# The Scottish Housing Regulator's Landlord Report

# ofher customers? bne sinensi rot nesm ji zsob What is the Charter and what

our performance for 2017-18, our

"Landlord's Report".

on the Charter, we will tell you about

In this document, our Annual Report

summary for each social landlord in a

of August each year, together with a

landlords on their website at the end

performance of all registered social

assessment. SHR then publishes the

Return on the Charter (ARC) to the

each year, housing associations and

series of Charter indicators. In May

contained within the Charter, using a

associations and co-operatives are

Regulator (SHR) to assess if housing

It is the job of the Scottish Housing

Role of Scottish

standards that the Scottish

standards set in guidance on

eites meet the minimum site

with responsibility for managing

and registered social landlords

adding that those local councils

Gypsies/Travellers outcome by

Strengthening the

agencies to achieve it;

landlords to work with other

meeting this outcome requires

recognise more explicitly that

and Community outcome to

- Amending the Neighbourhood

Housing by December 2020;

Efficiency Standard for Social

landlords should meet the Energy

- Adding the new requirement that

Government issued in May 2015.

Reaulator

meeting the outcomes and standards

co-operatives submit an Annual

SHR which it uses to make its

. ЭЭЩО available via our website or from our see our Annual Report which is also achieve in the coming year, please for 2017-18 and what we aim to in-depth review of our pertormance our achievements as well as a more Landlord's report. For more detail on and what the SHR said in our commitment to improving services

sites for gypsies/travellers. authorities and the management of homelessness duties for local Housing Association, notably outcomes don't apply to Govan measured against 14 of these as two Govan Housing Association is Charter 16 outcomes and standards, newsletters and our website. Of the updates will be provided via our performance once a year and regular You will receive this report of our

#### Association is measured against outcomes and standards that the The table below outlines the

eong Quality and Maintenance	snoH
Participation	3'
Communication	Σ.
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lwj	Improvements
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nŋ	4. Quality of Housing
6	

tenancy disputes
Neighbour Nuisance and
Anti-Social Behaviour,
Estate Management,
(

ידי	Tenancy Sustainment
10.	Access to Social Housing
.6 % 8 'Z	suoitqO prisuoH
l ssəɔɔ৸	Loddns Buisnoy o

14 & 15. Rents & Service charges Rents and Service Charges Getting good value from

'səwoojno users, and is currently made up of 16 for their tenants and other service social landlords must aim to achieve the standards and outcomes that all revised in April 2017. The Charter sets (Scotland) Act 2010, and subsequently 2012 by Section 31 of the Housing ('the Charter') was introduced in April The Scottish Social Housing Charter

SOIX revised Charter took effect from April revised Charter be approved. The Committee recommended that the Government and Communities evidence received the Local Following consideration of all suggested only minor changes. changes that may be required. Most the Charter and to identify any stakeholders on the effectiveness of the views of tenants and other a formal consultation exercise to glean the Charter in 2016/17, and conducted The Scottish Government reviewed

changes. The changes made included: than making any more substantial chose to "fine-tune" the Charter, rather process, the Scottish Government Given the outcome of the consultation

activities; across the whole of a landlord's and outcomes should be reflected Highlighting all of the standards

delivery of housing services; digital developments on the practice, including the impact of recent developments in best standard or outcome, to reflect describes the scope of the - Updating the brief narrative, which

## Report on the Charter NAVOD BUISUOH NOITAIDO22A Vélcome to our Annual

no

people needing homes wait for the shortest possible whole, but most importantly to make sure that those investment in our stock and the community as a just to maximise income to the organisation for onward is below the Scottish average. This is important, not The income we lose through having empty properties

GOVAN HOUSING

ASSOCIATION

average satisfaction with the quality of repairs carried emergency and routine repairs and have above We perform well in the time we take to complete both

Scottish average. Shows improving performance/better than the

average. Shows stable performance/below the Scottish

action to improve. Shows performance where we need to take

services and the lives of our tenants. areas where improvement is required to enhance our We recognise that the Association still has a number of continue to strive to develop and improve our services. While we are pleased with our performance this year, we

