

A Letter From Our New Chair

Having been a member of the Govanhill Housing Association Committee for about 10 years, including several years as Treasurer, it is a privilege to take on the role of Chair of the Management Committee. I would like to thank the rest of the committee for all their hard work over the last couple of years, particularly Cheryl Miller who stepped up to the role of Chair when John McLardie was unable to continue in the role.

In the time that I have been involved with Govanhill Housing Association I have seen many positive changes as a result of the work of the Association, not least the regeneration brought about by the South West Govanhill project. The Association has also faced many challenges in this time, and continues to do so, from the impact of political decisions like Brexit and the introduction of Universal Credit to the Covid pandemic, high inflation and real rises in construction costs. Most recently we have had to adjust our investment programme due to city wide cuts to Glasgow City Council's housing budget.

I welcome you to the Autumn Newsletter, which contains both a report on our recent AGM, and on the Charter Report. This report sets out how Govanhill Housing Association compares to the standards set in the Scottish Social Housing Charter. This is intended to give you an overview of how we are performing as a landlord, and how we measure up with other social housing providers.



We have compared our performance with other locally-based housing associations and provided the figure for the Scottish average. As well as in this newsletter, the data in the Charter Report is published on the Scottish Housing Regulator's website. You can compare our performance with other landlords at <https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter>.

We take the performance of the Association very seriously and will always work hard to improve, for instance, seeking to minimise rent loss through properties being empty and delivering a high-quality repairs service.

The Autumn Newsletter also includes a four-page Environmental Newsletter. We know that the local environment is a cause for concern, particularly in Govanhill, and we continue to collaborate with partners to improve the area where we can.

We hope that you find the Autumn Newsletter useful. We are always glad of feedback so please don't hesitate to get in touch.

