

ANNUAL REPORT AND LANDLORD REPORT 2023 - 2024

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# Welcome

## Welcome to Govan Housing Group's Annual Report for the year ending March 2024.

I would like to take this opportunity to thank our new Group Chief Executive Officer, Caron Quinn, for leading the group and for supporting our staff team to deliver on achieving our aims and visions over the last year.

We have successfully completed the first phase of the Water Row development, creating 92 new homes for Mid-Market Rent. This project has been a huge success and demand remains high for these properties.

We aim to deliver over the longer term, as well as responding to immediate needs of our customers. We are developing our new Asset Management Strategy, that will raise the standards of our homes over the coming decades through

understanding the condition of our properties, investing to upgrade to higher safety and sustainability levels.

We have seen significant improvements in performance levels this year and in many categories, we are performing above the Scottish average figure as can be seen within our Landlord's Report section of this document.

Customer satisfaction levels are not as high as we want this year and we have had to prioritise helping those most in need. This reflects a sector and UK-wide trend, compounded by economic hardship as well as public awareness of health and safety concerns. To support customers in the cost-of-living crisis our money advise team within our subsidiary



company of Water Row, have this year to 31/3/2024 sourced financial gains for our customers for the value of £1,172,870.

We look forward to the next year, continuing to be responsive and to work with our customers to ensure that we achieve our objectives as set out in our new Corporate Strategy.

**Gary Maguire MBE** Chairperson



# Welcome to my First Annual Report as your CEO



**All members of the Group – Govan Housing Association, the Home Team and the Water Row Company - share a common mission and shared outcome: to provide the best possible services to our tenants, residents, customers and the wider community. Our drive is to make a positive change to our local and wider communities.**

We continue to invest in our stock, to ensure our homes are as comfortable and affordable as possible - although we recognise there is still a huge hill to climb. We have comprehensive planned programmes of works, that include new windows programmes and internal wall insulation. We have refocussed on the environment, identifying key areas where enhanced estate management is required. We have an increased focus on community engagement – encouraging our stakeholders to be heard.

We continue with our all-encompassing support services, through money advice services, furniture programmes and food vouchers to name but a few.

Partnership working is crucial to ensuring we can achieve community objectives, such as working collaboratively with Glasgow City Council and Police Scotland to ensure cleaner/safer communities, but we need your help! Our Tenant Improvement Group is working behind the scenes with our Customer Services team to review services and act as our critical friend, to ensure we provide all customers with the services expected - working on our own, we can only achieve so much.

We want to build on gathering data on the internal condition of every home. We will use this information to inform our future programme of works and ensure that we have the

information required to move forward with our investment in energy efficiency programmes to meet standards such as EESSH 2. We will also, where required, work with external agencies if support requirements are identified, to try to alleviate other issues faced by our customers.

Going forward we will continue to invest in our staff team, to ensure we have the right people in place to achieve our goals and to promote a culture of trust and commitment, to ensure our customers receive the highest level of service.

We are also increasingly engaged in collaboration initiatives across the social housing sector, which I believe will produce positive results in the future for all involved.

Our finances remain healthy, and a full overview can be seen on page 25.

Our Boards – of the Association, the Home Team and the Water Row Company - remain strong and committed to the achievement of our strategic objectives.

I would like to take this opportunity to thank our Boards and staff members across the Group, for their continued commitment to ensuring Govan Housing Group remains a pivotal anchor in the community.

**Caron Quinn**

Group Chief Executive Officer





# Results and Performance at a glance 2023/24

£10.1m  
Turnover



92  
New homes delivered

Medium Engagement with  
Scottish Housing Regulator

4.6% Rent  
arrears

100%  
Covenant  
Compliance

£1,172,870  
Total financial gains  
delivered to residents

91.41%  
Repairs fixed  
first time

3.3 hours  
average time to undertake  
an emergency repair



3.9 days  
average time to undertake  
a non-emergency repair

100%  
of properties  
had a valid  
Gas Safety  
Certificate

18.71 days  
Average void turnaround



# Customer Services

The Customer Services Team are responsible for the management of tenancies and the neighbourhood in which we operate.



## Rent Setting

In setting rents, we aim to ensure that we set and maintain rental income at a level that guarantees the Association’s future long-term financial viability whilst taking account of affordability to current and future tenants, and comparability of rents charged by other social landlords for similar properties.

We are committed to providing our customers with excellent value for money for the services we offer. Rental income allows us to invest in your property through upgrades like new bathrooms, kitchens, and electrical systems. It also enables us to conduct annual maintenance checks on gas boilers, door entry systems, and environmental tasks such as landscaping, gutter cleaning, and bulk waste removal.

The decision to increase rent was challenging, as we need to balance maintaining affordability for our customers with securing the funds necessary to continue our investment programme and provide various services.

Following the consultation, our rents increased by 6.25%. This is comparable across similar RSLs.



RSL	Rent Increase
Govan Housing Association	6.25%
Linthouse Housing Association	6%
Elderpark Housing Association	5.7%



## Sustainability

It is important to the Association and imperative for the community that tenants sustain their tenancy. Positive and increased tenancy sustainment contributes to stronger, more cohesive communities. When residents stay in one place for longer periods, they build relationships with neighbours, participate in community activities, and invest in their local area.

Govan Housing Association have been working in collaboration with local partners to provide tenancy support to our residents to ensure they can bed into the community and sustain the tenancy.

The number of re-lets in 2023-24 reduced to 97 from 142 in the previous year. This is evident that our tenants are choosing to remain with us longer, which in turn is building sustainable communities.

Overall sustainability level	
2023	86.46%
2024	90.7%

We have been working closely with Glasgow City Councils Homeless Casework Team. We want to ensure that we are contributing to reducing homelessness cases within the city but also ensure we are building blended communities. This partnership working has reduced our refusal rates for homelessness referrals by ensuring that customers are suitably matched to the flats available and that the flat meets their needs. Our new tenants are moving in with the appropriate support to start their tenancy and sustain. This collaborative working has been successful, and we will continue to work in partnership with Glasgow City Council Homelessness

	2023	2024
% of Referrals received that resulted in an offer	95.7%	94.12%
% of Referrals received that resulted in a let	75.28%	85.42%

## Void Management

In 2023/2024, we managed to reduce our average re-let time to 18.71 days which was a further reduction from the previous year.

### Performance

2023	2024	Scottish Average
27.22 days	18.71 days	56.70 days

We are continually reviewing and seeking efficiencies to reduce void turnaround times including:

- Void Improvement Action Plan
- Void Process reviewed and streamlined
- Continued partnership working with Govan Home Team to ensure repairs in empty properties were carried out quickly

Through seeking efficiencies in working practices, it is evident in our performance for 2023/2024 that we are reducing the time that homes remain empty.

It is critical to ensure there are no unnecessary delays in the turnaround times for voids to ensure maximum value for our tenants.

## Customer Services Priorities 2024

The Customer Services Team will continue to seek efficiencies in the way we work to ensure we are providing a high standard of service to all our customer and ensure value for money. We will also be prioritising the management of the neighbour and environment in our Govan Area as we want our community to be a clean, tidy and vibrant area for all residents.

We will be ensuring our contactors are out within the community, keeping the area tidy. We will also be working closely with Police Scotland and Glasgow City Council ensuring that there is a presence in the area.

### Our Core focus for the year ahead is:

**Communication** – Improve the quality, frequency, and clarity of communication with residents to enhance trust and satisfaction.

**Visibility** – Increase the presence and accessibility office staff within the community to foster a stronger community relationship and address issues promptly.

**Estate Standards** – Maintain and improve the physical standards of the estate to ensure a safe, clean and pleasant environment.



# Community Engagement

We believe that a thriving community is built on strong relationships and active participation. Our commitment to Community Engagement has fostered a vibrant and inclusive environment, ensuring that every voice is heard and valued. We continue to commit to our Corporate Strategy purpose to preserve the history and pride of Govan and guarantee its future by enhancing aspirations and improving lives.

## Our Community Engagement objectives for 2023-24 were:

- Tenant and Resident Participation and Accessibility.
- Families, children, and young people
- Environment, Community and Sustainability
- Partners and Stakeholders

## Underpinning Aims:

- Our aim is to improve quality of life, sustain tenancies and empower our community.
- To encourage tenants and residents to become more involved in the work of the Association
- To work collaboratively with partners for wider benefits to community
- To signpost to existing community service



First Ukrainian Digital Club



Great Big Govan Gala Day



Riverside Gala



Communi-T in the Park

## An overview of 2023-24

### Our Community Fund

Applications are welcome for funding for local community initiatives, which will improve the quality of life in the Govan area. Applications for amounts in the region of £500 will be considered.

