

*Annual Report on  
the Charter*

*2016*

Govan Housing Association

*‘Moving Govan Forward’*

# Welcome to our Annual Report on the Charter

We are delighted to introduce our third Annual Report on the Scottish Social Housing Charter, which also incorporates the Scottish Housing Regulator Landlord Report.

This report will tell you about how Govan Housing Association has performed during 2015/16 and explain how we are progressing in meeting the different outcomes and standards of the Scottish Social Housing Charter.

The content and layout of this report are consistent with last years report, because we have listened to our tenants, and our Service Scrutiny Panel to determine what information might be of most interest to you, as well as what format and layout would be most attractive and easy to read. We hope you like the results and would be pleased to have your feedback on any aspect of the report.

It is noteworthy that in a number of areas our performance has remained the same as the prior year. This is because the statistics used to produce this report come from our three-yearly customer survey. At Govan Housing Association we respect that there has been considerable change since our last customer survey in late 2014 and also recognise that continual review is required in order to develop and enhance our services. In light of this, we will be moving towards a continual monitoring framework instead of our

Overall customer satisfaction with Govan Housing Association  
Actual 2015/16 – **86.6%**  
Scottish Average 2015/16 – 89.0%

traditional three yearly surveys. This will enable us to report on figures that demonstrate an up to date view from our service users and the wider community.

Monitoring and reporting on our performance continues to be something that we do on a regular basis and we are pleased to say that the Scottish Housing Regulator's Landlord Report, contained in this report and available on our website, shows that we are performing well as a business. However, we recognise that there is still a lot of work to be done, especially in relation to the quality of our homes and the neighbourhoods that we serve. In light of this, we will be making significant changes to improve service and delivery and, ultimately, customer satisfaction in these areas.

Average time take to complete an emergency repair  
Actual 2015/16 – **2 hours**  
Scottish Average 2015/16 – 5.1 hours

Each year the Scottish Housing Regulator (SHR) visits a percentage of Landlords to validate the data which is provided to them through the annual return on the charter. We were chosen this year for a data validation visit and we are delighted to announce that the content of this report has been fully validated by the SHR who were highly complimentary in regards to our processes in place to record and monitor statistical information.

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 Association was awarded three awards from Investors in People – a Platinum Standard; a Health and Wellbeing Award; and a Young People Gold Accreditation.



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

Scottish Average 2015/16 – 90.6%

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 proud of Govan Housing Association's commitment to improving the lives of our tenants and service users. We are already looking forward to the future where there are a number of new and innovative plans to further enhance our service provision and deliver progressive change for our tenants and the wider community. We are committed to continually evolving our service to ensure that we are truly living our values and improving our tenant's lives and developing the community that we serve.

**98.7%** of our tenants were satisfied with the repairs service provided.

Scottish Average 2015/16 – 89.9%

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

For further information and to compare our performance against that of other Registered Social Landlord's in Scotland, please visit the Scottish Housing Regulator's website at: [www.scottishhousingregulator.gov.uk](http://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 customers?

The main purpose of this report is to show the progress of Govan Housing Association in achieving the requirements of the Scottish Social Housing Charter. It is hoped that tenants of Govan Housing Association are reassured to see improvements in many areas since 2014/15 and the Association will continue to ensure service delivery is of the highest possible standard.

## What is The Scottish Social Housing Charter?

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 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. It aims to do so by:

- Stating clearly what tenants and other customers can expect from social landlords, such as Govan Housing Association, and helping them to hold landlords to account;
- Focussing the efforts of social landlords on achieving outcomes that matter to their customers;
- Giving customers more opportunities to shape the services they receive from their landlords.

## How can you get involved?

We have a Service Scrutiny Panel who have given feedback as to what information might be of interest to you, as well as what format and layout would be most attractive and easy to read. We have aimed to present our performance information in a style that you will find interesting and informative as well as easy to understand. We hope you like the results and would be pleased to have your feedback on any aspect of the report. Your feedback will help us to make improvements to the services that are important to you.

If you would like to provide feedback please email us on [general@govanha.org.uk](mailto:general@govanha.org.uk) or give us a call on **0141 440 0308**.

Alternatively, if you think you would find it interesting to join our Service Scrutiny Panel please contact our Community Inclusion Team at our office on **0141 440 6235**.

## Consultation Register

It is important that residents understand and are able to be part of the processes involved in delivering our services. In order to allow for residents to become involved the Association has developed a Consultation Register.

A Consultation Register 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 Community Inclusion Team at our office on **0141 440 6235**.