Keith Kintrea

Charter Report 2024

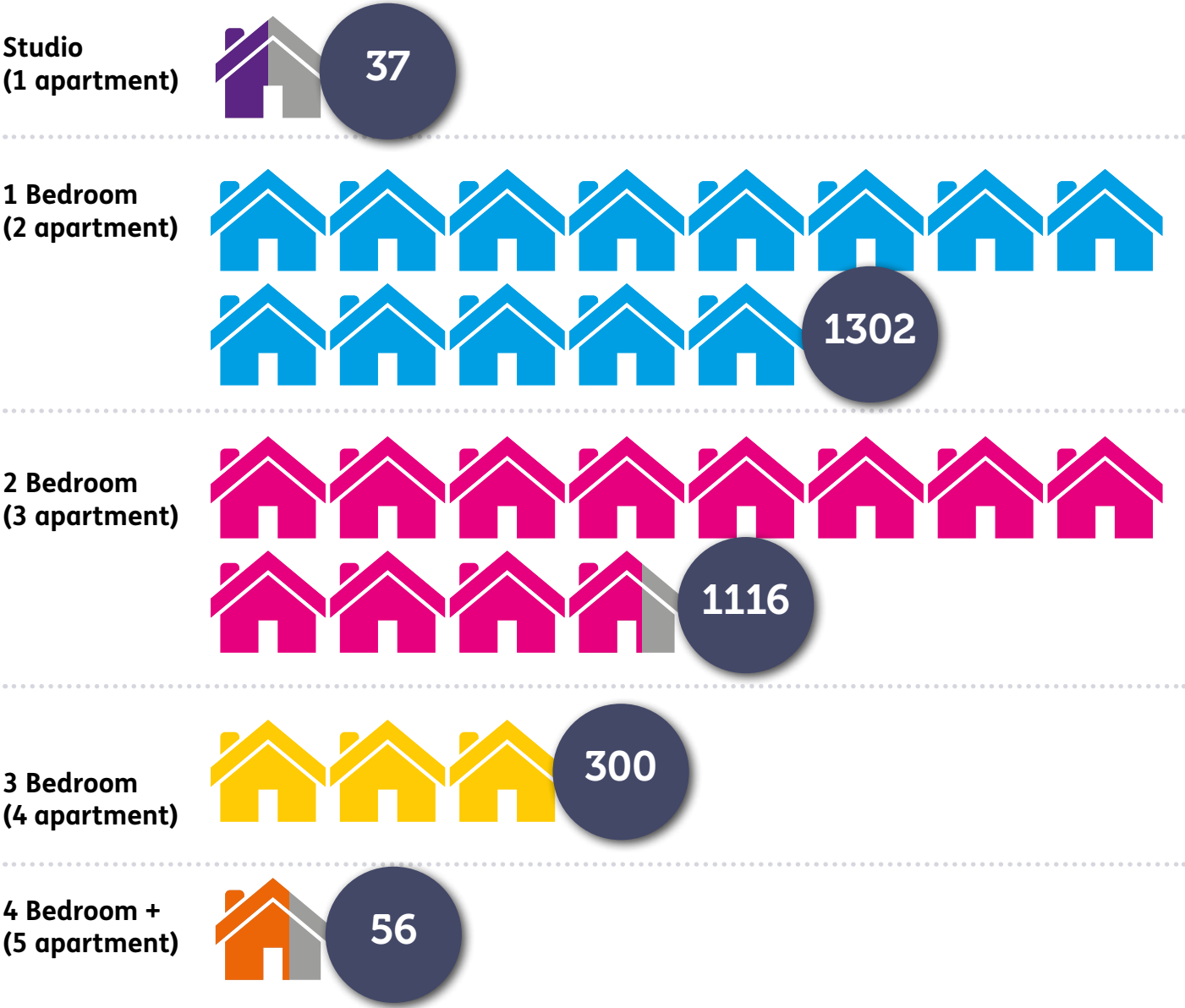
Our Homes

As of March 2024, we owned and managed 2,811 homes.

Our rent increased by 7.7% in April 2024, which was based on inflation figures for September 2023 when the consumer price index was 6.7%.

Our business plan assumes a rental increase of CPI +1% to ensure that we can continue to invest in tenants' homes. Despite this the Association delivered below inflation rent increases in both 2022 and 2023. In 2024 the Committee decided that it was no longer possible to deliver below inflation rent increases whilst also delivering a high-quality service and making improvements to tenants' homes.

Number of properties owned by size



Our Rents

This table compares **average rents** across the Association with **average rents** at other similar Associations according to apartment size. **Your individual rent may be higher or lower than this average** and this could be the result of various factors relating to your own circumstances or the wider picture of our rents.

Size of Property	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
1 Apartment	£83.83	£77.91	£72.61	£65.41	£82.24
2 Apartment	£97.36	£93.71	£84.56	£89.16	£87.87
3 Apartment	£105.11	£108.66	£97.30	£99.49	£90.29
4 Apartment	£120.81	£119.25	£109.99	£110.95	£98.30
5 Apartment or larger	£141.76	£128.28	£117.97	£126.70	£108.29

Rent Collection

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

Our Welfare Rights Team supported 837 new clients and opened 1306 new benefit cases. This generated £1,850,056.62 in funds to support tenants in paying rent.

Of rent due 2.34% was in arrears in March 2024. There has been a steady improvement in rent collection over the last 3 years; in 2023 2.65% of rent was in arrears and in 2021 this figure was 3.92%.



Customer satisfaction

Our most recent customer satisfaction survey took place earlier this year, full results were published in our Summer Newsletter which can be found on our website.

Tenant satisfaction with	overall service provided	% Tenants who feel landlord good at keeping them informed about services and decisions	quality of home	repairs service	landlord contribution to management of neighbourhood
Govanhill HA	86.9%	97.3%	84.5%	82.8%	78.9%
Southside Housing Association	84.2%	93.3%	77%	71.0%	92.51%
Cathcart & District Housing Association	90.8%	94.6%	-	87.6%	100.0%
New Gorbals Housing Association	89.0%	97.0%	-	86.4%	-
Scottish Average	86.5%	90.5%	84.4%	87.3%	-

Anti-Social Behaviour

In 2023/24 we had 130 reports of anti-social behaviour. In 2022/23 this figure was 144. In 2023/24 we resolved 93.5% of all anti-social behaviour cases which is a significant improvement on 78.5% from the previous year.

Percentage of Anti-Social Behaviour Cases Resolved

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Percentage of Antisocial Behaviour Cases Resolved	93.5%	98.6%	100.0%	91.8%	94.3%

Empty Homes

During the last year we let 176 properties to a mixture of waiting list tenants, homeless referrals and existing tenants looking for a transfer. In 2022/23 we let 182 properties.

We work hard to minimize lost income through empty properties, and endeavor to re-allocate and relet homes as quickly as possible.

In 2023/24 the average amount of time to re-let a property was 47.86 days which is a significant improvement on the 2022/23 figure, when the average number of days to re-let a property was 61.35 days. This is also below the Scottish National Average which is 57 days.

