



Value for Money (VFM) Statement

At Govanhill Housing Association (GhHA), we are committed to achieving value for money (VFM) in everything we do. This means delivering the best possible services using the resources available to us, ensuring that tenants and the wider community receive quality services at an affordable cost.

What We Mean by Value for Money

VFM is about the relationship between:

- Economy – managing resources carefully and minimising costs (e.g. getting the best price for repairs and improvements).
- Efficiency – delivering services to a high standard while reducing cost, time and effort (e.g. using technology to streamline services).
- Effectiveness – providing the right services and achieving good outcomes (e.g. offering Welfare Rights and Energy Advice to improve tenants' financial wellbeing).

Our Approach to VFM

We aim to embed a culture of VFM across GhHA by:

- Aligning costs and performance with our key priorities.
- Ensuring tenants can see how their rent is used and understand what drives costs.
- Balancing different perspectives on value to meet the needs of current and future tenants.
- Placing tenants at the centre of all decision-making, with a focus on quality service delivery.

We recognise that VFM can mean different things to different people. Our goal is to ensure as many tenants as possible feel that the services they receive are good quality, affordable, and meet their needs.

Measuring VFM

To ensure we deliver VFM, we will:

- Link our key performance indicators to VFM outcomes.
- Improve data collection, analysis and reporting.
- Benchmark our costs against other landlords each year.
- Review efficiency savings to ensure they do not harm service quality.
- Assess VFM through internal audits, tenant scrutiny, and ongoing monitoring.
- Discuss VFM with tenants during rent consultations and at community events.
- Provide annual VFM updates to our Management Committee.

Working Together

VFM is a shared responsibility across GhHA. We will continue to work closely with tenants, staff and our Committee to define and deliver VFM in practice. Your views are vital to this.

Tell us what you think:



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