



Govanhill

HOUSING ASSOCIATION

Towards the next 50 years



**Govanhill Annual Review
2024/25**



Govanhill
HOUSING ASSOCIATION

Govanhill Committee List

Keith Kintrea – Chair

Audrey Flannagan – Vice Chair

Ghazala Hakeem – Secretary

Cheryl Miller – Treasurer

Paul Callander

Jennifer Cassells

Iain Doherty

Elnimieri Khalifa

Elizabeth Klein

Barbara Robertson

Mujeeb Ur-Rehman

Resigned from Management Committee in 2024-25:

Gary Paton – May 2025

Catherine McKernan – March 2025



GCDT

GOVANHILL COMMUNITY DEVELOPMENT TRUST

GCDT Board List

Mujeeb Ur-Rehman – (Chair) Internal Director

Keith Kintrea – Internal Director

Paul Callander – Internal Director

Elnimieri Khalifa – Internal Director

Tony Crosbie – External Director

Joyce Hardie – External Director

Chair's Statement

I took on the role of Chair at the 2024 AGM and would like to take this opportunity to thank Cheryl Miller for her hard work. Previously Vice Chair, Cheryl stepped up to the role of chair without hesitation when it was required and did an excellent job.

This review covers the period between April 2024 and March 2025 and gives an overview of the work of the Association during that time. As ever, our staff have worked hard towards our vision to provide quality homes in vibrant communities in Govanhill and Merrylee.

The tenancy services team have been working hard to support tenants with the ongoing cost of living crisis. This has included in-depth, targeted tenancy support for vulnerable tenants and those who need a little extra help. Over the year the team has distributed over £3,500 in crisis grants, helping tenants by purchasing clothing, household appliances or stepping in to top up the electricity meter during times of extreme hardship. While this work often goes unpublicised by necessity, it demonstrates the extent to which our staff are out there supporting the community.

During 2024 and 2025 the Association took more steps to tackle issues in the local environment, the environmental residents' group

continued to work hard and raise issues with staff and an action plan has been put in place in consultation with residents.

As we moved into 2025, tenants moved into our latest development on the site of the former Larkfield Bus Garage. The development was built by Link Housing Association and was then purchased by us with the first tenants moving in from June 2024. The properties have been finished to a high standard with balconies and lift access.

The Association has also worked to improve how we communicate with tenants; This included the development of a new website and logo, both of which have since been launched. You will notice that this review features the new logo, a fitting change as we conclude our anniversary year, and look forward to what the next fifty years of the Association will hold.



Tenancy Services

Our tenancy services team continued to work with tenants to ensure we meet the needs and aspirations of those living in our homes or seeking rehousing.

One priority for Tenancy Services is to reduce the number of days it takes us to re-let properties; in 2024/25 this figure was 42.8 days. We continue to work hard on reducing this figure and this will be a focus for tenancy services staff throughout the coming year.

'This year, the Tenancy Support Service has worked with 45 tenants to help them sustain their tenancies and remain in their homes, as well as a further 91 people experiencing homelessness who have since been rehoused. Through our crisis fund we have supported 25 families in need with targeted support, and distributed a further 25 air-fryers, 15 mattresses and £350 worth of clothing vouchers. During the period we made 31 awards of our education bursary, distributing £4980 worth of funds to tenants in education or training.

Our Welfare Rights Team continued to provide an invaluable service, generating significant financial gains for tenants. and helped to generate significant financial gains for tenants of around £5 million.

Welfare Rights End of Year Numbers 2024/2025



Number of New Clients:
1374



Number of new benefit cases opened:
3016



Funds Generated:
£5,030,113.46

Anti-Social Behaviour

In 2023, we introduced a new service in relation to how we deal with Anti-Social Behaviour (ASB) and employed the Community Relations Unit to support us in tackling ASB in the area. We have continued this relationship and during the reporting period there was a slight decrease in reports of anti-social behaviour with 121 reports made in 2024/5 down from the 139 reports made in 2023/24, and 144 in 2021/22. Of those cases the vast majority (90.1%) were resolved.

In our most recent customer survey, satisfaction with the Association's contribution to managing the neighbourhood was 78.84%. Our aim is always to work with residents to resolve issues, however we will take legal action when needed.