Management Committee. exercises at our community Hub, or joining our consultation register, our Scrutiny Panel, consultation to offer various ways to do this such as through our whatever level they feel comfortable with. We will continue encourage people from all backgrounds to engage in initiatives across our service areas we will continue to decision making is very important to us and through Having tenants and other local people at the heart of our

help is invaluable and very much appreciated. review and improve our services over the last year. Your thank all our tenants and partners who have assisted us to Management Committee and staff team would like to report so that we can improve it for next year. The We would welcome your feedback on any aspect of this

our performance this year. Report published in August 2018, we gave you a flavour of well and where they feel we can do better. In our Annual tenants and owners and to learn what they think we do Resident Satisfaction Survey to listen to the views of our proactive consultation including a comprehensive users. During 2017/18, we undertook various forms of the needs and aspirations of our tenants and other service whilst delivering high quality service standards that meet is to provide, manage and maintain affordable housing As we said in our recent Annual Report, our core purpose

more detail on our performance this year. information on our Landlords Report on the Charter and important to them. Please see overleaf for more tenants and other stakeholders have said are most standards in the Scottish Social Housing Charter that Association based on the key Charter outcomes and website and provided a Landlords Report for each the performance of all social landlords in Scotland on their The Scottish Housing Regulator (SHR) has since published

well as a business. available on our website, shows that we are performing Regulator's Landlord Report, contained in this report and We are pleased to say that the Scottish Housing

average of 90.5%. demonstrates that we are getting closer to the Scottish increased from 86.6% to 89% in the year which Overall satisfaction with services provided has

year them informed, compared to 91.6 % in the previous 92% of our tenants feel that we are good at keeping

semod to esintenance of homes. the other standards, particularly in relation to the We meet or exceed the Scottish averages on many of

organisations. average, compare favourably with other similar Our rents, while sometimes higher than the Scottish

We perform well in the time taken to re-let houses.



The Scottish Housing Regulator produces a Landlord's Report for each social landlord in Scotland, which is based on key areas that tenants' say matter most when it comes to their landlords' performance. This year the Scottish Housing Regulator said the following about Govan Housing Association:

### Homes and rents

At 31 March 2018 we owned 1,559 homes. The total rent due from all tenants for the year was £5,470,263. We did not increase rents this year as we carried out a full review last year to ensure all are charged consistently and fairly across our whole stock.

### Average weekly rents

House Size	Number Owned	Govan HA	Scottish Average	Difference
1 apt		£68.71	£67.44	1.9%
2 apt	756	£66.04	£73.33	-9.9%
3 apt	582	£76.10	£74.94	1.5%
4 apt	140	£85.26	£81.37	4.8%
5 apt +	78	£101.10	£90.39	11.8%

### Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:

89% said they were satisfied with the **overall service** we provided, compared to the Scottish average of 90.5%.

92.0% felt that we were good at keeping them informed about our services and outcomes compared to the Scottish average of 91.7%.

87% of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 85.9%.

### Quality and maintenance of homes

53.9% of our homes met the Scottish Housing Quality Standard compared to the Scottish average of 94.2%. This may seem low, however, 44% of our properties are exempt because of the layout, size or design of the property. The remaining 2.1% are tenants choosing not to have improvements made because of upheaval or happy with existing arrangements or the properties have recently been acquired by the Association and we are working with the new tenants to complete the works required to meet the SHQS.

The average time we took to complete **emergency** repairs was 2.2 hours, compared to the Scottish average of 4.0 hours.

The average time we took to complete **non-emergency** repairs was 3.1 days, compared to the Scottish average of 6.4 days.

We completed 81.7% of reactive repairs right first time compared to the Scottish average of 92.2%.

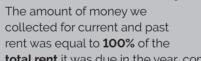
We do not operate a **repairs** appointment system. 89.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 92.1%.

### Neighbourhoods



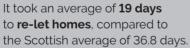
#### 92.2% of these cases were resolved within targets agreed locally, compared to the Scottish figure of 87.9%.

### Value for money



total rent it was due in the year, compared to the Scottish average of 99.4%.