The projects below were successful in obtaining funding from the Community Funds:

• World Cultural Diversity Day	£250.00
• Howat Street Garden Improvement	£90.00
• Govan Community Growers	£450.15
• Messy Toddlers at Clyde Hall	£300.00
• Elder Street Garden Improvement	£140.00
• Golspie Street Benches	£500.00
• Cessnock Lane Biodiversity	£400.00
• Gaelic School Playground Improvement	£250.00
• Ibrox Flower Fields	£500.00
• Copland Gardens Association	£250.00
• Park Villa Clean Up	£500.00
• Govan Winter Gathering	£250.00
• First Ukrainian Digital Club	£500.00

Further to the Community Fund Project, the Association also contributed to the following events, which were events lead by other local community organisations but were beneficial to the Govan Community as a whole:

• The Old Govan Fair	£100.00
• Riverside Gala	£100.00
• Communi-T in the Park	£100.00
• Great Big Govan Gala	£3000.00



## Govan Tenants Service Scrutiny Group

The Association had been working closely with residents who expressed an interest in getting involved with the work of the Association.

The Community Engagement Officer facilitated a tenants' focus group and in November 2022 the group agreed to evolve into a Scrutiny Group for Govan Housing Association. The group is called the Govan Tenants Service Scrutiny Group.

The group agreed to meet monthly from May 2023 to allow them to analyse and scrutinize our Repairs and Maintenance processes.

**The work for this has included:**

- Reviewing the current policy which was in place and comparing this to similar Registered Social Landlord along with performance statics.
- Presentations with questions and answer from named staff within the repairs department.
- Meeting with the Association subsidiary, Govan Home Team.
- Office shadowing – where they have shadowed staff's daily activities.
- Developed a survey to allow other residents to feedback.

Following this work, the group drafted a report of recommendation to the Association, to allow their suggested improvements to be considered.

The Association have reviewed these recommendations and adapted these into a new and improved policy.

The group will now be moving onto their next project.



## Customer Engagement Strategy

In August 2023, the Association contacted our customers and asked them to participate in the review of our Customer Engagement Strategy. We held open meetings, a digital online meeting and issued paper feedback forms. Several customers responded to this opportunity and provided valuable feedback on engagement and communication. Based on the feedback from our customers, we were able to review and refine our strategy to better shape the services we provide. We will continue to encourage participation and working with partners to build a thriving community.

If you are interested in being more involved with the Association and are interested in helping us shape and improve our service, please contact us to discuss the opportunities we have available.



## Community Engagement Priorities

In the past year, we have made significant strides in enhancing our customer engagement efforts, with a particular focus on fostering strong community relationships and addressing tenant needs.

Our weekly Customer Service Surgeries at the Pearce Institute, held every Tuesday from 10am to 12pm, provide a valuable platform for tenants to discuss their concerns directly with our team.

Additionally, our partnership with Glasgow City Council in the Big Clean Up events, will strengthen community bonds and improve local environments.

Furthermore, our ongoing customer engagement work, as part of the work with our Internal Wall Installation contractor, underscores our commitment to continuous improvement. These initiatives are not just about addressing immediate issues but are also paving the way for long-term benefits, ensuring that customer engagement remains at the heart of our operations moving forward.

# Property Services

Our Property Maintenance department face along with other registered social landlords' challenges encountered in the procurement of major repairs, particularly due to the availability of materials and rising costs. Despite these difficulties, our organisation spent approx. £4.7 million on maintenance including capital and major contracts within 2023/24.

The priorities for these expenditures included landlord obligations, health and safety issues, and programs designed to assist tenants with energy costs, such as window replacements. Additionally, the organisation managed to continue with planned works in areas of window replacement, kitchens and bathrooms replacements, close painting and rewiring upgrades across our properties.

We are committed to ensuring that all our properties meet the Scottish Housing Quality Standard (SHQS). Despite the challenges faced in the procurement of major repairs, including material shortages and rising costs, in the coming year we will continue to prioritise works that contribute to meeting the SHQS.

## This includes:

- Landlord Obligations:** Ensuring all properties meet legal and regulatory requirements, particularly in relation to health and safety.
- Energy Efficiency:** Implementing programs aimed at reducing energy costs for tenants, such as the installation of energy-efficient windows and upgrading insulation projects where needed.
- Kitchen and Bathroom Refurbishments:** Continuing with planned refurbishments, including the commencement of the second phase of our kitchen refurbishment program, ensuring these key facilities meet the SHQS.
- Ventilation Upgrades:** Upgrading ventilation systems across our properties to improve air quality and meet the required standards.

Tenant safety is our highest priority, and we are legally obligated to perform annual gas safety inspections in properties equipped with gas appliances. Our target is to continue to achieve 100% compliance with these inspections each year.

Throughout the year, we carried out medical adaptations to support tenants with changing physical needs, enabling them to continue living comfortably in their homes. These essential modifications were made possible by securing £70,000 in grant funding from the Scottish Government, contributing to a total spend of this budget in adapting our tenant's homes.

With the continued support of this funding, our Association remains committed to prioritising medical adaptations for our tenants. However, the increasing challenge posed by funding cuts from the Scottish Government has made it difficult to keep up with the growing demand.

In cases where we are unable to meet the demand for adaptations, we will actively engage with affected tenants to explore alternative support options. This includes assistance with transfers within our properties or finding more suitable accommodation that meets the tenant's medical needs. Our goal is to ensure that all tenants receive the necessary support to live safely and comfortably in their homes, even in the face of financial constraints.







## Conservation Area Windows

The Association has hosted 2 public meetings in relation to the windows within the Govan Conservation area. The purpose of these meetings was to provide residents who have not yet had their windows upgraded, with information on the reasons why and the Association's plans to progress with this programme.

The first meeting explained the reason that the original window programme was suspended was due to the specifications set by Scottish Government as the area was considered part of the Glasgow City Council's conservation area. Another factor for delay in the programme was the rapid rate of inflation which has occurred over the past few years due to economical and global factors, meaning that the cost of the windows within the area had tripled. During the meeting we also discussed that the Association had appointed a specialist contractor who have a recognised accreditation and wealth of experience working with conservation areas, this contractor will assist the Association to design a window specification which meets the criteria as set by Glasgow City Council and will

ensure value for money for all of our customers.

We confirmed at the meeting the Association will submit a new specification to Glasgow City Council's planning department with a view that following the relaxed terms agreed at Scottish Government, this will be accepted and then we can proceed with window upgrades within the conversation area.

At the second meeting, there was a positive update for customers as there has been some relaxations in relation to guidance and will therefore allow UPVC windows to be installed within the Govan Conservation area. It was further explained that although there has been a relaxation in guidance, there is still criteria and specification which the windows will need to meet, which our specialist contractor will design for the Association. We will then plan the programme of works to install these windows. these meetings were an invaluable source of information for our customers and for the Association, allowing us to gain insight into their views and opinions. We will continue to host public meetings to keep our customers informed and openly welcome their feedback and participation.

## Planned Programme

During the 2023-2024 period, our planned program has achieved significant milestones in home renovations, focusing on enhancing the quality and safety of our properties. The following projects were completed:



**38 Bathrooms** were renewed.



**34 Kitchens** were renewed.



**387 Windows** were installed.



**25 Properties** underwent complete rewiring.

These efforts are part of our ongoing commitment to maintaining and improving our properties, ensuring they meet modern standards for comfort, energy efficiency, and safety.

## IWI Project

The Association is carrying out an internal wall insulation project this year in our tenement properties and is progressing as planned. This initiative aim is to improve energy efficiency, reduce heat loss, improve air quality and enhance living conditions for our tenants in these historic buildings. The project address phasing includes to following;

**Phase 1:** Elder Street, Luath Street, Taransay Street, Howat Street and 996 - 1014 Govan Road.

**Phase 2:** Southcroft Street, Govan Road 630- 894, 78 Vicarfield, Middleton Street, Ibrox Street, Brand Street, Elizabeth Street, Harley Street, Paisley Road West and Clifford Street.

**Phase 3:** 990 – 864 Govan Road, Shaw Street, Rosneath Street and Langlands Road.

Phase 1 is underway and progressing well on all targeted properties with 293 surveys carried out to date. This phase involves evaluating wall conditions and determining insulation requirements. Insulation installation has begun within this phase of properties. The process involves careful placement to preserve the integrity of the original building fabric while ensuring maximum thermal efficiency with increased ventilation being introduced improving air quality.

Ongoing updates and support are being provided to residents, ensuring they are informed about the process, timelines, and any temporary disruptions which carried out weekly by our Community Engagement Officer in conjunction with Union Technical Community Team. The project remains on track for completion within the anticipated timeframe of all phases being completed within 24 months.

