

Govan Housing Association

*Annual Report on
the Charter
2014*



Introduction

We are delighted to introduce our first Annual Report on the Charter, which follows the first Scottish Housing Regulator (SHR) Landlord Report, and which lets tenants and other service users know how we are progressing in meeting the standards and indicators outlined in the Scottish Social Housing Charter.

Over the past year the Association has tried a number of different ways to engage and obtain feedback on both our current and future service delivery. The Association is also taking different approaches to get our customers and the Greater Govan community involved. Recently, this has taken the form of tenant consultation through newsletters, our online Facebook and Twitter activity, our Annual Fun Day, our Service User Panel and attendance at key community events. This work has assisted us in determining what information might be of most interest to you. We hope that this report provides you with content that both meets expectation and which is useful and valuable in assessing the Association's performance over the past 12 months.



Fiona McTaggart, Chief Executive



William Pritchard, Chairperson

Monitoring and reporting on our performance is something that we do on a regular basis, so although the format is new, the principle is not. The SHR Landlord Report, referenced in this document and available on our website, demonstrated that despite performing well in many areas of our business, there was room for improvement in certain areas. During 2014-15 and beyond we shall be aiming to address these

issues as we continue with our overall mission of **'Moving Govan Forward'**. The main issues to be addressed are:

- To continue to review our tenant participation and scrutiny approach and get both our customers and the wider Greater Govan community more involved in the work of the Association and influence decisions and service delivery.
- To continue to grow and enhance our Direct Labour Organisation, the Govan HOME Team, to ensure that our standards for both reactive and non-emergency repairs continually improve and provide value for money to our tenants and service users.
- To establish a range of means by which to support tenants and the wider community with the impact of the Welfare Reform and build on our success in supporting tenants to secure Discretionary Housing Payment and other key benefits to support them in their family lives and tenancies.
- To improve our performance in dealing with both Stage 1 and Stage 2 complaints – we will be monitoring this closely to ensure that we learn from these and alter our services appropriately to enhance our customer's experiences with the Association.
- To improve the standard of our stock through a comprehensive planned and cyclical maintenance programme, focussing attention particularly on our pre-1919 tenement properties.
- To continue to improve service delivery across all areas of our business so that our customers have access to the best service possible from us.



The Association has went through a number of changes during 2013-14, which have brought about a number of challenges, but with it has brought a number of great successes, opportunities and positioned the organisation to move forward with the confidence that it has the structures, staff team and expertise to enhance our performance and continue to drive towards our mission of **'Moving Govan Forward'**.

We would welcome any feedback on any aspect of this report so that we can continue to include and build on customer aspirations and include areas of our work which is important for you in future reports. If you would like to include some feedback, please add comments to the form at the end of this report. The Management Committee and Executive Management Team would like to thank all our tenants and service users who assisted in getting us to this stage, your input was invaluable.

What is the Scottish Social Housing Charter?

Whether you are a tenant of the Association or a service user, many of you will have heard of the Scottish Social Housing Charter (the Charter), which became effective from 1 April 2012. The Charter was developed as a result of the Housing (Scotland) Act 2010, supporting the Government's long term vision for a **"Safer, Stronger, Scotland"**.

The aim of the Charter is to ensure that social landlords provide a high quality, continually improving service to all tenants and service users, placing a greater emphasis on tenant and service user participation by:

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

Delivering good customer services and meeting customer expectation is at the heart of the Charter, and this is something which Govan Housing Association welcomes and is committed internally to delivering on. The Charter aims to improve the quality and standards of services across all social landlords.



Customer/Landlord Relationship

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

Housing Quality & Maintenance

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

Neighbourhood & Community

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

Access to Housing & Support

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

Getting good value from Rents & Service charges

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

The Charter contains a total of 16 outcomes and standards which social housing landlords will be assessed against in terms of the quality of the services delivered to customers. Govan Housing Association will be measured against the 14 outcomes below (outcomes 12 and 16, which relate to homelessness and the management of sites for gypsies/travellers do not apply).

How will we assess our performance against the Charter?

The Association shall undertake a range of assessment techniques and throughout this report you will see reference to the following:

- Internal assessment – we will evaluate our performance against the Charter outcomes and other legal and regulatory requirements and our service to our customers. This will include customer feedback and scrutiny from our Service User Panel.

- External comparison with our peer groups – we will compare our performance against other social housing landlords using our benchmarking groups, notably: Quality Efficiency Forum (QEF) and reference to the SHR Scottish averages.