We did not collect **0.7%** of rent due because homes were empty, compared to the Scottish average of 0.8%.



### Want to know more?

If you would like a copy of our Scottish Housing Regulator landlord report, please contact our Corporate Services Team on 0141 440 0308. A copy of our report is also available on our website www.govanha.org.uk.

The Scottish Housing Regulator also has lots of further information on Scottish landlord's performance on their website

#### www.scottishhousingregulator.gov.uk You can:

- Compare our performance with other landlords;
- See all of the information your landlord reported on the Charter;

3rd Party Reporting

**♦ recycle** 

- Find out more about some of the terms • used in this report; and
- Find out more about the Scottish Housing Regulator's role and how they work.

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**GOVAN HOUSING ASSOCIATION** ANNUAL REPORT ON THE CHARTER 2018

# How are we doing?

### Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives access to housing and housing services.

### Performance

During the year we carried out a large scale resident satisfaction survey contacting 600 tenants to hear their views on our services and how we can improve what we do. 89% said they were very or fairly satisfied with our overall service. We carried out a tenant profiling exercise to accurately assess the complexion of our community so we can tailor services to meet their needs.

### Did you know?

In 2017/18 we obtained £67,719 in grants from the Scottish Government to improve the quality of life for 26 of our tenants by carrying out medical adaptations to their homes to better meet their medical needs. Since April 2018 we have spent another £70,000 providing medical adaptations and we are looking to increase this by another £30,000 before the end of March 2019 to help more tenants.

Ensuring our services are accessible to all is very important to us. For customers where English is not their first language, we offer translation and interpreting services to enhance Total communication options. We are members of 'Happy to Translate' and proactively commit

to their standards to offer a welcoming service to all and ensure communication options are in place to better meet tenants' and other customers' needs. Within our Community Hub, we hold English classes for those whose first language is not English; have a computer suite where we help people improve their IT skills; and we provide support to help people get back into work.

17 - March Ja

### Outcome 2: Communication

Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### Performance

- In December 2017 we carried out another large scale resident satisfaction survey, with 92% saying they felt we were good or excellent at keeping them informed about the services we provide and the decisions we make.
- We are launching a new website later in the year so it is more user friendly and offers more interactive options for tenants.
- We have enhanced our use of social media to tell tenants and other customers about our services.
- With a vast increase in the use of mobile phones, we now use texting far more to contact tenants as this is often the option of choice.
- We are working with partner agencies to enhance the wi-fi options in the area to offer our tenants and other customers a faster more reliable broadband service at a cheaper than average rate, thus providing value for money.
- We will continue to meet with and listen to tenants through the activities we offer in community Hub at 901 and 905 Govan Road and look for ways to widen this service in the coming year.

### Did you know?

#### **Tenant Engagement Exercise**

So that communicating with tenants is a simple task, we need to make sure our information is up to date and accurate. To help with this, we carried out a tenant engagement exercise going round doors speaking with our tenants. This was a great way to catch up with tenants and hear their views as well as gather information. Thank you to all those who have helped. We will continue gathering information through our tenant engagement programme. Please work with us to ensure that we have the most up to date information about you and your family composition.



#### **Consultation Register**

We continue to encourage people to join our Consultation Register. This means tenants are taking control of how often they get involved, on what subject and how often – to help us with key decision making areas of the business.

#### **Service Scrutiny Panel**

We will continue to develop our Service Scrutiny Panel and look at the potential for a Young Persons Scrutiny



Tenants satisfied with the

to participate in their

Scottish average

-18 **85.9**%

opportunities given to them

landlord's decision making

GHA previous 2016-17 82% • 2015-16 82%

Outcome 6: Estate Management, Anti-Social Behaviour, **Neighbour Nuisance and Tenancy Disputes** 

Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Our HOME Team staff focus on estate management improvements and work in sync with our Tenants Association to concentrate on areas of our estates that require to be improved on.

