



Creating Places that Inspire People

Annual Report
on the Charter 2017

Welcome to our Annual Report on the Charter



Bill Pritchard • Chairperson



Fiona McTaggart • CEO

Welcome to our fourth *Annual Report on the Scottish Social Housing Charter*, which also incorporates the *Scottish Housing Regulator Landlord Report*.

The purpose of the report is to inform you about how Govan Housing Association has performed during 2016/17 and explain how we are progressing in meeting the different outcomes and standards included within the Scottish Social Housing Charter.

The Association is committed to involving tenants in shaping the services we provide. We aim to create a culture that places tenants' views and opinions at the heart of everything we do.

By creating opportunities for tenants to participate, we hope to achieve customer service excellence.

This year saw the Association undertake a full consultation exercise in relation to restructuring the way we calculate our rents. The overall objectives of reviewing and introducing the new rent structure were to:

- Engage and consult with tenants to make sure the proposals reflected their requirements.
- Deliver clear transitional arrangements allowing tenants to move gradually to the new rent structure over an agreed period of years, minimising any negative financial impact on tenants and avoiding any detrimental impact on the Association's business plan.
- Reduce the number of rent charges that currently exist and reduce the range between the lowest and the highest charges.

- Deliver a fair and equitable rent setting structure that meets future and long term needs, based on consistency, efficiency, transparency, sustainability, financial viability and affordability.
- Secure the support of tenants and ensure it was easy to understand.
- Ensure financial viability through the Association's Business Plan.
- Support the Association's commitment to social and financial inclusion, while improving the capacity to maximise rental income and individual's financial capability and capacity.

Overall customer satisfaction with Govan Housing Association
Actual 2016/17 – **86.6%**
Scottish Average 2016/17 – 89.71%



91.6% of our tenants felt we were good at keeping them informed.

Scottish Average 2016/17 – 91.14%

As part of our commitment to involving our residents we have instructed a new Resident's Satisfaction Survey. This survey will allow us to review areas of our performance in line with charter requirements; the results will inform areas of this report in the future.

The survey will be conducted by staff from Knowledge Partnership, an independent research company, who will liaise directly with our tenants and residents, conducting the survey independently is considered good practice as the results are externally validated to ensure integrity of the data.

Monitoring and reporting on our performance continues to be a key aspect of our work to ensure we are learning about ways to improve service delivery as well as continue what we do well. We are pleased to say that the Scottish Housing Regulator's Landlord Report, contained within this report and available on our website, shows that we are performing well as a business. We recognise that there is still work to be done, however, and we are committed to developing our business to bring these improvements to tenants and the wider communities we serve.

Average time taken to complete an emergency repair

1.82 hours

Scottish Average 2016/17 – 4.66 hours



One of the ways we will do this is through our comprehensive 5 year planned maintenance programme which started this year. Approximately £1m will be spent in the current financial year on upgrade works. We have started our kitchen and bathroom replacement programme and boiler replacements.

This year has seen the launch of our subsidiary company Govan Home Team, which will allow us to deliver improved and enhanced repairs, maintenance and environmental services that make a positive impact on people and communities. This focus really signals the future direction of the Govan Housing Association Group, one that is genuine about customer service, which is committed to ensuring that residents get the best possible deal and the highest quality products and services and importantly, puts our residents and the wider community central to everything that we do. Underpinning all of this is ensuring that our Group structure is strong, robust and viable and able to deliver the innovative and ambitious plans we have.

The Association has developed an ambitious business plan and investment plan and our tenants will continue to be at the forefront of service delivery and improvement.

In June 2016, Govan Housing



97.44% of our tenants were satisfied with the repairs service provided.

Scottish Average 2016/17 – 90.58%

Association was awarded three awards from Investors in People – a Platinum Standard; a Health and Wellbeing Award; and a Young People Gold Accreditation. These awards truly reflect our commitment to development of our staff to ensure that they have the skills needed to provide a high quality service to our tenants and the wider Govan community.

We are determined that Govan Housing Association will continue to impact the lives of our tenants and service users.

We will continue to invest in community projects to ensure that residents thrive and develop in an environment where their aspirations are nurtured and where they are encouraged to achieve the unexpected.

We hope that you find this report informative. But please tell us what you think – we're always keen to hear your views.



Scottish Housing Regulator

For further information and to compare our performance against that of other Registered Social Landlords in Scotland, please visit the Scottish Housing Regulator's website at: www.scottishhousingregulator.gov.uk.

Here you will see a user-friendly comparison tool that allows you to compare our performance with up to four other selected landlords.

What is the Charter and what does it mean for our tenants?

The Charter is a document which sets the standards and outcomes that all social landlords should be achieving for tenants and other customers through their housing activities.

The Charter aims to help to improve the quality and value of the services that social landlords provide and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

This report has been designed to show the progress of Govan Housing Association in achieving the standards and outcomes included within the Scottish Social Housing Charter.

What is The Scottish Social Housing Charter?

The Charter aims to help improve the quality and value of the services that social landlords provide and supports the Scottish Government's long term aim of creating a safer and stronger Scotland.

The Charter took effect from 1 April 2012, in accordance with the Housing (Scotland) Act 2010. It was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords.

The Charter clearly states what tenants and other customers can expect from social landlords, such as Govan Housing Association, and helping tenants to hold landlords to account.

- Focusing the efforts of social landlords on achieving outcomes that matter to our tenants.

- Giving tenants and other customers more opportunities to be part of the decision making processes of social landlords and to help review, scrutinise and shaping their services for the benefit of all tenants and customers.

The Charter was reviewed in 2016 and the outcomes of this review process was incorporated and approved by the Scottish Parliament on 8 February 2017, with the new Charter taking effect from 1 April 2017. The review process was undertaken by the Scottish Government in consultation with tenants and stakeholders. The changes to the charter were largely in relation to fine-tuning the original Charter and can be summarised as follows:

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

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

- Adding a requirement that landlords should meet the Energy Efficiency Standard for Social Housing by December 2020.

- Amending the neighbourhood and community outcome to recognise more explicitly that meeting this outcome requires landlords to work with other agencies to achieve it.

- Strengthening the Gypsies/ Travellers outcome by adding that local councils and registered social landlords with responsibility for managing sites meet the minimum standards set in guidance issued by the Scottish Government issued in May 2016.