## Requirements of the Charter

You will receive this report on an annual basis and regular updates will be provided via our newsletters. The Charter contains 16 outcomes and standards, and the Association will be measured against 14 of these by the Scottish Housing Regulator on an annual basis. The table below outlines the outcomes that the Association will be measured against. We would note that two outcomes don't apply to Govan Housing Association, notably homelessness duties for local authorities and the management of sites for gypsies/travellers.

### 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

# The Scottish Housing Regulator's Landlord Report

The Scottish Housing Regulator produces 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 2016 we owned 1,518 homes. The total rent due from all tenants for the year was £5,069,712. We increased our weekly rent on average by 2% from the previous year.

## Average weekly rents

House Size	Number Owned	Govan HA	Scottish Average	Difference
1 apt	3	£49.39	£65.94	-25.1%
2 apt	721	£60.56	£70.39	-14.0%
3 apt	576	£71.25	£71.55	-0.4%
4 apt	141	£79.74	£77.60	2.8%
5 apt +	77	£96.97	£85.98	12.8%

## Tenant satisfaction

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

**86.6%** said they were satisfied with the **overall service** we provided, compared to the Scottish average of 89.0%. 

**91.6%** felt that we were good at **keeping them informed** about its services and outcomes compared to the Scottish average of 90.6%. 

**82.4%** of tenants were satisfied with the **opportunities to participate** in our decision making, compared to the Scottish average of 81.3%. 

## Quality and maintenance of homes

**52.17%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 92.8%. This may seem low, however, 45.13% properties are exempt because of the layout, size or design of the property. The remaining 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 2.0 hours**, compared to the Scottish average of 5.1 hours. 

The average time we took to complete **non-emergency repairs was 4.4 days**, compared to the Scottish average of 7.5 days 

We completed **83.0%** of **reactive repairs 'right first time'** compared to the Scottish average of 91.3%. 

We do not operate a **repairs appointment system**. **98.7%** of tenants who had repairs maintenance carried out were **satisfied with the service they received**, compared to the Scottish average of 89.9%. 

## Neighbourhoods

For every 100 of our homes, **32.1 cases of anti-social behaviour were reported** in the last year. 

**98.8%** of these cases **were resolved** within targets agreed locally, compared to the Scottish figure of 86.6%.

## Value for money

The amount of money we collected for current and past rent was equal to **97.6%** of the **total rent** due in the year, compared to the Scottish average of 99.5%. 

We did not collect **1.1%** of rent due because **homes were empty**, compared to the Scottish average of 1.0%. 

It took an average of **28.7 days** to **re-let homes**, compared to the Scottish average of 36.8 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](http://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](http://www.scottishhousingregulator.gov.uk).

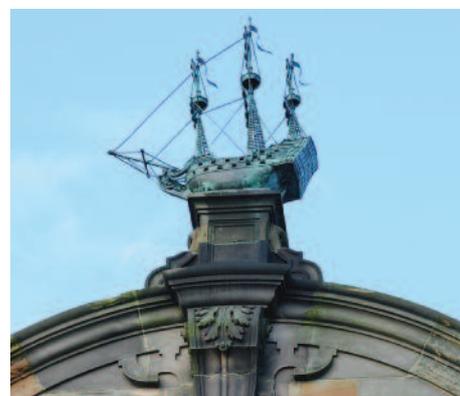


# Outcome 1: Equalities

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 are committed to meeting the diverse needs of our tenants and customers and we recognise that the diversity within the community in which we operate is wide ranging as demonstrated in the table below which details the ethnic origin of our tenant base and applicant list. We strive to shape our services to make sure everyone is treated fairly and has the same opportunities and access, regardless of their circumstances and background. We recognise that equality is not about treating everyone in the same way, but recognising that individual needs may require to be met in different ways.

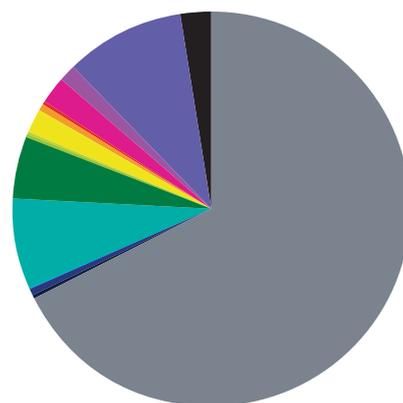
- We have adopted a new Equality and Diversity Policy, all staff adhere to this policy and it is embedded into the operational activities of the organisation.
- Our offices are wheelchair accessible and have induction or 'hearing loops' to assist sensory impaired customers.
- For customers where English is not their first language – we work with translation services and affiliate to 'Happy to Translate' in order to meet tenant needs where required.
- We have private interview facilities. Customers can be seen by a male or female member of staff and we carry out home visits when required.
- We also lease properties to partner agencies that provide specialist support to tenants with specific needs.
- In the year we obtained £97,000 in grants from the Scottish Government to improve the quality of life for 36 of our tenants by carrying out medical adaptations to their homes to better meet their particular needs.



