



ANNUAL REPORT AND
LANDLORD REPORT 2021 - 2022

Moving Govan Forward

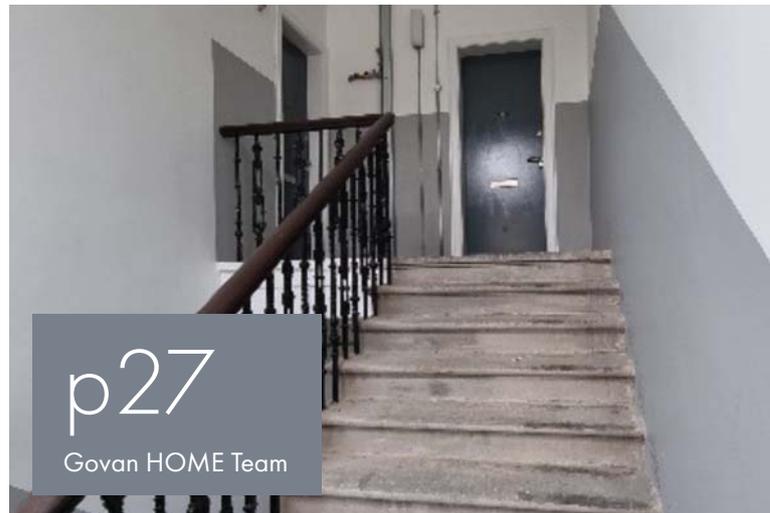
Contents

ANNUAL REPORT 2021 2022

- 1 Chairperson's Welcome
- 2 Introduction from the Chief Executive Officer
- 3 50th Anniversary Mural
- 4 Water Row – Phase 1
- 5 Customer Services
- 20 Property Management Service
- 22 Community Engagement
- 24 Tenant Participation Activity Plan
- 25 Property Services
- 27 Govan HOME Team Performance Update
- 29 Equality & Diversity
- 29 Complaints Management
- 30 Our People
- 32 Financial Reports

LANDLORD REPORT 2021 2022

- 35 Introduction
- 36 Your Voice
- 39 Your Home
- 42 Your Neighbourhood
- 43 Your Money
- 45 Satisfaction with Factoring Service
- 45 Summary



Welcome



We're delighted to share Govan Housing Association's Annual Report for the year ending March 2022.

2021-22 has been another important and exciting year for Govan Housing Association. I would like to thank our Management Committee, staff team, tenants, partner organisations, contractors and the wider Govan community for their continued support and contribution to our overarching aim of 'Moving Govan Forward'.

Govan Housing Association has long been a respected name within the social housing sector. Founded in 1971, under the name of Central Govan Housing Association, Govan Housing Association was one of the first community based landlords in Scotland fighting against the old regime of "factors" and insecure housing. We have come a long way since 1971 but we proudly continue with the same drive and commitment to ensure that we are ambitious in our plans and continue to offer affordable homes for all, that we are inclusive and respectful of our community and we shape and develop our staff team and business so we can deliver better services for our tenants and other service users and offer practical ways to develop the people and community of Govan.

We continue to invest heavily in our existing homes. We're proud to manage a huge variety of homes in the Govan

area, including older style tenements, new build properties and soon to be mid-market rent properties; ensuring people on a range of incomes can live in this fantastic part of Glasgow.

Performance

Despite the challenging economic environment and continued financial pressures on our customers we have maintained good levels of rent arrear management. The introduction of a new staff structure included the appointment of our new Director of Customer Services. This appointment has provided a renewed focus on improved processes, robust performance management and drives the change culture throughout the organisation. All of which have provided business efficiencies and improved value for money for our customers.

We have also continued to review and monitor our housing management

services and have initiated the process of embedding simpler and more effective processes through the implementation of our new IT system.

Whilst our performance levels have shown improvements in areas such as sustainability of homes/arrears management/void property and turnaround time/emergency repair response times, we are aware that focus is required in other areas of service delivery such as non-emergency repair turnaround times and gas safety and electrical safety compliance. We have action plans in place to address these areas of performance.

We look forward to the year ahead and all it may bring and with an enhanced Executive Management Team and wider staff team, I see no barriers to our continued success.

Gary Maguire MBE Chairperson



Introduction

from the Chief Executive Officer



As Chief Executive Officer of Govan Housing Association, I welcome you to our 2021 /22 Annual Report.

As I approach my ten year anniversary as Chief Executive Officer of Govan Housing, the recent months have been a time of reflection. Working at Govan Housing Association has been a journey, which at times has been challenging, however I've relished every minute of it.

Along the way I have encouraged my team to treat others as we wish to be treated, to always look at the long-term goal, listen and consider everything and to value and respect peers. These lessons have helped contribute to the success of Govan Housing Association over the last 10 years.

As the saying goes, sometimes to move forward you have to look back. I wanted to take a moment to highlight some of the most important milestones in the last ten years, that I have had the pleasure to lead our fantastic staff team to achieve.

- Evolving Govan Housing Association into a Group Structure
- Creation of Govan Hometeam Subsidiary Company
- Partnering in the Water Row Development
- Embedding the reputation of Govan Housing Association into a Community Anchor Organisation

Most recently, leading the change in culture and direction of how we manage our processes internally, to ensure enhancement of service delivery for all customers.

Over the course of the last year, we have continued to implement significant changes to the way we work. Through a programme of evaluation and process mapping of core business, we have achieved a greater focus on front line service provision. This determined focus of continual improvement ensures that we

are fit for purpose now and for the future and able to meet the needs of the community that we service.

Tenant engagement has been high on our list of priorities during the year. Many tenants have engaged with the Association through our various platforms such as:

- Tenant Engagement Forum
- Tenant Focus Group
- Shaw Street Resident Group
- Owners Forum
- Close visit programmes
- Social Housing Fund
- Community Bike Project
- Digital Engagement Strategy

This allows us to reaffirm our community purpose, and our commitment to meeting the needs and aspirations of the wider community.

Our commitment to sustainability, is evident through, building more homes and investing in our current stock, to make it more energy efficient. We have helped people through the current cost of living crisis by providing money and debt advice and assisting with energy debt and advice. We are aware that these services are crucial and will continue to assist people where we can.

Housing Associations are regulated by the Scottish Government and Govan Housing Association has a complex network of Regulators that it is accountable to. I am

pleased to report that the Association continues to meet all of its regulatory obligations. The Scottish Housing Regulator continues to classify the Association as requiring "Low Engagement" and we are pleased to maintain this status. Our other regulatory bodies, the Financial Conduct Authority, Community Interest Company Regulator and the Office of the Scottish Charity Regulator, SPSO and the Scottish information Commissioner had no significant engagement with the Association.

We are excited about the year ahead and the growth of the Govan Housing Association Group to incorporate a new Property Management Company, more details about this new subsidiary will be provided through our regular newsletters and social media outlets

I know the pandemic and the economic backdrop have taken their toll on our people as well as our customers. We've worked hard to understand the challenges our employees face and to ensure we can attract and retain good people. We underwent a restructure this year, we remained committed to making Govan a great place to work and live. On behalf of the whole board and the Executive Management Team, I want to thank our employees for all they do to make Govan what it is today – we understand and recognise that throughout this challenging time it has not always been easy.

Fiona McTaggart CEO

50th Anniversary Mural

This year we commissioned a new artwork Mural celebrating life in Govan, to mark our 50th anniversary of Govan Housing Association.

The artwork by celebrated street artist Sam Bates – better known as “smug” – encapsulates the vibrancy of our iconic community and focuses on the future while embracing a proud past.

Located not far from Govan Cross and easily seen on the way into the city centre, the mural depicts a young girl bending down to pick a daffodil.

The daffodil has a connection to Govan thanks to the popularising of the flower by 19th century Govanite and horticulture expert Peter Barr who was known as “Govan’s Daffodil King”.

Additionally, and with a nod to Govan’s world-beating maritime heritage, shipyards feature in the background. Importantly, a wide-ranging community consultation was carried out about what local people would like to see in the mural.

The artwork is seen as an entirely fitting gift to the community from Govan Housing Association because it embraces its “building the future, preserving the past” ethos.

The work by smug was created under the auspices of SWG3 and “Yardworks” –

the renowned Glasgow creative hub and arts venue which aims to bring street art to a wider audience and is based directly across the river from Govan in Yorkhill.

The mural sits above the colourful Riverside Hall community gardens and is sure to become a popular city arts landmark.



Water Row Phase 1 new build development

The Association commenced on site in April 2022 with its largest new build development to date: Water Row Phase 1.

The high profile site, previously a shipyard but in recent years an informal car park, is situated between Govan Cross and the Clyde. The total project costs are in excess of £24m with funding coming from a variety of sources: Glasgow City Council's Affordable Housing Supply Programme, City Deal, Clyde Mission Fund along with private borrowings undertaken by Govan HA.

The four blocks, between 4 and 6 storeys, will provide 92 new build mid-market rental flats (all 2-bedroom) along with 6 ground floor commercial units. 9 of the flats will be built to 'wheelchair adaptable' standard.

The properties will come off site from summer 2023 through to December 2023. New tenants can look forward to warm, affordable high quality housing. A condition of grant from Glasgow City Council is that the new housing is designed to the 'Glasgow Standard'. This requires particular space standards to be met along with achieving sustainability criteria and security measures.

The Association is working with the main contractor, CCG, to ensure that there is a programme of community benefits achieved by their presence in Govan. This encompasses access to the apprenticeship application process, work experience and engagement with schools.



Customer Services

“We aim to improve our tenancy sustainment and our performance and ensure we are providing a first class service. We will continue to adopt an approach to service delivery that is underpinned by cost effectiveness and value for money. We will embrace innovation and technology to improve our interactions with our customers to identify their needs to improve our services.”

As the country moves to a new normal leaving Covid-19 behind, we too have made steps improve. Not only are we returning to a pre-pandemic level of investment and performance, but in moving forward we have looked at all our processes and procedures to improve in our services; that they customer focused and efficient. We are more determined than ever to push further to achieve more. We have reflected over the last two years and it has demonstrated what a critical role our organisation is within our community, particularly during these challenging times.

Govan Housing Association plays a key role in maintaining and enhancing a supply of high quality and affordable housing within the Govan area in Glasgow. Our organisation will embrace innovation in our approach to ongoing and meaningful connections to work with the Government, local authority and all our stakeholder’s organisations to ensure that we accurately represent our diverse community, as well as meet growth and future demand. In investing in our homes, our priority is further strengthened by our value for money strategy.

Customer Experience

Central to our Strategic priority as a community anchor, we will maximise in our consultation, community engagement and empowerment to further improve on the delivery of our services. We are increasing our consultation with our customers, being more visible in our communities to enable our customers to share their views and scrutinise our services.

We have improved the way we engage with our customer to be more inclusive particularly for more marginalised groups and are increasing our forum groups in every area of our business. Reviewing our services makes sure our organisation is meeting targets and delivering for our customers, holding us to account for the quality of our services.

Our different panels will play an important role in developing and reviewing specific areas of service and carried out by groups we have been recruiting. The work we do to our homes and acting on customers complaints is also an integral part of our work to improve the overall customer experience.

We are committed to engaging with our customer for shared feedback through our online surveys about experience of making a complaint; by empowering our staff, with guidance and training, on resolving complaints first time where possible. Using previous complaints to reshape our services and feedback



provided will help us design a new approach to complaints, which will improve the experience for our customers and give us the confidence that we are doing things the right way.

This year we will further our focus on customer experience and launch our community engagement strategy, shaped directly by the voices and experience of our community in which we operate. This work will ensure our customers remain at the heart of everything we do at Govan Housing Association, helping to influence decisions and holding us to account for our services we provide.

Case Study:

We assisted a tenant who just turned pension age, helped him claim state pension, pension credit, housing benefit and council tax reduction. We also made an application for a washing machine with the community care grant with Glasgow City Council. There was a period of time when the pensioner’s legacy benefit had ended and we made effective referrals to the food pantry to assist with food provision during this time of financial hardship. Moreover, we have assisted the tenant in making an application for attendance allowance due to his visual impairment and are waiting on this application.

He said *“Thank you so much for your help and support this has made a massive difference to my life and just having a service that can help with all the different benefits. I did receive a cooker and can now cook my meal and this has made a massive difference for me.”*



Void Management

“Providing excellent customer service and maximum value”

Voids at a glance	2020/2021	2021/2022
Number of lets	150	198
Days to let properties	69.13	44.19
Void loss	£132,241	£93,174
Offers Refused	24.77%	18.39%
Homeless offers which resulted in a let	62.62%	76.85%

In 2021/22, we let **198 empty properties**. This is an increase from the reduced number of 150 from the previous reporting year when Covid had a massive impact.

Time to re-let properties was **44.19 days in 2021/22** which was an improvement in the previous year's figure of 69.13 days and is in line with most RSL's but we continue to be ambitious in our efforts to reduce these further.

Whilst Covid did have an impact in 2021/22, several measures were put in place to drive the improvement of re-let performance including:

- Void Improvement Action Plan
- Void Process reviewed and streamlined
- Recruitment of staff highly skilled in this area
- Continued partnership working with Govan Home Team to ensure repairs in empty properties were carried out quickly

The year 2021/22 saw continued difficulties presented by Covid including managing restrictions, availability/delay of materials and staff absence, so to achieve an improvement in performance is a great accomplishment.

Turning empty properties around quickly means less money is lost whilst no rent is received so this provides maximum value for our tenants. Our money lost from rent from empty properties reduced from £132,241 in 20/21 to **£93,174** in 2021/22.

Another element of this is making sure we have the right applicants ready to move in to the property when it becomes available. It is part of our new process to have an appointment with each applicant who completes an application form to make sure they fully understand the types of properties we have to offer and they begin to prepare for a new tenancy.