Requirements of the Charter

One of the requirements of the Charter is that social landlords publish our compliance with the standards and outcomes within the Charter, on an annual basis. You will receive this report, therefore, each year around October, following the publication of the Annual Report on the Charter information by the Scottish Housing Regulator in August each year. Also, regular updates will be provided via our newsletters and website.

The Charter contains a total of 16 outcomes and standards against which the Scottish Housing Regulator will assess all social landlords annually. Govan is measured against 14 of the 16 outcomes as outcome 12 and 16, which relate to homelessness and the management of sites for gypsies/travellers respectively, only apply to local authorities.

The outcomes are as follows:

Customer/Landlord Relationship

- 1 – Equalities
- 2 – Communication
- 3 – Participation

Housing Quality & Maintenance

- 4 – Quality of Housing
- 5 – Repairs, Maintenance and Improvements

Neighbourhood & Community

- 6 – Estate Management, Anti-social Behaviour, Neighbour Nuisance and tenancy disputes

Access to Housing & Support

- 7, 8 & 9 – Housing Options
- 10 – Access to Social Housing
- 11 – Tenancy Sustainment

Getting good value from Rents & Service charges

- 13 – Value for Money
- 14 & 15 – Rents & Service Charges

How can you get involved?

We have a Service Scrutiny Panel who helped shape and design our Charter Report paying particular focus on the type of information that may be of interest to tenants and how that information is displayed so it is easily accessible. We hope you like the results and would welcome your feedback so we can learn and perhaps include your ideas for amendments in next year's edition. To let us know your thoughts on the Charter report, please email us at general@govanha.org.uk or pop into the office.

We are currently looking to enhance the membership of our Service Scrutiny Panel so if you think you would like to get involved, meeting perhaps once a month for a couple hours, that would be great.

Please contact **Michelle McColl**, our Performance and Compliance Officer, on **0141 440 0308**.



Why is the Charter important?

- Puts a focus on quality of service and tenants experiences.
- Defines what's important to tenants.
- States in clear and plain language what landlords should be delivering for their tenants and customers.
- Gives a renewed focus on tenant participation.

How will the Charter do this?

- The Charter tells you what you can expect from Govan Housing Association.
- The Charter tells Govan to ask YOU what is important for you.
- The Charter helps the Scottish Housing Regulator to measure the standard of services provided by Govan Housing Association.

How will we manage/assess the outcomes of the charter in our day to day business?

- We will ensure that the outcomes of the charter are incorporated into all areas of service delivery.

- Self Assessment of the charter outcomes will be undertaken through the development of our internal Performance Management Framework. This framework will be a tool utilised by the Management Team to ensure that all compliance issues are being achieved in relation to the charter and the associated indicators.

- Benchmarking against other similar organisations, our previous year's performance and also Scottish average figures allows us to compare performance.

Consultation Register

At the heart of the Charter is the need for social landlords to proactively encourage people to get involved or have their say and to make this participation as accessible as possible. We do this in various ways, the key ones being via our Hub in Govan Road, our consultation days on important policy reviews and our Service Scrutiny Panel. We appreciate that people like to get involved or be consulted in different ways. We want to make sure we tailor our consultation to suit. To help with this, we have established a consultation register to note people's preferences. We will remind people via our website and newsletters that we have the consultation register and they can add their information or change their details whenever they want.

Our Consultation Register also allows tenants to be consulted on areas of Association business that they express a particular interest in. This may be as basic as receiving information to read over at their leisure, or may involve becoming part of a focus group to discuss certain aspects of our service provision.

If you would like to be included in the register then please contact our **Michelle McColl** at our office on **0141 440 6235**.

The Scottish Housing Regulator's Landlord Report

Each year the Scottish Housing Regulator publishes a Landlord's Report for each social landlord which is based on key areas that tenants' said 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 2017 we owned 1,555 homes. The total rent due from all tenants for the year was £5,202,783.

Average weekly rents

House Size	Number Owned	Govan HA	Scottish Average	Difference
1 apt	3	£67.54	£66.55	1.5%
2 apt	746	£63.20	£71.67	-11.8%
3 apt	579	£74.60	£73.13	2.0%
4 apt	142	£82.74	£79.42	4.2%
5 apt +	78	£99.85	£88.02	13.4%

Rent Restructure

This year saw the Association undertake a comprehensive consultation exercise to look at how we could improve the way we calculate our rents to ensure fairness and consistency throughout our stock as

well as value for money for tenants. While this was a large piece of work, it was very worthwhile and we thank all the tenants and tenants' groups that helped with the process.

In the Charter figures, our annual rent increase figure was stated as 0.00% due to the rent restructure exercise that was undertaken by the Association.

Going forward, we will ensure that we continue to regularly monitor and evaluate our rent levels in consultation with our tenants to ensure the rent levels remain fair and consistent throughout our stock and continue to offer value for money.

Tenant satisfaction

It is noteworthy that the following figures about satisfaction are similar to that reported last year as they are based on the Residents' Satisfaction Survey that we carried out in 2014. We carry out our comprehensive Residents' Satisfaction Survey every three years and as mentioned earlier in the report,

Knowledge Partnership will be carrying out our new Residents Satisfaction Survey throughout October and November 2017.

Of the tenants who responded to the tenant satisfaction survey in 2014:

86.6% said they were satisfied with the **overall service** we provided, compared to the Scottish average of 89.71%.



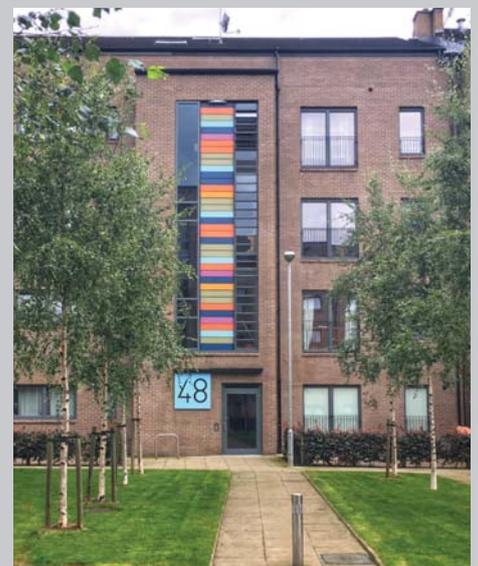
91.6% felt that we were good at **keeping them informed** about our services and outcomes compared to the Scottish average of 91.14%.



82.4% of tenants were satisfied with the **opportunities to participate** in our decision making, compared to the Scottish average of 83.82%.



We will publish the results of the new Residents satisfaction survey that is currently being carried out early next year.