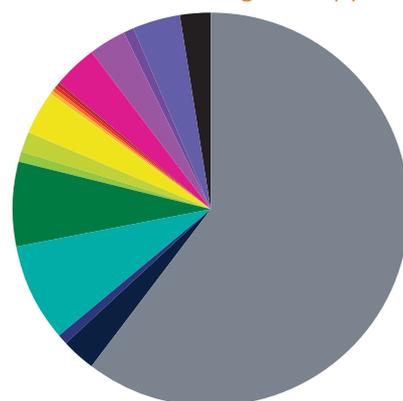
## Ethnic status of Tenants and Applicants as at 31/3/2016

Ethnic Origin	Existing tenants	Housing List Applicants
Scottish	998	243
Other British	4	12
Irish	6	3
Gypsy/Traveller	1	0
Polish	112	33
Any other white background	74	28
Mixed or Multiple Ethnic Background	3	3
Indian	4	6
Pakistan	26	15
Bangladeshi	0	1
Chinese	9	1
Any other Asian background	3	2
Caribbean	1	1
African	35	14
Any other black background	20	13
Arab, Arab Scottish or Arab British	0	3
Any other group	143	15
Unknown	34	10

Ethnic Status: Existing tenants



Ethnic Status: Housing List Applicants



# 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.



We believe that two way communications is essential in providing a high quality service to our tenants and the wider community. For us this means providing our service users with clear and concise information on our services and making it simple for them to give us feedback, including complaints, which we can use to improve our service provision going forward.

## We provide a number of ways for our tenants and customers to get in touch with us:

- Telephone
- Calling in at our offices
- Home visits
- Email or via our website
- Facebook and Twitter
- Community Hub

## Do you know?

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

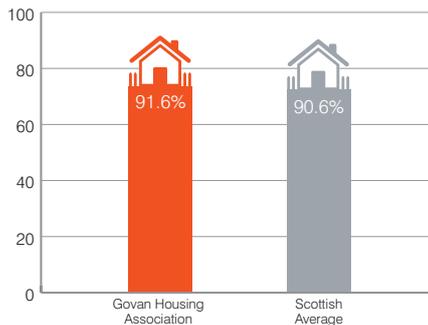
 govanhousingassociation

 @MovingGovanFwd

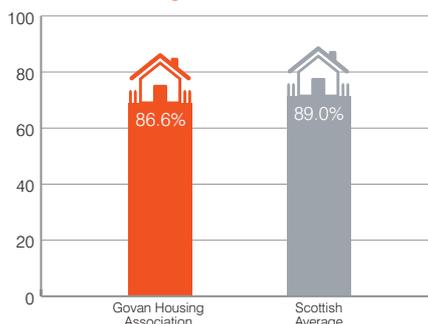
## Our dedicated Community Inclusion and Corporate Services Teams oversee how we communicate with tenants:

- We have launched our newsletter, Govan Buzz, every quarter.
- We have television screens in our office providing current information to visitors.
- Our website gives information on our services and performance.
- We have re-launched our social media to reach out to a wider network.

Percentage of customers who feel that we are good at keeping them informed about our services and outcomes



Percentage of customers satisfied with the overall services provided by Govan Housing Association



## Moving Forward

- We will be carrying out a tenant profiling exercise to validate our existing information and to ensure that we communicate with our residents through preferred methods.
- We will implement a Consultation Register to empower tenants to get involved in key decision making areas of the business.
- Continue to develop our Service Scrutiny Panel and look at the potential for a Young Persons Scrutiny Panel to help shape our future service delivery.
- 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 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.
- We will actively promote our activities and local events through social media e.g. Govan Loves Christmas and our Annual Fun Day.
- The Association will establish a system of continuous monitoring of tenant satisfaction levels. This will be implemented to gather regular, 'live' up to date information on levels of customer satisfaction with our services. We will use the information to help us determine future service standards.



# 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.

The views of all of our tenants are important to us and we want to make sure you are able to contribute to the decisions we make.