For homeless referrals, we are now working with a process where we send details of an empty property and the homeless casework team match an applicant to that property. They will discuss the property fully with the applicant before sending their referral to ourselves to arrange a viewing and make an offer; this is with the aim of supporting people out of homelessness and fulfils our statutory obligation but supports our ambition of increased tenancy sustainment; as there is the right support by the right agencies at the right time.

Making our procedures more efficient has contributed to improved performance with refusals of offers of housing reduced from 24.77% in 20/21 to **18.39% in 2021/22** and the percentage of offers to homeless referrals resulting in a let increasing from 62.62% in 2020/21 to **76.85% in 2021/22**.



Before



Before



Before



After



After



After

Case Study:

We were able to offer six tenancies to a mix of homeless, internal transfer and general waiting list applicants in Ibrox in newly renovated flats.

These were one bedroom flats that were renovated with brand new kitchens, bathrooms, windows and central heating systems.

The common areas were also refurbished.



Sustainable Community and Tenancy Support

“We are committed to work with partners to provide quality homes, good neighbourhoods, sustainable tenancies and community engagement to enhance overall wellbeing in our community”

We aspire to our investment plans to be community led and sustainable, to build a community with capacity and not dependency. This will help us to build connections and resilience to support our customers, support agencies and our community that should build trust. Where local relationships work collaboratively this helps create an empowered community. Through our work with trusted community partners, we further aim to harness the wealth of insight and learning we gain through our joint working and the initiatives that we support each year that will in turn benefit our customers, community partners and our business; by recognising our expertise and those of partner agencies we can share our common goals to enhance our community. Our customers who answered our most recent tenant satisfaction survey, **69.26%** are satisfied with our contribution to the management of the neighbourhood they live in.

Part of managing neighbourhoods is responding to reports of antisocial behaviour. Our antisocial behaviour process is another area that has been reviewed during the reporting year in a bid to improve the service delivered to residents, both internally and with the insight from our Tenants Service Improvement Group (TSIG.) This includes resolving cases where we can but also providing information on other agencies who are required to be involved to take matters further such as Police Scotland or Glasgow City Council. The number of antisocial behaviour complaints which were resolved in 2021/22 was **95.71%**.

Powers in relation to taking action for antisocial behaviour changed with the Housing (Scotland) 2014 Act, meaning that if someone is convicted of an offence punishable by imprisonment, and it has an impact on the local community, the process for eviction is more streamlined. We used this power to **recover 2 properties** in the year 2021/22 after a long history of anti-social behaviour.

Additionally the Act allows for the use of Short Scottish Secure Tenancies – these are used to encourage new or existing tenants, or members of their household who repeatedly engage in antisocial behaviour,



to stop the behaviour and sustain their tenancy, by taking away some of their tenancy rights without the need for court action. This can be done:

- where an eviction order has been made against a prospective tenant by the courts in the previous 3 years because of their antisocial behaviour
- where a prospective tenant or anyone who would live with them, is subject to an antisocial behaviour order
- where the tenant, or a person living with them or lodging with them, or a subtenant of the tenant is subject to an antisocial behaviour order

Case Study:

In the year 21/22, Govan HA converted two Scottish Secure Tenancies to Short Scottish Secure Tenancies for anti-social behaviour. One tenant ended their tenancy and moved into more supported accommodation as the specialist support they required could not be offered by Govan HA. The other tenant has reduced incidents of antisocial behaviour since their tenancy was converted.

These powers enable landlords to make it clear to new and existing tenants their past behaviour is not acceptable and that if it is repeated they risk losing their home. However, a landlord must ensure that any housing support it considers to be appropriate is made available for each case. This is to encourage and support a positive change in behaviour to help the tenant to sustain their tenancy.

“We will improve our tenancy sustainment and our performance against our KPI’s to ensure we are providing a first class service”

Our investment in our communities supports tenants to sustain their tenancy is a commitment of Govan HA and we do this in a number of ways, including:

- Money Advice and full financial health checks before signing for a tenancy to ensure affordability and maximising their income.
- Improved decorative standard of properties which become empty, so they can be moved into quickly.
- Assistance is accessing funds such as Scottish Welfare Fund to help furnish a new tenancy or Energy assistance funds to help with fuel vouchers.
- New tenant visits to check in with tenants at the beginning of their tenancy to identify any vulnerabilities or support needs.
- Partnership working with various agencies to signpost new tenants to support if required.

Tenancy sustainment is a performance indicator which shows how many of our new tenants are still in their tenancy twelve months after they sign up. In table below 21/22 this figure improved slightly to **85.43%** compared with 83.48% in 2020/21.

Tenancy Sustainment				
	2020	2021	2022	Movement
Existing Tenants	76.19%	97.37%	95.65%	1.72% ↓
Statutory Homeless	91.80%	81.25%	86.76%	5.51% ↑
Housing List	93.22%	81.63%	82.35%	0.72% ↑
Local Authority	0.00%	0.00%	0.00%	0.00% ←
Other	100%	75.00%	76.92%	1.92% ↑
Overall	91.09%	83.63%	85.43%	1.85% ↑

We aim to prevent tenancies from coming to a premature end by providing the necessary Tenancy Support, advice for tenants to be able to maintain their tenancy. Our intention is to visit all new tenants and look at an engagement plan for each individual customer or family. This ensures that our customers are settling in well and allows any questions to be answered, or any issues which may have arisen in the weeks of the tenancy starting up until the first year that need to be addressed.

Any customers we identify as being potentially vulnerable may receive further follow up visits and a level of more tailored support from our Customer Service Team. We can also assist by making referrals to other partner agencies where necessary and see this is a vital part of our tenancy sustainment process. In addition, we are able to offer a number of services through our Money Advice and Community Engagement Services.

Abandoned properties can often be problematic and indications that people no longer see their home a place to stay or have another tenancy reason for leaving. We aim to work closely with tenants to ensure that tenancies are ended in line with the Scottish Secure Tenancy Agreement and reduce the number of abandoned properties; we will continue to be creative in how we tackle this.





Rent Setting Approach

Govan Housing Association is committed to providing high quality services to meet the needs and aspirations of our customers. Our Management Committee board will review our rents every year to ensure both affordability and ability to deliver our Planned Replacement Programme. Our rents continue to be amongst the lowest in the sector and we believe that to deliver future obligations and invest in our housing stock. The rent consultation commenced this year and was concluded January 2022.

In reviewing the rents, we have considered what key aspects of a property should be taken into account when agreeing rent

levels, these were considered rent increase changes to ensure rents are fair, open, and transparent and value for money.

The proposals on our rent review will still see Govan Housing Association rents compare favourably to other landlords, be affordable to the majority of tenants and will improve longer term financial planning to support the continuing investment in housing which we know is important to our tenants.

We are committed to consulting with our customers and wider stakeholder in the formulation of all of its policies. We are therefore consulting widely on the principles of the rent increase and continue to engage with our customers and listen to their views on what a fair and consistent rent increase would look like.

Money Advice Overview

Govan Housing Association's Financial Inclusion Service was re-branded in 2021 and is now referred to as our Money Advice Service, a term which we believe to be more familiar and welcoming to our customers.

The Money Advice Service works in partnership with our in-house Energy Adviser to maximise the income of our customers, reduce debt and to challenge poverty and financial exclusion. Income Maximisation is assistance to ensure that residents are getting all of the benefits / income that they are entitled to and aiding resident's money to go further by also looking at expenditure and outgoings.

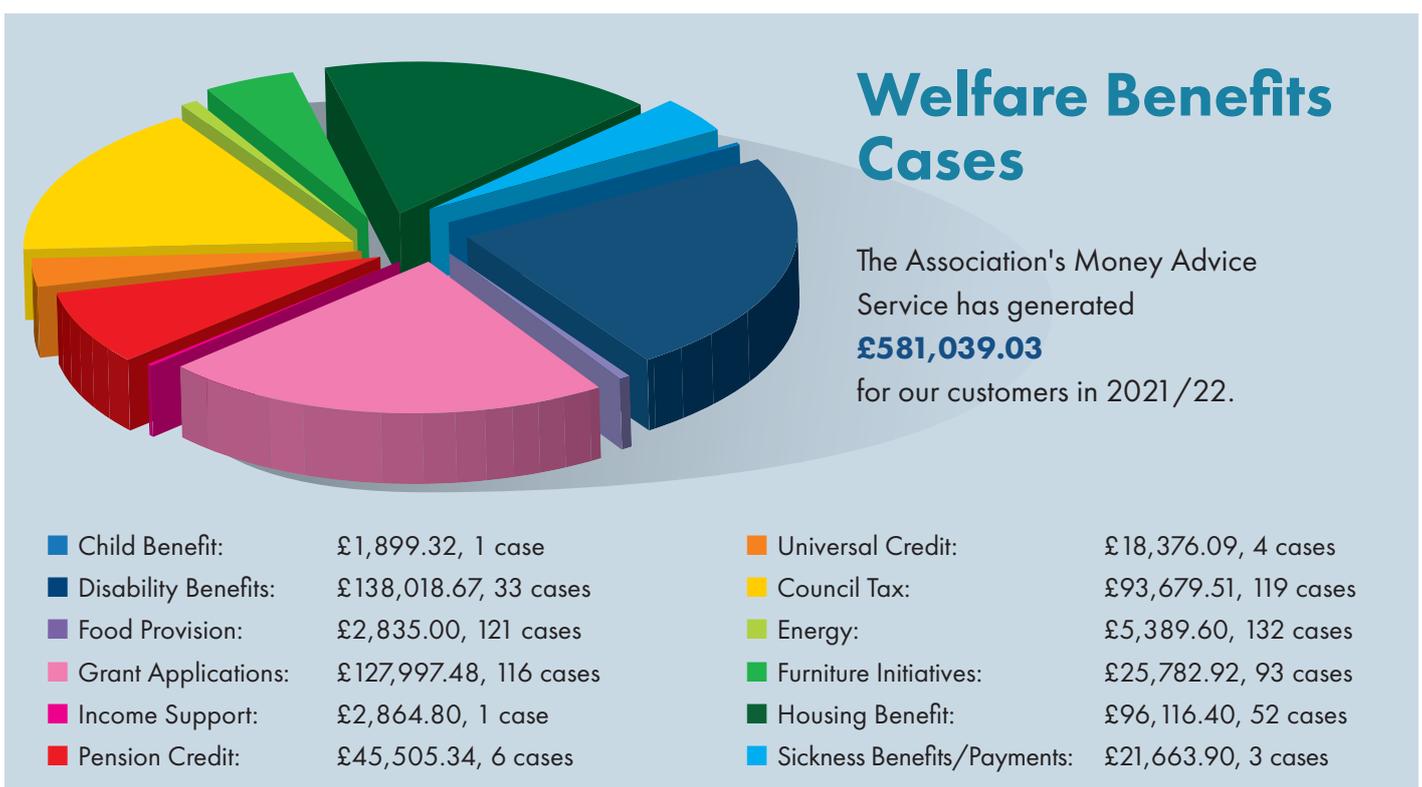
Since its launch in 2018, the service has developed considerably to work holistically with other local organisations in order to support the people of Govan's wider financial inequality and aspirations. People face hard choices with money throughout their lives, at moments of crisis such as the breakdown of relationships, loss of family members or through illness. More recently, as a result of the Covid-19 pandemic and the significant rise in the cost of living, more people have experienced an increase financial hardship. Some residents have had no option but to rely on local food provision and choose high interest finance products they cannot afford or resort to doorstep lenders. Confronted with such events, most of us could make smarter decisions, given the right support.



Money Advice Service Performance

The Money Advice Service have continued to offer service users of Govan Housing Association a variety of different advice and assistance in all welfare benefit and debt related matters. The team, all throughout the different rules and restrictions in place as a result of the pandemic, have continued to operate a full and comprehensive service to tenants through different means including, face to face, over the phone, video call and home visits where necessary. We are delighted that despite the fact this year has been extremely challenging, our service has been successful in achieving yet another year of fantastic results in terms of income maximisation and financial gains for our valued customers.

The total value of financial gains achieved for our customers in 2021/22 is £1,145,650.14



As part of Welfare Benefits advice, the service has assisted tenants apply for disability benefits such as Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance with outcomes totalling the value of over **£138,000**.

We have also assisted tenants with furniture for their homes to the total value of over **£25,000**.

Over **£2,800** worth of food vouchers have been provided to our tenants.

We have also assisted our tenants to apply for various grants including to the Scottish Welfare Fund for Crisis and/or Community Care Grants totalling over **£127,000**.

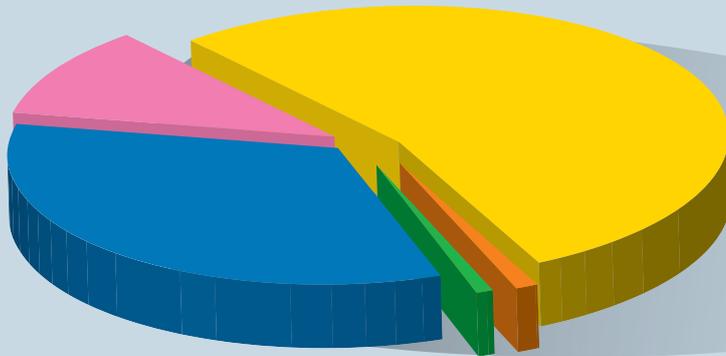
**The Scottish
WELFARE FUND**

Our Mission:

“To provide, manage and maintain affordable housing for people in housing need. To play a leading role in the regeneration of Govan and continuing to improve the quality of life for our residents.”

As part of this commitment, the Association aims to help our tenants to obtain the relevant furniture and household items that they need to live comfortably.

