.

We know that there is work to be done to improve the local environment, but it was good to hear positive feedback about the efforts being taken by the Association.

After the Association business concluded, we heard from our keynote speaker Rhiannon J Davies from Greater Govanhill.

Greater Govanhill is a print publication, and community Newsroom that aims to ensure that local people are better informed about their neighbourhood, are more engaged with democratic processes and feel their voices are represented whilst improving public perceptions of Govanhill and connecting people with those around them.

Rhiannon shared the story of how the magazine went from an idea as a response to the negative portrayals of Govanhill in the press, to a thriving print publication which has won awards and inspired positive community journalism around the world.

Anyone who wishes to find out more about the magazine can find them online at greatergovanhill.com, or by searching for them on Facebook or Instagram. The Greater Govanhill Newsroom is open most days on Bowman Street on the west side of Victoria Road.

Our Management Committee

Keith Kintrea	Chair
Audrey Flannagan	Vice Chair
Ghazala Hakeem	Secretary
Mujeeb Ur-Rehman	Treasurer
Paul Callander	
Jennifer Cassells	
Iain Doherty	
Jacqueline Donnelly	
Elnimiery Khalifa	
Elizabeth Klein	
Cheryl Miller	
Barbara Robertson	



Tenant Update:

Equality Monitoring Form Request

As part of our ongoing commitment to equality, inclusion, and service improvement, we're asking all tenants to complete our updated Equality Monitoring Form.

Why This Matters

Collecting equality information helps us:

- Protect your rights and interests
- Promote equality across our services
- Identify and meet the specific needs of our tenants and factored owners.
- Eliminate discrimination and improve

the way we deliver our services.

This data allows us to meet legal and regulatory standards, including guidance from the Scottish Housing Regulator introduced in 2021. We now request this information every three years.

What You Need to Know

- The form is anonymous – please do not include your name, address, or any identifiable details.
- Filling it out is optional – answer only what you're comfortable with.
- Every question includes a 'prefer not to say' option.
- We ask all tenants to complete and return the form.

We also collect equality data from housing applicants, Management Committee members, and staff (including job applicants).

If you have any questions or comments about the form, please contact Claire McGraw at CMcgraw@govanhillha.org

Do you want to be more involved with Equality, Diversity and Inclusion at the Association?

We are currently setting up a residents panel to look at equality, diversity and inclusion at the Association. If you are interested in being involved, please email CMcgraw@govanhillha.org.



Charter Report: Chair's Introduction

Welcome to Govanhill Housing Association's Charter Report. We publish this report every year to show you how we've been doing and keep you updated on our performance. It covers important areas like how quickly we re-let empty homes, how well we carry out repairs, and how we communicate with you.

The Charter Report is based on the Scottish Social Housing Charter, which sets out what tenants across Scotland should expect from their landlord. That includes things like safe, warm homes, and good customer service. Every year, we look at how we're performing against these standards and share the results with you. For more information about the Scottish Social Housing Charter please visit the Scottish Housing Regulator's Website at **www.shr.org**.

Although these figures are important, they alone do not cover the breadth of work undertaken by the Association in the last year. We continued to support tenants through the cost-of-living crisis, offering crisis grants, tenancy support, and education grants to support families with the cost of College and University. Our Welfare Rights Team helped generate over £5 million in financial gains for tenants.

We've made strides in tackling anti-social behaviour, improving communication with tenants through our refreshed website and our new telephone system, and letting more homes. Our new development at Butterbiggins Road welcomed its first tenants, and investment in our existing homes remains a top priority.

We've upgraded kitchens, windows, and heating systems, and began a five-year programme to renew over 1,800 properties. Repairs' performance continues to improve,



with faster response times and high satisfaction rates.

We hope that you find this report useful, interesting and easy to follow. You'll see how Govanhill compares to other Housing Associations similar in size and/or location and to the Scottish average. This year we have provided a more in-depth report, with a broader range of statistics as well as key figures. We have also highlighted areas where the Association is performing well and areas where we know we have room to improve.

We're always looking for ways to better communicate our performance, so if you have any feedback about this report, please get in touch with the Association.