Quality and maintenance of homes

We must ensure your home is well maintained and repairs and improvements are carried out when they are required and that, wherever possible, you will be given the choice about when the work is carried out.

53.25% of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 93.63%. This may seem low, however, 47.75% properties are exempt because of the layout, size or design of the property, which are mainly pre 1919 tenements. The remainder are tenants choosing not to have improvements made. This can be because of the potential upheaval, that they are 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 1.82 hours**, compared to the Scottish average of 4.66 hours. 

The average time we took to complete **non-emergency repairs was 2.96 days**, compared to the Scottish average of 7.08 days. 

We completed **91.81% of reactive repairs 'right first time'** compared to the Scottish average of 92.41%. 

97.44% of tenants who had repairs or maintenance carried out were **satisfied with the service they received**, compared to the Scottish average of 90.58%. 

Neighbourhoods

For every 100 of our homes, **15.11 cases of anti-social behaviour were** reported in the last year. **86.38%** of these cases **were resolved** within targets agreed locally, compared to the Scottish figure of 87.22%. 

Value for money

The amount of money we collected for current and past rent was equal to **102.15% of the total rent** due in the year, compared to the Scottish average of 99.61%. 

We did not collect **0.82% of rent** due because **homes were empty**, compared to the Scottish average of 0.87%. 

It took an average of **20.12 days** to **re-let homes**, compared to the Scottish average of 31.53 days. 

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.

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.

We have a very focussed approach to diversity as evidenced throughout our Business Plan.

Recognising the diversity of our community in Govan, we identified the need for specific resources to ensure that all tenants and residents regardless of their circumstances or background are treated in the same way, whilst recognising that individual needs may require to be met in different ways.

- We continue to adhere to a comprehensive Equality and Diversity Policy which is embedded into the culture and operational activities of the organisation.

- Our offices are wheelchair accessible and have induction or 'hearing loops' to assist sensory impaired customers.

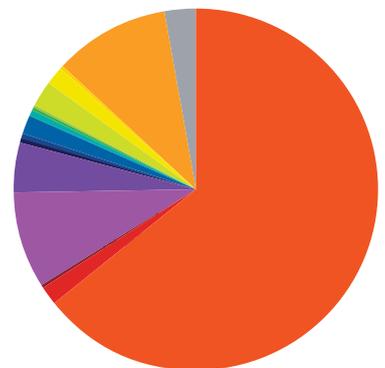
- We work in partnership with external agencies to provide support to tenants with specific needs both through our Community HUB project and by providing properties by lease to support various organisations offering specialist services.

- For customers where English is not their first language – we work with translation services and affiliate to 'Happy to Translate' in order to meet tenant needs where required.

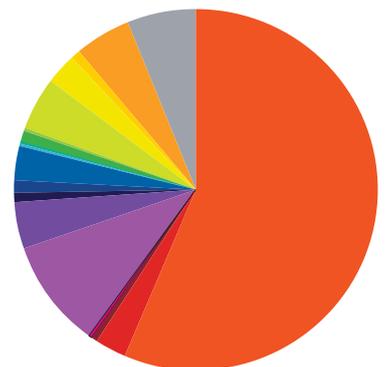
- Within our Community Hub, we have introduced English classes for those whose first language is not English.

- In the year 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 particular medical needs.

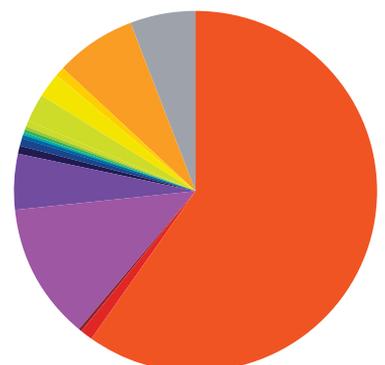
Ethnic Status: Existing tenants



Ethnic Status: Housing List Applicants



Ethnic Status: New lets or re-lets



Ethnic status of Tenants and Applicants as at 31/3/2017

Ethnic Origin	Existing tenants at 31/3/2017	Housing List Applicants	New lets or re-lets
Scottish	997	269	158
Other British	23	13	3
Irish	6	3	1
Gypsy/traveller	1	1	0
Polish	131	46	32
Any other white background	71	21	13
Mixed or multiple ethnic background	5	3	2
Indian	6	5	2
Pakistan	27	15	1
Bangladeshi	0	1	0
Chinese	10	1	1
Any other Asian background	3	5	1
Caribbean	2	1	1
African	38	22	7
Any other black background	25	14	6
Arab, Arab Scottish, or Arab British	4	4	2
Any other group	158	23	19
Unknown	42	29	15
Total	1549	476	264

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.

Good communication is the platform to build effective involvement of tenants and residents. We commit to provide timely, clear and concise information so tenants are kept well informed.

Do you know?

You can follow us on Facebook and Twitter at the following addresses:

-  govanhousingassociation
-  @MovingGovanFwd

We provide a number of ways to inform our tenants and residents and to allow them to get in touch with us:

- Website
- Newsletter (quarterly)
- Reception area TVs
- Telephone
- Calling in at our offices
- Home visits
- Email
- Facebook and Twitter
- Community Hub
- Digital Hub



Moving Forward

Our full staff team will continue to deliver services that will ensure that communication with the Association is open to all residents regardless of potential barriers they may face. Involvement of our residents is paramount to our ethos, we strive to meet the needs of a diverse range of individuals, we therefore need to have a strong understanding of their current needs and ensure that we are sufficiently flexible to respond to changing circumstances.

New Website

This year will see the launch of our new website. We undertook a complete review of our website in order to make communication with the Association easier and more user friendly. Our new site allows customers to access facilities where

they can pay their rent/factoring charges on-line, order repairs, communicate direct with members of staff and many more tools to enhance our relations with our customers.

Tenant Profiling

The more comprehensive and up-to-date information we have about the characteristics of our residents, will ensure that our services are developed to obtain the best outcomes for all. To this end we will continue gathering information through our tenant profiling 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 Panel to ensure that tenants and residents can act as a 'critical friend' to the Association and ensure that they help shape our future service delivery.

Complaints

We will continually monitor and review our complaints to ensure that we are being responsive to change and that we are meeting 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.

Engagement is crucial within a community especially where people often lack confidence to come forward and join in. Using our staff teams, who build up relations with tenants in various different ways, we hope to access and engage with even more tenants and encourage them to get involved over the coming year. It is important that residents understand and are able to be part of the processes involved in delivering Govan's housing and associated services.