If you require any assistance with any of these things, please do not hesitate to get in touch with our Money Advice Service who can assist you.

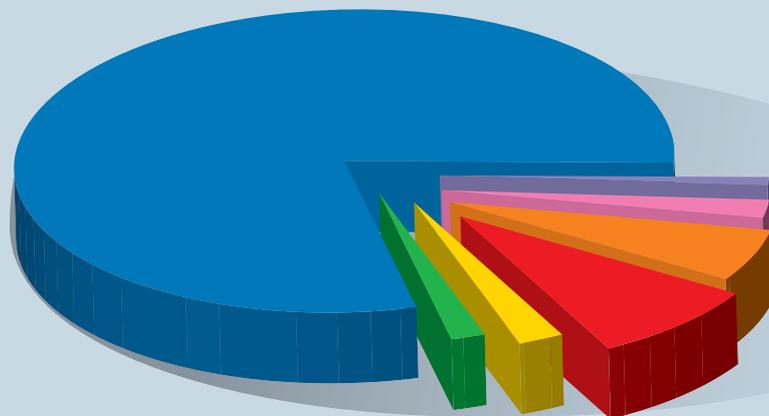


■ Council Tax Debt:	£19,343.90, 7 cases
■ Rent Arrears:	£5,996.79, 6 cases
■ Consumer Credit:	£30,779.51, 5 cases
■ HMRC Debt:	£500.00, 1 case
■ Benefit Overpayments:	£600.00, 1 case

Debt Cases

The Money Advice Service has achieved financial gains totalling **£57,220.20** for our customers in 2021/22.

The Money Advice Service has been successful in having over **£57,000** worth of debts written off for customers this year. This is often achieved through formal debt relief options such as bankruptcy.



■ Housing:	£407,476.29, 110 cases	■ Standard Allowance:	£42,843.48, 9 cases
■ LC for Work Related Activity:	£4,103.04, 1 case	■ Limited Capability for Work:	£10,512.54, 2 cases
■ Carer:	£9,814.08, 4 cases	■ Disabled Child:	£8,218.92, 2 cases
■ Child:	£28,329.84, 5 cases		

Universal Credit Cases

The Money Advice Service generated **£511,298.19** from Universal Credit for our customers in 2021/22.

New Tenant Financial Health Checks

The Association is committed to ensuring that our tenants and prospective tenants are supported starting and throughout their tenancy. The Money Advice Service is committed to providing a 'New Tenant Financial Health Check' on request for all new tenants. The Service has completed a total of 141 Financial Health Checks in 2021/22 for our new tenants.

The Financial Health Check includes the following support:

Benefit Check

Check circumstances and apply for any benefits the new tenant is entitled to.

Income and Expenditure

Explain the financial running cost of a home to ensure affordability.

Set Up Energy Accounts

Set up new tenants' energy accounts with suppliers with the correct details.

Debt Check

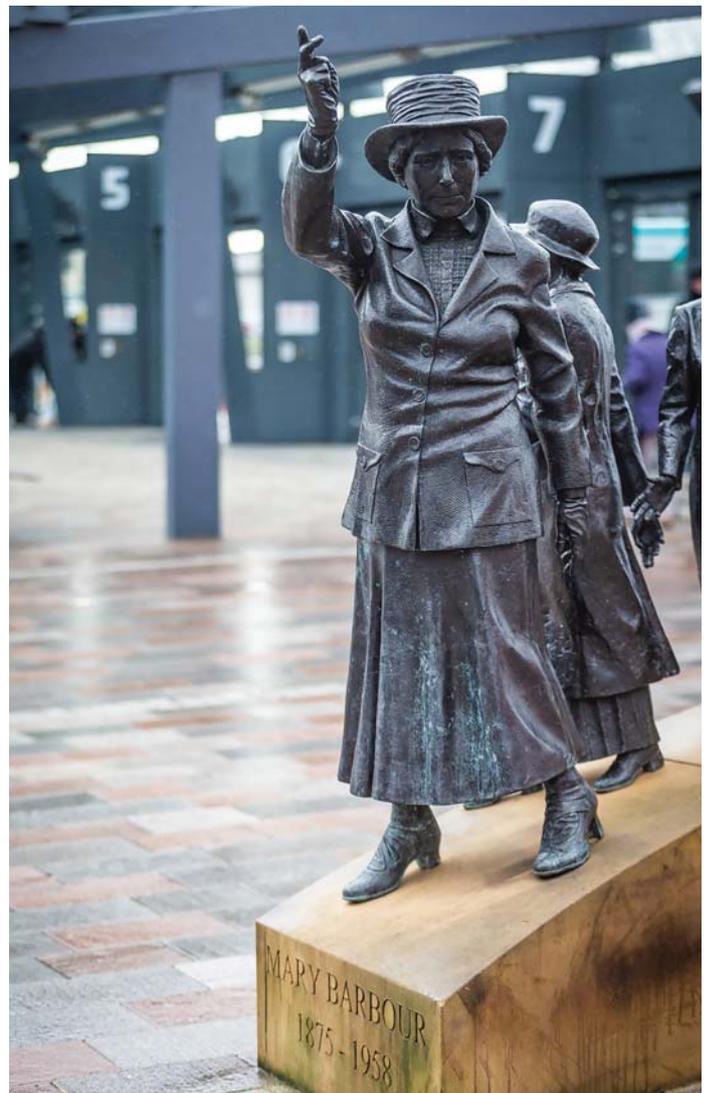
Deal with any debts at the start of the tenancy.

Grant Applications

Apply and access grants for new tenants.

Financial Support Advice

Provide financial support to ensure tenants have a great start to the tenancy.



Internal & External Relationships

The Service is delivered in conjunction with other areas of the organisation. This provides wider organisational benefits across the Govan Housing Association Group. This includes:

- Close working relationships with the operational teams; Customer Services, Property Services and Factoring Service.
- Delivering projects in conjunction with the other members of the team to promote social inclusion, employability, digital inclusion, health and wellbeing and general income maximisation outcomes.
- Taking the lead role in cross-functional working groups on Welfare Reform.
- Providing support to other subsidiaries and partner agencies.

Our Money Advice Service recognises that it cannot deliver effectively without the contribution of other partners. These include the following (and will change as new opportunities present themselves):





Scottish National Standards for Information & Advice Providers (SNSIAP)



In December 2021, Govan Housing Association’s Money Advice Service was successful in achieving accreditation of the Scottish National Standards for Information & Advice Providers (SNSIAP) at Type III in Welfare Benefits and Type II in Money & Debt.

The Money Advice Service had been working towards accreditation for a number of years and it was a fantastic achievement and credit to the team in evidencing the quality of advice and services delivered.

The process involved a detailed review of casework against the SNSIAP framework and an extensive audit on a broad range of the service’s policy and business management processes.

In particular, during Covid-19 when the focus of the team became increasingly challenging in assisting and supporting the most vulnerable tenants in the community, the focus remained on working towards this accreditation. This demonstrates the passion and determination of the team to achieve this accreditation and how this team has adopted a culture of continuous improvement in advice work.

This accreditation will reaffirm to Govan Housing Association’s customers that the highest standard of advice and service will be provided with it being one of the first Housing Associations to have received both welfare rights and debt advice accreditation in Scotland at type II/III.

Fiona McTaggart, Chief Executive, said: *“The Accreditation recognises the hard work and effort that goes into continually providing a high standard of advice and support through our*



Money Advice Team. This service is vital to our residents and local community and can really support people through very difficult times. The Money Advice Service is truly committed to our customers, continuous improvement and providing an excellent customer service and this is a fantastic achievement.”

Kerry-Ann Wallace, Director of Customer Service, said: *“I am delighted that our organisation’s Money Advice Service has been recognised in receiving this accreditation for the great work they do. This is a terrific achievement particularly working through a global pandemic when the team’s focus had to change. We are a committed organisation in tackling poverty and inequality within our Govan community and this is a major achievement for a small team who have only been formed for three years.”*

Govan Energy Service

During the pandemic in 2020, Govan Housing Association worked jointly as part of GEL group which includes representatives of the three Housing Associations in Govan, Govan HA, Elderpark and Linthouse Housing Associations.

The aim of the new "Govan Energy Advice Project" will be to offer support to prevent fuel poverty, tackle fuel debt, access best value tariffs and reduce household energy consumption through better energy usage. Tenants from all three housing associations and new applicants identified as being "fuel poor" or "at risk of being in fuel poverty" will receive help with referrals coming from each organisation's financial inclusion staff and housing officers. The ambitious project has set a target of making 750 home energy advice visits; which initially will be delivered digitally due to restrictions imposed by the covid pandemic. Energy advice workshops will eventually be held as will drop-in community events. Between the three housing associations, they own and manage over 4000 homes and a high proportion of local residents are considered to be in fuel poverty.

Govan Housing Association was delighted that our existing Senior Energy Adviser was successful in gaining the same position, along with two other Energy Advisers, to run the project by the main lead, Elderpark Housing Association.

Govan Housing Association realise we cannot tackle fuel poverty within the Govan Area independently and will continue to work with key partnering agencies like Home Energy Scotland and other local Housing Associations to ensure that we continue to tackle fuel poverty that we know is affecting vulnerable residents.



Govan, Elderpark & Linthouse Energy Service

Annual Performance 2021/22

Our dedicated Energy Adviser, Diane, has been working hard over the past year to ensure that those who need it most, are given emergency assistance with fuel.

In 2021/22 we assisted Govan Housing Association tenants with fuel costs to the value of:

£69,324.73

Our Energy Adviser has also been assisting tenants with various other energy issues over the past year, including the following:

- Setting up Energy Accounts
- Assisting Tenants who are off supply
- Providing Energy Efficiency Advice
- Applying for Grants / Vouchers
- Liaising with Fuel Suppliers on behalf of Tenants



SFHA Social Housing Fuel Support Fund

In January 2022, the Money, Debt & Energy Service were successful in securing funding of £40,000.00 from the Scottish Federation of Housing Associations (SFHA) distributed between the three Housing Associations of the GEL partnership (Elderpark, Govan and Linthouse).

This substantial sum of money received provided financial support towards the cost of fuel for our tenants who needed it most and who were in financial hardship including fuel poverty.

With the rise in energy costs throughout the country this year, this funding played a key role in tackling fuel poverty in the Govan area. See below a news article regarding the funding that was published in January of this year.



Housing Scotland Weekly
SFHA News

January
26th 2022

A warmer Govan: Housing providers offer vouchers to combat fuel bills.

Three housing providers come together to offer vouchers to combat fuel bills.

Families in Glasgow's Govan have been given a winter warmer with the launch of a £40,000 voucher scheme to combat fuel bills.

Three housing associations in Govan – Linthouse, Govan and Elderpark have come together to create the Govan Energy Advice Project.

They are offering £28 and £49 top up vouchers primarily for people paying their energy costs through gas or electricity pre-payment meters.

Launched this month, the £40,000 has been secured through the Scottish Government's Social Housing Fuel Support Fund which aims to provide practical support to social landlords' tenants in order to help them to manage or reduce their fuel costs.

"Never has it been more needed" say the associations and the money is considered a lifeline to many individuals and families who face a struggle paying winter fuel bills – compounded by

increasing energy costs at the worst possible time of the year.

Since the initiative was launched earlier this month, take up has been strong. People who contact their own housing association – which has each appointed an 'Energy Advisor' – will receive £28 for an individual or £49 for a family.

While the £40,000 will inevitably run out, the three associations are also looking at other ways to secure other methods of funding to continuing offering help with fuel costs.

The new funding comes exactly a year after Elderpark, Govan and Linthouse benefited from a cash windfall from the UK Energy regulator Ofgem's Energy Redress Scheme. This has helped pay for running the scheme and the appointment of the three Energy Advisors – one at each association.

The voucher scheme is part of a wider plan of action from



the housing associations to offer energy advice, deal with suppliers on behalf of customers and endeavour to help people better control their energy usage.

Between them the three housing associations own and manage 4,060 homes across Govan and a high proportion of local residents are considered to be in fuel poverty.

A spokesperson for Elderpark, Govan and Linthouse Housing Associations said: "We recognise the very real difficulties many of our customers are facing in a time of immense challenge in

paying energy bills. We are working hard to tackle fuel poverty and the £40,000 we have obtained will turbo-charge our efforts.

"It's worth remembering that applying for a voucher in no way affects the State benefits some people may be receiving. We strongly encourage local people who would like to take advantage of this much-needed helping hand to come forward."

The three housing associations acknowledge the role the Scottish Federation of Housing Associations has played in the administration of the Social Housing Fuel Support Fund.

Covid-19 Tenant Grant Fund

In early 2022, Registered Social Landlords in Glasgow were given the opportunity to apply to Glasgow City Council for financial help from the Covid-19 Tenant Grant Fund for eligible tenants who faced financial distress during the pandemic, leading them to have rent arrears and placing their tenancy at risk.

The primary function of the grant was to help sustain tenancies and reduce homelessness by providing grant relief to those who faced difficulties due to the Covid-19 pandemic.

Eligibility criteria included tenants who accrued arrears during the period 23rd March 2020 – 9th August 2021. By accepting the grant, the landlord was asked to agree to cease any eviction proceedings relating to arrears owed.

In order to establish each RSL's share of the grant fund, the Council nominally divided the fund by sector according to the number of properties within each sector. This split was £1,002,300 for Social Rented Sector and £539,700 for the Private Rented Sector. Further to this, the £1,002,300 allocated to RSLs was broken down based on stock profile. As a result of this, it was confirmed that Govan Housing Association would be allocated £16,222.38.

The Association was successful in its application for our total share and the funds were used towards rent arrears for our tenants who had been affected by the pandemic. This was fantastic for those families and individuals who received the funds towards their rent arrears.