Key Results for 2024/25

Here's how Govanhill Housing Association performed in the areas that matter most to tenants:

Repairs and Maintenance

Emergency repairs were completed in

2.13 hours

faster than the Scottish average of **3.89 hours**.



Non-emergency repairs took

5.74 days

also quicker than the national average of **9.13 days**.



92.44%

of repairs were completed **right first time**.



Our planned **gas safety checks** were all carried out within the required timeframes

Re-letting Homes

Homes were **re-let** in

42.76 days

faster than the Scottish average of **60.59 days**.



We **re-let 218 properties** this year.



96.15%

of new tenancies were sustained for more than a year.



Tenant Satisfaction

84.55% of tenants were satisfied with the **quality of their home**.



87.5% said their rent offers **good value for money**.



78.84% were satisfied with Govanhill's **management of the neighbourhood**.



Anti-social Behaviour

121 cases were reported, with

90.08% resolved

just below the national average of **93.44%**.



No properties

were recovered due to **anti-social behaviour**.



Rent and Arrears

Rent arrears were low at **2.58%** well below the Scottish average of **6.17%**.



Rent lost through empty homes was

1.51% slightly above the national average of **1.27%**.



The **average rent increase** was **2.7%**, lower than the national average of **6.4%**.



Charter Report Comparisons for 2024/25

Our homes

As of March 2025, we owned and managed 2,870 homes.

Our rent increased by 2.7% in April 2025, which was based on inflation figures for September 2024 when the consumer price index was 1.7%. By April 2025 CPI had risen to 3.5%, which meant our increase was sitting below inflation when it was applied.

Our rent increase in 2025 was also well below the Scottish National average of 6.4%. Our committee decided that it was important that we keep rent increases as low as possible, in recognition of the fact that we applied a 7.7% rent increase in 2024.

Number of properties owned by size

Studio
(1 apartment)



1 Bedroom
(2 apartment)



2 Bedroom
(3 apartment)



3 Bedroom
(4 apartment)



4 Bedroom +
(5 apartment)



Performance Key:



The percentage of tenants who are satisfied with the overall service



Every three years the Association conducts a large-scale customer satisfaction survey, where we ask tenants several questions about their general satisfaction with our service as a whole. Although the Association performs slightly better than the national average in this area, tenant satisfaction is an area we are always looking to improve.

% of tenants satisfied with the overall service	Landlord name
86.88	Govanhill Housing Association
95.0	Partick Housing Association
87.07	Shettleston Housing Association
84.18	Southside Housing Association
92.57	Thenue Housing Association
86.85	Scottish Avg

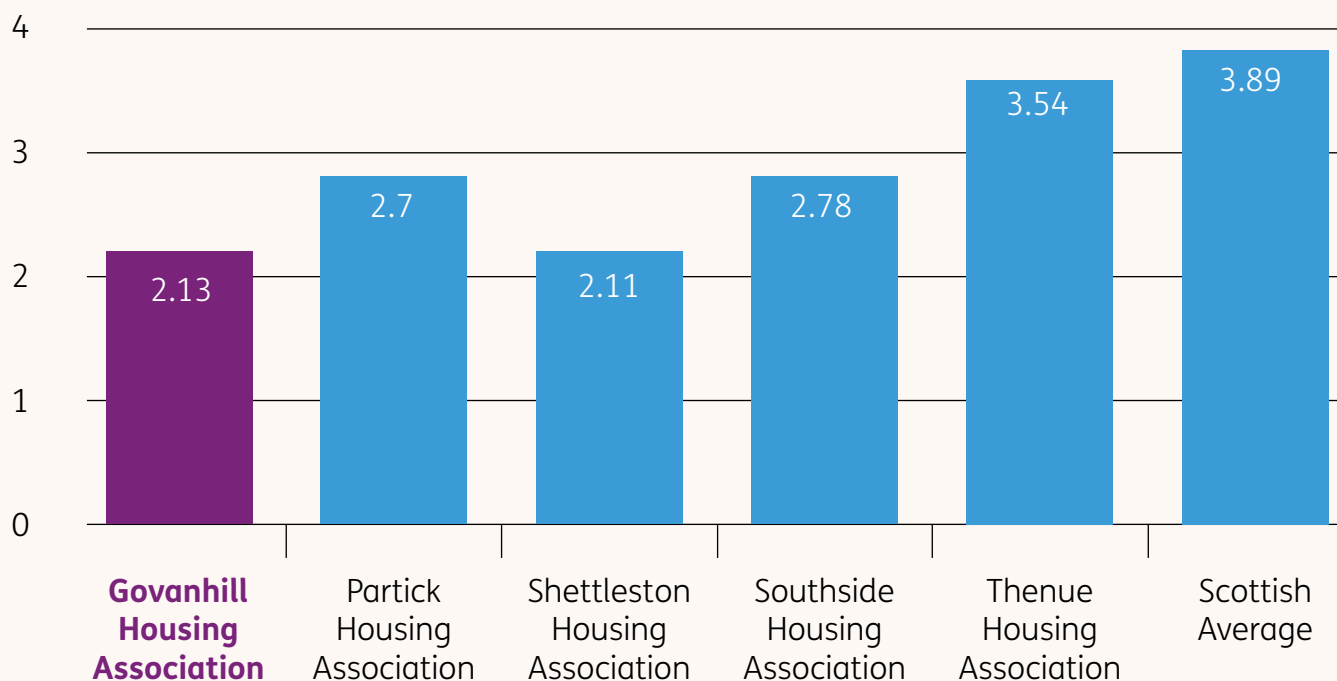
Percentage of tenants satisfied with the quality of their home