- Comparison against previous years – we will analyse our performance from previous years to monitor if we are improving over time and how effective our business decisions have been in relation to service efficiency, effectiveness and delivery.

This process shall be carried out and evaluated jointly between Govan Housing Association and our Service User Panel, and will include regular recommendations for improvement.

Service User Panel

We have recently re-launched and developed our Service User Panel and will continue to do so into 2014-15 and beyond. The main focus of this panel is to provide the Association with a unique opportunity to get our customers involved in assessing our performance, influencing decisions and making recommendations on how we could improve the services we provide.

The Panel will be a formal way to present recommendations directly to our Management Committee. Importantly, the Panel will provide a link between our other participation opportunities – such as Registered Tenant Organisations, local community groups – and our Management Committee.

Landlord Reports

The Scottish Social Housing Charter sets out the standards and outcomes that all Scottish landlords should achieve. All landlords are required to submit details on performance to the Scottish Housing Regulator (SHR) in May each year and the SHR publishes landlord reports, which compare a landlord's performance with the performance of other Scottish social landlords. Details of our report are outlined below:

Homes and Rents

The number of properties we own as at 31 March 2014 **1,442**
 Total rent due for the year **£4,894,644**
 Average rent increase **3.7%**

The table below compares our weekly rent with that charged by other Scottish social landlords.

Size of home	Number owned	Govan HA	Scottish Average	Difference
1 apartment	3	£44.57	£59.56	-25.2%
2 apartment	666	£54.08	£65.18	-17%
3 apartment	555	£65.01	£67.19	-3.2%
4 apartment	141	£73.29	£73.07	0.3%
5 apartment	77	£91.25	£81.68	11.7%

Tenant Satisfaction

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

- 85.9% said they were satisfied with the overall service it provided, compared to the Scottish average of 87.8%.
- 78.0% said we were good at keeping them informed about our services and outcomes compared to the Scottish average of 88.9%.

Quality and maintenance of homes

Indicator	Govan HA	Scottish Average	Performance
Homes meeting the Scottish Housing Quality Standard	50%	85.4%	☹️
Average time to complete emergency repairs	3.5 hours	6.9 hours	😊
Average time to complete non-emergency repairs	4.1 days	8.2 days	😊
Reactive repairs 'right first time'	88.4%	87.2%	😊
Satisfaction with repairs and maintenance service received	98.1%	87.6%	😊





Neighbourhoods

- For every 100 of our homes, 19.2 cases of anti-social behaviour were reported last year.
- 87.0% of these cases were resolved within targets agreed locally, compared to the Scottish average of 75.9%.

Value for Money

- The amount of money we collected for current and past rent was equal to 98.7% of the total rent due in the year, compared to the Scottish average of 99.0%.
- 1.1% of rent due was not collected because homes were empty, compared to the Scottish average of 1.2%.
- It took us on average 31.0 days to re-let homes, compared to the Scottish average of 35.7 days.



Priorities for next year:

- Continue to improve our services for both our tenants and service users ensuring that any feedback is considered as part of our continual service improvement and review.
- Work with tenants to reduce arrears through assistance and support from our local partner organisations to deliver comprehensive money advice, tenancy support and constructive referrals to partner organisations.
- Continue to grow and develop our direct labour organisation, the Govan Home Team, to ensure that our tenants continue to obtain a high quality, value for money service.
- Consider wider regenerative initiatives to help support our customers and the wider Greater Govan community to enhance life opportunities.
- Continue to develop our generic housing teams to ensure that we work collaboratively with our tenants to reduce arrears, sustain tenancies and ensure that anti-social behaviour is managed to promote safer communities.
- Increase and promote the opportunities for tenants and service users to participate.
- Ensure that all of our properties meet the Scottish Housing Quality Standards by March 2015.
- Develop our planned and cyclical maintenance programmes to ensure that our housing stock is maintained and is of a high standard.
- Work towards making the Association a housing provider of choice.

Want to know more?