Lettings and Rent Collection

During 2024/2025, the Association let 303 properties to tenants, up from the 208 properties let the previous year. On 31st March 2025 we were reporting arrears of £409,633 (2.58% of all rent due) which is an increase from the previous year when arrears stood at £331,387. 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 is vital to ensure that we can continue to invest in tenants' homes.



Development and Property Services

During 2024/25 the Development and Property Services Team continued to invest in Govanhill and Merrylee to provide high quality homes for our tenants. We completed the latest phases of our kitchen and window replacements and continued to install energy-efficient heating in our properties. These works are vital, both to maintain tenants' homes, and to reduce heating costs for residents.

During the year we completed works to structurally strengthen and upgrade 21 flats in Cathcart Road and improve 6 flats in Albert Road.

This work formed part of a Glasgow-wide Retrofit Advisory Group pilot project to find ways to improve the energy efficiency of pre 1919 sandstone tenements. This project will be subject to evaluation by Strathclyde University in 2025/26. We look forward to learning from the results as part of our commitment to environmental sustainability.

Work continues throughout Govanhill, on essential repairs to tenemental closes with funding support from Glasgow City Council and property owners within the closes concerned.

In 2024, 60 new build units for social rent were completed on the former bus garage site on Butterbiggins Road, and at the start of 2025, a further 24 units went on site at 159 Butterbiggins Road with an expected completion of summer 2026.



Ten years after the South West Govanhill acquisition and repair pilot commenced, our team is working towards the closure of this project. All the remaining unimproved acquisitions were within refurbishment contracts or being prepared for tender by the end of the operational year. We anticipate the last units in Westmoreland Street will be completed in Summer 2026.

In May 2024, the Association approved its Asset Strategy and put funding in place for a five-year programme of kitchen and bathroom replacements. Commencing in 2025 this programme will see over 1,800 homes in Govanhill and Merrylee receive kitchen and/or bathroom renewals, electrical upgrading and renewal of fire detection system.

Factoring

Our Factoring Team also had a busy year supporting the ongoing investment in our area and continues to provide high quality services on a cost-effective basis to our customers. It facilitates factoring arrangements for 1,502 residential properties and commercial units.



Repairs

The Association completed 8451 reactive repairs in 2024/25 up from 6409 for the same period last year. Of these the vast majority (92.4%) were completed right first time. We are pleased that our performance remains strong, and we note that we have continued to reduce the average time taken for both emergency and non-emergency repairs.

We also completed the repairs including major repairs upgrading works as required to 175 homes in for them to be relet.

	2023	2024	2025	Scottish Average 2024
Average time taken to complete emergency repairs	2.39 hours	2.25 hours	2.13 hours	3.96 hours
Average time taken to complete non-emergency repairs	7.38 days	6.38 days	5.74 days	8.95 days
Percentage of reactive repairs completed right first time	90.16%	93.5%	92.4%	88.41%

Govanhill Community Development Trust (GDCT)



In 2024/25 GDCT continued to work with the Association to combat poverty and create opportunities for local people. This year five staff members joined the team to help local people maximise household income and access jobs, volunteering, placements and training. Our new staff have worked with a range of partners, delivering services from our offices, the library, Laurieston Jobcentre, The Well and the Larkfield Centre.

GDCT's commercial property business performed well in 2024-25, achieving 100% occupancy and high tenant satisfaction. As well as small businesses GDCT has been able to host voluntary organisations like Glasgow Autonomous Space (GAS) and the South East Integration Network (SEIN) whose work complements the Trust and Association's mission and values. GAS offer a free access community space and provide free community meals every Thursday. SEIN works with members to better integrate the community. We are delighted we can provide a space for organisations that contribute to the well-being of the wider community.