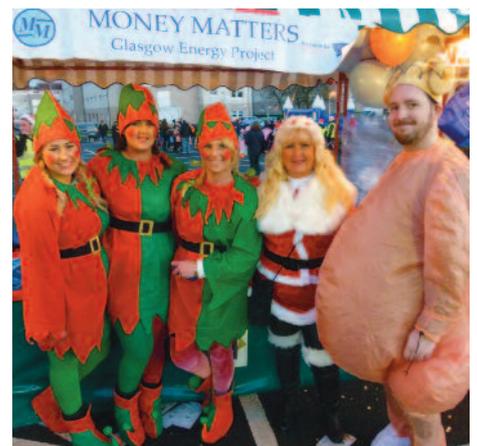
- 82.4% of our tenants were satisfied with the opportunities given to them to participate in our decision making processes (Scottish average – 81.3%).
- In the year we gained 3 new members to our Management Committee. Our Management Committee is made up of 10 members including 5 tenant members.
- We have developed our Service Scrutiny Panel which comprises over 10 tenants who are consulted on all 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 have implemented a Community Inclusion Team who work closely with tenants and the wider community to get views on a variety of issues, including how people can and want to become involved.
- We have carried out estate walkabouts to see where service areas need to be improved.



## Moving Forward

- We will talk to tenants and the wider community about our Tenant Consultation and Empowerment Strategy to see if you think we are moving in the right direction.
- We will implement a continuous monitoring and improvement strategy with a focus on continual review of our performance and satisfaction results.
- Grow and enhance the services provided in our Community Hub to ensure that there is extensive community consultation and feed into our decision making processes.
- Utilise local partnership groups to ensure that we are getting a wide and varied input into our service delivery.
- Enhance the use of surveys to get tenant views on how we are doing in a range of areas.
- Review how we can involve tenants who may not be able to attend meetings but still wish to make a contribution.
- Grow the interest and membership of our Consultation Register to involve more people locally in our key decision making areas.



# Outcome 4: Quality of Housing

Social landlords manage their business so that tenant's homes, as a minimum meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated are always clean, tidy and in a good state of repair.



\*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.



**83.1%** of tenants surveyed said that they were satisfied with the overall quality of their home  
(Scottish Average 2015/16 – 86.5%)

We have a minimum service standard to ensure that when a new tenant moves into their home, it is clean tidy and in a good state of repair and all required safety checks have been carried out. This service standard will be subject to review by our scrutiny panel on a regular basis.

In the last year we have invested approximately £1.3 million in reactive and void maintenance which is reflected in our improved customer satisfaction compared to 2014/15.

## You said:

The two areas most important to you in terms of satisfaction within your home were the standard of the kitchens and the windows.

## We did:

In the year we consulted on our planned investment programme to obtain feedback from our tenants. As a result of this we have planned the investment as follows for the next 5 year period:

- £1 million in boiler replacements to increase the energy efficiency of our homes.
- Replace over 400 bathrooms and 450 kitchens.
- Invest approximately £3.9 million in window replacements.



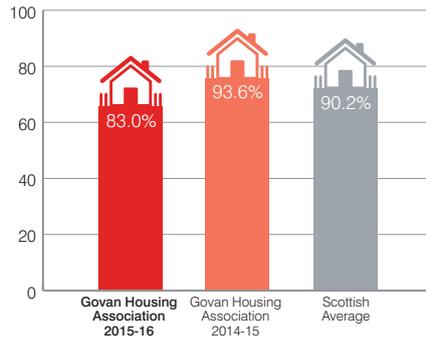


# Outcome 5: Repairs, Maintenance and Improvements

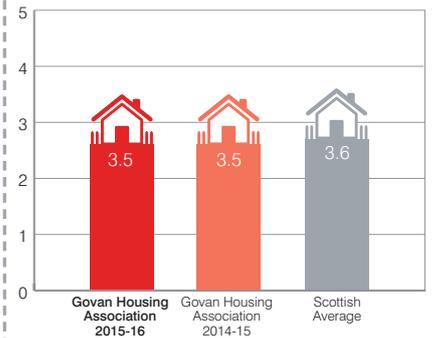
Social landlords manage their business so that tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Last year we spent £1.3 million on reactive maintenance on our homes and carried out 5,018 day to day repairs. Our performance across our repairs service continues to be above average however, we recognise that continuous improvement and development of our service is required to sustain this. We aim to complete all repairs on time, at a time agreed with the tenant and to their satisfaction, getting it 'right first time'.