- 82.4% of our tenants were satisfied with the opportunities given to them to participate in our decision making processes (Scottish average – 83.82%).

- This year has seen our Community Inclusion work grow from strength to strength with a variety of different projects undertaken within the Govan community.

- We identified the need for specific classes to encourage engagement and break the isolation often felt if you're new to a community, especially where English is not your indigenous tongue.

- We have continued to develop our Service Scrutiny Panel and are currently carrying out a recruitment drive to encourage new members to join so that our Panel represents the demographic profile of our community as far as possible with every group having a voice and being represented. Our Panel members are consulted on policy reviews, legislative changes, key service delivery areas and working practices and key matters affecting both tenants and the wider community.

- We work with, and provide support to, two Tenants Groups who represent local communities.

- We introduced our digital hub to encourage local people to learn about computers so they can learn how to access services on line. Due to the success of this project we have employed the resource of a Digital Inclusion Worker, so we have a dedicated person to work within the community and develop this provision to meet the various needs identified.

- We introduced a Consultation Register, the purpose of which is to allow tenants and residents to become involved in specific areas of Association activity. This may be as basic as receiving information to read over at their leisure, or may involve a little more involvement, such as informing the Association about a particular subject or becoming involved in a focus group or working party. If you are interested in joining the register please complete the tear of slip provided at the bottom of page 11 and return it to our offices.



Did you know?

In 1996 Channel 4's Time Team carried out an archeological excavation of the Doomster Hill area.

Moving Forward

- We have engaged Knowledge Partnership to carry out another independent and comprehensive review of resident satisfaction levels in October/November 2017. This allows tenants to speak with someone who is neutral (and not an employee) about the Association's services. This survey provides us with valuable information on what people really think so we can improve our service delivery in the way that matters to tenants and owners and continue with the things we do well.
- Introduce further satisfaction surveys linked to various processes to obtain tenant views on how we are doing.
- We will gather satisfaction levels about the condition of our properties when new tenants move and their views on the area. This gives us 'live' up to date information on levels of customer satisfaction with our services. This combination of efforts allows us to have good understanding of what matters to tenants
- We will promote our Management Committee membership through our regular newsletters, website and general face-to-face meetings with tenants and partner agencies.
- We will actively promote our activities and local events through social media e.g. Govan Loves Christmas and our Annual Fun Day.

Did you know?

The Association was voted Medium Sized Housing Association of the Year in 2012.



Consultation Register

If you would like to be included in the register, then please complete this tear off slip by indicating your areas of interest with a tick in the appropriate box.

- Service Standards/Strategic Docs
- Estate Management/Anti-Social Behaviour
- Allocations
- Rent and Service charges
- Repairs and Maintenance
- Investment Programmes
- Energy Efficiency Projects
- Community Inclusion Projects

If there are any other areas of interest, then please provide details below:

Name:

Address:

Telephone:

Outcome 4: Quality of Housing

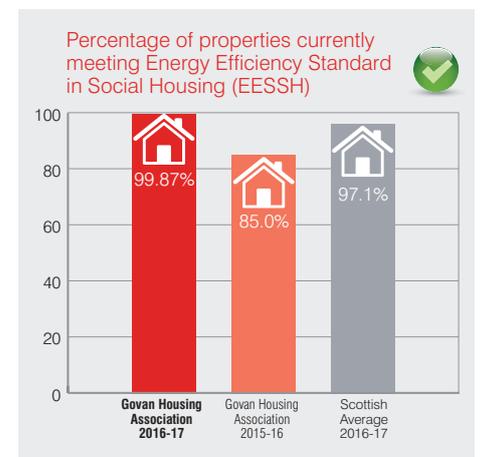
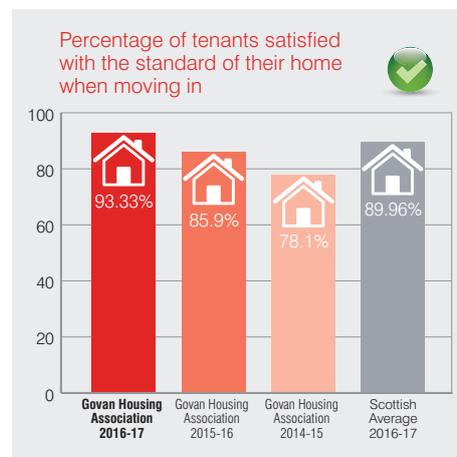
Social landlords manage their business so that tenants' homes meet the Scottish Housing Quality Standard (SHQS) where possible, and continue to meet it. Also, when they are allocated we will ensure they are always clean, tidy and in a good state of repair.

This year has seen the formation of Govan HOME Team, the new subsidiary of Govan Housing Association which allows us to manage our Planned Maintenance Programmes in-house. This will see the Association undertake

a major investment programme in the central Govan area to renew kitchens and bathrooms, which will see the Association invest approximately £970K over the next eighteen months. All work will be carried out by our own operatives and the savings for the Association will be re-invested back into the community through various initiatives.

We have employed a Tenant Liaison Officer and grown our Community Inclusion team to ensure that we have the resources to assist in issues that this programme of works may highlight. We also now have the resources in-house to undertake a full Scottish Housing Quality Standard assessment when our properties become void, this information will complement our stock

condition data. This information ensures that we are aware of the internal standard of our properties on an ongoing basis. This will help us to determine the future investment priorities and planned maintenance programmes which will be put in place to improve the quality of your home. We will keep you advised of the forthcoming programmes in our quarterly newsletters.



*there are a number of our properties which have exemptions because of layout, size or design primarily in relation to our pre-1919 tenemental stock. Whilst we are reporting that only 53.25% of our properties meet the SHQS standard, this standard has been revised since we undertook our assessment and the restrictions on the space required in kitchens has been removed, therefore we are reviewing our data and we hope that we will see an improvement on our statistics.

As part of the review of the Scottish Social Housing Charter, Landlords must now ensure that all homes adhere to a new Energy Efficiency Standard for Social Housing by 2020.

The table above details the current position of all of our properties in relation to the standard.



Did you know?

When the Association started in 1971 the majority of our tenants had to go to the Steamie for a bath.