Cash for Kids 2021 /22

On 14th December 2021, the Association were made aware that we had been successful in obtaining grant funding from Radio Clyde's Cash for Kids.

Govan Housing Association applied for 424 children however the fund contacted



us to advise that they could award a grant of **£10,010** but not the full amount requested.

The Association gratefully accepted this amount and took the decision to award a **£35 Asda voucher** per household (as opposed to per child in previous years) meaning that **all 286 households** could benefit from this.

The Association was later invited to submit an application to the Cash for Kids Winter Fund which, in partnership with the Scottish Government would provide a £100 voucher to children in poverty to help contribute financially towards basic essentials such as food, fuel and warm clothing.

We are pleased to confirm that we were successful in our application and received a grant of **£6800** to help **68 children** in poverty.



Targets and Key Performance Indicators

Performance Indicators stated below are targets set out by the service based on the previous year's performance and expected set targets for 2022/23. This will be reviewed each year in line with welfare reform changes and to ensure that the Money, Debt & Energy Service meets the strategic and operational objectives of the Association and the needs of the community.

Service Performance Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Total Gain of Service	£1,152,358.59	£1,145,650.14	£1,000,000.00
Total Number of Clients	639	550	600
Total Number of Cases for Service	600	1221	650

Welfare Rights Performance Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Total Benefit Financial Gain	£541,768.89	£571,011.75	£500,000.00
Number of Benefit Cases	842	1077	600
Total Universal Credit Gain	£555,678.28	£511,298.19	£500,00.00
Number of Universal Credit Cases	183	128	150

Debt Performance Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Total Debt Financial Gain	£54,911.42	£63,340.20	£50,000.00
Total Debt Being Managed	£223,407.15	£115,793.71	£25,000.00
Number of Debt Cases	10	16	15
Number of Bankruptcies	100	8	Outcome
Number of Creditor Arrangements	New Target Set for 2021	0	Outcome
Number of Creditor Arrangements after 3 Months	New Target Set for 2021	0	Outcome

Internal Staff Referrals	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
No of Energy Service Referrals Made	New Outcome Set	123	Outcome

Tenancy Sustainment Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Number of Furniture Initiatives Awards	New Outcome	97	Outcome
Financial Gain for Furniture Initiatives	New Outcome	£18,013.23	£12,000.00
Number of Grants issued	Outcome	150	Outcome
Reuse Project, Number of Awards	New Outcome	23	Outcome
Grants, Financial Gain	£85,482.54	£121,719.65	Outcome
Number of Food Provision Awards	126	170	Outcome
Financial Gain for Food Provision	Outcome	£2,775.00	Outcome
Govan Pantry Referral	New Partnership	73	Outcome
Reuse Project Financial Gain	New Partnership	£7,461.95	Outcome

Tenancy Sustainment Softer Outcome Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Customer supported to settle into their new property	New Outcome	61	Outcome
Positive effect on mental health & wellbeing	New Outcome	105	Outcome
Short term intervention in crisis situation	New Outcome	56	Outcome
Furniture grant assisted in letting Properties	New Outcome	58	Outcome
Building Positive relationships with customers	New Outcome	102	Outcome
Avoiding Financial Hardship/Crisis	New Outcome	108	Outcome

Govan Energy Service Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Number of Energy Cases		475	480
Energy Financial Gain to Customers		£69,324.73	£50,000.00
Number of Set Up Energy Accounts		168	170
Number of Fuel Resumed Cases		39	Outcome
Number of Meter Exchanged		29	Outcome
Number of Energy Advice		154	155
Number of Energy Redress Vouchers		277	Outcome
Value of Energy Redress Vouchers		£15,103.00	Outcome
Number of Customer Access Emergency Energy Fund		57	Outcome
Financial Gain for Emergency Energy Fund		£1,805.40	£1,200.00

Financial Health Checks Performance Indicators	Performance Targets Analysis 2020/21	Performance Targets Analysis 2021/22	Set Performance Target/Outcome 2022/23
Financial Health Checks	105	141	Outcome

Property Management Services

“Our operational objective is to continue to adopt an approach to service delivery that is underpinned by cost effectiveness and value for money.”

The Association’s Property Management (Factoring) department manage a number of properties within the Govan and Ibrox area on behalf of homeowners and commercial property owners.

Property factors manage and maintain the common parts of land or property owned by more than one homeowner, for example the stairways, hallways and lifts in a tenement flat.

The role of a factor is to carry out a number of tasks on behalf of property owners including:

- Arranging and introducing services and maintenance e.g. close cleaning, gutter maintenance, landscaping, etc.
- Facilitating and organising owners' meetings so you can make decisions about the running of the building.
- Facilitating common repairs to the building which includes obtaining quotes, liaison with contractors and also consulting with owners.
- Managing cyclical maintenance funds, invoicing, collecting payments and managing arrears for the block.
- Facilitating common insurance for the building.
- Updating customers in any changes of legislation in relation to factoring services or their requirements as homeowners.
- Assisting customers with enquiries related to their property/building, title deeds and accounts.

The Association currently offers property management services to over 700 residential and commercial properties.



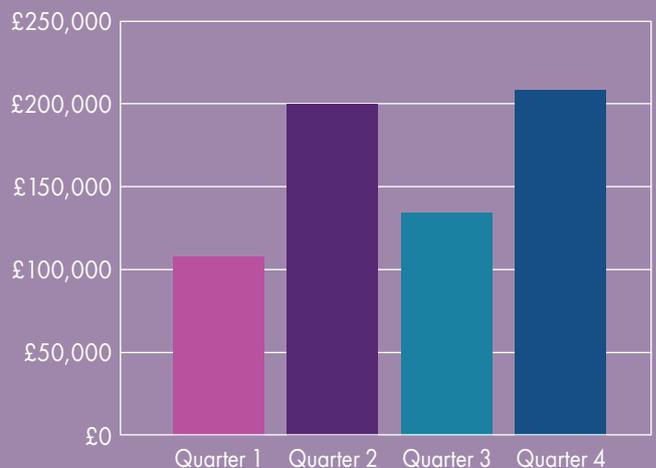
Property Management Performance

Factoring invoices are charged 6 monthly as noted in the Association’s Written Statement and one of the factoring departments responsibilities is recovery of factoring fees which are charged such as management fees, reactive repairs, insurance, cyclical maintenance etc.

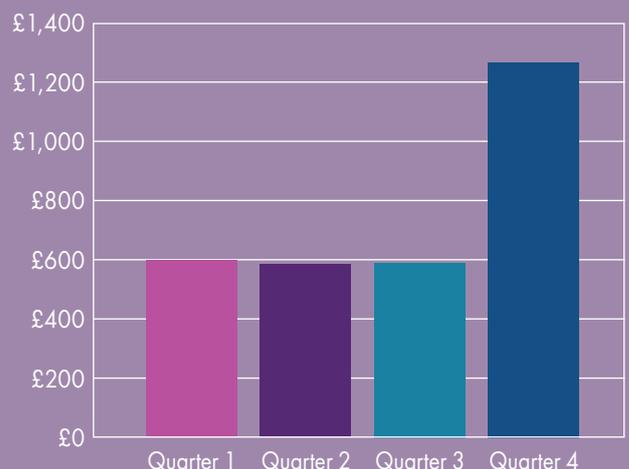
Our performance for 2020-2021 are shown below.

(Factoring Invoices are raised/issued in March and September)

Current Factoring Arrears



Former Factoring Arrears



Property Management (Factoring) Review

Following feedback from our service users in 2021/22, staff changes, training and investment within our factoring department, the Association is commencing a full review of the property Management (Factoring) service we currently provide, from approximately September 2022 onwards. This will identify more efficient practices of working, ensure we are providing a service which is value for money for our customers and review the costs of the service. We would like representation from our factoring customers as a focus group to inform this review, if you would like to be involved please contact us on factoring@govanha.org.uk

Written Statement of Service

Following an amendment of the Property Factors (Scotland) Act 2011: Our Code of Conduct for Property Factors was updated in August 2021.

The Association issued a revised Written Statement of Service to all of our homeowners and commercial property owners.

The main amendments to this Act were:

- Introduction of new 'Overarching Standards of Practice'; which must be followed by property factors.
- Introduction of these standards.
- Slight amendments to the existing sections 1-7 of the original 2012 Code

We have a standard version of the Written Statement of Service on our website for all to review.

Owners' Forum

We recently formed our first owner's forum in Clyde Community Hall this year.

The purpose of the forum was to meet with our owner/occupiers as a collective group for an opportunity to:

- Ask questions,
- Share their experiences,
- Discuss topics of mutual interest,
- Improvements and opportunity to work more collaboratively

It was agreed that the meeting was productive and we will continue to hold these forums in which owner/occupiers are welcome to attend and participate.



Community Engagement

Foundations

In our last annual report, we said we wanted to improve and direct our services to be more customer focused. We have worked hard since then to put the foundations in place with a programme of engagement to ensure this is happening:

- Street/Close visit programme
- Tenants' Focus Group
- Shaw Street Residents' Group
- Owners' Forum
- Howat/Luath/Taransay/Elder Street Litter Pick Group
- Weekly Walk and Talk
- Community Fund and Awards Panel

We are also grateful to be involved with the Govan C Tenants and Residents Association, who resumed face to face meetings in March 2022. We are in contact with the Central Govan Tenants and Residents Group and look forward to working alongside them when they are able to resume. We are working towards a Tenants Engagement Forum by the end of the year, informed by all the foundation work, where we will be in a position to offer a range of involvement opportunities and where tenants can continue to drive the agenda for the future.



We have changed the way we work as a result, with our community engagement team dedicated to working alongside our community, tenants, owners and stakeholders to ensure feedback and expertise from lived experience is integral to all areas of our work.

"We are looking to find, wherever that may be, that person who has a commitment to their community."

Priorities for 2021-2022

Alongside this foundation work, our community engagement priorities for 2021-2022 were distributed widely for consultation and we received positive feedback and strengthened partnership working opportunities.

These priorities are currently:

- 1 Community and the environment
- 2 Children, young people and families
- 3 Employment and volunteering
- 4 Tenancy sustainment
- 5 Digital skills

To help us with our new way of working, we introduced a Community Fund to support partners and residents whose work also meets our 5 key priorities. We will ask our residents groups to work with us to review the impact of these priorities after the first year and make recommendations.

We have hosted the Govan Volunteer Bank for 2 years and have seen networking thrive between community partners, with shared access to volunteering and training resources and a one-stop shop evolve for volunteering in Govan.

We were also successful in our application to the Education, Influence and Change programme of the Tenants Information Service (TIS) and have received additional support and expertise from TIS as we develop our engagement opportunities. Their message is *“Tenants are at the heart of everything and engagement is everybody’s job”*. We agree.

Approach

Our community engagement approach is:

- 1 We are out and about - a rolling close visit programme throughout the year.
- 2 We are working together - we have a strong network of community partners who share their knowledge and offer opportunities for our community, from Govan Youth Information Project, to Thriving Places to Govan Men’s Shed to Govan Community Project. Too many to mention. We are very grateful to them all.
- 3 We have opportunities for our community to be heard-through focus groups, social and community events.



- 4 We value diversity – we know everyone is different, it’s what gives us strength. Based on our community demographics, we have our engagement leaflet in our top 5 community languages and visible when you come into our office. We will review these languages at the end of the year to reflect our changing society.
- 5 We are reflective with room for improvement – we build in review time as we work.
- 6 We are looking out for innovation and change – it keeps us moving.
- 7 We base our work on standards of good practice – including community engagement and community empowerment.

We are working to find out from every tenant what suits them, including the right not to get involved.

We are working on real engagement. We believe that our tenants and community are our assets and we base our community engagement on that principle.

We are excited by the prospect of dynamic tenant involvement over the coming year and we look forward to reporting back. There is so much potential within our amazing community.

Tenant Participation Calendar

Participation Event	Meeting Times	Purpose
Street/close visit programme	Weekly from February to November	Ground-up engagement work Being available to our community • Knowing our tenants
Tenants Focus Group	6 weekly	Service improvement and scrutiny • Accountability Relationships and trust • Working together
Owners’ Forum	Quarterly	Service improvement and scrutiny • Accountability Relationships and trust • Working together
Walk and Talk	Weekly	Social • Open to anyone • Sense of community Exercise and mental health
Armchair social	As required	Social and inclusive • Open to anyone • Improve accessibility Learning new skills – contributing in a digital forum
Howat Street Litter Pick Gang	Monthly	Commitment to environment • Social Sense of community • Community response
Shaw Street Residents	6 weekly	Ground up action • Working together • Sense of community Social • Accountability • Effecting change
Tenants Engagement Forum	Quarterly – by end of 2022	Route into decision making • Information sharing Social
Community Fund	Three times a year	Support community initiatives and promote engagement opportunities Improve quality of life • Strengthen partnerships

We are working towards a Newsletter group and Events group.

Our participation calendar is open to offers. We will respond to need, alongside our planned opportunities.

