



Govanhill
HOUSING ASSOCIATION

Our Year in Review 2025/26



Our Values

We place the highest priority on valuing and respecting our tenants, Committee members, staff and partners. Our values set out the mindset and behaviours that guide everyday work and our ambitions to be:



Effective and efficient



Inclusive and supportive



Bold and innovative

Our Mission

To provide quality homes in attractive neighbourhoods and vibrant communities.



Transparent and accountable



Trustworthy and fair

These values guide everything we do, how we work, and how we interact with tenants and each other.

Our Homes

In 2025/26 we had **2781 socially rented homes**, and we **factor** a further **1353 properties**.

Foreword from our New CEO Jennifer Cairns

I was over the moon to take up the position of Chief Executive at Govanhill Housing Association in February this year. Over the past couple of months, I have spent time meeting with staff, tenants and local community groups to find out what the priorities are for the year ahead.

The Senior Management Team have been working with our Management Committee to develop our new Business Strategy for the next 3 years. This strategy will take into account tenant and staff feedback on what we should be achieving in the next three years. This will go to our Management Committee in June for approval and we will then communicate this to our customers.



This report outlines our performance for 2025/26 on each of the Charter Indicators and compares these results to other Housing Associations in our benchmarking peer group. It is important to us that we have a continuous improvement approach to our performance and delivery of our services so we have included information throughout the report on our plans for the next year to improve performance.

Jennifer Cairns
Chief Executive Officer

Introduction

Welcome to Govanhill Housing Association's Annual Review, including the Charter Report. Each year, we publish this report to show how we are performing and to keep you informed about the services we provide. It includes information on key areas such as re-letting empty homes, carrying out repairs, managing anti-social behaviour, and communicating with tenants.

The report is based on the Scottish Social Housing Charter, which sets out the standards tenants and other customers can expect from their social landlord. These standards cover areas such as providing safe, warm homes, delivering quality services, and ensuring tenants are treated fairly and respectfully. To find out more about the Charter, visit the Scottish Housing Regulator website: <https://www.shr.org.uk>.

A Word from Our Chair

As Chair of Govanhill Housing Association, I am very pleased to present our Charter Report for 2025/26, which covers the period from April 2025 to March 2026.

Our focus remains firmly on our tenants and the communities we serve. We know that good housing is more than bricks and mortar. It is about providing safe, warm homes, supporting people to sustain their tenancies, and helping to create neighbourhoods where residents feel proud to live.



This has been a time of significant change for the Association. In February, we were delighted to welcome Jennifer Cairns as our new Chief Executive following the retirement of John Quinn. Jennifer brings a wealth of experience, energy and commitment, and I know she has already spent considerable time listening to tenants, staff and partners to help shape our priorities for the future. We also began the recruitment process for a new Director of Development and Property Services following the retirement of Alan Macdonald and were pleased to appoint Bryan McMahon who started with us in June.

The Association continues to invest heavily in both our homes and our communities. During the year we invested £9 million in the improvement, acquisition and construction of housing, helping to address the ongoing housing crisis and increase the availability of affordable homes. We also continued to

invest in our existing homes through our repair, maintenance, and improvement programmes.

There are many positive results highlighted throughout the Charter Report. Tenant satisfaction remains high with value for money, communication, and opportunities to participate. We also achieved significant improvements in resolving anti-social behaviour cases, while continuing to deliver emergency repairs quickly and maintaining excellent gas safety compliance.

At the same time, we recognise that some areas require attention. Results for satisfaction with repairs, neighbourhood management, damp and mould response times, and the speed of re-letting homes all show that there is more work to do. Association staff, overseen by the Management Committee, are fully committed to addressing these challenges. Throughout the report you will see how we propose to make improvements to every area of our performance.

On behalf of the Management Committee, I would like to thank our tenants, factored owners, community partners, members of resident and tenant organisations and staff for their continued support throughout the year.

Keith Kintrea
Chairperson

Our People: Improving Our Customer Service

People are at the centre of everything we do, and we are committed to finding new and better ways to deliver services that meet the needs of people in our communities.

Complaints Handling

Our complaints process is a vital part of improving our performance. We value the feedback we receive from tenants and owners, as it helps us understand what matters most and where we need to improve.

Complaints
received –
188



Common concerns

The most common concerns were about repairs and maintenance, including delays, missed appointments, poor communication, contractor performance, and issues such as dampness, mould, leaks, heating problems, and pests. Tenants also highlighted slow responses, difficulty contacting staff, lack of updates, anti-social behaviour, neighbour disputes, and estate management issues. Factored owners raised similar concerns around repairs, communication, contractor performance, service charges, and the upkeep of communal areas.