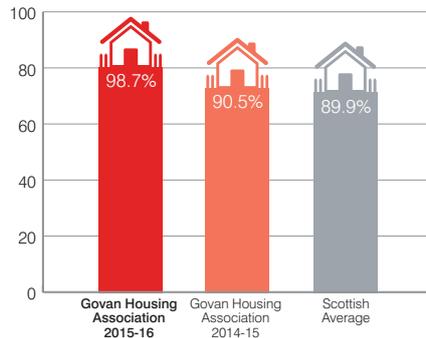
Percentage of reactive repairs completed 'Right First Time'



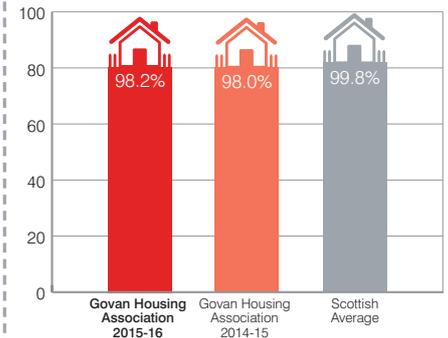
Average number of reactive repairs completed per property



Percentage of tenants satisfied with our repairs and maintenance service



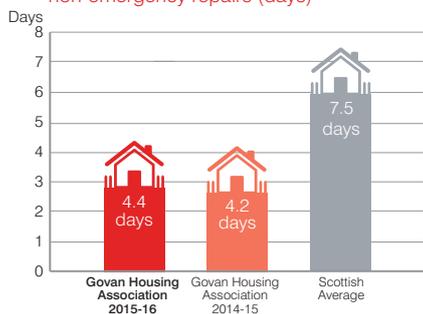
Percentage of annual gas safety inspections carried out before their anniversary date



Average length of time taken to complete emergency repairs (hours)



Average length of time taken to complete non-emergency repairs (days)



## Moving Forward

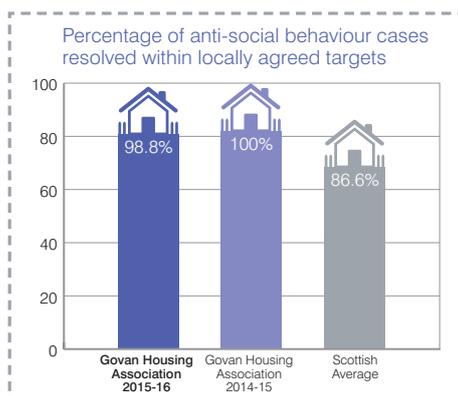
- We will carry out a full and comprehensive options appraisal on our Govan HOME Team to establish the potential to grow and develop the services it provides to our tenants.
- We will continually monitor the performance of our own Govan HOME Team and contractors for all repairs, allowing us to clearly identify issues and put in place effective solutions to avoid any ongoing issues for our tenants.
- Continue to utilise our Service Scrutiny Panel to evaluate and improve our repairs and maintenance services.
- Evaluate any complaints received so that we can improve our satisfaction rates and ensure that repairs are completed 'right first time'.
- Develop and implement a plan for achieving the Energy Efficiency Standards for Social Housing (EESH) by 2020.
- Look at developing mobile working solutions to other areas 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.

The community of Govan is very diverse and as such we are dedicated to delivering services locally that meet the individual needs of the wider community. We have structured our staff to provide generic teams who can provide a range of services and who have an increased focus on the communities that they work with. We are committed to ensuring your estates and neighbourhoods you live in are maintained to a high standard which is why we offer a comprehensive landscaping, close cleaning and estate management service.

**79.31%** of our tenants are satisfied with the management of the neighbourhood they live in (Scottish Average 2015/16 – 86%)



## You said:

Cleaning up rubbish and addressing issues created by youths in the area, including more facilities for these age groups, were high priorities for cleaning up our estates and the neighbourhoods as a whole.

## We did:

- In the year we have implemented a Community Inclusion Team which has a key strategic aim of working with youths in the area and, through links to partner organisations, providing diversionary activities which aim to tackle youth disorder and general anti-social behaviour.
- We have grown the services within our Community Hub on Govan Road to include a range of clubs and programmes which are aimed at employment, digital inclusion, breaking down social isolation, fuel poverty, alcohol and drug awareness, ESOL classes, through care support provision and youth clubs.

- We engaged with the local primary schools and undertook a joint litter picking project across the area, creating art work with the items picked in order to increase awareness around keeping the Govan area tidy.
- We employed 7 local young people through our Operation Modulus programme to assist with our estate management service.



## Moving Forward

- We will continue to develop and enhance the services provided within our Community Hub facility.
- We will continue to develop our programme of scrutiny activities carried out by tenants and residents.
- Continue to liaise with partnering agencies such as Police Scotland, Community Safety Glasgow, Land and Environmental Services and with local tenants through our

scrutiny panel and Registered Tenants Organisations. Together we strive to create and maintain conditions in which each tenant can enjoy their home and surroundings without undue disturbance from others.

- We will continue to do estate walkabouts with tenants and residents to establish key areas for improvement and develop service standards for key areas such as estate management, landscaping, close cleaning and voids.