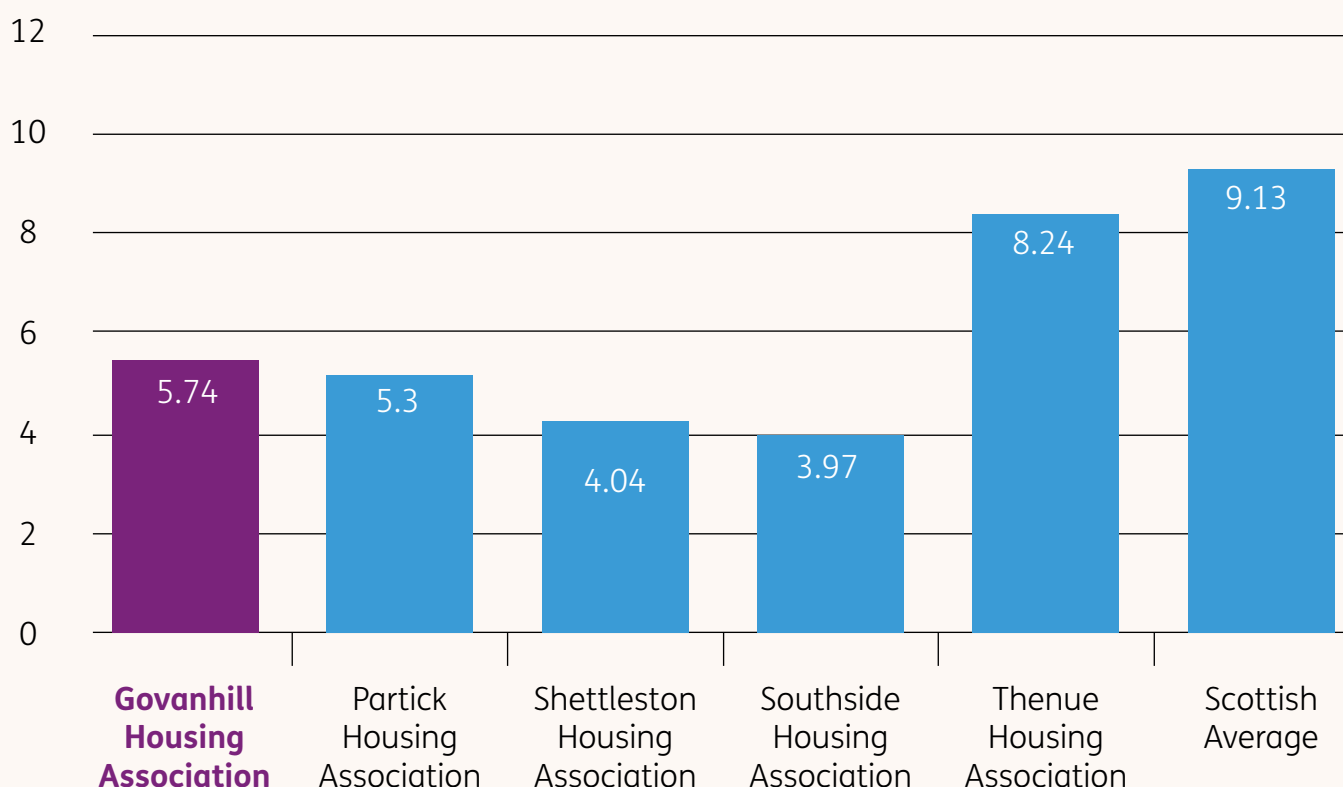
When it comes to satisfaction with the quality of the home, we perform just below the national average, with **84.55%** reporting satisfaction in this area.