Average Response time
to stage 1 complaints

3.74 days

Target: 4 days

SHN average: 4.73 days



Average Response time
to stage 2 complaints

16.34 days

Target: 18 days

SHN average: 16.65 days

99.2% of Stage 1 complaints and **97.9% of Stage 2 complaints** were responded to within SPSO timescales, both above peer averages.



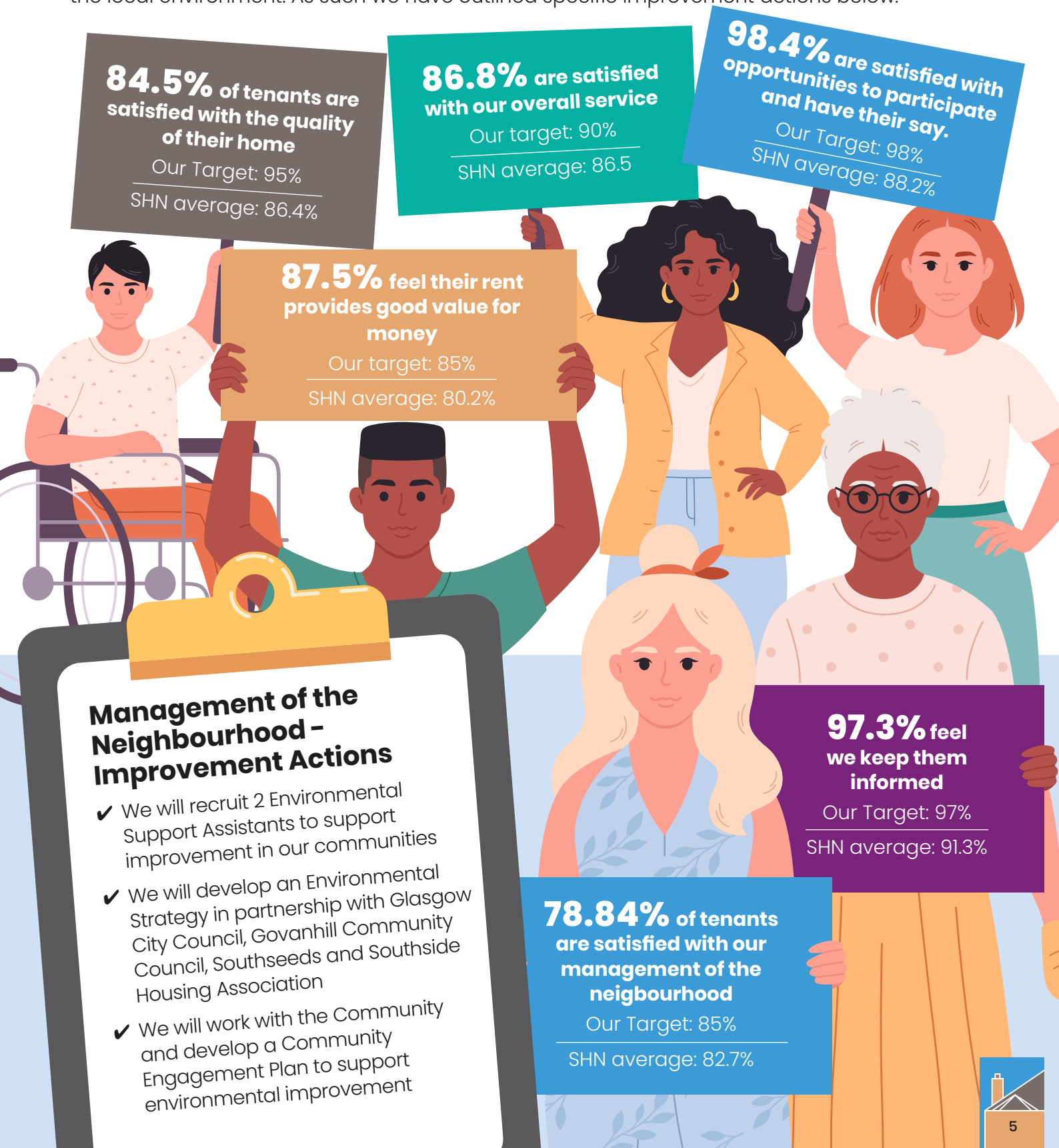
Improvement Actions

- ✓ We will develop a Customer Care Charter which clearly outlines standards and response times to improve our approach to customer service
- ✓ We will develop a Communications Strategy which will detail how we will improve internal communication and communication with our customers
- ✓ We would like to thank everyone who took the time to provide feedback during the year. Whether a compliment, suggestion or complaint, your feedback helps us identify what matters most to our customers and supports us in improving the services we provide

Our People: Tenant Satisfaction and Engagement

Our latest tenant satisfaction survey showed widespread satisfaction across most areas of our services.