Tenant Participation Action Plan

	Person Responsible	Target Completion Timescale
Begin rent consultation process	Head of Operations and Performance	31/1/2023 – 01/03/2023
Advise of Rent Review outcome	Head of Operations and Performance	March 2023
Include a Tenant Participation Resource in the Annual Budget	Head of Finance & IT	February 2023
Set a target level for tenant membership of the Management Committee – currently set at 30%	Director of Corporate Services	Continuous
Publish an Annual Tenant Participation Activity Action Plan	Community Engagement Officer	September 2022
Consult with members of Consultation Register on relevant policy review	All Managers where applicable	Continuous
Consult with stakeholders re: review of business plan	Director of Corporate Services	April 2023
Draw up and publish a new Customer Services Charter	Director of Customer Services	June 2023
Hold AGM within office premises	Director of Corporate Services	September 2022
Distribute copies of Annual Report to all tenants - digitally	Compliance Manager	October 2022
Distribute copies of Landlord's Report to all tenants – digitally, contained within Annual Report	Compliance Manager	October 2022
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to the whole tenant base	Customer Engagement Officer via all Managers	Continuous
Conduct regular Satisfaction Monitoring Surveys	Head of Operations and Performance	Continuous
Feedback to residents involved in Satisfaction Monitoring Surveys	Head of Operations and Performance	Continuous
Regularly report on the Association's performance levels through the Quarterly newsletter	Head of Operations and Performance	Continuous
Manage Customer Engagement Calendar	Customer Engagement Officer	Quarterly
Publish Regular Quarterly Newsletters	Corporate Services	Quarterly
Publish Details of the Association's Major and Cyclical Repairs Programme and report on progress	Head of Operations and Performance	Continuous
Consult individual tenants regarding relevant Major Repair Contracts	Head of Operations and Performance	Continuous

Property Services

Our Property Services Team are responsible for managing Repairs, Planned and Cyclical Maintenance and Medical adaptations undertaken by the Association. We aim to provide our customers with a home that is maintained to a high standard, which is safe and secure and that meets their current and future needs.

This again as been a challenging year as we continue to provide a consistent and high standard of service while managing the challenges that Covid-19 still poses.

We thank our customers for their understanding and cooperation throughout this year.

Planned Programmes

Although we have had our challenges this year, our Planned Maintenance contracts have continued and have been progressing well, activity listed below:

Planned Programme	Fitted in 2021 / 22
Kitchens	159
Bathrooms	165
Windows	222
Close Painting	20
Front and Rear Door Replacement	33



Customer's cooperation has been critical in allowing us access to progress our planned works. We do provide payments for the disturbance of getting this work completed, this ranges dependent on the works but usually requires access to homes for 2 or 3 days and we would like to thank all our customers who have liaised with us allowing access to their homes for these important improvements works to be carried out.

We are also really keen to hear from those customers who don't want to get these works completed and reasons why, also customers who had these upgrades and your experience of it, feel free to get in touch with us at maintenance@govanha.org.uk

EESSH

Our next EESSH milestone is December 2025, where our properties should not be re-let with an EPC below a Band D. Currently, we have 36 properties that have an EPC below a Band D.



There are various reasons why these properties could be failing, including single glazed windows, no loft insulation, electric heating and lack of energy efficient lighting.

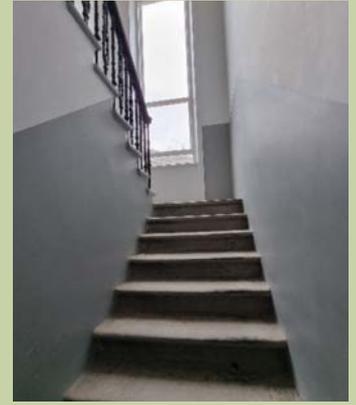
Over the last few years, we have been working to improve energy efficiency measures by installing new double glazed windows, new boilers and heating installations where required and are confident that once new EPCs are carried out that the number of properties below a Band D will reduce significantly by 2025.

We are confident that we will be able to achieve the 2025 milestone and have all our properties fully EESSH compliant.

Our challenge moving forward, financially and practically, will be to have all our properties to a Band B by 2035. To meet this milestone, we are already starting to put plans in place to make homes more energy efficient. To achieve this, we will have to prepare financially, looking at any funding streams that may be available to assist with works.

The practical challenges that we face are that many of our homes are within a conservation area. We have listed buildings and sandstone tenements which limit what adaptations we can carry out externally. In these cases, we may need to look at installing internal wall insulation which, of course, brings other challenges.

We are aware of the EESSH challenges that are ahead and the importance, therefore we have started our EESSH preparation with the aim of being fully compliant for the 2035 deadline.



Adaptations

At Govan Housing Association we recognise the importance of adapting customers' homes to allow them to remain living in their homes should their medical needs change. We work with Glasgow City Council and their Assessment team who identify the practical help and advise us of what enhancements to install within the home. Please do get in touch if you feel this would be a benefit to you.

We are carrying out various adaptations to customers' homes which are vitally important, as they can help improve someone's quality of life, preserve independence and dignity by allowing people to live as independently as possible.

Last year we were unable to carry out as many of these adaptations due to the pandemic, however we are happy to advise that during 2021/2022 we have been able to carry out 18 medical adaptations.

Gas Servicing

As always, 100% gas safety compliance is our aim, however Covid-19, along with the day to day challenges that we encounter, have impacted us through 2021/2022.

Unfortunately, we were unable to complete 13 gas services by their expiry. Nine were as a result of customers self-isolating / covid, 1 was due to a Police incident and 3 were identified due to administration or contractor errors which we have reviewed our process to mitigate the risk of these reoccurring.

This Annual Gas Safety Check is required by law and is for your own and

your neighbours' safety, so we ask everyone to ensure that when you receive notification that your Gas Safety Check is due, that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives. Where we have taken reasonable steps to gain access and have not been able to do so, we will have no choice but to take steps to force entry to properties. If we require to force entry to your property, you will be liable for all costs associated with this.

Smoke and Heat Upgrades by February 2022

As you will be aware, following a consultation at the end of 2017, the Scottish Government set out a new standard for fire safety, which our homes had to meet by February 2022.

As a result of the great work between our customers, partners (GHT), our Customer and Property Services Teams we are delighted to report that Govan Housing Association is 100% compliant with this new legislation. Thank you to all involved in helping us achieve this.

Electrical Installation Condition Reporting Works (EICR's)

The Association have continued this year with our 5-year cyclical program carrying out EICRs.

An Electrical Installation Condition Report (EICR) is an electrical inspection within your home to check the condition and to ensure your electric system is safe to continue to use. EICRs are carried out when properties are empty, when large scale electric works are carried out and as part of our on-going programme.

EICRs can take between 2-4 hours to complete therefore access to carry out this electric test has been difficult this year, but we have been able to carry out 116 Electric tests within our tenanted properties. This programme has a completion target of January 2023.

Close Painting

The Close Painting programme has continued through 2021/2022 within Central Govan. To date, 20 Closes have been painted within Taransay Street, Howat Street, Elder Street and Govan Road. The Close Painting programme will continue in Central Govan throughout 2022/2023.

New Acquisitions

As part of our continued commitment to Glasgow City Council's Ibrox Strategy and the greater regeneration of the wider Govan Community we purchased 9 new properties in the Ibrox area in 2021/2022. Within these properties we have carried out a range of refurbishment works including full rewires, replacement kitchen and bathroom, upgrading the heat and smoke detection.

We will continue to purchase new homes under our Ibrox Strategy during 2022/2023.

Govan HOME Team

The Home Team in the Financial Year 2021 /22 have continued to deliver the majority of the Associations services and contracts which has been challenging year for the Home Team with the main influencers to contract delivery being the pandemic, limited availability of resources within the sector and global increases in material costs. Notwithstanding the challenges, the Home Team has performed well from an operational and financial perspective.

The services and contracts for the financial year that the Home Team delivered were:

Timber Window Replacements

Kitchen and Bathroom Replacements

Govan "C" Main Door Replacements

Govan "C" Electrical Re-wiring

Reactive Repairs

Close Painting

Void Property Repairs

Facilities Management

Smoke and Heat Detection Upgrades

Bulk Uplift

Cyclical Gutter Cleaning & Roof Repairs

Landscaping & Estate Management

Stage (3) Disabled Adaptation Upgrades

Electrical Installation Condition Reporting

Acquisitions

The list above demonstrates that the Home Team continue to be the Association's main service provider, as well as showing the Home Teams growth and increase in turnover that has been evident in the last year. The delivery of these services under exceptionally difficult and challenging times is testament to the staff and operations teams.

Timber Window Replacement

The contract maintained a good level of production over the year under difficult circumstances. Even though we seemed to be over the worst of the pandemic, some tenants were still apprehensive about allowing access into their homes. Although this was a challenge for the Home Team and the Association, the contract still managed to install timber windows to 222 properties, which equated to 1174 windows installed.



Kitchen and Bathroom Replacements

Similar to the windows, this contract requires access to occupied properties for a period of 2-3 days to allow installation. This, as with the window contract, brought about issues with access caused by the pandemic. Even so, the Home Team delivered the installation of 117 kitchen and 124 bathroom upgrades for this contract. To allow continuity of works for the Home Team and to maintain output, a further 42 Kitchens and 41 Bathrooms.



Front and Rear Door Replacement

Thirty-three properties received new UPVC front and back doors in the Govan "C" area in the year. The contract concentrated on the main door properties in Burndyke, Elphinstone, Merryland and Summertown Road. In the coming year, further phases will see the close doors and windows replaced in the area.

Close Painting, Central Govan



After completion of the close painting contract in Govan "C" the contract progressed with phase (2) works carried out central Govan. This seen the completion of close painting to twenty blocks to addresses in Govan Road, Howat and Taransay Street. This contract is continuing in this financial year and will continue within the central Govan area.

Facilities Management

Govan Home Team continued with the facilities contract in the financial year ensuring the Associations stock remained compliant in regards to Legionella assessment, Fire safety and electrical compliance.

Smoke & Heat Detection Upgrades

Due to the pandemic the legal requirement to have smoke and heat upgrading completed, was extended by the Scottish Government to February 2022. The Home Team worked in conjunction with the association to meet contract completion in the last financial year, (2021/22,) which seen the Home Team install smoke & heat systems to 786 properties allowing compliance/completion for all of the Associations stock by the February 2022 deadline.

Cyclical Gutter Cleaning

The annual contract continued in the year but unable to complete all due to resources issues and supply of trained personnel within the sector. The blocks that remain outstanding will be prioritised within this year's programme. To allow the programme to be accelerated and completed, the Home Team will also be supported by a roofing subcontractor.

Landscaping & Estate Management

Both contracts were supported by trainees introduced through the Government funded Kick-starter programme. The Home Team recruited four individuals who along with assisting in the delivery of these contracts also gained experience with other trades through trades shadowing initiative. At the end of the training period, the individuals gained a CSCS Health & Safety accreditation that allows them to work on construction sites, increasing their opportunity to obtain full time employment. The Home Team were nominated for an award by the Department for Work & Pensions, who contributed to the Kick-start Project. Pleasingly, the Home Team achieved a national runner-up award for their efforts.



Electrical Installation Condition Reporting Works (EICRs)

A 5-year cyclical contract was introduced by the Association in 2020, through COVID-19 and the imposed restrictions to working in occupied properties, contract performance was limited. In the financial year 2021/22, the Home Team have completed 116 Electrical tests. The contract will continue this year with subcontractor support to ensure catch of properties delayed through the COVID-19 restrictions.

Property Acquisitions

In the year the Home Team carried out repair and compliance works to 9 properties purchased under the Ibrox Initiative scheme. This ranges from small repair works to major works that included Kitchen and Bathroom replacements and full property re-wires.

Equality & Diversity

We are committed to ensuring that staff, tenants, residents, Management Committee members and Board of our Subsidiary Govan Home Team, have the same opportunities regardless of their background.

We are committed to equality and diversity; this is underpinned by our vision, values and strategic direction which recognise the importance of incorporating a culture of equality and diversity.

This Strategy represents our commitment to promote equality in terms of the services we provide as a Registered Social Landlord but also as an employer.

We aim to embed equality and diversity in to everything we do, to ensure the delivery of excellent services to our customers and to promote Govan Housing Association and the Govan HOME Team as an employer of choice.

This Strategy will enable us as an employer, housing and service provider to:

- Treat all customers and colleagues fairly and with respect.
- Value, understand and respond to the diverse needs of individuals and communities.
- Foster effective community relations.
- Take proactive and reasonable steps to eliminate all forms of harassment, hate crime and discrimination.
- Ensure compliance with the relevant legislation as an employer, best practice standards as a landlord and also in the procurement of goods, facilities and services.

Complaints Handling

Complaints received in the reporting year	154
Number of complaints responded to in full by the landlord in the reporting year	152
Time taken in working days to provide a full response	2010
Indicators 3 & 4 The percentage of all complaints responded to in full at Stage 1	98%
Indicators 3 & 4 The percentage of all complaints responded to in full at Stage 2	100%
Indicators 3 & 4 The average time in working days for a full response at Stage 1	9.53
Indicators 3 & 4 The average time in working days for a full response at Stage 2	23.1

Our complaints handling process allows us to learn from our mistakes. Our internal process ensures that for every complaint upheld, we have a learning outcome advised by the owner of the complaint.

Things we have used these outcomes to improve upon this year are:

Communication

Internally we have a new IT system which ensures the complaint is owned by a staff member internally, ensuring an end to end process for the complainant.

We hold regular departmental meetings between us and our repair contractor Govan Home Team to improve repair issues.

Repair Diagnosis

We have additional resources within the Property Services department to ensure regular post inspections are undertaken which fall within the criteria for post inspection.

Customer Service Training

Customer Service training is underway and all staff will be required to participate.

Our People

Our Strategic Objective

To ensure the Group's growth and viability is effective and lead by good governance and efficient financial, administration and personnel systems.

At Govan Housing Association Group, we continue to support and develop our staff team through training and career development opportunities. This year has been no different and the commitment of our governing body and staff has strengthened moving from the global pandemic to what is now the new normal.

Continual improvement is core to our strategic objective, which is why we continue to invest in our staff to enable them to provide an excellent service to our customers.

Throughout the year we had several staff achievements. Our Factoring Administrator Cara McFadden completed her level 2 Modern Apprenticeship in Housing at SCQF level 6. All our Senior Managers and Team Leaders over the Govan Group completed a Future Leadership Programme which will allow them to further support their teams to continue to Move Govan Forward.