% tenants satisfied with quality of home	Landlord name
84.55	Govanhill Housing Association
91.94	Partick Housing Association
86.25	Shettleston Housing Association
77.0	Southside Housing Association
91.2	Thenue Housing Association
84.72	Scottish Avg

Average hours to complete an emergency repair



Average working days to complete a non-emergency repair



Percentage of reactive repairs completed right first time



The Association aims to ensure every reactive repair is completed correctly on the first attempt and is currently achieving a strong success rate of **92.44%**.

% reactive repairs completed right first time	Landlord name
92.44	Govanhill Housing Association
89.07	Partick Housing Association
95.65	Shettleston Housing Association
95.34	Southside Housing Association
76.48	Thenue Housing Association
88.02	Scottish Avg

Percentage of tenants satisfied with the repairs service



Govanhill Housing Association reports a tenant satisfaction rate of **79.81%** for its repairs service. This falls below the Scottish average of **86.75%**.

% tenants satisfied with repairs service	Landlord name
79.81	Govanhill Housing Association
85.82	Partick Housing Association
87.5	Shettleston Housing Association
70.99	Southside Housing Association
77.73	Thenue Housing Association
86.75	Scottish Avg

Percentage of tenants satisfied with landlord contribution to management of the neighbourhood

We know that there are significant environmental challenges in Govanhill, which impact the day-to-day life of residents. The Association is working hard to address these issues in our areas of operation, whilst working with the Council to ensure they meet their statutory responsibilities. We are also working

to improve how we communicate about the work we do to improve the local environment. Within this context, a satisfaction rate of **78.84%** represents a significant amount of work by the Association – but we know there is more work to be done.

% tenants satisfied with landlord contribution to management of neighbourhood	Landlord name
78.84	Govanhill Housing Association
90.56	Partick Housing Association
85.54	Shettleston Housing Association
92.51	Southside Housing Association
96.16	Thenue Housing Association
84.23	Scottish Avg

Percentage of rent lost due to empty properties (void loss)

Govanhill Housing Association has a void loss of 1.51%, which is above the Scottish average of 1.27%. Void loss is money we lose when properties remain empty. It is important that we minimise this as much as possible, and this is something the Association will be working on in the coming year.

% rent due lost through empty properties	Landlord name
1.51	Govanhill Housing Association
0.24	Partick Housing Association
0.49	Shettleston Housing Association
0.2	Southside Housing Association
0.36	Thenue Housing Association
1.27	Scottish Avg

Percentage of tenants who feel rent paid represents good value for money



The Association performs strongly in terms of tenant satisfaction with rent value, with **87.5%** of tenants agreeing that their rent represents good value for money. We are pleased that this is above the Scottish Average, as ensuring value for money is a key priority for the Association.

% tenants who feel rent for property represents good value for money	Landlord name
87.5	Govanhill Housing Association
90.97	Partick Housing Association
73.12	Shettleston Housing Association
67.93	Southside Housing Association
92.19	Thenue Housing Association
81.68	Scottish Avg

Rent arrears, as a percentage of all rent due



Govanhill Housing Association reports gross rent arrears of 2.58%, which is significantly better than the Scottish average of 6.17%. The Association continues to work hard to reduce arrears to ensure that this money can rightly be spent on repairs and improving tenants' homes.