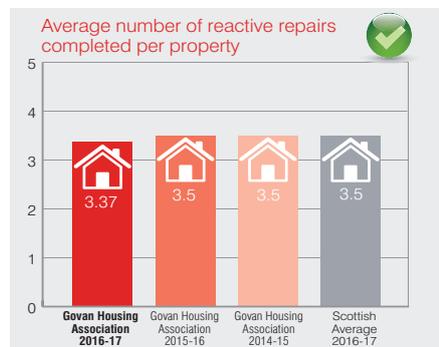
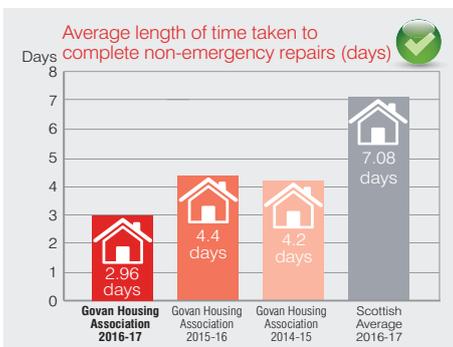
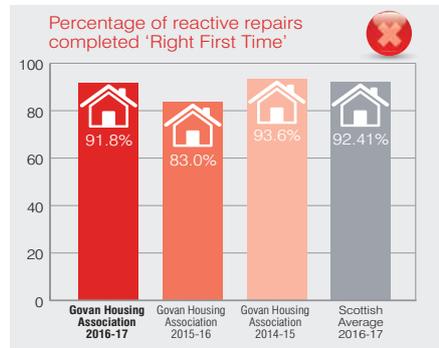
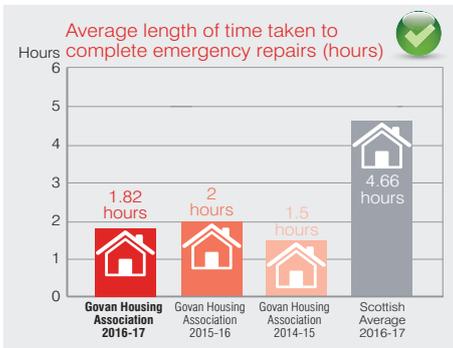
83.1% of tenants surveyed said that they were satisfied with the overall quality of their home (Scottish Average – 86.93%)

Outcome 5: Repairs, Maintenance and Improvements

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

Another purpose of Govan HOME Team, the new subsidiary of Govan Housing Association is to deliver the reactive repair and planned maintenance services to our tenants with a view of achieving service improvements and better value for money. All repairs will be delivered by our own operatives which allows us to manage the performance and delivery of the repair service more stringently.

Govan HOME Team is a Community Interest Company, which is a subsidiary of the Govan Housing Association Group, governed by its own Board, managed on a day to day basis by Catherine Aiton, Operations Manager and led by our Executive Staff Team, Fiona McTaggart, Chief Executive and Natalya Macholla, Deputy Chief Executive, to ensure continuity and sound business management.

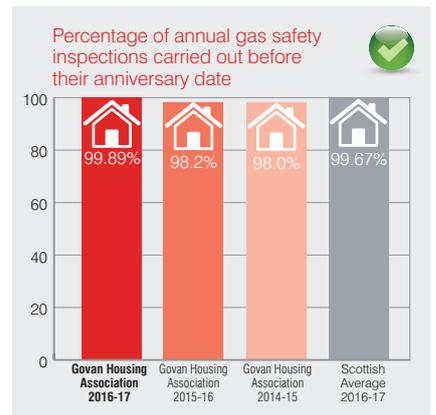


Moving Forward

- We will monitor our repairs service to ensure that the services being delivered by the HOME Team are of a high standard and undertaken within target.
- We will monitor value for money by undertaking regular comparisons of costs, comparing satisfaction levels but most importantly by evaluating and providing evidence of the wider social impact of employing local people and investing in the sustainability of the local community. We are aware that this can be difficult to evidence and that we will not always be able to provide

evidence through statistics or numbers but when this proves difficult we will provide statements from the people employed or undertaking training programmes through the initiatives we will provide.

- Continue to use tenant feedback to evaluate and improve our repairs and maintenance services.
- Continue to develop and implement a plan for achieving the Energy Efficiency Standards for Social Housing (EESH) by 2020.
- Govan HOME Team will implement mobile working solutions to help us to work more efficiently.



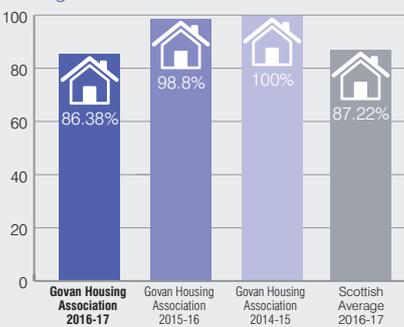
Outcome 6:

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.

79.31% of our tenants are satisfied with the management of the neighbourhood they live in (Scottish Average – 87.11%)

Percentage of anti-social behaviour cases resolved within locally agreed targets



Did you know?

Leo Blair (Senior), father of former Prime Minister Tony Blair, grew up in a close in Golspie Street and attended Govan High School.

Govan Housing Association prides itself on its close partnership working with both statutory and voluntary organisations across Greater Govan and Glasgow. Our Community Inclusion team have further developed these relationships through promotion of our Community HUB. The Hub programme and through hosting networking breakfasts, has brought together projects from across all sectors. This has led to some brilliant collaborative working within the community which has benefited both tenants and residents.

Our HOME Team operatives and dedicated Estate Housing Assistants 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

Back in 2015-16, the Association worked with Community Safety Glasgow and a range of other local partners to develop the Operation Modulus programme.

The programme targeted local young people who had been offending or taking part in anti-social behaviour.

It resulted in 7 young people taking part in a 6 week voluntary placement with the Association, followed by a 9 week placement through Community Safety Glasgow's Choice Works programme and finally a 12 month placement with the Association through support from Community Jobs Scotland.

To date 5 of the original 7 people involved in the initial programme are now in full time employment with the Govan HOME Team as Labourer/Estate Caretakers.

Moving Forward

- Due to the success of the Mini-Modulus programme, Community Safety Glasgow have approached the Association to look at carrying out a similar project over 2017-18 and have highlighted a further 7 people that they feel could benefit from the programme. This programme will begin in November of this year.
- 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.
- Respond timeously when you report any incident of anti-social behaviour. When you report an anti-social behaviour incident to us we will prioritise it depending on the impact it has on you. We're committed to using the full range of tools available to effectively manage anti-social behaviour. 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.
- People at risk of losing their homes get advice on preventing homelessness.