We are also proud of our Money Advice team who have successfully gained The Scottish National Standards for Information & Advice Providers Accreditation (SNSIAP) Type II in debt and Type III in Welfare Rights. Well done to all involved.

In addition to this, we had a programme of internal training and development of our Customer Service team. We looked at all our internal processes within the Housing Service area of our business to streamline and implement efficiencies with a customer focus approach. This work will ensure our dedicated team continue to deliver a high quality customer service with a continuous improvement approach for the year ahead.

We are committed to investing in young people with employment opportunities. This year Govan Housing Association and Govan Home Team supported the UK

Government's Kickstart programme, providing an opportunity for five young people aged between 18-24, who were at risk of long term unemployment. They took part in a paid six-months work placement.

During this time, the young people worked with the Home Team and with our Volunteer and Training Co-ordinator and Community Engagement Officer, to learn new skills to help them cope in the work place. They also gained qualifications in Health and Safety and First Aid and were put through their CSCS Labourer's Card.

Towards the end of the six-months, there was a focus on interview skills, job search and CVs to put them in a good position for gaining employment at the end of the programme. Thanks to Sarah, Jay, Mitchell, Regan and Reece for their time with us. It was a pleasure to work with them and we wish them well on their next steps.

As at the end of March 2022, the Management Committee of Govan Housing Association had nine members and our Govan Home Team Board had five members - all with a wide range of skills, knowledge and experience to drive the Group forward. We continue with our recruitment drive to encourage more skilled and committed people to join our already dedicated Management Committee this year.

We have internal and external training programmes in place to support our Committee members and encourage them to develop their knowledge and skills by attending various events. This year has included: Chaining Skills; Committee roles and responsibilities; Understanding Notifiable Events; Whistleblowing; and Conflicts of Interest. We thank all involved for their hard work and dedication throughout the year.





Govan Housing Association Board Members

(as at 31 March 2022)

Mr Gary Maguire MBE	Chairperson
Mr Stephano Kalonji	Vice-Chairperson
Mr Thomas McArthur	
Mr Colin Quigley	
Mrs Alice Connelly	
Mr Zulfqar Khan	
Ms Karen Russell	
Mr Stephen McLachlan	
Mr Jamie Murray, Co-opted	
Ms Samantha Morton, Co-opted	
Ms Ann Fraser, Co-opted	
Ms Avril Williamson, Co-opted	

Govan HOME Team Board Members

(as at 31 March 2022)

Mr John Kane
Mr Colin Quigley
Mr Andrew Masterson
Mr John Williams
Ms Fiona McTaggart

Executive Management Team

(as at 31 March 2022)

Fiona McTaggart	Chief Executive
Caron Quinn	Director of Corporate Services/Deputy CEO
Kerry-Ann Wallace	Director of Customer Services

Senior Management Team

(as at 31 March 2022)

Roger Dulin	Head of Finance & IT
Tom McLeod	Head of Property Services
Michelle Donnelly	Property Services Manager
Emma Shields	Finance & Corporate Services Manager
Michelle McColl	Assurance and Compliance Manager
Marina McCall	Customer Services Manager
Kenny McGinty	Home Team - Head of Planned & Repair Contracts

Auditors

Azets - External
BDO - Internal

Bankers

Royal Bank of Scotland

Solicitors

Harper Macleod
Brechin Tindal Oatts Solicitors

Financial Performance

In this challenging climate we recognise the vital importance of supporting our residents and remain committed to investing in Govan and Ibrox.

Challenges not seen for a generation

As we emerged from the lockdowns of Covid, it was possible to imagine the world was returning to normal. Instead, today we are facing new challenges not seen for a generation, including a cost of living crisis, a shortage of workers, high material costs and high inflation.

The last 12 months has impacted the UK significantly and like all businesses, housing associations are operating in an ever changing and challenging environment.

Alongside these issues our tenants also face ever increasing costs due to rampant inflation as well as an uncertain energy future. To suggest that's it been a challenging year would be an understatement.

In this climate we recognise the vital importance of supporting our residents and remain committed to investing in Govan and Ibrox. We will continue to work closely with local partners to provide employment opportunities, training, advice, and guidance to those most in need while staying true to the values of Govan Housing Association.

Through our financial planning and management activities we will also actively support the work being carried out to transform the way we provide customer services.

We are confident that we have the financial strength, capacity

and flexibility to successfully achieve our Strategic Objectives and this is reflected in our comprehensive five year budget and detailed 30 year projections.

Statement of Comprehensive Income

The turnover of £8.9m relates mainly to the income from the letting of properties which accounts for £8.3m of this total. The balance of income of £0.6m relates to support activities, factoring income, grant funding from sources such as the Scottish Government, Glasgow City Council and People and Communities Fund.

Total Operating Expenditure was £8.2m, consisting of:

Service Costs	£0.26m
Management and maintenance administration costs	£2.4m
Reactive Maintenance	£1.3m
Planned and Cyclical Maintenance, including Major Repairs	£2m
Bad Debts – rents and service charges	£0.07m
Depreciation of affordable let properties	£2.17m

In addition to our normal operating expenditure, we had Other Operating Costs which equated to £0.75m. These costs were in relation to our wider role activities, provision of our factoring service and other adhoc activities involved in the general day-to-day service delivery of the Association.

£234k
Comprehensive
Income

£8.9m
Turnover

100%
Covenant
Compliance





Statement of Financial Position

Housing Properties are demonstrating additions of £2.96m in the year, £0.36m of this balance relates to properties purchased through close working with Glasgow City Council to acquire stock in the Ibrox area. The Association received support from Glasgow City Council (Development and Regeneration Services) to acquire these previously owner-occupied or privately let properties. £2.6m went towards major repair costs to existing properties which were capitalised in line with the component accounting guidelines and related to major works required to bring the acquisition properties up to the required standard and in line with the Scottish Housing Quality Standards. A number of these properties were acquired in a major state of disrepair and as a result required new kitchens, bathrooms, full re-wires and central heating systems. The Water Row development also incurred costs of £2.3m which is now on site and projected to deliver the first of the 92 properties in early 2023/24.

The cash in hand at the year-end is £0.65, however this balance as of the end of March doesn't include the additional £9m in loan financing agreed with RBS for planned maintenance works which was agreed and drawn-down in April 2022.

Surplus for the year and transfers

The results for the year are shown in the Statement of Comprehensive Income. The surplus made in the year of £234,311 has been transferred to the Association's reserves in full.

Financing and Liquidity

Going forward into 2022/23, as our investment programme and new build development at Water Row continues, the Association will finalise an agreement for our Development scheme later in the year, and during April 2022 we also completed another loan agreement for a further £9m in loan financing for our planned maintenance programme. Given the current climate we will continue to monitor the markets and the effect upon our current business plan.

Roger Dulin Head of Finance & IT

Expenses paid to Management Committee Members and Staff

Our governing body is open and transparent about what it does and how it publishes information about its activities and expenses paid to members. Below are details of the costs of expenses divided between expenses paid to Management Committee members and the costs of staff expenses out-with normal salary costs.

Total amount of expenses paid to Management Committee members during the course of the year was **£1,660.42** which were primarily for broadband costs to allow members to participate in on-line meetings etc.

Total amount of travel expenses paid to staff members out with normal salary costs was **£243.83**.

Govan Housing Association Limited

Statement of Comprehensive Income for the year ended 31st March 2022	2022	2021
	£	£
Revenue	8,860,614	8,816,173
Operating Costs	(8,948,825)	(7,576,974)
Operating (Deficit)/Surplus	(88,211)	1,239,199
Gain on Sale of Housing Stock	-	63,346
Interest Receivable and Other Income	10,980	14,322
Interest Payable and Similar Charges	(318,458)	(322,608)
(Deficit)/Surplus on ordinary activities before taxation	(395,689)	994,259
(Deficit)/Surplus for the year	(395,689)	994,259
Other comprehensive income	630,000	(945,000)
Actuarial gains/(losses) on defined benefit pension plan		
Total Comprehensive Income	234,311	49,259

Govan Housing Association Limited

Statement of Financial Position as at 31st March 2022	2022	2021
	£	£
Non-current Assets		
Housing Properties	68,115,227	64,802,718
Other Tangible Assets	1,210,366	1,248,249
Investments	1	1
	69,325,594	66,050,968
Current Assets		
Receivables	1,856,445	1,936,958
Stock and work in progress	-	209,014
Cash and cash equivalents	649,386	2,918,344
	2,505,831	5,064,316
Creditors:		
Amounts falling due within one year	(2,947,724)	(2,090,507)
Net Current (Liabilities)/ Assets	(441,893)	2,973,809
Total Assets less Current Liabilities	68,883,701	69,024,777
Creditors:		
Amounts falling due after more than one year	(8,500,788)	(8,918,263)
Pensions and other Provisions for Liabilities and Charges		
Scottish Housing Association Pension Scheme	-	(833,000)
Deferred Income		
Social Housing Grants	(48,023,829)	(47,132,013)
Other Grants	(603,671)	(620,400)
	(48,627,500)	(47,752,413)
Net Assets	11,755,413	11,521,101
Equity		
Share Capital	84	83
Revenue Reserves	11,755,329	12,354,018
Pension Reserves	-	(833,000)
	11,755,413	11,521,101

Govan Housing Association Annual Performance Report

Welcome to your latest Annual Performance Report from Govan Housing Association.

This report informs you how well we are doing as a landlord based on performance indicators we provided to the Scottish Housing Regulator earlier this year. As well as highlighting how we have performed in 2021-22, this report also shows how well we compare to other housing associations, and against the Scottish Average.

The key performance indicators have been split into 4 areas:



Your Voice



Your Home



Your Neighbourhood



Your Money

Our performance across these areas show how we continue to deliver on our core values:

Passion • Accountability
To Improve lives • Innovative

We have designed this report to inform you in clear and simple terms how well we are performing.

It is important that you tell us what you think of this report. This feedback could be anything, from the level of information provided, the layout or the details itself. Any thoughts and comments will help shape services that are right for tenants.

To complete the survey:

SCAN THIS CODE



Or you can complete it on our website.
<http://www.govanha.org.uk>

Copies of this report are available in other languages and non-printed media.

Like all our publications, this Report is available, on request, in braille, large print, on tape and in translation to other languages for tenants whose first language is not English. Please let us know if you require this service. This will be a free service delivered by Govan Housing Association.



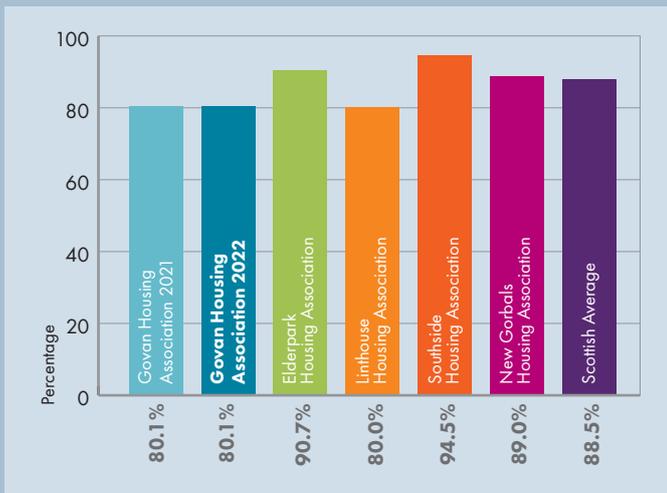
HAPPY TO TRANSLATE



Your Voice

This section sets out several indicators around communication. Govan Housing Association tenants and other customers should 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.

Indicator 1: What percentage of tenants are satisfied with the overall service?



Indicator 2: Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions.



Evaluation of performance 2021-22:
80.1%

What does this tell us?

This 80.1% figure is the same as 2020-21. It highlighted a good level of satisfaction among tenants of the overall services we are providing.



Evaluation of performance 2021-22:
89.9%

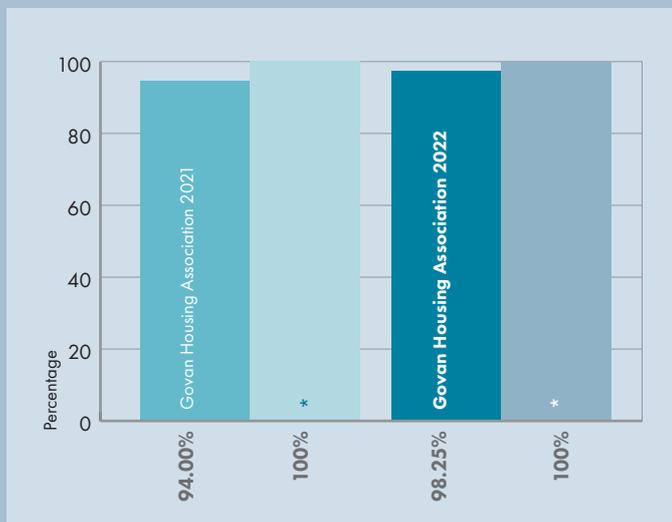
What does this tell us?

This 89.9% figure, the same as last year highlights that a substantial number of our tenants feel we are good at keeping them informed about what's happening. This is done in several ways, including our newsletter, our website, social media and through letters, phone calls and texts. We strive to continue providing information in a way that suits each tenant.