## Contractors Comments on the Project...

“As we reach the two-month mark of the Internal Wall Insulation and ventilation project across the 990 tenement flats, we at Union Technical Services (UTS) are pleased to report significant progress and a positive outlook for the continued success of this initiative. The collaborative effort between UTS, the Govan Housing Association (GHA), and the Govan Home Team has been exemplary, with all parties demonstrating a shared commitment to improving the living conditions for tenants. The benefits of this project are already becoming apparent, with tenants experiencing warmer homes, improved energy efficiency, and healthier indoor air quality. These improvements not only enhance the comfort and well-being of the residents but also contribute to the wider community by reducing carbon emissions and supporting sustainable living practices.

We are particularly delighted with the strong partnership that has developed between UTS, GHA, and the Govan Home Team, who have been instrumental as our sub-contractor. The collaborative spirit has been evident in every aspect of the project, from the

seamless communication channels to the efficient leadership and coordination between teams. The processes we have implemented together have minimised disruption to tenants, allowing the work to progress smoothly and effectively. The shared goal of delivering high-quality, lasting improvements to the tenement flats has unified our efforts, and it is clear that everyone involved is working towards the same positive outcome.

Furthermore, the tenant feedback strategy that UTS and GHA have embarked upon has provided invaluable insights into the project's impact. Speaking directly with tenants who have already had the work completed, we have received outstanding feedback that speaks volumes about the effectiveness of our collective approach. The overwhelmingly positive responses from the residents are a testament to the dedication and professionalism of everyone involved, reinforcing our belief that this project will not only meet but exceed expectations. We look forward to continuing this journey with GHA and the Govan Home Team, ensuring that every tenant enjoys the full benefits of this transformative project.”

**Colin Caitens**, Head of Client Projects, Union Technical Limited







## Rathlin Street Major Roofing Works

The Association is currently engaging with Scottish Procurement Alliance to assist in the works at Rathlin Street which directly effects 10 properties.

The Project Scope for the roofing works are a critical component, focusing on the installation of durable, high-performance roofing systems that meet both aesthetic and functional requirements for the new structures. The design and specification will be developed in collaboration with architects and engineers, ensuring alignment with the overall building design.

The roofing installation is scheduled to begin with the goal of completing the roofing phase within this financial year.

## Tenants Health & Safety

As a Registered Social Landlord, we have numerous Health and Safety requirements that must be strictly followed. Many of these obligations are annual or more frequent, collectively known as Cyclical Compliance. Our Cyclical Compliance includes the following:

- Gas Servicing (CP12)
- Electrical Installation Condition Report (EICR)
- Legionella Inspections

- Lift Servicing
- AOV Servicing
- Dry Riser Inspections
- Fire Risk Assessments
- Fire Alarm Maintenance
- Fire Extinguisher Maintenance
- Emergency Lighting
- Roof Anchor Inspections
- Door Entry Inspections

Some aspects of Cyclical Compliance, such as Gas Servicing and EICRs, require access to individual homes, while others only pertain to common areas and do not require home entry.

We encourage customers to arrange access when necessary to avoid the need for the Association to forcibly enter homes, which occasionally occurs.

This year, we will be expanding our Cyclical Compliance to include:

- Sprinklers
- PVC Solar Panels

This expansion is due to the new Water Row Development, which must include sprinklers in compliance with updated building regulations. Cyclical Compliance will continue to be a vital part of our efforts to ensure the safety of our customers.

# Commercial Units 7-9 Harley Street Major Works Project

We have a project of a conversion of Commercial Units into a residential property. This project involves the conversion of two existing commercial units into one self-contained one-bedroom residential property. The goal is to repurpose underutilised commercial space into modern, efficient housing units, contributing to the local housing supply.

We are currently at the planning and design stage of the new unit and are currently submitting local planning application permission. This will include approval for necessary changes to the building's exterior, such as adding residential entryways and windows.

A structural assessment of the commercial units has been completed, confirming that the existing building can support the necessary modifications without compromising safety. The construction phase will begin once planning approval is received, with an expected timeline of 16 weeks to complete the conversion. Upon completion, the units will undergo thorough inspections to ensure they meet all residential building standards and safety regulations before being made available for letting.

## Automatic Opening Vents (AOVs)

Automatic Opening Vents (AOVs), also referred to as smoke vents, play a vital role in a building's fire safety plan. They are engineered to open automatically upon detecting smoke, facilitating the ventilation and removal of smoke, thus enhancing air quality. AOVs also serve to: ensure clear escape routes for occupants and provide access for first responders and firefighting teams.

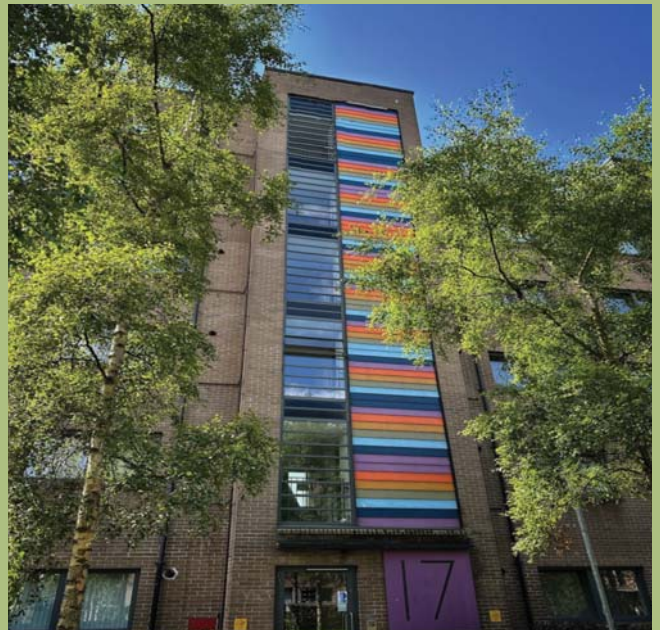
Our new properties are equipped with AOVs, which we service every six months. In recent years, we have observed an increase in the number of repairs needed for AOVs across our portfolio.

The majority of these repairs stem from vandalism. Customers often open AOVs to allow fresh air into the building, which can lead to damage or breakage, forcing the Association and property owners to incur significant repair costs.

Our Customer Service Team and Factoring Department frequently send letters to customers highlighting the importance of AOVs and the necessity for them to remain closed; however, repairs continue to rise.

In an effort to reduce AOV repairs, we have been collaborating with our AOV and blacksmith contractors to design a protective structure in front of all AOVs that will deter customers from tampering with them while maintaining the integrity of the AOV system.

This financial year, we will pilot the new structure in two of our blocks, selected based on the highest number of repairs. As part of this pilot, we will monitor the repair volume in comparison to other blocks to assess whether the installation of the protective structure effectively reduces vandalism and damage to AOVs and lowers repair cost.





# Govan HOME Team

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

Timber Window Replacements – Completion

Kitchen and Bathroom Replacements

Electrical Re-wiring

Reactive Repairs

Void Property Repairs

Cyclical Gutter Cleaning & Roof Repairs

Electrical Installation Condition Reporting

Landscaping & Estate Management

Bulk Uplift

Close Painting

Facilities Management

Cernach Housing Landscaping – Landscaping Contract

Union Technical – Remedial Works

## Timber Window Replacement

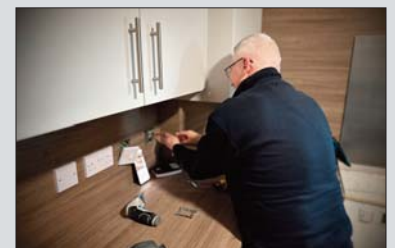
Between September 2023 and July 2024, Govan Home Team successfully fitted 387 windows across 80 properties. This marks the completion of the current phase of the contract, showcasing the team's commitment to quality and efficiency in enhancing the living conditions for the community.

## Kitchen and Bathroom Replacements

During the fiscal year 2023/24, Govan Home Team installed 38 kitchens, 34 bathrooms, and 3 cloakrooms. These projects were substantially larger than the kitchens fitted in the previous year, leading to a reduction in the total number of installations. The team prioritised quality and customisation, ensuring that each renovation met the unique needs of the properties

## Electrical Re-wiring

During this reporting period, Govan Home Team successfully completed the rewiring of 25 properties, enhancing their electrical systems to a higher standard.



## Reactive Repairs

In the fiscal year 2023/24, Govan Home Team completed 4,408 reactive repairs across all properties. This significant volume of work underscores our dedication to maintaining and improving living conditions for our residents through prompt and effective repair services.

## Void Property Repairs

In the fiscal year 2023/24, Govan Home Team successfully turned around 104 void properties. This achievement highlights our continued commitment to preparing and re-letting vacant properties efficiently, ensuring they are ready for new tenants as quickly as possible.

## Cyclical Gutter Cleaning & Roof Repairs

In the current reporting period, Govan Home Team completed gutter cleaning and roof repairs on 390 blocks, reflecting our enhanced in-house capabilities following the appointment of two permanent roofers.



## Electrical Installation Condition Reporting

As part of the Housing Association's ongoing 5-year cyclical contract, Govan Home Team completed 332 Electrical Installation Condition Reports (EICRs) in the fiscal year 2023/24. Additionally, 119 remedial repairs were carried out to ensure full compliance with safety standards.