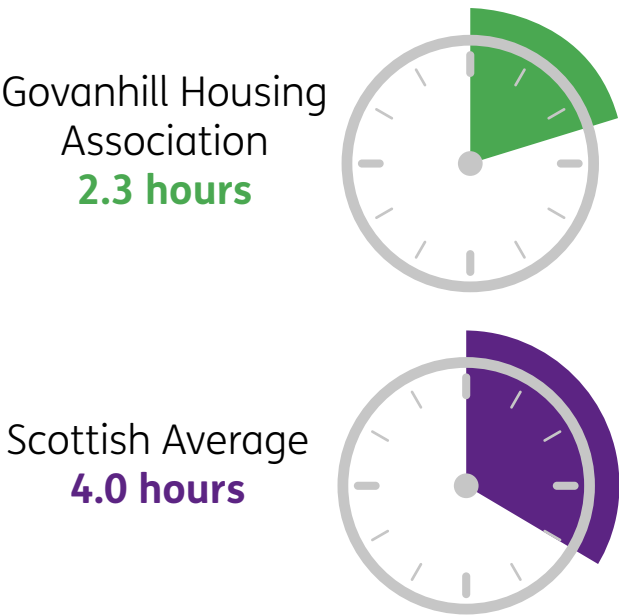
We did not collect 1% of rent due because homes were empty, which is lower than the Scottish average of 1.4% and an improvement on last year's figure of 2.4%.

Repairs and Maintenance

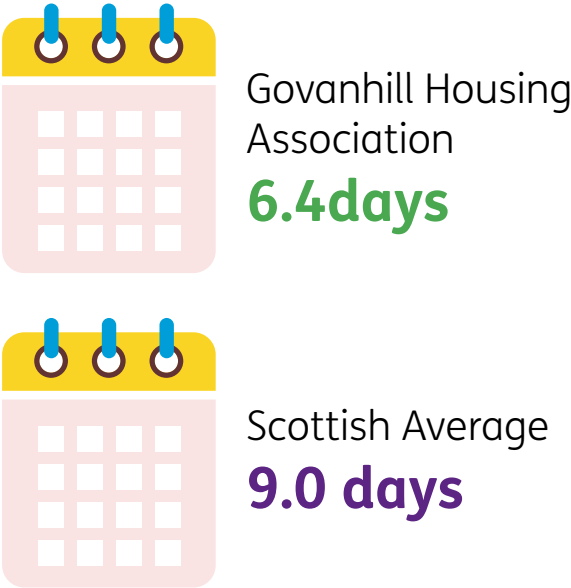
The speed of our repairs service has improved over the last year for both emergency and non-emergency repairs. All our repairs are completed significantly faster than the national average.

82.8% of tenants who had repairs or maintenance carried out were satisfied with the service they received. The Scottish National average for satisfaction with repairs is 87.3%.

Time taken to Complete Emergency Repairs



Time taken to Complete Non-Emergency Repairs



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 possible.

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 mainly 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 69.9% of our properties meet this standard, the Scottish national average is 84.4%

Landlord Name	Govanhill HA	Southside HA	Cathcart and District HA	New Gorbals HA	Scottish Average
Number of Properties Meeting the SHQS	69.9%	78.0%	79.5%	94.9%	84.4%

Complaints Figures

The Association works hard to provide the best possible service, but we do not 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 to ensure mistakes are not repeated.

	1st Stage	2nd Stage
Complaints received	102	14
Complaints carried forward from previous year	2	
Complaints escalated to stage 2	12	
All complaints received and carried forward	128	

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

In 2023/24 there were 128 complaints, 102 of which were stage 1, 14 were stage 2 with a further 12 being escalated from stage 1 to stage 2.

Out of all the complaints received and investigated for 2023/24, 80 cases have been either upheld or partially upheld. This marks an increase compared to the same period in 2022/23, where 56 cases were upheld or partially upheld. Of the upheld or partially upheld complaints, 61 were classified as Stage 1 complaints, while the remaining 19 were classified as Stage 2 complaints.

Maintenance Services received 56 complaints, mainly concerning repairs and repair timescales. These diverse

complaints underscore the need to enhance communication and deliver efficient resolutions for long-standing issues. We are collaborating with our stakeholders to improve communication between them and the service recipient to mitigate these problems.

Tenancy Services has received 34 complaints, mainly regarding allocations, communication, anti-social behaviour (ASB), the condition of common areas, and the condition of back courts. Our staff are developing new strategies to streamline processes and enhance our environmental management efforts. We expect that the new training program, combined with the recently implemented estate services, will significantly reduce these issues.

Factoring Services received 29 complaints, primarily concerning repairs and factoring charges. They are endeavouring to furnish clearer information regarding anticipated repair timelines to better manage expectations.

Freedom of Information and Subject Access Requests

Subject Access Requests:

7



Freedom of Information Requests:

11



Environmental information requests:

4