If you would like a copy of our SHR landlord report, please contact our Reception on 0141 440 0308. A copy of the report is also available on our website: www.govanha.org.uk

The SHR also has lots of further information on Scottish landlords' performance on their website:

www.scottishhousingregulator.gov.uk

The Customer/Landlord Relationship

Outcome 1: Equalities

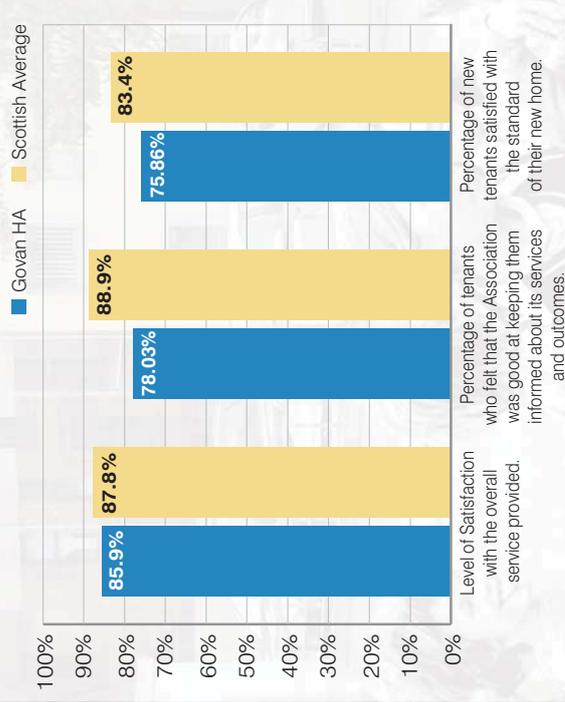
Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives access to housing and housing services.

Outcome 2: Communication

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

Outcome 3: Participation

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



In addition:

During the year, we continued to carry out adaptations to our properties to help tenants stay in their homes. This year the Association secured grant funding to the sum of £30,000 to deliver 14 property adaptations in 12 homes to help tenants get the best from their homes.

We provided quarterly newsletters to our tenants to raise awareness of the activities which are currently being undertaken by the Association and our respective partners.

We have updated our website to make it more user-friendly and interactive. This updating shall continue going forward as we continually review customer needs and assess our procedures and processes to make transactions and liaison with the Association more effective.

We have developed and built on our Service Scrutiny Panel to ensure that our customer views on our services are heard and that our customers have the ability to scrutinise our service and make recommendations for improvement.

Priorities for next year:

- Continue to review our tenant participation models to ensure that our tenants and service users have a range of ways to have their opinions heard.
- Increase the use of social media and emailing, keeping people informed but cutting our costs.
- Carry out a full Residents Satisfaction Survey to ensure that we have the most up to date views on our service delivery.
- Continue to review the different services and localised projects available to support our tenants ensuring that they get the best from their home.
- To continue with the development of our website to ensure that it is interactive and provides good quality, user-friendly information for our service users.
- Continue to grow and develop our community events e.g. Annual Fun Day.



Housing Quality and Maintenance

Outcome 4: Quality of Housing

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

Outcome 5: Repairs, maintenance and improvements

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

We are on track to meet the Scottish Housing Quality Standards (SHQS) for all of our properties by the target date of 31 March 2015. At March 2014 we assessed that:

- 50% of our stock met the SHQS standards expected by the Scottish Government.
- 47.85% were exempt from the SHQS standards and could not meet the standard due to the way the properties were built e.g. narrow kitchens where adding more storage space is not possible.
- 2.15% of our stock was failing the SHQS standards and had to be targeted prior to the deadline.

In 2014/15 we plan to improve the remaining 32 properties that we have assessed as failing the standard. This work is primarily related to alterations to kitchens. We are also looking to target a further 14 properties which are currently exempt from the SHQS and carry out central heating works.

In addition:

We have enhanced our direct labour organisation, the 'Govan Home Team' over the past year and the team have been working well, in partnership with our contractors, in delivering the Associations day to day repairs, cyclical maintenance and open space management. We believe that this work is delivering well in light of the following key performance statistics:

- We reported that on average we complete emergency repairs in 3.51 hours compared to the Scottish average of 6.9 hours.
- We reported that on average we complete non-emergency repairs in 4.12 days compared to the Scottish average of 8.2 days.
- We reported that 88.44% of our reactive repairs carried out during the year were completed right first time, compared to the Scottish average of 87.2%.

After each repair we ask our tenants if they are satisfied with the work carried out. Of those that responded 98.07% were either Very or Fairly Satisfied with our service delivery; this compared to the Scottish average of 87.6%.