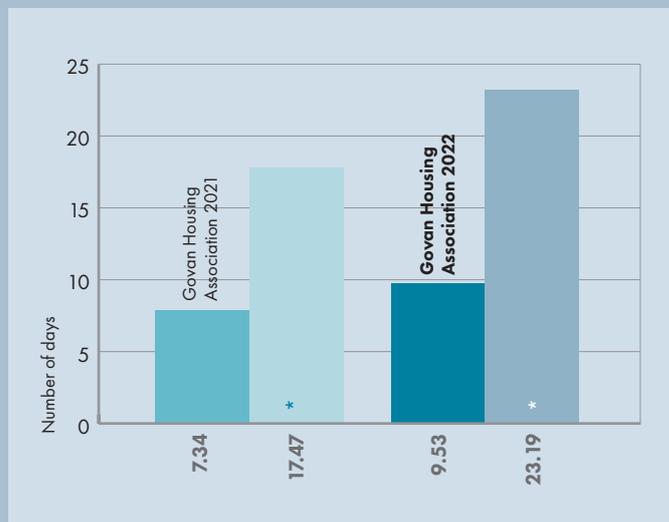




Indicator 3: Percentage of all complaints responded to in full for Stage 1/Stage 2* complaints.



Indicator 4: Average time in working days for full responses to Stage 1/Stage 2* complaints.



 **Evaluation of performance 2021-22:**
98.25% for Stage 1 Complaints &
100% for Stage 2 Complaints

 **Evaluation of performance 2021-22:**
9.53 days for Stage 1 Complaints &
23.19 days for Stage 2 Complaints

What does this tell us?

We have seen a significant improvement in this area of performance in regards to the stage 1 type complaints. We value complaints and learn from them, it helps improve the standard of service we deliver. We welcome all comments, complaints and compliments.

What does this tell us?

This indicator sees an increase from last year. This remains a focus of attention for the Association, with customer service training being sourced for all staff.

Indicator 5: Percentage of tenants satisfied with the opportunities given to participate in landlord decision making.



Evaluation of performance 2021-22:
70.2%

What does this tell us?

Satisfaction indicator remains at 70.2%. This is lower than the Scottish average and we are working hard at expanding opportunities for tenants to have their say in a way that suits them. We have appointed a new Customer Engagement Officer to deliver on this, with an action plan and calendar, a copy of which has been included in this report. Just get in touch if you ever want to get involved, every voice counts!



GOVAN HOUSING ASSOCIATION

At Govan Housing Association, we want all our tenants to be able to talk and engage with us in a way that suits them.

Every voice counts.

Website

Our website has lots of useful information about your tenancy. You can pay bills, report repairs and raise any query or issue.

Phone

Simply call us on 0141 440 0308 to speak to a staff member. For tenant engagement queries, you can call our Customer Engagement Officer directly on 0141 406 6638.

Facebook & Twitter

You can find our Facebook page at:

<https://en-gb.facebook.com/govanhousingassociation/>

We are also on Twitter at: @MovingGovanFwd

Surveys

There are a range of surveys available to tenants. These include satisfaction around repairs, our annual rent review and one for new tenants. These are a great way for you to tell us how well the services are working for you.

Email

We have an email address for general enquiries. It is: general@govanha.org.uk. We also have an address for Customer Engagement enquiries: Community@Govanha.org.uk

Book an appointment

Our office is only open for appointment visits at the moment. If you have an urgent matter to discuss and prefer to do it in person, call us on our main number and we'll do our best to help you.

Customer Engagement Sessions

We hold a Customer Focus group every 6 weeks.

We hold an Owners' quarterly focus group.

Shaw Street specific residents' forum every 6 weeks.

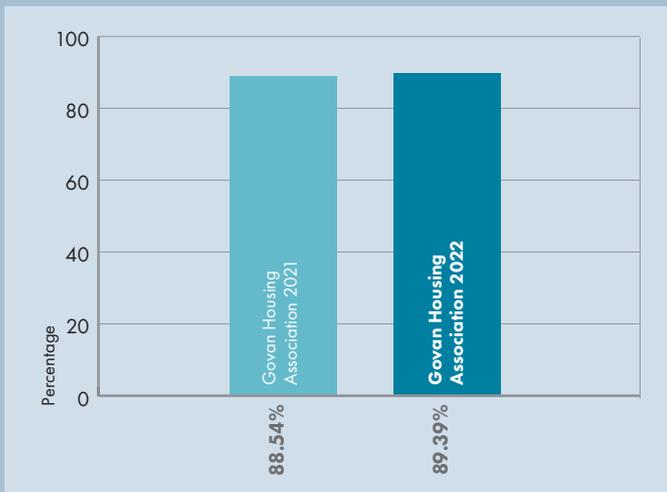
Contact our Customer Engagement number/email above for more info.



Your Home

This section sets out several indicators around tenants' homes. These homes should, as a minimum, meet the Scottish Housing Quality Standard when they are allocated; are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing.

Indicator 6: Percentage of tenants who are satisfied with the quality of their home.

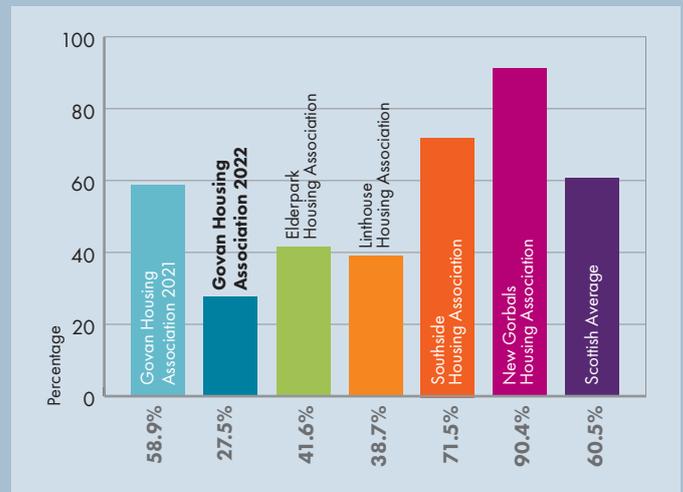


Evaluation of performance 2021-22:
89.39%

What does this tell us?

Satisfaction has improved slightly this year, which means we are performing above the Scottish Average. This success has been helped with the large investment in our stock, including fire safety improvements, kitchen, bathroom and window replacements. We recognise the importance of keeping our homes in a good state of repair and will continue to invest substantially in the years ahead.

Indicator 7: Percentage of our stock meeting the Scottish Housing Quality Standards.



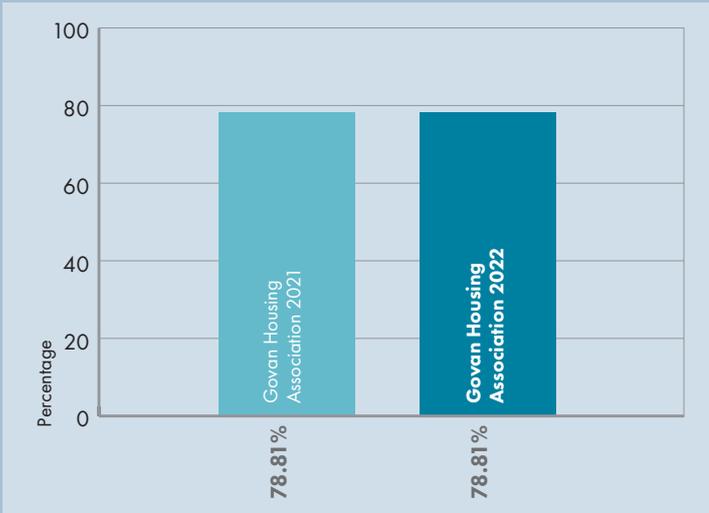
Evaluation of performance 2021-22:
27.5%

What does this tell us?

Although the figure may seem low, this is predominantly due to work outstanding within our EICR programme. We have a robust action plan in place to ensure that all properties have a valid EICR certificate in place by the end of January 2023. The completion of this cyclical programme of works will impact on our SHQS figures for next year where we estimate approximately 82% of applicable stock will meet the standard.

N.B. The figures shown in this report do not take into account those properties that are exempt from the standard.

Indicator 8: Percentage of tenants who are satisfied with our repairs service.

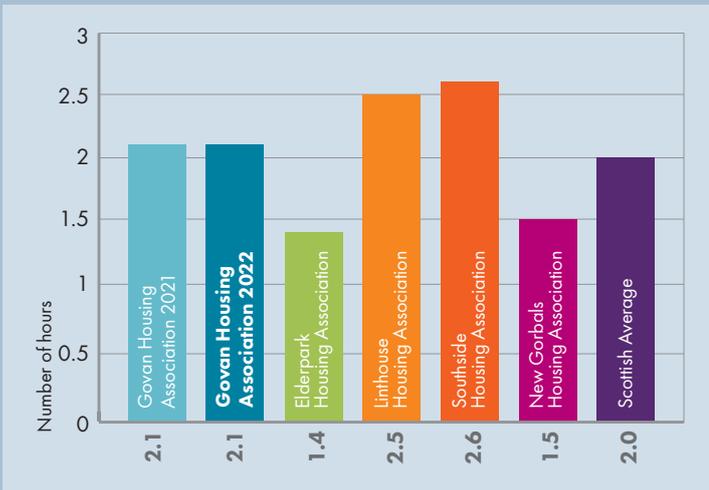


 **Evaluation of performance 2021-22:**
78.81%

What does this tell us?

We are currently performing below the Scottish Average figure. Carrying out repairs is one of the most important services to our tenants and our aim now it to increase satisfaction levels going forward.

Indicator 9: Average length of time in hours taken to complete an emergency repair.

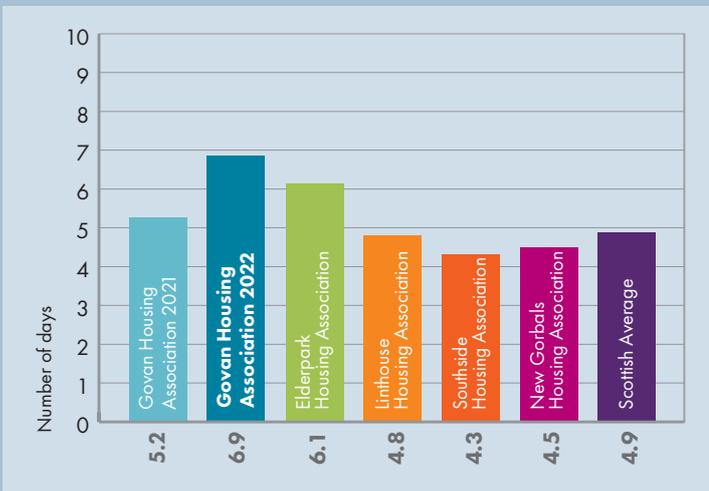


 **Evaluation of performance 2021-22:**
2.1 hours

What does this tell us?

We have seen a slight improvement in the time taken to make safe an emergency repair. We continue to perform excellently in this area of activity. We will continue to make homes as safe as possible in an emergency.

Indicator 10: Average length of time in days taken to complete non-emergency repairs.



 **Evaluation of performance 2021-22:**
6.9 days

What does this tell us?

Disappointingly, this has increased slightly from last year. Our continued focus on our customer’s journey and the review of our internal processes should help performance in this area.

Indicator 11: Percentage of reactive repairs carried out in the last year that we completed right first time.

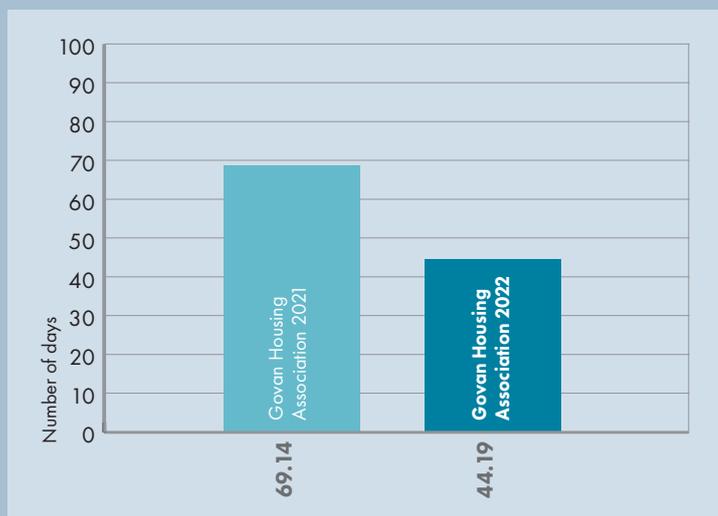


 **Evaluation of performance 2021-22:**
79.7%

What does this tell us?

Performance has dropped in this area, again our increased focus on improving internal processes is one of our main priorities for our new management Team and we are confident that this will be reflected in our figures going forward. These figures highlight those repairs that have been completed without the need for further visits.

Indicator 12: Average time in calendar days to re-let properties.

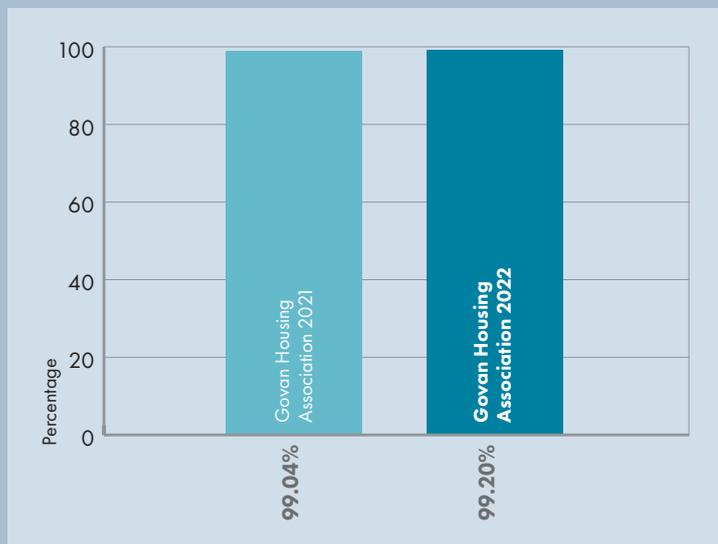


 **Evaluation of performance 2021-22:**
44.19 days

What does this tell us?