## Landscaping & Estate Management

In the fiscal year 2023/24, Govan Home Team has been carrying out our landscaping programme on a 10-day cycle for each area. To enhance our environmental efforts, we've transitioned to using mulcher lawnmowers, which are more eco-friendly. This change reflects our ongoing commitment to sustainability while maintaining the quality of our landscaping services.

## Bulk Uplift

Govan HOME Team continues to provide a bulk uplift programme for Govan housing Association twice per week. This includes select bulk points as well as any bulk items left in back courts.

## Close Painting

In the fiscal year 2023/24, Govan Home Team painted 3 closes to completion. The decrease from previous years was due to a budget reallocation towards more urgent works, prioritising critical maintenance needs.

## Facilities Management

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

## Cernach Housing Association – Landscaping Contract

Govan Home Team successfully secured a landscaping contract with Cernach Housing Association, beginning in April 2024. Since then, we have been diligently managing the contract, and the feedback from Cernach Housing has been highly positive. Our commitment to excellence in delivering quality landscaping services has been well-received, further strengthening our reputation in the sector.

## Union Technical – Remedial Works

Following GHA's partnership with Union Technical to carry out insulation works on 990 of our properties, GHT has also engaged with Union Technical and has now become their primary contractor for this project. Initially tasked with post-installation decoration works, GHT's role has expanded significantly to include IWI installations, plaster work, decoration, extraction of wool to prepare for new installations, and boxing in of ventilation post-install. Union Technical has expressed satisfaction with the work completed by GHT.



# Water Row Update

**The Water Row Company was established in 2023 as a subsidiary of the Govan Housing Group.**

At Water Row, we proudly manage the 92 flats comprising the iconic Water Row development, while also providing comprehensive factoring and property management services to over 700 residential and commercial property owners. Additionally, we lease a range of commercial units to local businesses, offer homes to organisations serving specific client groups, and provide a free, impartial and confidential money and debt advice service to our valued customers.

With roots tracing back nearly five decades as part of the Govan Housing Group, we bring extensive experience to every aspect of our work. As we embark on this new chapter, our commitment to community prosperity remains unwavering. As a social enterprise we reinvest our profits direct into the communities we work with to support social, economic and physical regeneration and improvements.

## Water Row Development Open Day

On 19th June 2024, the ribbon was finally cut at our brand-new development at Water Row.

Councillor Jacqueline McLaren, Lord Provost of Glasgow, unveiled the homes and she was joined by Caron Quinn, Govan Housing Group Chief Executive, and Gary Maguire, Govan Housing Group Chairperson.



The first block of flats was handed over from the building contractor as complete on 7 December 2023 with the final blocks coming off site and completed in Summer 2024.

The development consists of 92 flats, all two-bedroom properties for mid-market rent. All residential properties are occupied by new tenants with positive feedback including:

*"I am so happy to get the beautiful flat. The view is absolutely stunning."*

*"Love my flat. High standard and have great neighbours."*

*"Thank you for approving our application and letting us move into this beautiful flat."*

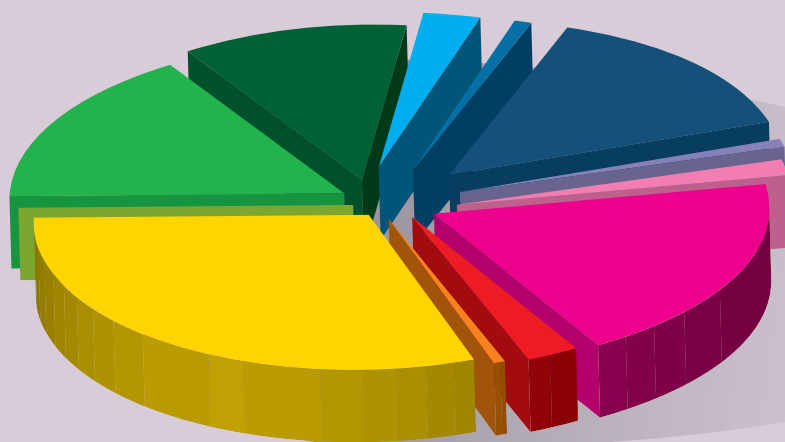


# Money Advice Service

**Govan Housing Group's Money Advice Service has continued to play a crucial role in supporting our customers and the local community during the most challenging times.**

Our Money Advice Service, accredited by the Scottish National Standards for Information & Advice Providers (SNSIAP), delivers a high quality, free, impartial and confidential service to our customers in relation to all welfare benefits, money and debt advice, including facilitating formal debt relief options.

Like most recent years, 2023/24 was a busy year for the Money Advice Service and we are delighted to report on the following outcomes for our customers:



## Money Advice Service Welfare Benefit Cases

The Money Advice Service secured financial gains for our customers in relation to welfare benefits totalling **£698,390.32** from 1st April 2023 to 31st March 2024.

■ Carers Allowance:	£6,855.67, 2 cases	■ Child Benefit:	£3,728.40, 2 cases
■ Council Tax:	£101,057.36, 120 cases	■ Disability Benefits:	£214,078.98, 32 cases
■ Energy:	£5,355.31, 23 cases	■ Food Provision:	£167.70, 30 cases
■ Furniture Initiatives:	£11,467.93, 89 cases	■ Grant Applications:	£109,694.14, 102 cases
■ Housing Benefit:	£135,185.36, 51 cases	■ Pension Credit:	£75,975.07, 14 cases
■ Sickness Benefits/ Payments:	£16,624.40, 3 cases	■ Scottish Child Payment:	£18,200.00, 7 cases

Our Money Advice Service has assisted customers with all aspects of welfare benefits, achieving significant awards in terms of financial help towards rent and housing costs (**over £135,000 in housing benefit payments**) as well as financial assistance for those with a health condition or disability (**over £214,000 in disability benefit awards**).

With over **£100,000 worth of grant applications** made for necessary household items such as furniture, beds and white goods, the service has been there to help those who need in most in settling into or sustaining their tenancy.

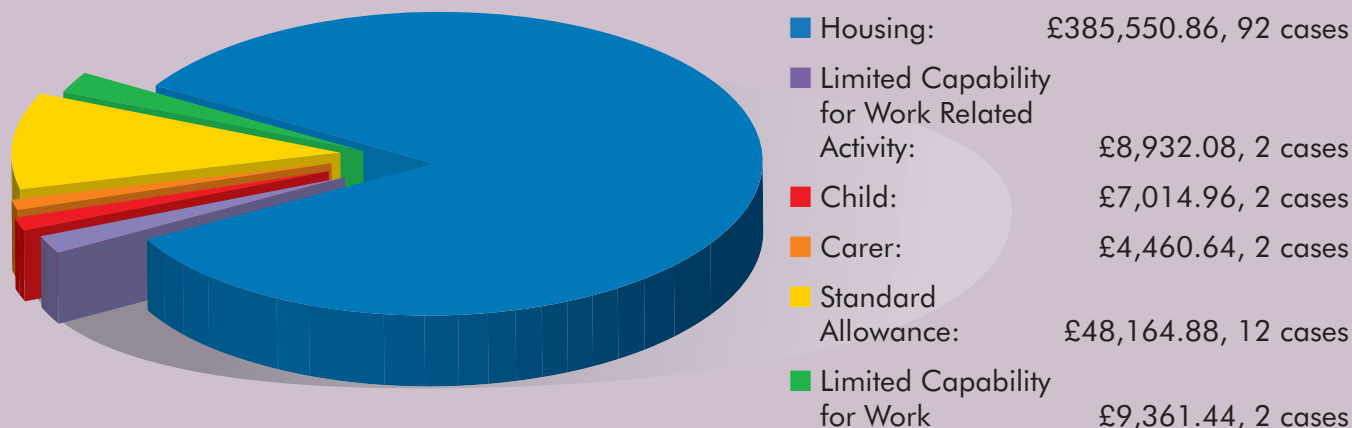
In 2023/24, the total financial gains to our customers via the Money Advice Service was over **£1.17 million!**



Additionally, the Money Advice Service is delighted to report the following financial gains to our customers in terms of Universal Credit:

## Money Advice Service Universal Credit Cases

The Money Advice Service secured financial gains for our customers in relation to Universal Credit totalling **£463,484.92** from 1st April 2023 to 31st March 2024.



With over **£385,000 worth of payments secured towards housing costs**, the service has been pivotal in terms of supporting people in their tenancies and with keeping a roof over their head.