# 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.

Govan Housing Association is committed to making sure that you get the information you require and that we support you to remain in your home.

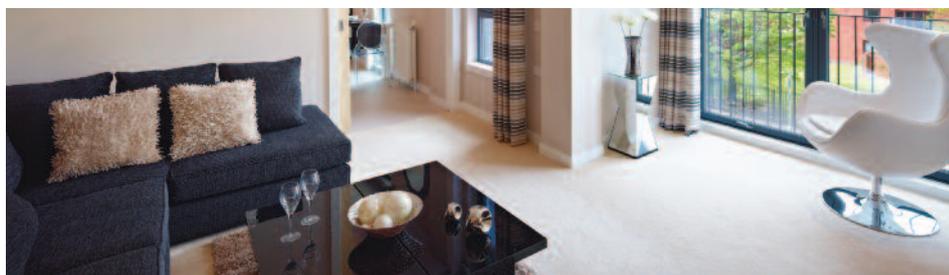


## In the last year we:

- Installed a kiosk in our reception area to give you access to the internet to make Housing Benefit claims, fill in application forms or seek other support in relation to Welfare Reform.
- Referred tenants to other organisations and projects for support with energy efficiency, debt management, accessing employment, training and other matters.
- Implemented our Community Inclusion Team so that we can offer a wider range of services in house.

## We also have a range of housing to suit various needs:

- Tenement flats with secure entries.
- Sheltered Housing with low level warden support.
- Very Sheltered with intense support provided by our partners, Loretto Care.
- Houses and own door flats.
- Townhouses.
- Properties with care providers on site for various types of support need i.e. Quarriers for young people.
- Wheelchair and medically adapted properties.



## Moving Forward

- Continue to create a personalised approach to finding a home by providing better advice, greater options with an empathetic approach.
- Tenancy sustainment is a high priority for the Association and we will ensure that you get all the information you require and the appropriate support to stay in your home through assistance from our dedicated and committed Housing Management and Community Inclusion Teams.
- We will continue to work with our local partners to ensure that tenants receive high quality advice on their housing options to allow for informed choices to be made and for improved outcomes for applicants, tenants and other customers.
- We will continue to allow applicants the opportunity to choose exactly where they want to live, including specific property types and locations.
- We will provide information on other local housing providers as standard within our application pack.
- Continue to develop partnerships locally to ensure that effective referrals can be made to support our tenants and wider customers and to ensure that our customers feel part of the Govan community during their time here.

# 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.

The chart shows the number of lets we have had over the last three years. 294 lets were made during 2015/16, which was an increase of 120 lets from 2014/15. Our turnover in stock during 2015/16 was 19.37% which is considerably above the Scottish average of 8.7%.

**56.75%** of offers made by the Association in 2015/16 were refused. Our refusal rate is higher than the Scottish average of 37.8%.



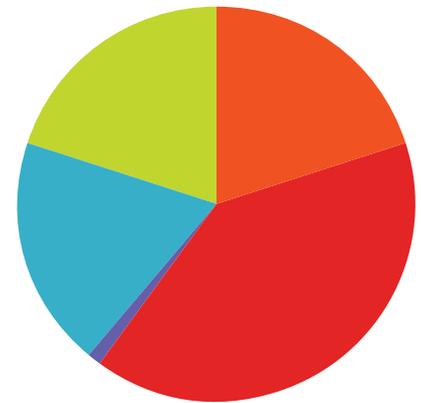
## Did you know?

The average length of time taken to re-let properties in the last year was 28.7 days (Scottish average – 35.4 days).

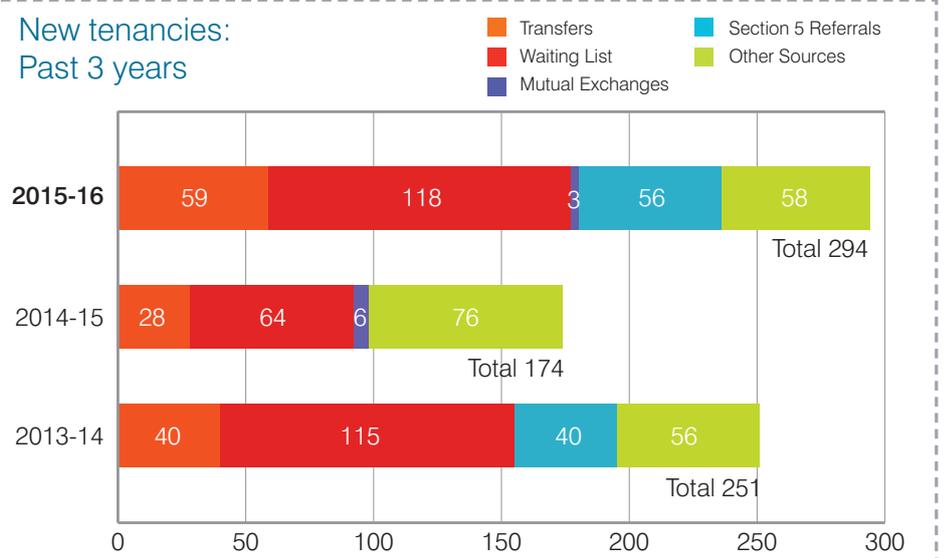
In 2015/16 we started **294** new tenancies:

Number to existing tenants	59
Number to housing list applicants	118
Number of mutual exchanges	3
Number from other sources inc. referrals for supported accommodation	56
Number of applications who have been assessed as homeless by the local authority	58
<b>TOTAL</b>	<b>294</b>

New tenancies: Source



New tenancies: Past 3 years



## Moving Forward

- We will provide information on how we allocate our properties including levels of demand for specific property types.
- We will include a local community information supplement for all applicants, providing information on other agencies available within the greater Govan area.
- We will look at enhancing pre tenancy support to help applicants prepare for taking on their own tenancy.
- We will improve the information given to customers when applying for housing, including a full review of our Tenant Handbook, so that information is easy to understand and accessible.
- We will talk about possible support needs with customers before the house is allocated.
- We will implement a drop-in service within our Community Hub so that tenants and wider community members can access our staff members to gain advice on their current or future housing need.
- We will work with the local schools to build young people and families knowledge of housing so that they are better placed to manage their tenancy in the future.



# 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.

We recognise the importance of helping tenants maintain their tenancies. This can be achieved by helping tenants with benefit advice, assisting with adaptations and liaising with support and voluntary agencies. As an Association we are committed to developing our wider role activities to ensure we can try and offer help where needed.



During 2015-16 we have implemented our Community Inclusion Team. This team came into effect in January 2016 and in the first quarter of the year seen 55 applicants and obtained over £135k in financial gains for our residents.



## Money Matters

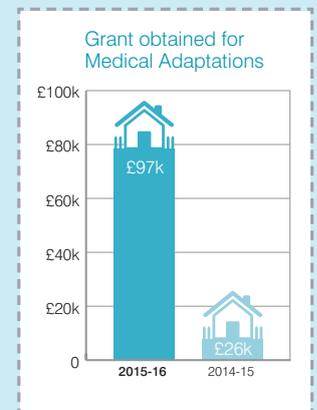
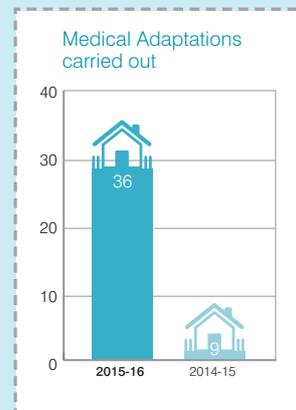
We are continuing to develop our partnership with Money Matters Money Advice Centre. This service is based within our offices 2 days per week. In 2015-16, Money Matters offered free financial capability and debt advice to 234 clients. From these cases they have obtained some £206k in financial gains for our residents.

Advice on obtaining affordable credit and opening bank accounts has also been provided to residents accessing the service.

## 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 96.67% of the approved applications on the list for medical adaptations which is considerably up from our performance in 2014/15 of 68.75%. The Scottish average was 83.3%.

The average time that our tenants had to wait to have works completed for adaptations, was 67 days. This is slightly more than the Scottish Average of 50 days. However this is a considerable improvement from our performance in 2014/15 of 125 days.



## Moving Forward

- Through our internal management systems we will monitor trends in tenancy sustainment to determine if there are specific vulnerable groups where we can focus resources more intensely.

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

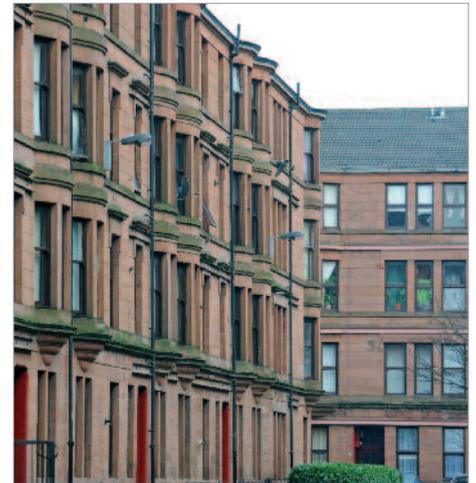
Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Social landlords set rents and service charges in consultation with their tenants and other customers 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 other customers can afford them.
- Tenants get clear information on how rent and other money is spent.