% gross rent arrears of rent due	Landlord name
2.58	Govanhill Housing Association
1.29	Partick Housing Association
3.43	Shettleston Housing Association
6.42	Southside Housing Association
4.89	Thenue Housing Association
6.17	Scottish Avg

Percentage of Factored Owners Satisfied with our Factoring Service



Govanhill Housing Association reports a factored owner satisfaction rate of **82.4%**, which is well above the Scottish average of **57.86%**. We always aim to deliver a high-quality factoring service that meets the expectations of property owners.

% factored owners satisfied with factoring service	Landlord name
82.4	Govanhill Housing Association
73.81	Partick Housing Association
62.02	Shettleston Housing Association
75.42	Southside Housing Association
61.09	Thenue Housing Association
57.86	Scottish Avg

Average amount of time to re-let properties



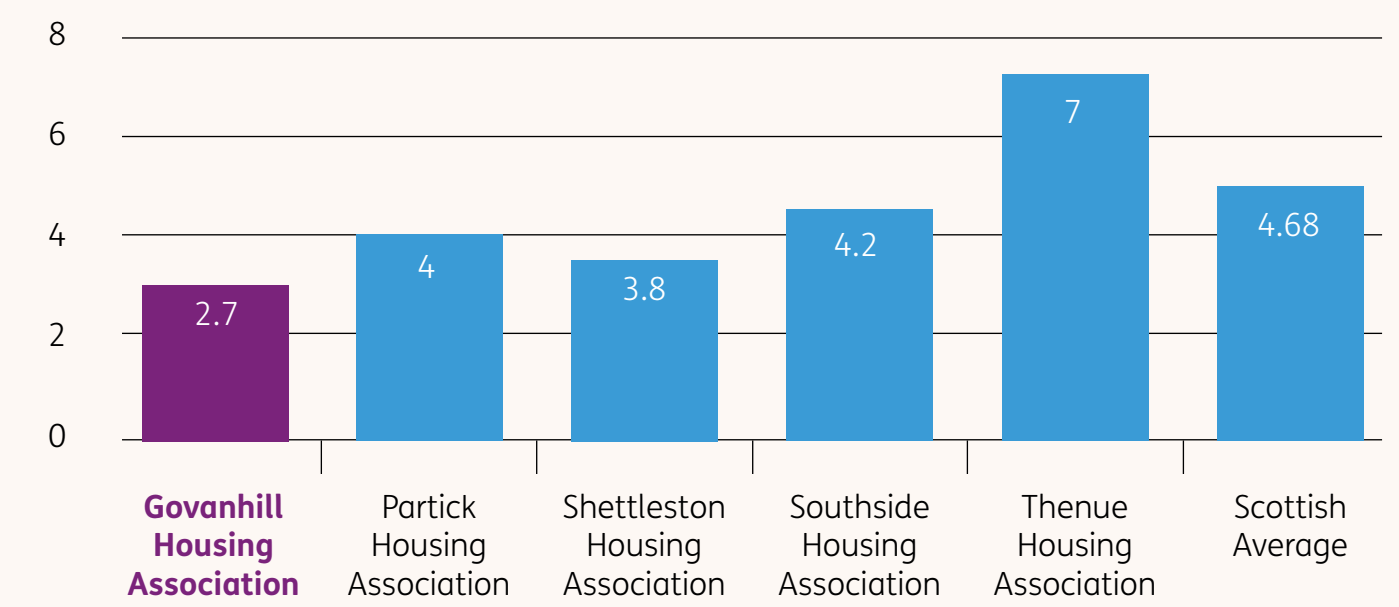
Govanhill Housing Association takes an average of 42.76 days to re-let properties, which is significantly better than the Scottish average of 60.59 days, however every day that a property sits empty, the Association loses money that could be spent on improving tenants' homes, so we are working hard to bring this figure down.

Avg calendar days to re-let properties	Landlord name
42.76	Govanhill Housing Association
14.7	Partick Housing Association
23.75	Shettleston Housing Association
13.02	Southside Housing Association
25.27	Thenue Housing Association
60.59	Scottish Avg

Size of weekly rent increase applied in 2025/26

★★★★★

The Association was pleased to be able to implement a rent increase that was much lower than comparable Associations and the Scottish Average.