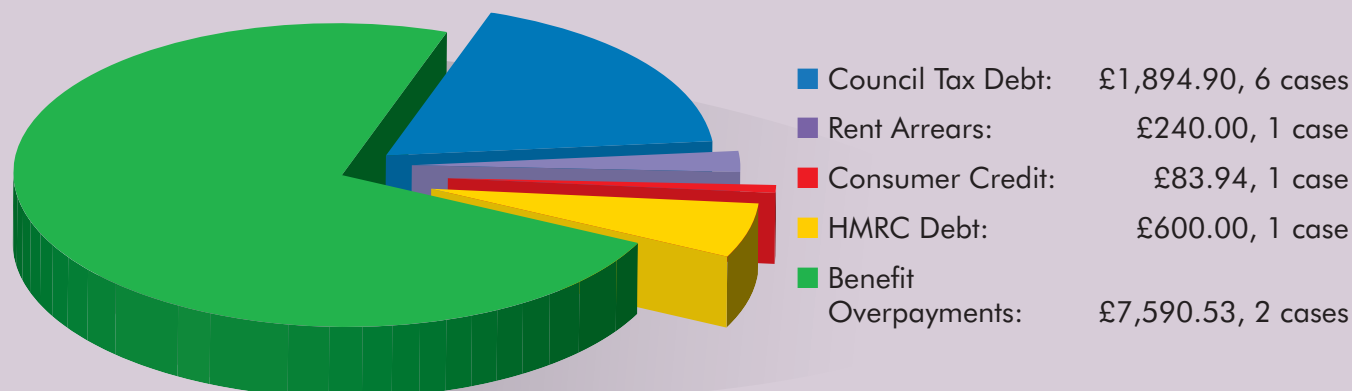
## Tenancy Support via Debt Advice

As well as assisting our customers to maximise their income, secure help towards rent and furnish their home, the Money Advice Service has also assisted our customers with budgeting advice and assistance with money and debt in order to reduce outgoings where possible.

In 2023/24, the Money Advice Service achieved the following:

## Money Advice Service Debt Cases

The Money Advice Service financial gains for our customers in relation to debt totalling **£10,995.37** from 1st April 2023 to 31st March 2024.



# Tenancy Support for New Tenants

All new tenants of Govan Housing Association are invited to a 'New Tenant Financial Health Check' appointment with our Money Advice Service. In 2023/24, the service completed **88** of these appointments which cover the following:

- Income & expenditure to look at maximising income and reducing outgoings;
- Identifying any debts and options available;
- Apply for benefits in relation to housing costs as well as personal benefits such as disability payments;
- Apply for grants in order to furnish property including floor coverings;
- Assistance with Council Tax and applying for any reductions;
- Referral to Energy Adviser for assistance with setting up energy accounts.

# Grant Funding

In 2023/24, Govan Housing Association, in partnership with Govan HELP, successfully secured funding via the Advice in Accessible Settings Fund, for recruitment to expand our services. As a result of this, we now have a dedicated Money Adviser based in our local food pantry every Thursday available to assist customers.

We are delighted to confirm that this funding has been extended into 2024/25.



# Tenancy Support via Community Energy Advice

During 2023/24, the Association, in partnership with its neighbouring Housing Associations, Elderpark and Linthouse, was successful in securing grant funding in order to employ a Community Energy Adviser for each office.

The Govan Community Energy Advice Project started in November 2023 with the following outcomes for Govan Housing Association being achieved between November 2023 and March 2024:

<b>Number of Clients</b>	277
<b>Number of fuel vouchers distributed</b>	184

<b>Financial Gains Type for Govan HA residents</b>	<b>Financial Gains Sum</b>
<b>Charitable Grant Application</b>	£10,662.87
<b>Credit refunded</b>	£1,100.00
<b>Emergency Energy Fund</b>	£240.00
<b>Energy Bills Reduced</b>	£1,750.00
<b>Energy Debt Reduced</b>	£1,850.00
<b>Scottish Power Hardship Fund</b>	£49.00
<b>SFHA Direct Financial Support</b>	£2,310.00
<b>SFHA Fuel Voucher</b>	£34,578.00
<b>Switching Tariffs</b>	£98.00
<b>Warm Home Discount</b>	£750.00
<b>Total</b>	<b>£53,387.87</b>

The Govan Community Energy Advice Project is funded throughout 2024/25 also.





# Factoring Service

During 2023/24, as well as the day to day services and tasks, our Factoring Service have been working on the following:

- Preparation for transfer of the service to our new subsidiary (The Water Row Company) from 1 April 2024;
- Data cleansing exercise – liaising with our customers to ensure that the data we hold for them is accurate and up to date;
- Delivery of our revised Written Statement of Services;
- Identifying and preparing for installation of our new Factoring IT software, CPL.



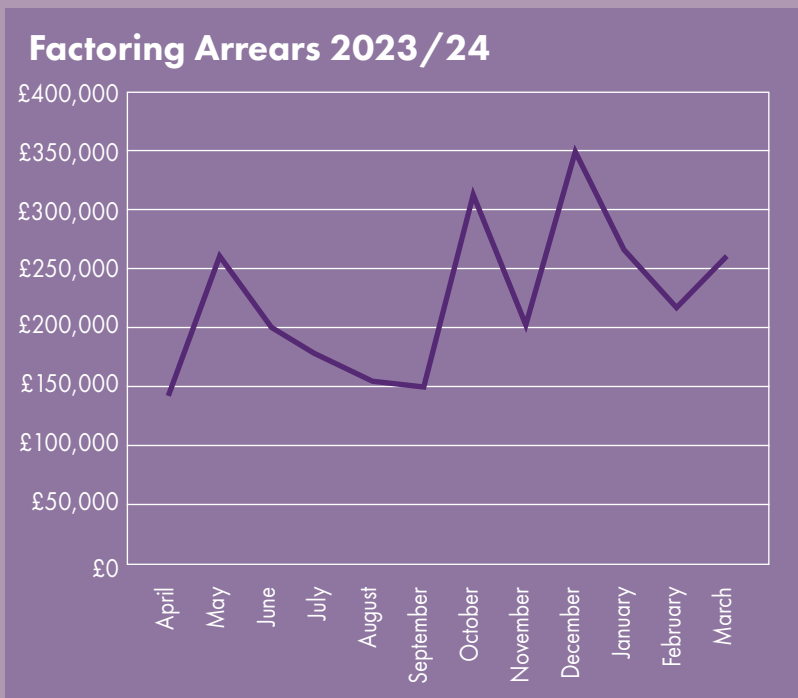
## New Customers

Our Factoring service have also facilitated the onboarding of an additional two blocks to the service (13 individual property owners) during 2023/24.

## Factoring Arrears

In 2023/24, the Factoring service implemented a fundamental change in how we invoice our customers, changing from 6 monthly in arrears, to invoicing quarterly in advance.

As a result of this change, the factoring debit / invoice total (including some large-scale repairs) total was significantly higher than previous years. Therefore, this is reflected in the arrears performance for the year whereby the total invoices have been substantially higher.



# Complaints Handling

**This Report outlines the Association's performance against the complaints indicators set by the Scottish Public Services Ombudsman (SPSO) from 1st April 2023 until 31st March 2024.**

The Association is committed to providing quality services that reflect the needs of its customers. It values complaints and uses information from them to help improve services. The Association publishes its performance of complaints handling to provide assurance in relation to its performance, and to delivery of continuous improvement.

A complaint is defined within the Complaints Handling Procedure (CHP), as 'any expression of dissatisfaction about our action or lack of action, or about the standard of the service provided by or on behalf of the Association'. However, the CHP also explains what does not constitute a complaint. For example, a complaint is not a routine first time request for a service or a first-time report of a fault.

**During 2023/2024, the Association received 150 complaints (compared to 129 in the previous year).**

## Average days taken

**Stage 1** - the target set by SPSO for managing stage 1 type complaints is 5 days, our average time taken was 4.53 days.

**Stage 2** - the target set by SPSO for managing stage 2 type complaints is 20 days, our average time taken was 21.6 days.



## Stage 1 – complaints of less serious nature

### *Responded to in full:*

This year we managed **120** stage 1 complaints, which included 2 carried forward from previous year, this compares to **111** recorded last year. This year **117 (97.50%)** of all complaints were responded to in full, compared to last year which was **96.40%**. Average response time taken: 4.53 days – this is below the target response time of 5 days as set by SPSO.

## Stage 2 – complaints of a more serious nature

### *Responded to in full:*

This year we managed **30** stage 2 complaints, which included 5 carried forward from last year, this compares to **20** recorded last year. This year **30 (100%)** of all complaints were responded to in full, compared to last year which was **95%**. Average response time taken: 21.6 days – this is above the target response time of 20 days as set by SPSO.

Our IT system HomeMaster identifies target timescales and provides staff and Managers with improved visibility regarding target deadlines. A new quality assurance process has recently been implemented whereby Corporate Services will now monitor all complaints within HomeMaster on a regular basis to ensure that deadlines are being adhered to and complaints completed and closed on the system within target timescales.