### You said:

### Youth disorder was a major issue in the area.

We did: Operation Modulus was repeated in December 2017 with more young people from the local area plus two from outwith Govan joining the HOME Team as Labourer/Estate Caretakers. This has again been a great success in helping young people into work, teaching them the necessary skills and disciplines of working life. Due to the success of the Modulus programmes, we hope to repeat it in 2019, if

funding can be made available again

### Moving Forward We will continue to work closely with external partner

agencies. Often problems cannot be solved by one agency alone, but we can work together with other organisations such as the police and local authority to try to improve your quality of life. Creating neighbourhoods that are safe to live in is very

important to the quality of life of those in our community. We will listen to and work with tenants to tackle anti-social behaviour. We are committed to using the full range of tools available to effectively manage anti-social behaviour.

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Number of properties let

**GHA previous:** 

2016-17 **215** 

during the year.

This can include issuing verbal and written warnings, acceptable behaviour agreements, injunctions and as a last resort, seeking possession of a home.

### Outcome 7,8,9: Housing Options

Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them. Tenants and people on housing lists can review their housing options and those at risk of losing their homes can get advice on preventing homelessness.

### Performance

Information on housing options is delivered via our Application Pack, at pre-tenancy visits and during one to one interviews at our office to ensure people are suitably informed about the housing choices open to them.

We give practical advice about the real costs and responsibilities of maintaining a tenancy and provide guidance on the support Govan Housing Association can offer, including financial and benefit advice, start up packs and inclusion projects through our Community Hub. Where we identify tenancies which may be at risk, we offer support to those tenants and monitor their tenancy

### Moving Forward

We want to do more to help tenants sustain their tenancies. We will continue to focus on supporting tenants with the practicalities and challenges of starting and sustaining a home and ensure they are fully informed of their options at an early stage. The demand is huge for our services in the Hub and we will continue to grow and develop the services offered. We plan to enhance our furniture initiative, and grow the support available for our tenants.

### Outcome 10: Access to Social Housing

Social landlords work together to ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

44

104

13

52

214

#### In 2017/18 we had 214 relets:

Number to existing tenants Number to housing list applicants Number of mutual exchanges Number from other sources inc. referrals for supported accommodation Number of applications who have been assessed as homeless by the local authority TOTAL

39.81% of offers were refused in the year. While this is still high and we will continue to work to reduce the level further, it does indicate that more people are choosing to live in Govan, within our properties. Our refusal rate is still

closely, providing them with the information and support they need to sustain their tenancy, with support from our Financial Inclusions Team, our Community Inclusion Team and our Housing staff. We supply potentially vulnerable new tenants with essential support and guidance on benefits and fuel management. We also have a small budget to provide furniture, start up packs, carpets, decoration to meet the essentials to help tenants move into their new properties and establish a home.

groups at our Community Hub to break the isolation and meet new people.



Moving Forward The launch of our new website, coming soon, will make it easier for

people to access our

for a home on-line or

obtaining information about

services including applying



cottish average We have reviewed our Tenants Handbook and will continue 2017-18 **30.72 days** to improve the information given to customers when

JAV

applying for houses, so that information is easy to understand and accessible and people are clear about the realistic costs of running a home and steps needed to register for services and council tax.

We have increased our Financial Inclusion Team to three people so we have more staff to help more

# services going forward. Complaints

We will continually monitor and review our complaints to learn lessons to improve our services, and ensure that we are being responsive to change to meet the needs of our tenants and the wider community

# Outcome 3: Participation

Social landlords manage their business so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

#### Performance

Encouraging tenants and others to participate and get involved in

#### Our Digital Hub offered: This year our Hub

programme included: The Breakfast Club

Digital drop-in sessions

e is exciting adv Tenants who feel their

Govan is a rich community of different nationalities and cultures as can be seen by the chart below, and we aim to ensure that our services and resources are accessible and available to all tenants

Housing List Applicants

247

5

1

21

17

4

20

18

20

5

8

25

9

395

GOVAN

980

12

6

2

127

66

5

2

16

8

5

172

56

1554

New Tenants April 17 to March 18

126

1

0

0

0

2

22

10

0

0

5

1

30

14

225

and residents within our community, while recognising that individual needs may require to be met in different ways.