The landlord services we provide are fully funded by the rents and service charges our tenants pay. Our total annual income due for rents and service charges in 2015/16 was £5,478,426.

In the last year, we kept our annual rent increase lower than planned, to make sure that our rents remain affordable. Our rent increase for 2015-16 was 2% compared to the Scottish Average of 1.9%. The table below compares our average weekly rent with that charged by other Social Landlords:



Size of home	Govan HA	Scottish Average	How we compare
Bedsit	£49.39	£65.94	✓
1 bedroom	£60.56	£70.39	✓
2 bedroom	£71.25	£71.55	✓
3 bedroom	£79.74	£77.60	✗
4 bedroom	£96.97	£85.98	✗





Landlords have two main areas where income can be lost – rent arrears and empty homes. The table below illustrates our performance during 2015/16 in these areas:

Rent Arrears	2015-16	2014-15	Scottish Average
% of total rent collected	97.6%	98.37%	99.5%
Gross rent arrears	£441,791	£337,702	n/a
Gross rent arrears as a % of rent due	7.96%	6.53%	5.3%

Collecting arrears is an area where we aim to improve. We recognise that welfare reform measures are affecting our tenant's disposable income. As a result, our Community Inclusion Team, alongside our Housing Management Team, are taking a proactive approach in addressing tenant need and obtaining financial help and assistance for our tenants.

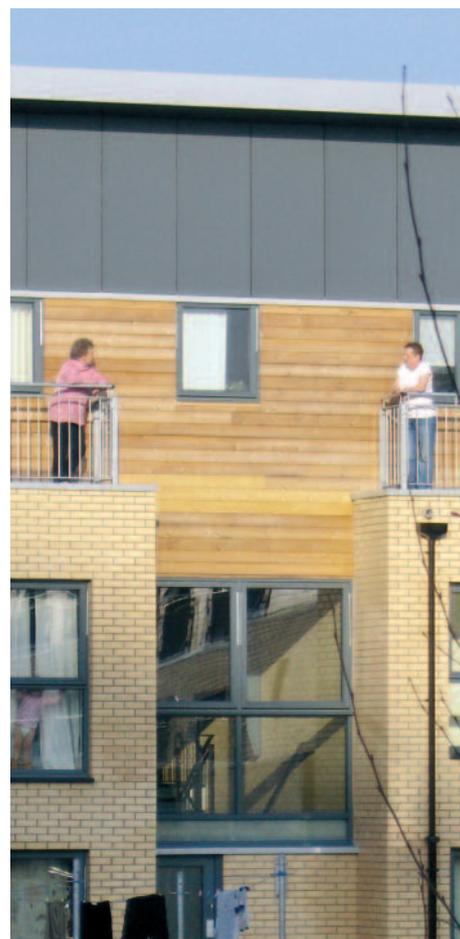
Empty Homes - Loss of Income	2015-16	2014-15	Scottish Average
% of rental income lost through empty homes	1.1%	0.87%	1.0%
£ of rental income lost through empty homes	£60,616	£44,772	n/a

Our performance would have appeared to have declined in the year but it is noteworthy that a considerable amount of work has been carried out on properties at void stage during the year in order to enhance the standard of our homes. In addition to this we have acquired a further 40 units in the year as part of our wider acquisition strategy. Extensive works were required to these when acquired in order to bring these properties up to Scottish Housing Quality Standard.

**Our latest Resident Satisfaction Survey told us:**

	2015-16	Scottish Average
% of tenants who felt that their rents for their property represented good value for money.	72.4%	79.0%
% of owners satisfied with their factoring service	60.69%	65.1%

Satisfaction with our factoring service is a key area which we are aiming to tackle going forward and we are reviewing the service to ensure we can deliver a significant improvement to customers.



### Moving Forward

- Implement and consult on a new Value for Money Strategy based on efficiency, economy and effectiveness.
- Involve our tenants in defining and monitoring what value for money is.
- Continue to identify the key priority areas for our customers.
- Continue to review our costs as part of our Procurement Strategy.
- Consult on our planned rent restructure to ensure our rents are fair, equitable and affordable.
- Carry out a full and comprehensive options appraisal on our factoring service.



*‘Moving Govan Forward’*

## Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ  
Telephone: 0141 440 0308 • Fax: 0141 440 0637  
Email: [general@govanha.org.uk](mailto:general@govanha.org.uk)  
Website: [www.govanha.org.uk](http://www.govanha.org.uk)

 [facebook.com/govanhousingassociation](https://facebook.com/govanhousingassociation)

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