We hope to see an improvement in figures relating to complaints responded to on time through this internal control measure. Monthly performance reporting to the Executive Management Team continues.



## For improvement to Service Delivery

Improvements in service delivery will be reported to Operations Committee.

## Learning outcomes and areas for improvement

### Communication

A familiar theme throughout the monitoring of complaints continues to be communication with customers. We need to ensure that staff take ownership of enquiries and keep in regular contact with the tenant in order to finalise the outcome of their enquiry to the tenant's satisfaction.

### Customer Service

Learning outcomes and areas for improvement across all areas relating to Customer Services and Property Services will be reported to Operations Committee.

## Resolve

Performance is reported via key performance indicator (KPI) recording and is monitored by our Executive Management Team monthly. This monitoring has identified that there may be anomalies in Homemaster relating to how complaints are managed within the system. Our Senior Management Team will review the system to establish if there are any areas where the system needs fixed and work with Homemaster to ensure that appropriate updates are installed if required. This will be followed by refresher training for staff on Homemaster to ensure that all staff are fully aware of the complaint and investigation processes within the system which will in turn allow complaints to be managed and monitored more effectively.

## Conclusion

From the data detailed above we can see the time taken to manage complaints remains broadly comparable to last year for stage 1 complaints and has dipped slightly for stage 2 complaints. However, the introduction of quality assurance monitoring by Corporate Services will ensure that response deadlines do not slip over their target dates.

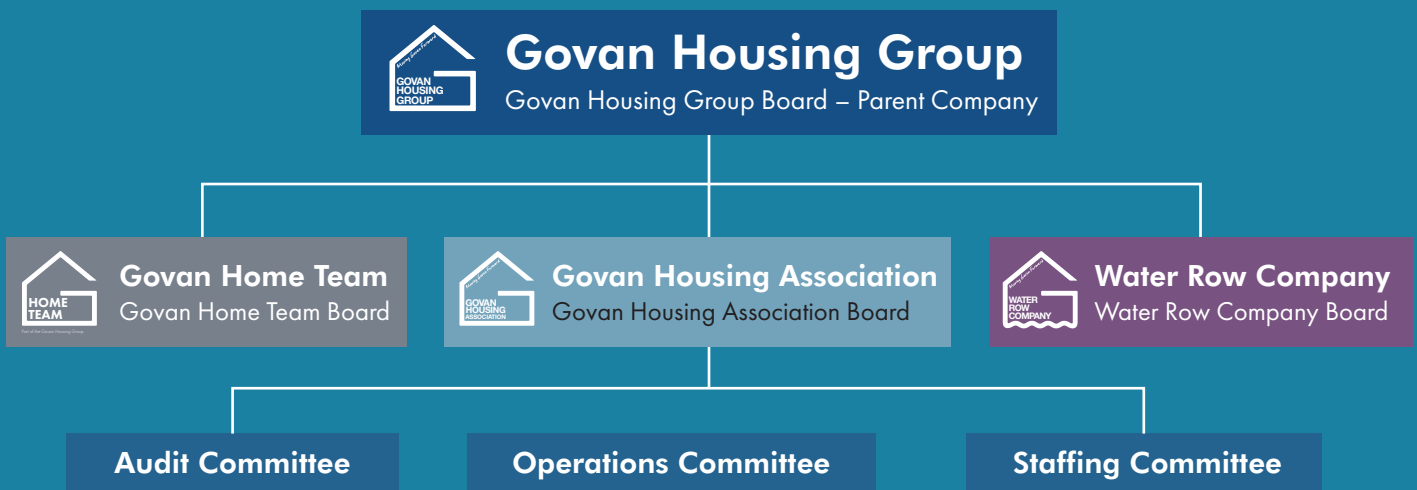
Homemaster provides the opportunity for each section Manager to review complaints registered to their area of service delivery on an ongoing basis and this continues to contribute towards identifying improvement in departmental processes and efficiencies.

The Senior Management Team continue to review the outcome of complaints handling on a regular basis and Board will be provided with a complaint's performance statistics via the Operations Committee.



# Our People

The Govan Group continues to grow as demonstrated by our newly incorporated subsidiary The Water Row Company Ltd. We welcome our new Board Members of The Water Row Company who will drive the strategic objectives forward along with our Parent Govan Housing Group Board.



Our Corporate Services department continues to provide support services to all our Staff and Board members across the Govan Group, this includes training opportunities and continuous development for individuals.

At Govan, we strive to be the employer of choice. We recognise that our staff are our biggest asset, so we continue to invest in our people to ensure we have the right team to deliver our strategic and operational objectives within our new Business Plan whilst also ensuring an excellent level of service to our customers.

We carried out an employee survey this year on a variety of topics and the overall satisfaction level from staff was 85.71%. We value our staff feedback and will use this to make improvements within the Group, where required, thus giving all employees a voice.







The Group provides access to a range of professional and vocational training programmes at all levels and employees are encouraged to access learning and development opportunities. This year, activities have included The Future Leader Programme, Institute of Leadership & Management level 2 & 3, Chartered Institute of Housing level 3 amongst many more. Well done to everyone for these achievements.

We have an annual mandatory training programme which supports our workforce development priorities. We also employ trainees and apprentices, where appropriate, to support staff to progress in their careers. This year we had two members of Govan Home Team completing apprenticeships in Painting & Decorating, both securing permanent roles within the business.

As at the end of March 2024, the Govan Housing Association Board had eleven members Govan Home Team Board had four members and our new Board for The Water Row company had 5 members. All of our Board Members come with a wealth of experience and knowledge in the sector and beyond which allows the Group to move Govan forward. Throughout the year the Board worked through a targeted programme of internal and external training to acquire new skills or refresh existing skills and knowledge. In addition to the training programme the Board and senior staff have worked alongside an external consultant in the development of our new Business Plan.

We continue with our recruitment drive to encourage new Board Members to further support our growing Group Structure.

We thank all our staff and governing body members for the hard work and dedication they continue to show on the Govan Housing Group each year.

## Govan Housing Association Board Members

(as at 31 March 2024)

Mr Gary Maguire MBE	Chairperson
Mr Colin Quigley	Vice-Chairperson
Mrs Alice Connelly	
Mr Zulfqar Khan	
Mr Stephen McLachlan	
Ms Ann Fraser	
Ms Avril Williamson	
Ms Karen Russell	
Ms Stacey Dingwall	
Ms Fiona Cochran	
Ms Sophie Keast	

## Govan HOME Team Board Members

(as at 31 March 2024)

Mr Colin Quigley	Chairperson
Mr Andrew Masterson	
Mr Scott Barclay	
Mr Joe McGoldrick	

## The Water Row Company Board Members

(as at 31 March 2024)

Ms Avril Williamson	
Mr Robert Graham	
Ms Jacqueline Stirling	
Ms Donalda Hogg	
Mr Brian Treaty	

## Executive Management Team

(as at 31 March 2024)

Caron Quinn	Group Chief Executive
Kerry-Ann Wallace	Director of Customer Services
Jamie Mallan	Director of Community Enterprises

## Senior Management Team

(as at 31 March 2024)

Roger Dulin	Head of Finance & Corporate Services
Marina McCall	Head of Operations & Performance
Emma Shields	Finance & Corporate Services Manager
Michelle McColl	Assurance and Compliance Manager
Michelle Donnelly	Property Services Manager
Mark Tedford	Technical Projects Manager
Kimberley Cowan	Customer Services Manager
Pamela McLevy	Customer Services Manager
Kristoffer Docherty	Head of Home Team

## Auditors

Azets - External  
BDO - Internal

## Bankers

Royal Bank of Scotland

## Solicitors

Harper Macleod  
Brechin Tindal Oatts Solicitors



# Financial Performance

The last financial year has been challenging for us all – our customers, our stakeholders, and our business. As a country we have faced high inflation and the ongoing cost of living crisis, but we are proud of what we have managed to achieve during these difficult times.

## Water Row

As a Group we welcomed our new subsidiary, The Water Row Company Ltd, that was incorporated in Sep 2023. This new subsidiary will manage our new Water Row Development as well as all commercial units and owner occupiers of the group. They have taken management of all 92 units from the new development. This new development and subsidiary marks the beginning of a new chapter for Govan.

The environment in which the Govan Housing Group operates has become more complex over the last few years with a range of external factors such as inflation, cost of living and the war in

Ukraine. Despite all these challenges we remain committed to our business plan and a key component of the plan has been our new development and subsidiary. We continue to be a strong business with turnover of £10.1m and 100% covenant compliance.

We have continued with our commitment to our tenants to assist them during this difficult year, where cost of living is of primary concern. We have also continued our significant planned maintenance programme including new kitchens, bathrooms, rewiring and double-glazing windows which help with high energy costs.

£10.1m  
Turnover

100%  
Covenant Compliance

## Statement of Comprehensive Income

The turnover of £10.1m relates to the income from the letting of properties, factoring services, support activities through our community engagement, and grant funding from sources such as the Scottish Government and Glasgow City Council.