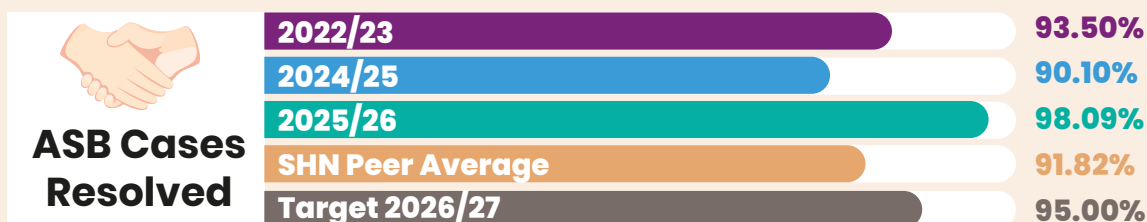
In several areas such as value for money, overall service, and opportunities to participate, we outperformed both our peer group and our target. We know that we have work to do when it comes to neighbourhood management, and that much of this relates to challenges faced in the local environment. As such we have outlined specific improvement actions below.



Our Communities: Tackling Anti-Social Behaviour

Anti-Social Behaviour (ASB)

Performance in resolving anti-social behaviour cases improved significantly in 2025/26, reaching **98.09%**, compared with **90.10%** in 2024/25. This result exceeds both **our peer average of 91.82%** and the Association's **2026/27 target of 95%**.



How we respond to Anti Social Behaviour

We prioritise ASB cases according to their severity – Category A cases are the most serious.

We aim to respond to anti social behaviour cases within



Tenancy Sustainment

Our Tenancy Sustainment & Support Service provides tailored support to tenants who need additional help to manage and maintain their tenancy. The team assists with a wide range of issues, including health concerns, financial difficulties, communication barriers, social isolation, and other risks of homelessness. By offering advice, practical assistance, and referrals to specialist organisations, the service helps tenants overcome challenges and live independently.

94.29% of new tenancies were sustained for more than one year.

Our Target: 95% SHN Average: 93.4%

Tenancy Sustainment – Improvement Actions

- ✓ We will seek external funding for additional tenancy sustainment activities. We will continue to target tenancy sustainment activity to prevent homelessness by employing a Tenancy Sustainment and Support Assistant

Welfare Rights End of Year Numbers 2026/2027

**Number of
New Clients:**

1126

**Number of new
benefit cases
opened:**

2171

Funds Generated:
£4,950,556.70

Our Communities: GCDT



GCDT
GOVANHILL COMMUNITY
DEVELOPMENT TRUST

In 2025/26 GCDT continued to work with the Association to combat poverty and create opportunities for local people. The last year saw our employability workers support around two hundred local people through our job club in the Larkfield Centre, our reopened support centre on Allison Street and with our partners in Laurieston Job Centre.

January also saw the appointment of an AI and Digital Skills worker, tasked with helping local people get online, improve their skills, and explore opportunities through Artificial

Intelligence (AI). One of their key roles has been the production of multilingual AI avatar videos helping people understand their rights and entitlements or to access local services.

GCDT's commercial property business performed well with near-full occupancy and high tenant satisfaction. Around 25 different businesses and organisations occupy GCDT's 30 commercial properties across the neighbourhood, bringing new services and opportunities for support, work and volunteering to local people.

Our Homes: Repairs Performance

82.7%

of tenants were satisfied with our repairs service

Our Target: 95%

SHN average: 85.9%

2.18 Hours

Average length of Time to Complete Emergency Repairs

SHN average: 3.16 Hours

26/27 Target: 2 Hours

8.19days

Average length of time taken to complete non-emergency repairs

SHN average 7.16days

26/27 Target 5days

99.8%

Repairs right first time

SHN Average 96% 26/27

Target 95%

Repairs – Improvement Actions

- ✓ We will work with our contractors to improve the time that is taken to complete non emergency repairs
- ✓ We will recruit a Senior Maintenance Officer who will focus on improving service delivery, communication and customer service

Our Homes: Gas and Electrical Safety

100%

The Association achieved 100% gas safety compliance, with no missed checks recorded.

There were 12 instances where the EICR requirement was not met.