Ethnic Origin

Vhite Scottish

Vhite English

Vhite Welsh

ndian

lack Oth

Not Recorde

GOVAN

landlord is good at keeping them informed about their services and decisions



GHA previous

improve on how we deliver these

Panel to ensure that tenants and residents help us to review our services, agree local targets and

- the business of the Association is very important to us and we are pleased that **87%** of our tenants were satisfied with the opportunities given to them to participate in our decision making processes. Our Community Hub is an important way to achieve and encourage participation and
- Pensioners Group Digital lending library Women's group Digital learning workshops Men's group and events Cooking class
  - Employability support

One-to-one support

- and advice Financial inclusion drop-in
- Mobile cinema free cinema nights across Govan and Govan Film
- engagement with the community. Narcotics Anonymous Festival in March 2018
- MOVING FORWARD We want to improve on the 87% figure achieved this year, so we will: Continue to develop activities via our Hub to support and engage with our tenants and others that the Govan community.

Free community meal

Autism Support Group

• Evening youth drop-in

Mini Modulus Project

ESOL classes

- Continue to promote our Management Committee membership through our regular newsletters, website and general face-to-face meetings with tenants and partner agencies.
- Actively promote our activities and local events through social media e.g. Luath Street Festival, Govan Loves Christmas and our Annual Fun Day.

### Outcome 4: Quality of Housing

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standards (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESSH) by December 2020.

#### You said:

- The two greatest contributors to dissatisfaction with your home were the standard of the windows and kitchens in your property
- The priorities for the areas
- outside vour home were improvement to the back court areas, bin shelters and the standard of the common closes.

#### We did:

- In 2017-18 we began a comprehensive planned and cyclical maintenance programme with new high quality kitchens and bathrooms being installed.
- We have commissioned a large scale Stock Condition Survey. The information gathered will be used to create our 30 year plan of investment.
- We have put more resources into our Govan HOME Team and reviewed our estate caretaking and landscaping programme which includes work on back court areas and enhancing our common garden areas.

### Moving Forward

In our satisfaction survey 82% of new tenants told us that they were happy with the condition of their new home. Of those dissatisfied, the following reasons were given: the house being in a poor condition (91%); repairs not completed (55%); issues with the kitchen/bathroom (36%) and the decoration (27%). • We will aim to address these matters fully through effective work with our Govan HOME Team subsidiary and the development of a void standard in 2018-19. • We will consult with tenants on our 30 year planned and cyclical maintenance programme to ensure awareness of our comprehensive investment plans. • We will work with local partners to enhance our pre-1919 tenemental stock with the installation of mock sash and case double glazing windows.

### Outcome 5: Repairs, Maintenance and Improvements

Social landlords manage their business so that tenant's homes are well maintained, with improvements and repairs carried out when required, and tenants are given reasonable choices about when work is done.

### Performance

- In 2017/18 we spent £1.9 million on reactive maintenance and carried out 6180 emergency and reactive repairs.
- We have upgraded our IT system so that we can more easily diagnose and categorise repairs needed so that we can improve our repair services for tenants, ensuring more are completed "right first time".
- We have also engaged more trade staff within our Community Interest Company, Govan HOME Team, such as electricians, a plasterer and joiners so that we have more control of the quality of the repairs service being delivered, as well as achieving greater efficiencies that save money for reinvestement in our services.
- · Repairs, maintenance and improvements are a key component to our business operations and a large proportion of tenant's rents go on making sure all of our properties are secure and safe for our tenants. We perform well compared to other Scottish landlords, but are conscious that we must remain vigilant in striving for continuous improvement.

### Moving Forward

We will continue to review our services and identify ways to improve our repairs service to ensure that the services being delivered by the HOME Team are of a high standard and within target. We will continue to use tenant feedback to evaluate and improve our repairs and maintenance services, explore ways to enhance Govan HOME Team's services, such as mobile working solutions, to help us to work more efficiently.

higher than the Scottish average of 35.86%

### Outcome 11: Tenancy Sustainment

Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

### Performance

Tenancy sustainment is at the heart of everything we do. This can be achieved by helping tenants with benefit advice, ensuring the property is in good condition and decorative walk-in condition at the start of a tenancy and supporting new tenants, assisting with food parcels or adaptations for medical needs as well as sign posting tenants to specialist agencies to help them access the specific support they need. As an Association, we are committed to developing our wider role activities to ensure we can try and offer help where needed.