**Total Operating Expenditure was £9.9m, consisting of:**

Service Costs	£0.3m
Management and maintenance administration costs	£2.9m
Reactive Maintenance	£1.5m
Planned and Cyclical Maintenance, including Major Repairs	£1.9m
Bad Debts – rents and service charges	£0.3m
Depreciation of affordable let properties	£2.3m

In addition to our normal operating expenditure, we had Other Operating Costs which equated to £0.7m. These costs were in relation to our wider role activities, provision of our factoring service and other ad-hoc activities involved in the general day-to-day service delivery of the Group.





## Statement of Financial Position

Housing Properties are demonstrating additions of £10.36m in the year, £0.16m of this balance relates to properties purchased through our Acquisition Strategy, as we continue to work closely with Glasgow City Council to acquire stock in the Ibrox/Cessnock area. The Group received support from Glasgow City Council (Neighbourhoods, Regeneration and Sustainability Services) to acquire these previously owner-occupied or privately let properties. £1.33m 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, we also wrote off (£0.36m) worth of old components. The Water Row development also incurred costs of £9.24m which handed over the first 17 units of the development during 2023/24 with the remaining 75 completed between April and July 2024.

The cash in hand at the year-end is £7.2m, which demonstrates our strong cash position as of March 2024.

## Surplus for the year and transfers

The results for the year are shown in the Statement of Comprehensive Income. Although this year resulted in a deficit of £1.2m, the annual deficit position was worse than the budget projections due to the actuarial loss for the SHAPS (Scottish Housing Associations Pension Scheme) pension which was negatively impacted by current markets to the sum of (£0.44m).

## Financing and Liquidity

Going forward into 2024/25, as our investment programme continues and new build development at Water Row is completed, the Govan Housing Group should be in an advantageous position to focus on the future.

**Roger Dulin** Head of Finance & Corporate Services

## Expenses Paid to Management Board Members and Staff

**The role of the Board Members is on a voluntary basis.**

A Board Member cannot receive any payment for his/her work on behalf of the Association.

Only expenses reasonably incurred by Board Members can therefore be considered for reimbursement.

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 Board members and the costs of staff expenses out-with normal salary costs.

Total amount of expenses paid to Board members during the course of the year was £2076.38 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 £2323.03.

## Govan Housing Association Limited

Statement of Comprehensive Income for the year ended 31st March 2023	2024	2023
	£	£
<b>Revenue</b>	10,089,966	9,337,902
Operating Costs	(9,929,588)	(10,187,763)
<b>Operating (Deficit)/Surplus</b>	160,378	(849,861)
Gain on Sale of Housing Stock	83,480	69,334
Interest Receivable on other income	98,528	34,368
Interest Payable and similar charges	(1,122,493)	(517,868)
<b>(Deficit)/Surplus for the year</b>	<b>(780,107)</b>	<b>(1,264,027)</b>
Other comprehensive income Actuarial gains/(losses) on defined benefit pension plan	(442,000)	(383,000)
<b>Total Comprehensive Income</b>	<b>(1,222,107)</b>	<b>(1,647,027)</b>

## Govan Housing Association Limited

Statement of Financial Position as at 31st March 2023	2024	2023
	£	£
<b>Non-current Assets</b>		
Housing Properties	88,036,832	79,595,228
Other Tangible Assets	1,167,644	1,214,613
Investments	2	1
	89,204,478	80,809,842
<b>Current Assets</b>		
Receivables	2,361,110	3,591,256
Cash and cash equivalents	7,222,149	5,809,975
	9,583,259	9,401,231
<b>Creditors:</b> Amounts falling due within one year	(4,535,940)	(4,365,934)
<b>Net Current (Liabilities)/ Assets</b>	5,047,319	5,035,297
<b>Total Assets less Current Liabilities</b>	94,251,797	85,845,139
<b>Creditors:</b> Amounts falling due after more than one year	(25,035,685)	(16,550,643)
<b>Pensions and other Provisions for Liabilities and Charges</b>		
Scottish Housing Association Pension Scheme	(686,000)	(238,000)
<b>Deferred Income</b>		
Social Housing Grants	(59,073,642)	(58,361,182)
Other Grants	(570,215)	(586,943)
	(59,643,857)	(58,948,125)
<b>Net Assets</b>	<b>8,886,255</b>	<b>10,108,371</b>
<b>Equity</b>		
Share Capital	60	69
Revenue Reserves	9,566,195	10,346,302
Pension Reserves	(680,000)	(230,000)
	8,886,255	10,108,371



# Equality & Diversity

**We are committed to ensuring that our staff team, customers, residents, Board members and Board members of both subsidiaries, Govan Hometeam and the Water Row company, have the same opportunities.**

Our commitment is underpinned by our vision, values and strategic direction which recognise the importance of incorporating a culture of equality and diversity.

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

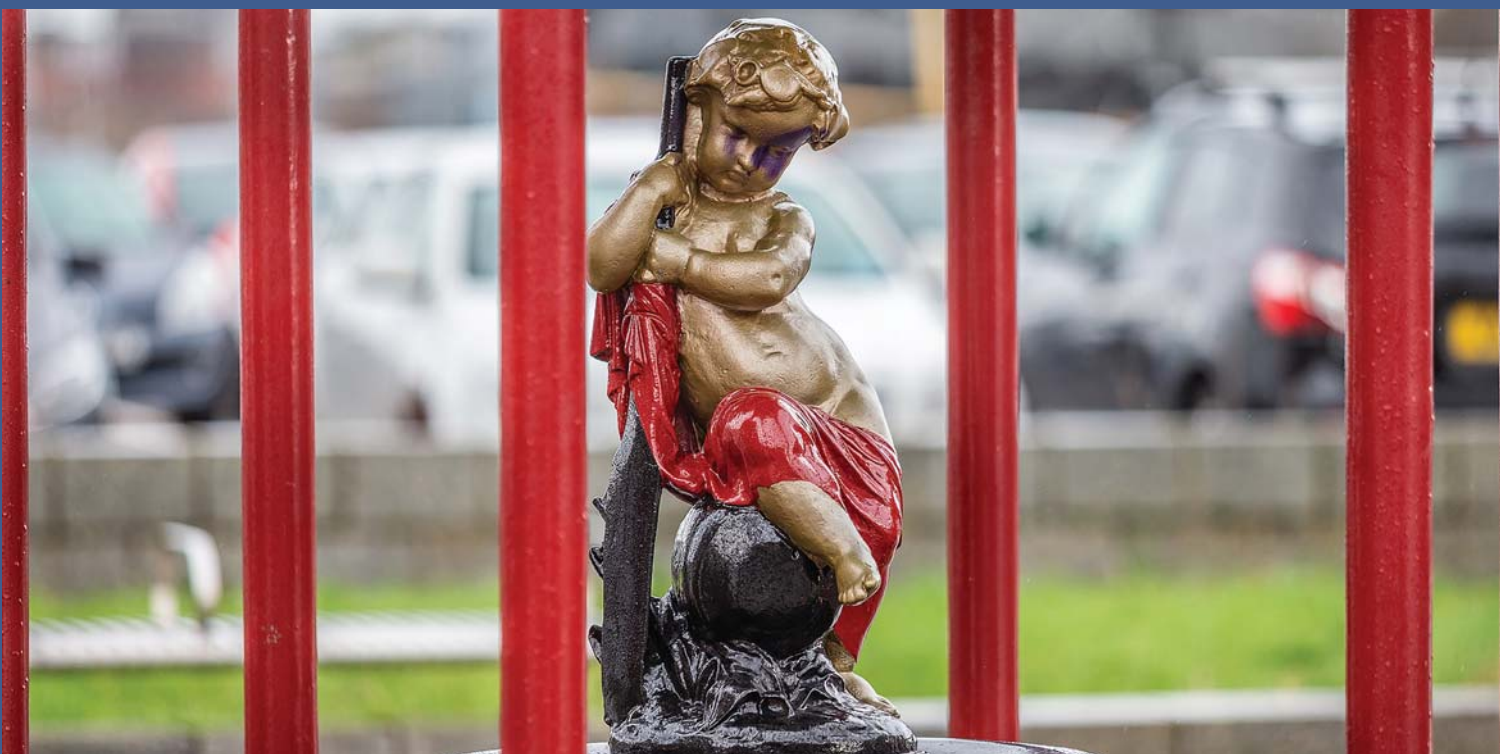
We aim to embed equality and diversity into everything we do, to ensure the delivery of excellent services to our customers and to promote Govan Housing Group as an employer of choice.

Our Equality 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.

We have an active internal equality group, whose purpose is to implement the Group's Equality Action Plan.

This year we are committed to undertaking a full profiling exercise of all customers in regard to gathering relevant equality information, this will ensure we have up to date equality data for all our customers.