Complaints Figures and Information Requests 2024/25

We aim to deliver the highest possible standard of service, but we know that we do not always get things right. Our complaints process exists to help us identify where things have gone wrong so we can learn from these experiences and prevent similar issues from happening in the future.

Complaints Overview

Count	Category
151	Complaints received this year
1	Complaints carried forward from previous year
152	Total complaints handled

Complaints are categorised into two stages:

- **Stage 1:** More straightforward complaints that can often be resolved quickly.
- **Stage 2:** More complex complaints that require further investigation. Some complaints begin at Stage 1 and are later escalated to Stage 2 if the issue remains unresolved.

In 2024/25, we handled a total of **152 complaints**:

107
at Stage 1

33
directly at
Stage 2

12
escalated
from Stage 1
to Stage 2

Of all complaints received and investigated during the year, **90 were either upheld or partially upheld**, representing **60.4%** of total complaints – a slight decrease from **63%** in the previous year.

**71 upheld/
partially
upheld at
Stage 1**

**19 upheld/
partially
upheld at
Stage 2**

Complaint Themes by Service Area

Maintenance Services

67
complaints

Key issues included:

- Delays in repairs
 - Poor communication
 - Contractor performance concerns
- Common recurring problems: dampness, leaks, pest control, and heating faults.

Actions Taken:

We are enhancing contractor monitoring and accountability and improving communication processes to ensure clearer updates and better outcomes for tenants.

Tenancy Services

39
complaints

Main areas of concern:

- Allocations
- Communication
- Anti-social behaviour (ASB)
- Condition of common areas and back courts

Actions Taken:

We are improving internal processes, investing in staff training, and enhancing environmental management to deliver a more responsive and supportive service.

Factoring Services

34
complaints

Issues raised included:

- Cleaning standards
- Delayed repairs and water leaks
- Communication and cost transparency
- Contractor performance

Actions Taken:

We are working to improve service quality, provide more consistent updates, and offer clearer guidance on maintenance and charges.

Other Information Requests

Subject Access Requests (SARs)

- **16 requests** received
- All from tenants seeking information about their tenancy
- **All requests were fulfilled in full compliance** with data protection legislation

Freedom of Information (FOI) Requests

- **5 requests** received
- **All requests were responded to in full** with the required information provided

Environmental Information Regulations (EIR) Requests

- **10 requests** received
- Topics included:
- **Surveys, Complaints & Policies:** e.g., survey results, complaints data, rent changes, procedures
 - **Evictions & Tenancy Data:** e.g., eviction numbers and reasons, rent payments by household size, occupancy by nationality
 - **Property Conditions & Repairs:** e.g., repair history, sewage issues, pest reports, tolerable standard failures
 - **Housing Stock & Allocations:** e.g., availability, overcrowding/under-occupation, allocation points
 - **Sustainability Installations:** e.g., types and locations of low-carbon heating systems installed

We are committed to transparency, and we welcome your feedback and questions. If you have any questions about the above report, please get in touch.

Challenge Poverty Week: Financial Support and Community Connection

This year, the Association was proud to take part in Challenge Poverty Week, held from 6th to 13th October. Over the course of the week our community hall played host to a series of events aimed at helping residents

maximise their incomes and connect with their community. Throughout the week, residents enjoyed a variety of activities — from DIY tips and housekeeping on a budget to henna tattoos.



Challenging Poverty in Figures

Challenging poverty is part of the everyday work of the Association, whether that is by keeping our rents as low as possible or by providing crisis grants, household appliances or support for education for our tenants.

This year we have supported our tenants in times of need by:

Distributing
£4,373.88
in crisis grants

Spending **£4,953.21**
on items for
tenants who need
help with tenancy
sustainment.

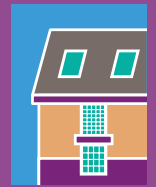
Giving out **31**
number of
Education
Grants.

Providing **16**
households
with Starter
Packs

Giving **37**
families in
need Air Fryers

Providing **47**
people with
Electric Blankets
and/or Inflatable
Mattresses

Govanhill Community Development Trust: Meet our Commercial Tenants



GCDT
GOVANHILL COMMUNITY
DEVELOPMENT TRUST

Govanhill Community Development offers a range of serviced offices and workspaces to rent on flexible terms at Govanhill Workspace and Victoria Court. These spaces are home to a diverse range of tenants from charities to commercial enterprises.