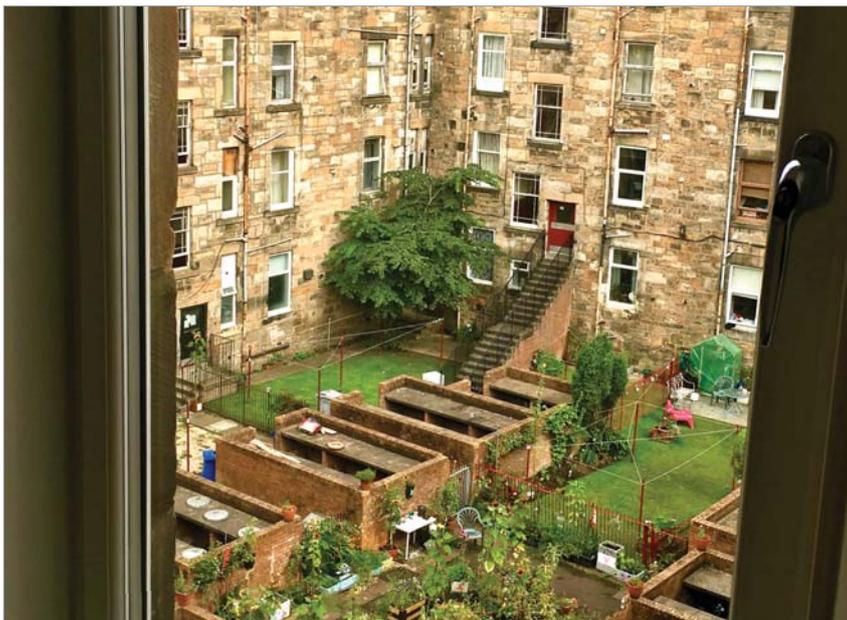
- We have seen a considerable improvement in the sustainability of tenancies with a reduction in lets of nearly 37%.
- Over the past 12 months we have developed our community hub programme to suit the needs of local people. The key themes covered by the programme are; Education, Integration, Health, Unemployment and Financial Inclusion.
- We have provided facilities for access to digital learning, social inclusion projects, tenant led groups, formal and informal education and creative arts.
- The launch of our new website also makes it easier for people to access our services including applying for a home on-line or obtaining information about lettable properties etc.
- We will continue to work in close partnership with the Homeless Casework Team to ensure that referrals made as part of the Homeless Protocol are from those individuals who are familiar with the Govan Area and who have specifically requested to be rehoused here.
- We will continue to work in close partnership with external agencies who specialise in providing support services to vulnerable adults, such as Quarriers and the Talbot Association



Number of properties that became vacant during the year

Performance

	2016	2017
Govan Housing Association	294 properties	215 properties



Moving Forward

- Through the monitoring of tenancy sustainment levels, the Association will identify vulnerable groups that may be at risk of not sustaining their tenancy.
- We will offer increased support to any tenants that may fall into this identified group and monitor their tenancy closely, providing them with the information they need to sustain their tenancy.
- We supply these tenants and any other potentially vulnerable new tenants with introductory packs. These packs contain some of the necessary essentials to help tenants move into their new homes, basics for setting up home.

Did you know?

If you are elderly or disabled and cannot manage into the Office, we can arrange for a member of staff to visit your home if you require help or advice relating to your tenancy.

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.

Over the last year we have seen an improvement to the number of properties that became let in the year. The chart shows the number of lets we have had over the last four years. 252 lets were made during 2016/17, which was a reduction of 42 from the figure of 294 last year. This means that more people are choosing to stay in their home, in Govan.

44.8% of offers were refused in the year. This compares favourably against 56.75% refusals of offers made by the Association in 2015/16. 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 higher than the Scottish average of 37.33%.

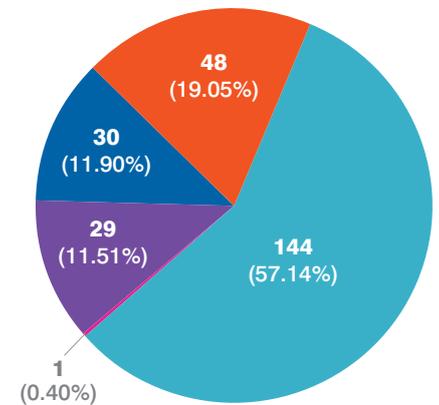


The average length of time taken to re-let properties in the last year was **20.12 days**. (Scottish average – 31.53 days).

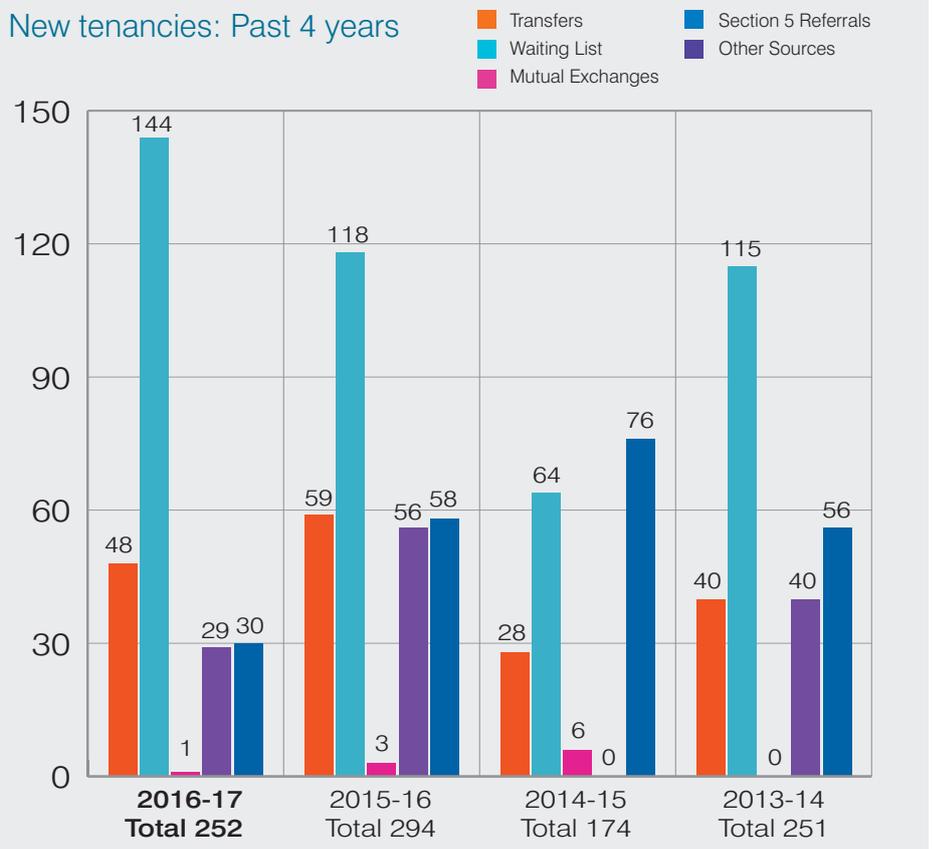
In 2016/17 we started **252** new tenancies:

Number to existing tenants	48
Number to housing list applicants	144
Number of mutual exchanges	1
Number from other sources inc. referrals for supported accommodation	29
Number of applications who have been assessed as homeless by the local authority	30
TOTAL	252

New tenancies: Source



New tenancies: Past 4 years



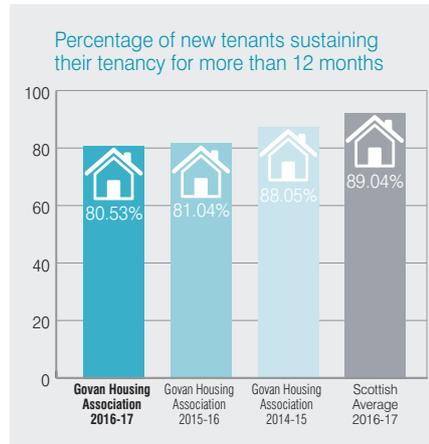
Moving Forward

- We have started and will enhance our pre tenancy support to help applicants prepare for taking on their own tenancy.
- We have reviewed our Tenants Handbook and will continue to improve the information given to customers when applying for houses, so that information is easy to understand and accessible.
- We will look at undertaking pre-financial viability assessments at pre-tenancy visits in order to determine the risk level of the prospective tenant to sustain their tenancy.
- Depending on the outcome of the above measure, we will put in place the appropriate levels of support to enhance the tenant to sustain the tenancy.

Outcome //: 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.

Tenancy sustainment is at the heart of everything we do. This can be achieved by helping tenants with benefit advice, assisting with start up packs, paint and carpets at the start of a tenancy, 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

Welfare Benefit Advice has been a key aspect of our financial inclusion

work this year to support tenants to be able to sustain their tenancies. During 2016-17 our Financial Inclusion Officer dealt with 161 cases that have led to a potential annual income for tenants of £374,000 mainly due to an increase and take up of benefits to which they were entitled. That's an average of £2,322 per person per year. At the end of the financial year we were helping 40 people and the demand continues to grow. Our financial inclusion team has grown this year by demand. We have recently appointed a new Financial Inclusion Manager who will oversee the management of the team to enhance sustainability.

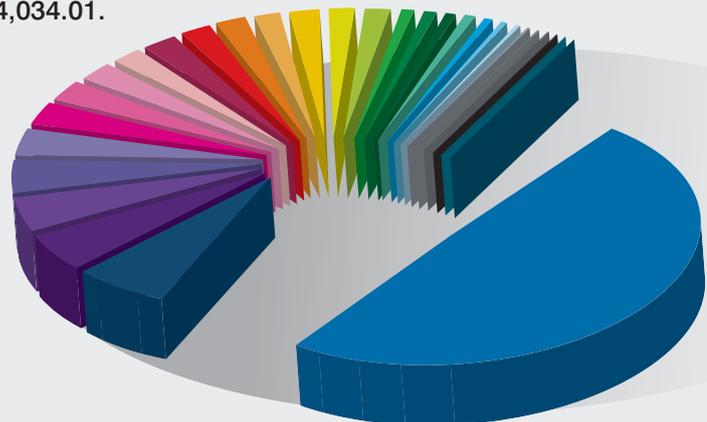
Did you know?
The first ship built in Govan was The Vanguard in 1843.

Our Financial Inclusion Team have recently achieved the following statistics:

Financial Inclusion Annual Income Per Benefit Type

The Community Inclusion team have dealt with various cases that have led to an annual income at present of approximately £374,034.01.

Housing Benefit / Local Housing Allowance:	£177,923.11
Scottish Welfare Fund:	£22,808.64
ESA (Income Based):	£18,564.10
Universal Credit:	£15,749.52
Employment Support Allowance:	£15,204.80
Attendance Allowance:	£11,546.60
Jobseekers Allowance (Income based):	£11,546.60
Working Tax Credit:	£10,053.16
Personal Independence Payment (both):	£8,717.80
Pension Credit:	£8,091.20
Jobseeker's Allowance (Contribution-based):	£7,602.40
UC 3rd Party Deductions:	£7,448.76
ESA (Contribution Based):	£7,017.40
ESA50:	£7,017.40
Council Tax Reduction:	£6,804.54
Child Benefit:	£6,442.80
DHP:	£6,279.62
SSP - Statutory Sick Pay:	£5,599.40
Reduced Overpayment:	£3,397.74
Tax Credits:	£3,380.00

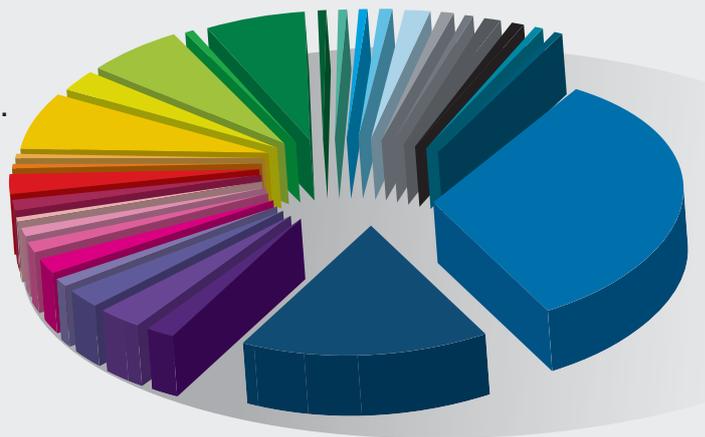


Child Tax Credit:	£3,296.80
Severe Disability Premium:	£3,216.20
Income Support:	£2,371.20
Integrated Grant Fund:	£1,786.71
Bedroom Allowance Application:	£843,961
Spruce Carpets Grant:	£501.64
Dulux Paint Pack:	£278.00
Second Opportunities:	£230.00
Utility Saving:	£205.40
Warm Home Discount:	£140.00
Overpayment to Landlord:	£72.01
Govan New Tenant Pack:	£39.50

Financial Inclusion Benefit Cases

The Community Inclusion team have dealt with 201 different cases – 161 cases completed, 40 open cases.