Financial Inclusion In 2017/18, Welfare Benefit and Money Advice has been a key aspect of our financial inclusion work this year to support tenants to be able to sustain their tenancies. We know this is only going to continue with the introduction of Universal Credit. Our Financial Inclusion Team dealt with over 300 cases that have led

tenants of **£530,000**. That's an average of £176 per person over the year, mainly due to an increase and take up of benefits to which they were entitled. Demand for our services continues to grow. To enhance our services our team continue to develop their money and debt advice skills and

qualifications so we can deliver an even better service to meet the varying demands and needs of our tenants.

Number of (3 for unpaid rent and 1 for Anti-Social

New tenants sustaining their tenancy for more than 12 months

cottish average 017-18 **88.66%** GHA previous 2016-17 80.539

### **Moving Forward**

Our Housing and Financial Inclusion staff, will continue to work very closely with our Community Inclusion staff to ensure we deliver joined up services and support for our tenants to meet their varying needs. The work of Community Inclusion Team, as well as our housing staff, is crucial to supporting tenants to make them feel part of the community. This is especially important for new tenants who are new to the area or existing tenants who feel isolated.

### Outcome 13, 14 and 15: Value for Money, Rents and Service Charges

Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### Performance

We believe value for money is about getting the right balance between cost and quality. In our 2017 satisfaction survey 76% of tenants thought that our rents for their property represented very good or fairly good value for money, taking into account the accommodation and the services the Association provides.

Tenants who feel that their rent is value for money.

<u>Scottish average</u> 2017-18 83% GHA previous 🔝

Social landlords manage all aspects of their business so that: A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them;

Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

Rent collection is our key source of income and as such it is fundamental to the success and financial viability of the Association. Rent arrears control is therefore key. We recognise that welfare reform measures are affecting our tenant's disposable income. As noted earlier, our Financial Inclusion Team, alongside our Housing Management Team, are taking a proactive approach in addressing tenant need by providing much needed welfare benefit guidance to maximise income as well as obtaining financial and money advice to help our tenants. We are also continually looking for ways to encourage those tenants in

arrears to	Average weekly rent				
come and talk to us, to stop	Size of home	Govan HA	Scottish Average	How w compa	
the worry and to establish a repayment	Bedsit	£68.71	£67.44		
	1 bedroom	£66.40	£73.33	- 📀	
arrangement	2 bedroom	£76.10	£74.94	- 8	
that is affordable to	3 bedroom	£85.26	£81.37		
them.	4 bedroom	£101.10	£90.39	8	

**Scottish average** 2017-18 **5.41%** Factoring - 80% of owners are satisfied with how their estate is managed.

Gross rent arrears as a % of rent due

82% of owners are satisfied with the opportunities they have for participating in the Association's affairs. 94% rate the Association's capacity to keep them informed about services and decisions as satisfactory.

### **Moving Forward**

We have engaged two more staff in our Factoring Team to provide a better service to our owners. By offering a professional factoring service, we have increased the number of owners choosing Govan Housing Association as their property factor and we will continue to promote and grow this service and ensure that our rents and service charges are fair, equitable and affordable



overall quality of their home



2017-18 **87.9%** GHA previous 😴 2016-17 **83% •** 2015-16 **83%** 

Average length of time taken to

complete emergency repairs

/ nrs

Average length of time taken to

complete non-emergency repairs

Scottish average

017-18 **4.0 hours** 

Scottish average

2017-18 **6.4 davs** 

people. They offer money and debt advice as well as support to apply for benefits.

Medical Adaptations

Adaptations, where appropriate,

can be carried out to enable a

tenant to maintain independent

living and enhance their quality

of life. During the last year we

adaptations costing £67,000.

The average time to complete

these adaptations was **44.93** 

days, lower than the Scottish

completed **26** medical

Average of 51.28 days.

court actions -4 Evictions Behaviour). Waiting List 395 applicants

our properties etc.





to a potential annual income for