At the Trust we are keen to bring organisations into the community that also support our vision for community development, whilst also using income from our tenants to support our own community development work. For our Autumn Newsletter we spoke to our Victoria Court tenants, Glasgow Autonomous Space, or 'GAS'.

Thriving Communities at the Glasgow Autonomous Space

For little over a year at the time of writing, the Glasgow Autonomous Space (GAS) has resided in the Victoria Court Workspace. During that time, we've dedicated ourselves to transforming the venue to best meet the needs of the incredible communities and organisations that share in our collective home.

Prior to that, GAS spent six years operating out of a large warehouse in Tradeston before rent increases forced a reconsideration of where we would be based. As we approach a decade of community trust, solidarity, and partnership, we're thrilled to share our work with GCDT and the broader Housing Association

On a regular basis, GAS hosts tens of community groups or local chapters of larger organisations. Between

facilitating community meals, prisoner solidarity, and yoga, language exchanges, barbering, wellbeing, and music nights, GAS has hosted more than four hundred events in the space and thousands have been fed at our community meals which take place every Thursday. The GAS groups operate on a consensus decision-making model, with representatives from all groups encouraged to participate in deciding how we run, fund, and grow the space.

We've played host to many neighbouring organisations for day events offered at solidarity rates, with our own groups operating a pay-what-you-can (down to zero) model ensuring no one is ever turned away for lack of funds.

To sustain this, we rely on community donations, with



tens of dedicated volunteers supporting the groups. We're proud of all we achieve together through acts of care and solidarity, and having run a Solidarity September fundraising campaign, tens of small donations at £5, £10, or £15 a month have brought us closer to ensuring a thriving future for the GAS communities. Come join us, support us, or partner with us. Check out our website calendar and social media accounts to see what's on.

Car Parts Successfully Removed by the Association

Tenants living in the Boyd Street/Cathcart Road Area of Govanhill will have noticed a significant dumping of car parts on the street on the weekend of the 12th of October at a time when the local dump was closed. In this instance the Association stepped in, bore the cost and asked our contractors to clear the refuse.

We would like to take this opportunity to remind all residents that fly tipping is illegal, particularly items like car parts which can be dangerous for children.



Come along to our
COFFEE MORNING
at Cathcart Bowling Club!



Featuring:
Yoga, Bingo and
other fun
activities!

Drop in for a cuppa between
10-12 Every Tuesday

New Residents Group For Merrylee!

We are looking to set up a new residents group in Merrylee. This group is ideal for anyone who wants to meet their neighbours and help make their local community a better place. If you are interested in getting involved contact Gillian at gscott@govanhillha.org! Or phone **0141 636 3636** and ask for Gillian.

Meet Max Smith: Our Allocations and Lettings Assistant

We spoke to Max Smith, our new Allocations and Lettings Assistant, who joined us this Autumn, to find out more about his role and how he is settling in.

What brought you to work for Govanhill Housing Association?

Before Govanhill, I was working at Partick Housing in the West End after studying housing at university. I have lived in social housing myself, so I thought working in housing would be a good career, where I could help people, and meet a lot of interesting folk along the way.

Can you tell us about what your role involves?

My job involves finding out about people's housing need and providing tenants and applicants with advice based on their circumstances. Along with my colleague Trish, I run the allocations drop-ins which take place Monday-Thursday mornings. We have recently expanded the frequency of these sessions to make sure people have the opportunity to come in and speak to someone about their housing situation.

I also take tenants through the sign-up process before they move into a property. This involves explaining the tenancy agreement and sign-posting people to other organisations that offer help for people who are about to begin a tenancy. It is a very satisfying part of the job, being able to support people who are about to move into a new home.

What are your initial impressions of the Association and the community?

The Association seems really involved in the community, with staff who are working hard with a range of issues beyond just housing. Govanhill has so many diverse people from different backgrounds. Working in Govanhill, you meet people with a range of perspectives, which is really great.