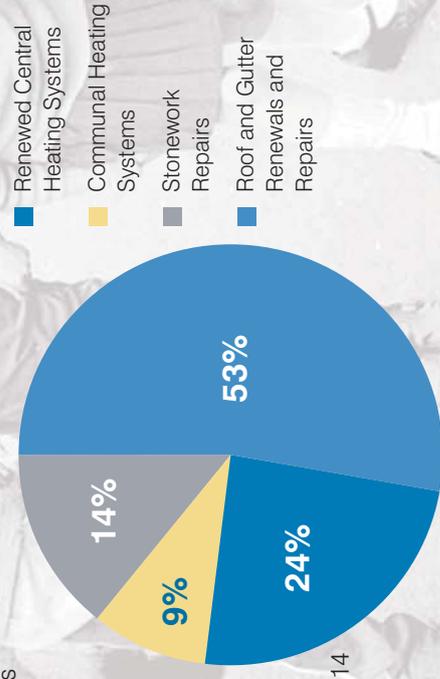
The Association has a legal obligation to check the gas systems in all of our properties once a year. Our target is 100% which we met in 2012 and 2013. In 2013-14 we reported that 96.26% of all of the Association's properties had their gas safety checks completed on time, compared to the Scottish average of 98.1%.

The Association is also in the process of developing a 30 year planned maintenance programme. During 2013-14 the Association invested £429,455 on improving our properties.

A breakdown of this spend is shown on the right.

Priorities for next year:

- Continue to enhance and develop our direct labour organisation (Govan HOME Team) to establish further improvements and efficiencies and in turn delivering a comprehensive, value for money service to our tenants.
- Greater focus on getting our repairs 'right first time'.
- Complete our 30 year planned maintenance programme and carry out a full stock condition survey to provide accurate data as part of this exercise.
- Continue to invest in our pre-1919 tenement stock.
- Meet the 2015 SHQS Standards.
- Consult with tenants to ascertain their views on where they feel that investment is required.
- Focus on meeting our targets of 3 hours for Emergency Repairs and 100% for Gas Safety.



Neighbourhood and Community

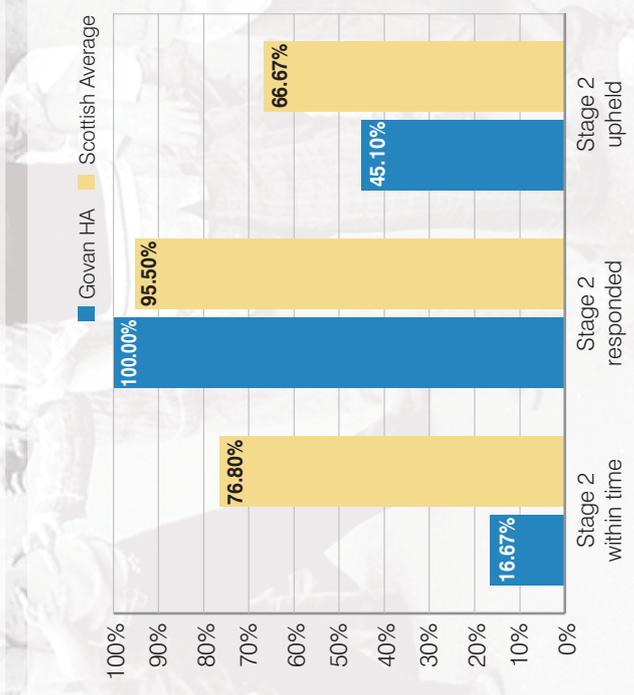
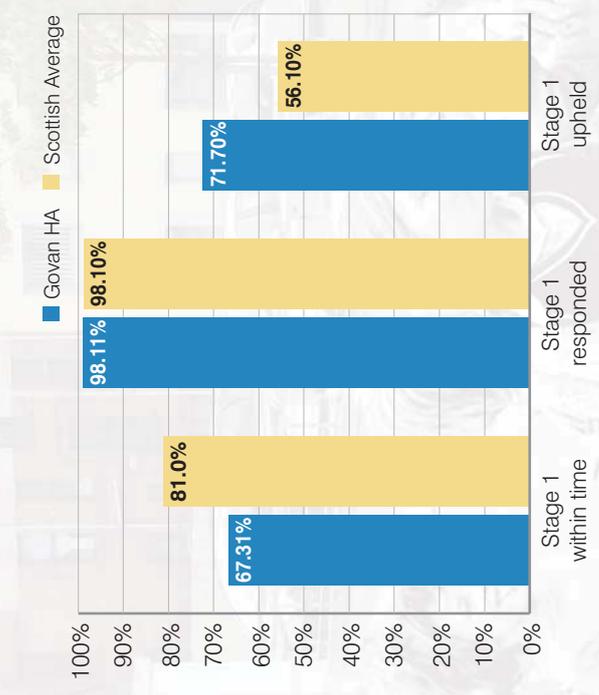
Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

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

When we carried out our last resident satisfaction survey in 2011, 66.89% of those that responded were satisfied with the management of the neighbourhood they live in, compared to the Scottish average of 84.2%.