This figure is important as letting homes as quickly as we can means we maximise our income to invest in homes and services. Sadly we have seen a significant increase in re-let times since the Covid pandemic. Figures pre-pandemic for re-lets were 24.61 days in 2019. Whilst we have seen a significant improvement in our performance figure, we look forward to reporting further improvements in this area next year.

Gas Safety Compliance



 **Evaluation of performance 2021-22:**
99.20%

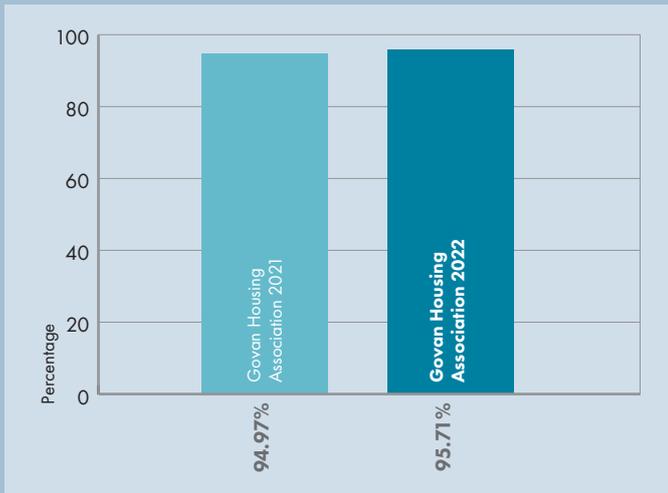
What does this tell us?

We failed to gain access to 13 properties on or before the expiry of their gas safety certificate. The reasons for these failures were mainly due to non-access due to Covid restrictions.

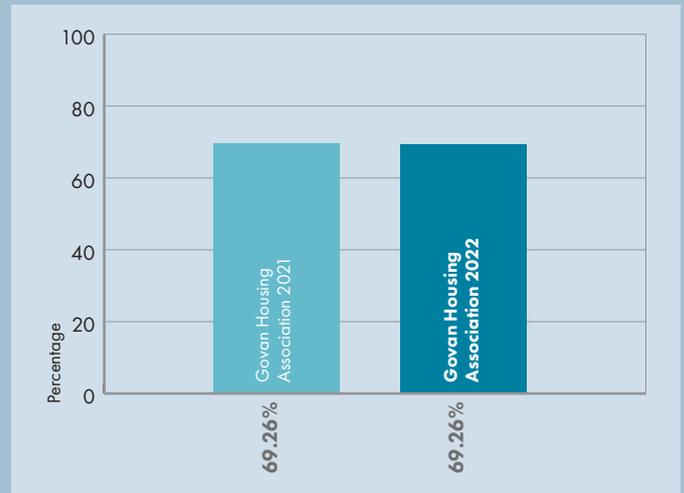
Your Neighbourhood

This section sets out that tenants and other customers should live in well-maintained neighbourhoods where they feel safe.

Indicator 13: Percentage of anti-social behaviour cases resolved within locally agreed targets.



Indicator 14: Percentage of tenants who are satisfied with our contribution to management of the neighbourhood.



 **Evaluation of performance 2021-22:**
95.71%

 **Evaluation of performance 2021-22:**
69.26%

What does this tell us?

There is a slight increase in the number of ASB cases we have managed to resolve within target. These targets are set by our tenants and we welcome all customers who would like to be involved in the review of our anti social behaviour policy/procedure to contact the Association through one of the methods mentioned throughout this report. Resolving anti-social behaviour remains an important priority for us as tenants should feel safe in their home and neighbourhood.

What does this tell us?

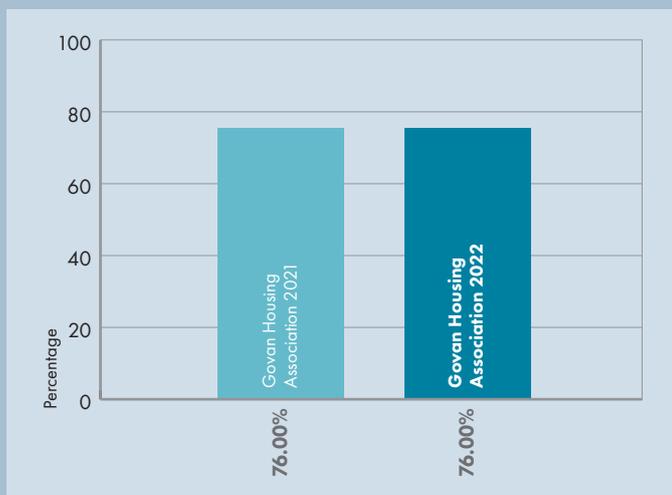
This figure is the same as last year and we remain below the Scottish average. We have found this to be a difficult indicator to be clear and definitive on as there are several agencies involved in neighbourhood management such as Police Scotland/Glasgow Community Safety/Glasgow Cleansing department. We will continue to work hard identifying any areas we can improve.



Your Money

This section sets out that tenants, owners and other customers receive services that provide continually improving value for the rent, and other charges they pay. There should also be a balance between the level of services provided and the cost of services, as well as providing tenants with clear information on how rent and other money is spent.

Indicator 15: Percentage of tenants satisfied that their rent represents value for money.



 **Evaluation of performance 2021-22:**
76.00%

What does this tell us?

There is no change to this figure from 2020-21. We remain below the Scottish average. We will work hard at ensuring tenants feel the rents charges are reasonable and affordable.

Indicator 16: Average % rent increase.



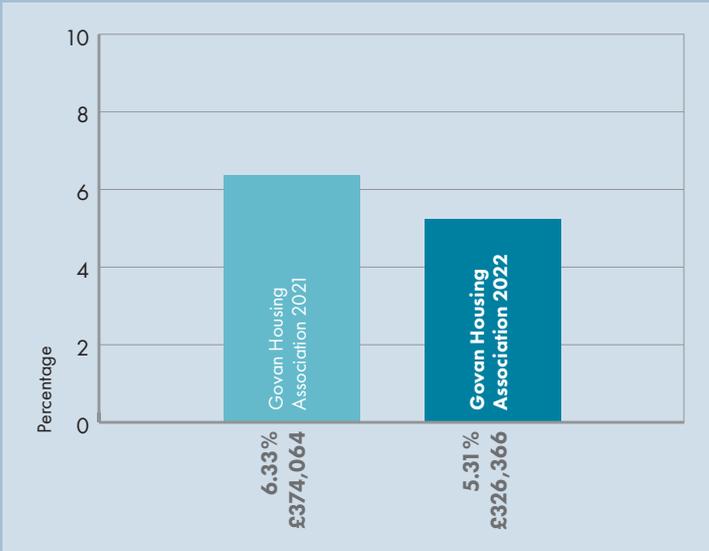
 **Evaluation of performance 2021-22:**
3.5%

What does this tell us?

Our average rent increase is similar to the Scottish average. We have an ambitious cyclical and planned maintenance programme in place to ensure the safety of our tenants and the longevity of our properties.



Indicator 17: Percentage of gross rent arrears as a percentage of rent due.

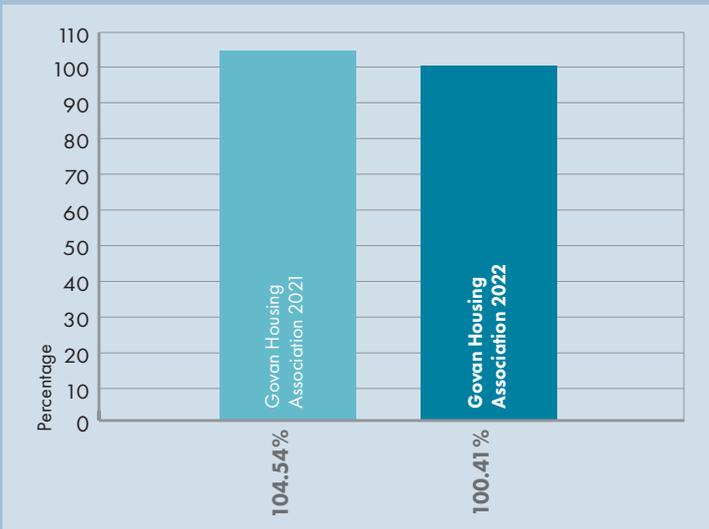


 **Evaluation of performance 2021-22:**
5.31% • £326,366

What does this tell us?

Whilst this figure is an improvement on last year, our arrears are still above the Scottish average. Arrears are a main focus and priority for our Customer Service Managers and collecting as much rent as we can means more can be invested in homes and services.

Indicator 18: Rent collected as a percentage of rent due.

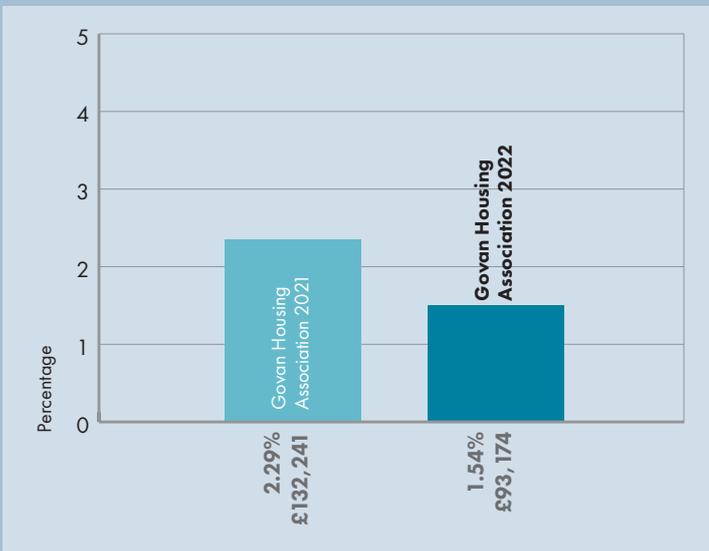


 **Evaluation of performance 2021-22:**
100.41%

What does this tell us?

We have seen a decrease in performance of this indicator from last year. This indicator includes rent we have received from former tenants, which is why we can sometimes receive more than 100% of our total rent due for the current year. Continuing to maximise our rent collection insures we can make further investment in our stock.

Indicator 19: Percentage of rent lost while a property is empty.



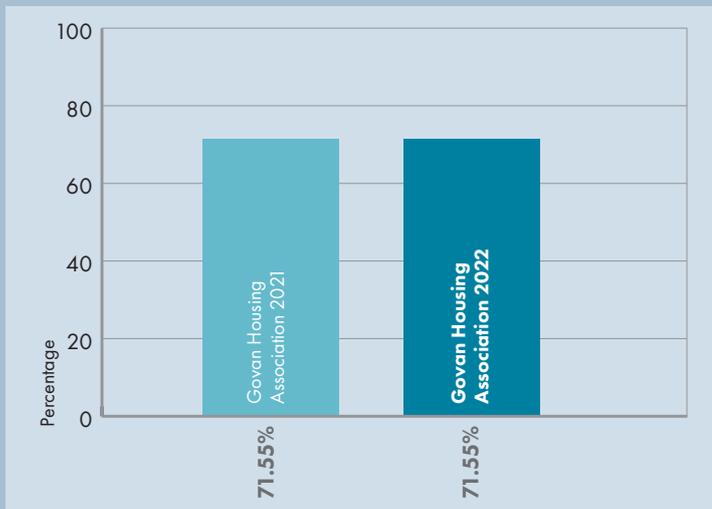
 **Evaluation of performance 2021-22:**
1.54% • £93,174

What does this tell us?

This figure sees a decrease from last year but as explained in indicator table 12, we look forward to continuing to improve performance in this area.

Satisfaction with Factoring Services

We also have a number of factored owners at Govan Housing Association and it is important that they also tell us how satisfied they are with the services they receive. Percentage of factored owners satisfied with the service.



Evaluation of performance 2021-22:
71.55%

What does this tell us?

We are performing above the Scottish average figure in this area. We are continuing to work hard at introducing new actions that we feel will help improve this area. We are undertaking a full appraisal of this service this year also.

For those graphs where there are no comparative figures, these are not available yet for publication but will be included in our next newsletter.

Summary

We hope this Annual Performance Report for 2021-22 shows how we are performing as a landlord. Whilst we are proud that this demonstrates we are getting a lot of things right, we are all working hard to ensure this is maintained, and improved upon where necessary.

Full details of our report, and how we compare with other housing providers in the area and across Scotland, can be found on the Scottish Housing Regulator website at: www.scottishhousingregulator.gov.uk

As we mentioned, it is really important we hear your feedback as a tenant on the services you are receiving from your landlord. There are numerous other ways to share your views:

- You can visit our social media pages on Facebook and Twitter and leave comments or messages
- You can join the Register of Interested Tenants who are contacted periodically for their views on the work we do
- You can become a member of Govan Housing Association. This allows you the opportunity to be elected onto the Board of Management and attend the AGM.
- Look out for the numerous surveys we issue out each year.
- Come with us on an estate walkabout and share your thoughts on your neighbourhood and community.

For further information or advice on any of the above, simply contact our Customer Engagement Officer on 0141 406 6638 or at: Community@Govanha.org.uk



**Scottish Housing
Regulator**



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 • Website www.govanha.org.uk



facebook.com/govanhousingassociation



[@MovingGovanFwd](https://twitter.com/MovingGovanFwd)

Register of Friendly Societies No. 1686 R (S)
Registered with Scottish Housing Regulator No. 87
A Registered Scottish Charity No. SC009055
Property Factor Registered Number PF000200



HAPPY TO TRANSLATE



3rd Party Reporting