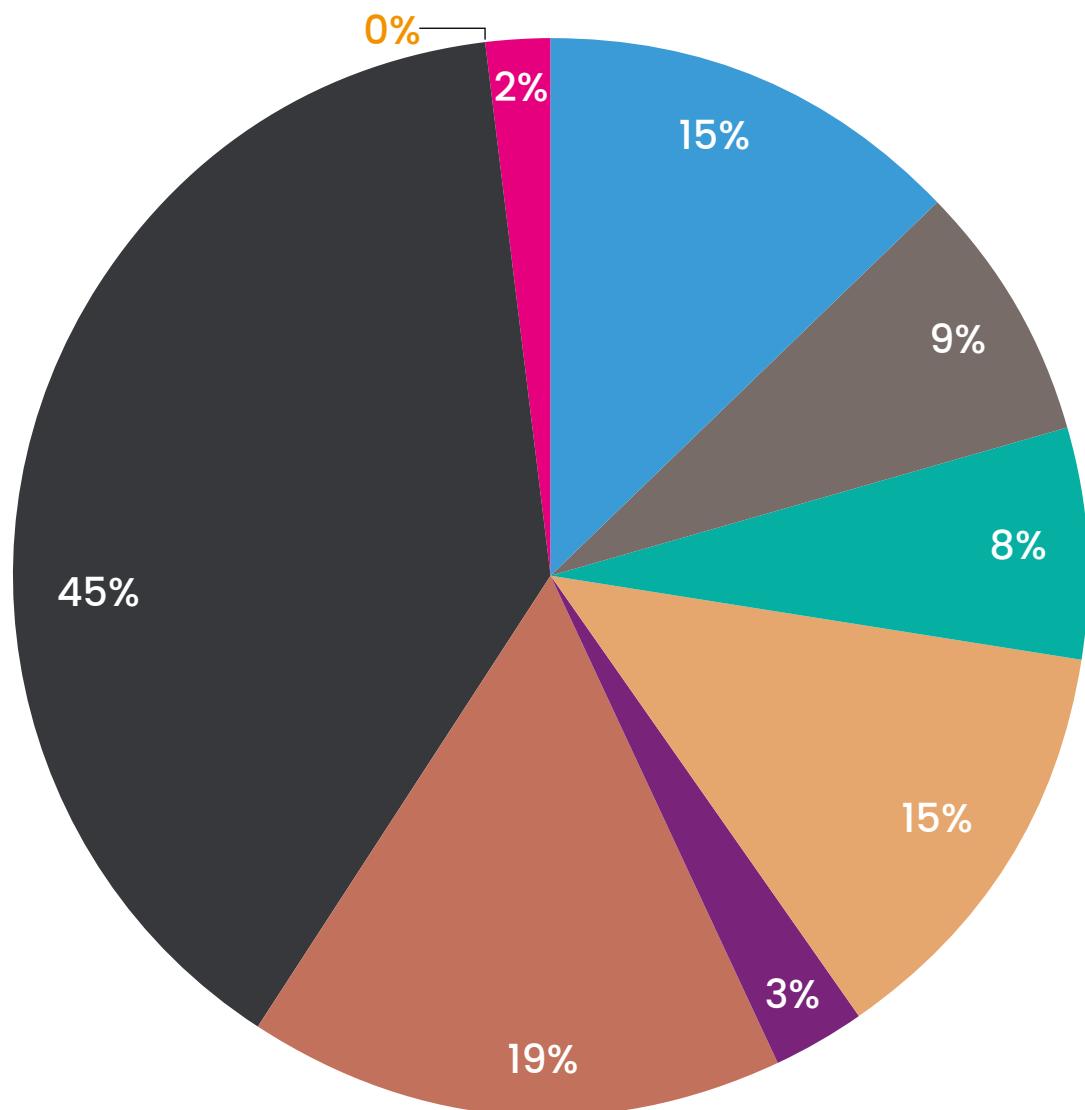
Towards the end of the reporting period, GDCT was progressing with plans to re-open the Community Support Centre on Allison Street to provide a base for its future engagement at the heart of the community.

Finance Matters

In 2024/25, the Association spent even more than in the previous, record year, improving the quality of the homes we own and, where possible, acquiring additional properties. Overall, £16.1million was spent on capital improvements, which includes new kitchens,

bathrooms and windows for our properties, as well as the acquisition of sixty-one new homes. Without the support of our banking partners, Barclays, CAF Bank and Charity Bank, and the support of Glasgow City Council, this investment would not have been possible.

How the Association Spends Your Money



Staffing and Salaries	£3,754,966.00
Management & Maintenance Administration Costs	£2,163,872.00
Planned, Cyclical and Major repairs	£1,990,619.00
Reactive Maintenance (Day to Day Repairs)	£3,753,667.00
Service Costs	£759,019.00
Acquisition and Construction of Housing Properties	£4,707,301.00
Improvements to Housing Properties	£11,423,824.00
IT Infrastructure	£34,809.00
Interest paid on Loans	£533,613.00





Govanhill
HOUSING ASSOCIATION



GCDT
GOVANHILL COMMUNITY
DEVELOPMENT TRUST

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