During the year, we received 277 Anti-Social Behaviour complaints ranging from dog fouling to serious neighbour disputes. 263 of these cases were resolved within the year of which 241 were resolved within the local timescales which range from 2 working days for very serious cases to 10 working days for routine cases. This means that for every 100 of our homes, 19.2 cases of anti-social behaviour were reported last year. 87.0% of these cases were resolved within targets agreed locally, compared to the Scottish average of 75.9%.

Throughout the year, the Association received 59 complaints from people dissatisfied with our services, a breakdown is provided in the graphs on the right. The Association uses these as an opportunity to make improvements.



Priorities for next year:

- To obtain more regular feedback from tenants on the quality of our estates and our services carried out by external contractors, such as stair cleaning.
- To continue to learn and develop using our complaints as a measure of our performance.
- To introduce our own in-house landscape gardener and increased resource in estate caretaking to enhance our back-courts and open spaces.
- Monitor and inspect the quality of contractors through regular sampling and analysis of feedback from staff and tenants.
- Introduction of generic housing teams to ensure that every area has consistency and a point of reference for any problems.
- Develop our partnership work with key agencies e.g. Community Safety in order to enhance the standards of the community.
- Deal with all anti-social, neighbour nuisance and tenancy disputes in a timely manner.



Access to Housing and Support

Outcome 7, 8 and 9: Housing Options

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

Outcome 10: Access to social housing

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

Outcome 11: Tenancy Sustainment

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

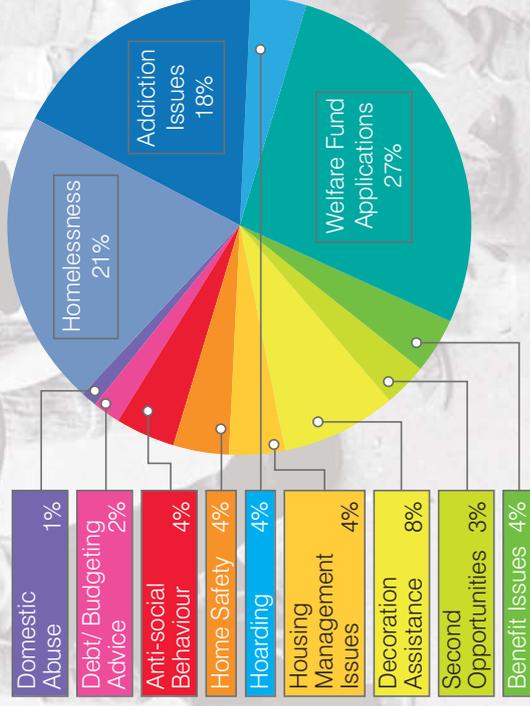
The Association introduced a tenancy sustainment service in April 2013 and the benefits from this service are beginning to show with more tenants accessing help, assistance and advice around their specific tenancy matters.

The Association introduced this proactive service to support tenants through tenancy difficulties and to empower them to successfully manage their homes and tenancies thus reducing the chances of tenancy failure and moving towards improved life opportunities and wellbeing.

To date, over 200 tenants have benefitted from this service; assisting with income maximisation, community care grants, accessing addiction/mental health services, finding training and employment and other areas of support requested by our service users.

The success of this service is down to a quality referral system both internally and from external partner organisations. A total of 72 referrals were obtained during 2013-14:

New Referrals Received 1st April 2013 – 1st April 2014



Priorities for next year:

- Implementation of a Housing Options approach in partnership with Glasgow City Council.
- Continue to identify issues which impact individual tenants and our neighbourhoods as a whole.
- Continue to develop our partnership working and tenancy sustainment service.
- Continue to monitor the impacts of the Welfare Reforms on our tenants and work to provide solutions.
- Continue to develop means by which to reach out to the most vulnerable.
- Develop and finalise our regeneration strategy.

Our Tenancy Sustainment Officer also refers to external agencies and in the year 113 referrals were made to organisations such as Jobs and Business Glasgow and Govan Law Centre.