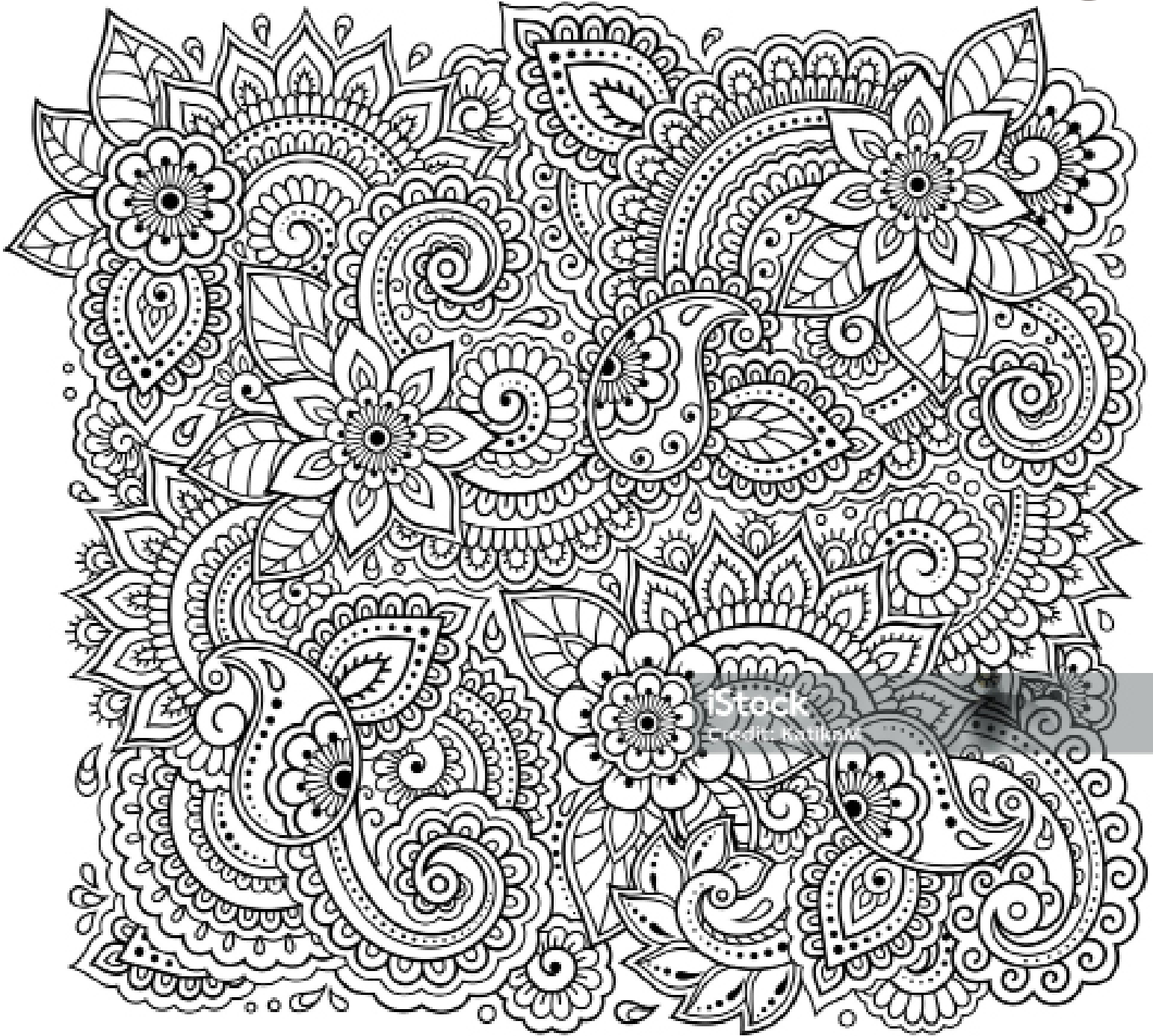
How do you think the Association could improve our service for tenants?

I know that the Association is working to get tenants more involved, but I would like to see us do more to get the perspective of tenants, so that our work can be informed as much as possible by the genuine needs of the community.



Mindful Activity

Mandala Colouring



This year the Hindu festival of Diwali took place on November 20th. In Hinduism a mandala symbolises unity, wholeness and the cyclical nature of existence. If you would like to share your finished colouring email lely@govanhillha.org