Our Homes: Scottish Housing Quality Standard (SHQS)

78.2%

of our homes comply with the Scottish Housing Quality Standard, which remains below the peer average of 90.2%.

Our target for 2026/27 is 79%



The reason we have a relatively high number of homes that do not meet this standard is the result of the age, and type of some of our properties. Many of our homes are unlikely to be able to meet this standard as a result of their age.



Our Homes: Damp and Mould

This year the association has monitored the number of cases of damp and mould, as well as the amount of time taken to resolve damp and mould cases.

38.74 days

Average number of days taken to resolve damp and mould cases

SHN peer average: 23.31

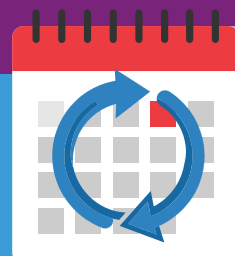
Damp & Mould Improvement Actions

- ✓ We will implement the recommendations from our recent external damp and mould audit
- ✓ We will raise awareness with our tenants and encourage reporting of damp and mould
- ✓ We will ensure that we will continuously follow up on damp and mould reported

Our Tenancies: Reducing Void Losses

Minimising time properties spend empty(void) is essential. Long void periods reduce rental income, limiting resources available to maintain and improve our homes and deliver services. They also delay opportunities for individuals and families to access secure, affordable housing. Given Glasgow's ongoing housing emergency, ensuring homes are re-let quickly remains a key focus for the Association.

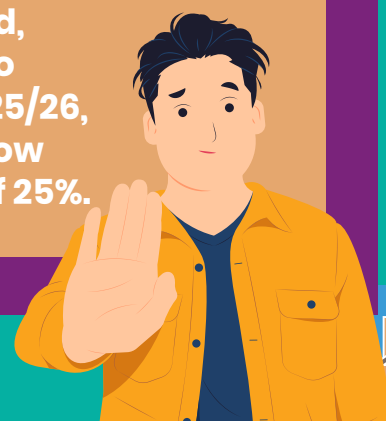
Average re-let time reduced considerably to 33.7 days from 42.76 days in 2024/25 but remains above both the target of 25 days and peer average of 30.68 days.



Void Re-let - Improvement Actions

- ✓ We will fully implement our new Void Management Process
- ✓ We will work with our contractor to improve repairs timescales
- ✓ We will review our offers process to reduce the number of offers refused

The number of tenancy offers being refused has fallen over the last year. In 2024/25, 32.33% of offers were refused, compared to 21.93% in 2023/24, which is below our target of 25%.