The Association also works in partnership with a number of local organisations to provide all round support to our tenants and service users, notably: The Prevention of Homelessness Partnership; Second Opportunities; Govan Money Matters; Grand Central Savings; Galgael Trust; Plantation Productions; Scottish Association for Mental Health, to name a few.



Getting Good Value from Rents and Service Charges

Outcome 13: Value for Money

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

Outcome 14: Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between the level of services provided, the costs of the services, and how far current and prospective tenants and other customers can afford them.
- Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

We believe value for money is about getting the right balance between cost and quality.

In our last survey carried out in 2011, 77.05% of tenants thought that the rents for their property represented good value for money, taking into account the accommodation and service charges.

We also reported:

The amount of money collected for current and former tenants during the year was equal to 98.75% of the rent due; compared to the Scottish average of 99.0%. This amount is consistent with previous year as outlined below:

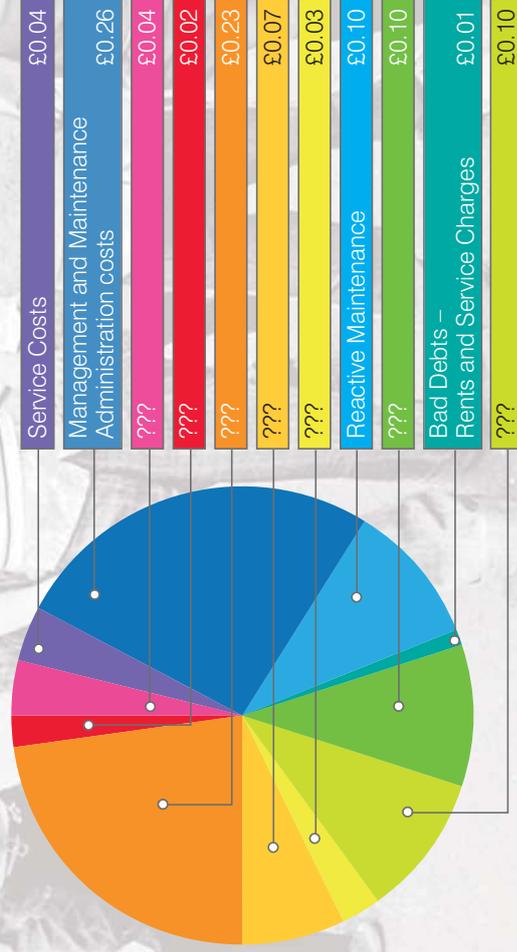
	2013-2014	2012-2013	2011-2012
% of rent collected	98.75%	98.83%	97.52%

The amount of rent arrears at the end of the year was equal to 6.08%, compared to the Scottish average of 5.1%. We are working with tenants in arrears to set up realistic and manageable repayment arrangements to manage their arrears. We are also working with organisations such as Govan Money Matters who work from our offices on a Monday and Tuesday during the year was 1.15%, compared to the Scottish average of 1.2%.

During the year the average time to re-let our empty properties was 31.02 days, compared to the Scottish average of 35.70 days. The Association's Govan HOME Team are working closely to reduce this time in order to meet our target of 14 days in future years.

How Your Money Is Spent

The chart below provides a breakdown of how we spend the income we receive from rents:



Priorities for next year:

- Consult with tenants on the proposed increases to rents and service charges.
- To re-evaluate our procurement processes to ensure that we obtain value for money.
- To carry out a full options appraisal on our Govan HOME Team to establish efficiencies.
- To continue to monitor our rent collection and arrears management to ensure that we reach our targets of :
 - Total Rent Arrears % = 4.68%
 - Void Loss = 1%
 - Re-let times for our property = 14 days.
- Continue to strive towards making the Association a housing provider of choice.



Still have some questions?

Do you want to comment on these figures?
What would you like reported on in future?
Are you interested in joining our Service Scrutiny Panel?

Please complete the section below or alternatively please contact:

Violet Marshall, Corporate Services Officer, 35 McKechnie Street, Glasgow, G51 3AQ • Email: general@govanha.org.uk • Telephone: 0141 440 0308



Customer Feedback Form

Name

Address

Telephone Number

Email

We really value your comments and welcome your participation and so would ask that you take some time to note in the box below your feedback on the content and layout of our first Annual Report on the Charter. Alternatively, you can email your comments to general@govanha.org.uk

Comments

If you think you would be interested in joining our Service Scrutiny Panel, please contact Violet Marshall, Corporate Service Officer on 0141 440 0308 for more information.

I would like to find out more about tenant participation

I would like to join the Service Scrutiny Panel



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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



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