■ Housing Benefit / Local Housing Allowance:	53 Cases
■ Scottish Welfare Fund:	26 Cases
■ ESA (Income Based):	3 Cases
■ Universal Credit:	5 Cases
■ Employment Support Allowance:	4 Cases
■ Attendance Allowance:	2 Cases
■ Jobseeker's Allowance (Income based):	3 Cases
■ Working Tax Credit:	2 Cases
■ Personal Independence Payment (both):	2 Cases
■ Pension Credit:	1 Case
■ Jobseeker's Allowance (Contribution-based):	2 Cases
■ UC 3rd Party Deductions:	4 Cases
■ ESA (Contribution Based):	1 Case
■ ESA50:	1 Case
■ Council Tax Reduction:	11 Cases
■ Child Benefit:	4 Cases
■ DHP:	10 Cases
■ SSP - Statutory Sick Pay:	1 Case
■ Reduced Overpayment:	10 Cases



■ Tax Credits:	1 Case
■ Child Tax Credit:	1 Case
■ Severe Disability Premium:	1 Case
■ Income Support:	1 Case
■ Integrated Grant Fund:	3 Cases
■ Bedroom Allowance Application:	1 Case
■ Spruce Carpets Grant:	1 Case
■ Dulux Paint Pack:	2 Cases
■ Second Opportunities:	1 Case
■ Utility Saving:	1 Case
■ Warm Home Discount:	1 Case
■ Overpayment to Landlord:	1 Case
■ Govan New Tenant Pack:	1 Case

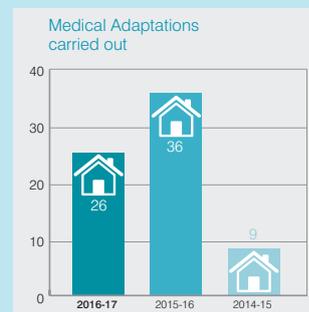
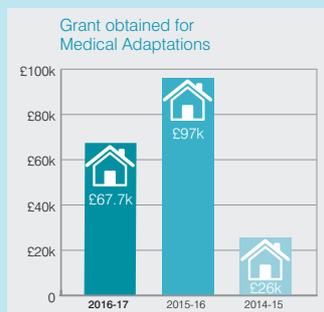
Medical Adaptations

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 completed 92.86% of the approved applications on the list for medical adaptations.

This is down slightly from 96.67% achieved last year but is considerably up from our performance in 2014/15 of 68.75%. The Scottish average was 86.17%.

The average time that our tenants had to wait to have works

completed for adaptations, was 41.81 days, down from 67 days last year. This is better than the Scottish Average of 51.8 days.



Moving Forward

- Our staff teams including Housing, Financial Inclusion and Community Inclusion staff will continue to work very closely to ensure we deliver joined up services and support for our tenants to meet their varying needs. The work of the 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 a wee bit isolated.
- Continue to monitor tenancy termination reasons to ensure that we

- can quickly identify trends and provide preventative early action within problematic areas.
- Inform/refer new tenants with limited or no resources to furniture initiative projects.
- Provide a starter pack of basic essentials for new tenants with limited or no resources.
- Ensure that the applicant is aware of all their responsibilities as a tenant and the contact details for their Housing Officer.
- Carry out a settling in visit within 1 month of the date of entry to review any tenancy issues or support needs; where the tenant is assessed as

being at risk of not sustaining their tenancy, carry out an additional visit 4 weeks later.

- Where a new tenant falls into arrears we will invite them into our offices to conduct a new arrears interview and record the outcome. We will ensure that any arrangements put in place to address the arrear is manageable for the tenant.
- Maintain regular, personal and sustained contact with 'at risk' householders; and work in partnership with specialist support agencies who work with vulnerable tenant groups.

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.

In the last year, we carried out a comprehensive rent review rather than applying an increase. With the support of tenants and tenants' groups this review considered in detail the way we charge rents to ensure that fair and consistent rents are charged across our stock, taking into account value for money. The table below compares our average weekly rent with the Scottish average, as identified by the Scottish Housing Regulator in the Charter information.

Size of home	Govan HA	Scottish Average
Bedsit	£67.54	£66.55
1 bedroom	£63.20	£71.67
2 bedroom	£74.60	£73.13
3 bedroom	£82.74	£79.42
4 bedroom	£99.85	£88.02

There are two main areas where income can be lost to the Association: rent owed by existing tenants (arrears) and loss of rent when homes are empty (void loss). The table below illustrates our performance during 2016-17 in these areas:

Rent Arrears	2016-17	2015-16	2014-15	Scottish Average
% of total rent collected	102.15%	97.6%	98.37%	99.61%
Gross rent arrears	£361,527	£441,791	£337,702	n/a
Gross rent arrears as a % of rent due	6.84%	7.96%	6.53%	5.3%

Arrears management is fundamental to the success and longevity of the Association. 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 and obtaining financial and money advice to help our tenants. We are also continually looking for ways to encourage those tenants in arrears to come and talk to us, to stop the worry and to establish a repayment arrangement that is affordable to them.

Empty Homes - Loss of Income	2016-17	2015-16	2014-15	Scottish Average
% of rental income lost through empty homes	0.82%	1.1%	0.87%	0.87%
£ of rental income lost through empty homes	£43,258	£60,616	£44,772	n/a

Our performance has improved and going forward we will continue to look for ways to minimise the loss of rents through empty properties.

Our latest Resident

Satisfaction Survey told us:

	2016 to 2017	2015 to 2016	Scottish Average
% of tenants who felt that their rents for their property represented good value for money.	72.4%	72.4%	81.85%
% of owners satisfied with their factoring service	60.69%	60.69%	67.38%

Satisfaction with our factoring service is a key area which we are aiming to tackle going forward.



Moving Forward

- Continue to review our costs as part of our Procurement Strategy.
- Continue to review our rents regularly to ensure our rents are fair, equitable and affordable.
- Employ more staff to support an enhanced and improved factoring service.
- Ensure that Value for Money can be demonstrated in all we do.



Moving Govan Forward

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Register of Friendly Societies No. 1686 R (S)
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A Registered Scottish Charity No. SC009055
Property Factor Registered Number PF000200