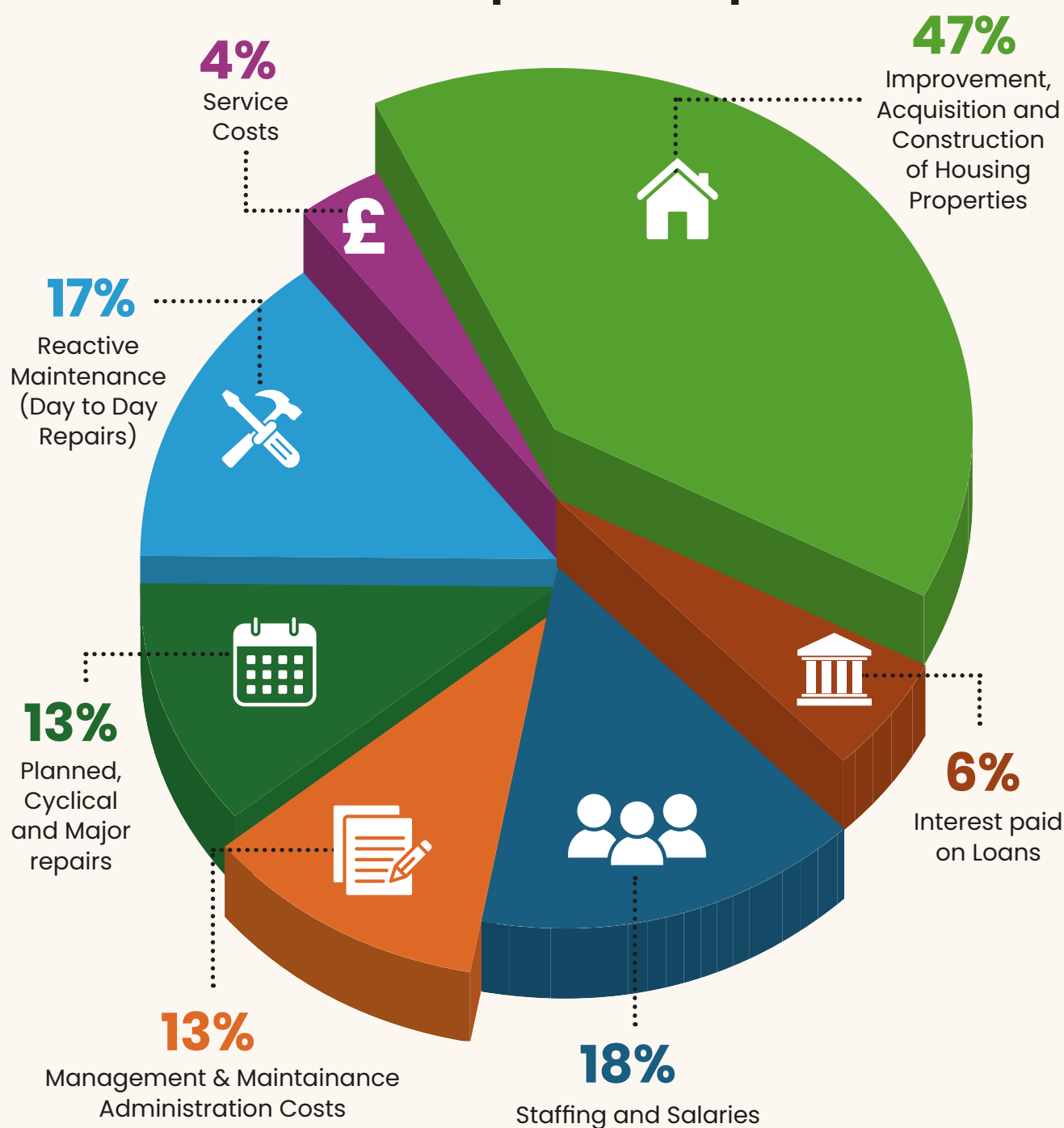


Finance Matters

In 2025/26, the Association invested a significant amount of money in the improvement, acquisition and construction of housing (£9.0 million) which reflects our commitment to increasing the supply of affordable homes amid Glasgow's Housing Crisis.

As well as investing in new properties, the Association spent a significant amount of money maintaining the quality and condition of tenants' homes. Our spend on reactive maintenance (£3.2 million) and planned, cyclical and major repairs (£2.5 million) ensure properties remain safe, well maintained and energy efficient.

How the Association spends rent paid



Useful Terms

Scottish Social Housing Charter



We report on how well we provide services to our tenants and how we perform against national standards – these standards are called the **Scottish Social Housing Charter**.

SHN Average



We compare our results with other similar housing associations in Scotland to see how well we are doing. In this report these are labelled 'SHN Average'.

Scottish Housing Quality Standard



We make sure our homes meet a basic quality standard and are safe, secure, energy efficient, and in good condition. This standard is called the Scottish Housing Quality Standard sometimes abbreviated to the SHQS.

EESSH



We work to make our homes more energy efficient, helping to reduce energy bills and environmental impact. The national standard for energy efficiency is called EESSH.

Stock Condition Survey



This is when we inspect our homes to find out what repairs or improvements are needed.

Planned Maintenance



Each year, we carry out scheduled improvements to homes, such as replacing kitchens, bathrooms, windows, or roofs.

Void



This is the time between one tenant moving out and another moving in. During this period, we prepare the home for the new tenant. When homes are empty, we call them void. We aim to minimise this time as much as possible.

Stage 1 and Stage 2 Complaints



We categorise our complaints as either stage 1 or stage 2 depending on their severity. Stage 1 complaints are less severe and have a quick resolution. Stage 2 complaints are more serious and complex. A stage 1 complaint may be escalated to stage 2.

Management Committee 2025–26

Keith Kintrea Chair

Audrey Flannagan

Ghazala Hakeem

Mujeeb Ur-Rehman

Paul Callander

Jennifer Cassells

Iain Doherty

Jacqueline Donnelly Elected to Management Committee on 11 September 2025

Elnimiery Khalifa

Cheryl Miller

Barbara Robertson

Elizabeth Klein Resigned from Management Committee on 10 December 2025

Gary Paton Resigned from Management Committee on 28 May 2025

GCDT Board 2025–26

Mujeeb Ur-Rehman Chair

Paul Callander

Tony Crosbie

Joyce Hardie

Keith Kintrea

Elnimiery Khalif



Govanhill
HOUSING ASSOCIATION



GCDT
GOVANHILL COMMUNITY
DEVELOPMENT TRUST

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