# Govan Housing Association Annual Landlord Report

In this section, we will tell you about our performance for 2023-24 against the outcomes of the Scottish Social Housing Charter, our commitment to improving services and what the Scottish Housing Regulator said in our Landlord’s report.

The Scottish Government’s Social Housing Charter came into force in April 2012. The Charter sets out the 16 standards and outcomes that:

- tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them
- homeless people can expect from social landlords in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home
- owners can expect from the property management services they receive from social landlords

We are measured against 14 of the 16 outcomes and standards, as two outcomes don’t apply to Govan Housing Group, notably homelessness duties for local authorities and the management of sites for gypsies/travellers.

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

<b>Customer/Landlord Relationship</b>	
1.	Equalities
2.	Communication
3.	Participation
<b>Housing Quality and Maintenance</b>	
4.	Quality of Housing
5.	Repairs, Maintenance and Improvements
<b>Neighbourhood and Community</b>	
6.	Estate Management, Anti-Social Behaviour, Neighbour Nuisance and tenancy disputes
<b>Access to Housing Support</b>	
7, 8 & 9.	Housing Options
10.	Access to Social Housing
11.	Tenancy Sustainment
<b>Getting good value from Rents and Service Charges</b>	
13.	Value for Money
14 & 15.	Rents & Service charges

## Average weekly rent

House Size	Govan HA	Scottish Average 2024	Difference
1 apt	£77.85	£82.24	-5.3%
2 apt	£83.25	£87.87	-5.3%
3 apt	£96.22	£90.29	+6.56%
4 apt	£106.87	£98.30	+8.72%
5 apt +	£120.15	£108.29	+10.95%

## Total Rent Due

The total rent due from all tenants for the year was **£6,409,810.**

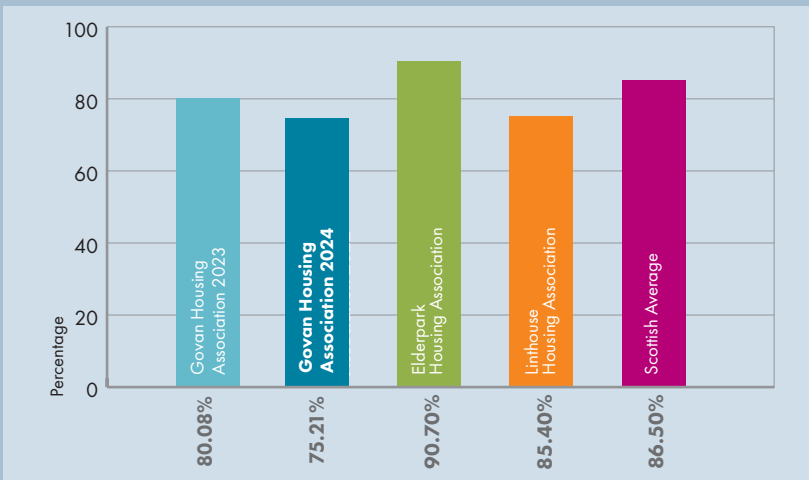
## Rent Increase





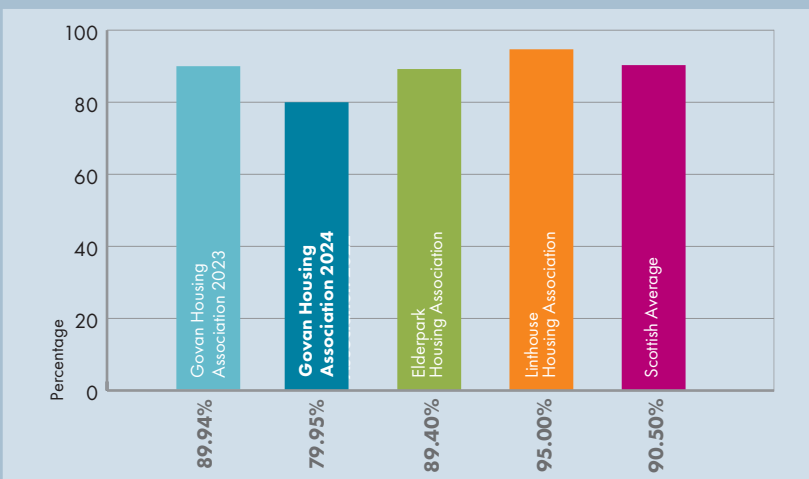
# Customer Satisfaction

## What percentage of tenants are satisfied with the overall service?



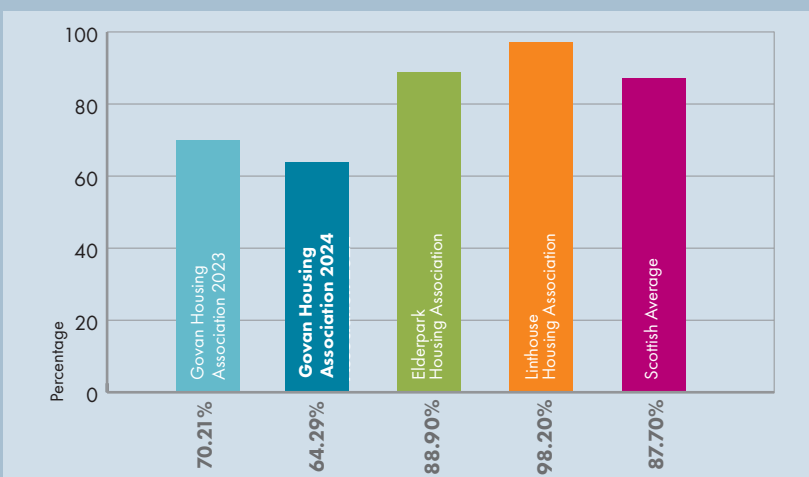
This tells us that satisfaction levels are below the Scottish Average, measures we have in place to address this, are the development of a full customer engagement calendar, to involve customers in our improvement processes and decision making exercises. We want to work with customers to improve areas of service delivery that they choose to scrutinise.

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



From the information above we are currently performing above the Scottish Average and our local peers.

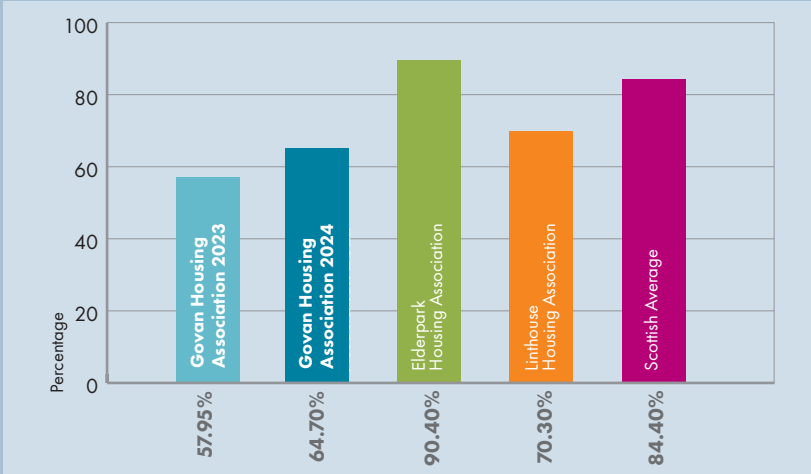
## Percentage of tenants satisfied with the opportunities given to participate in landlord decision making.



Whilst our satisfaction level indicates that we are performing below the Scottish Average, we have a full programme in place of events and opportunities for customers to engage, which is highlighted throughout this report.

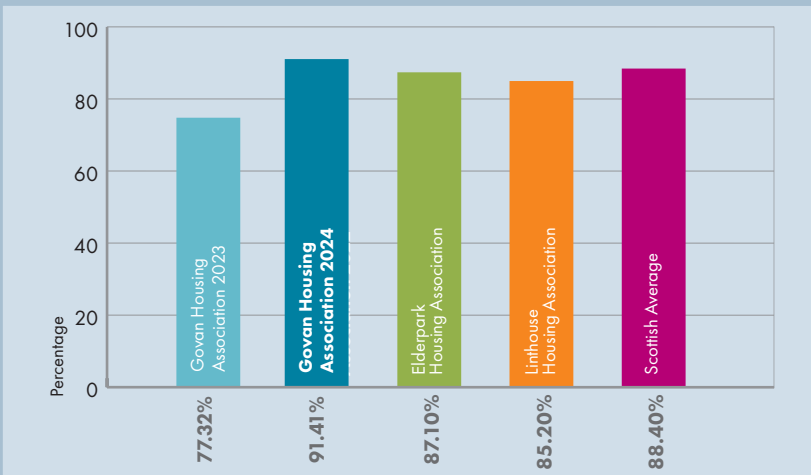
# Maintenance and Scottish Housing Quality Standards (SHQS)

## Percentage of our stock meeting the Scottish Housing Quality Standards.



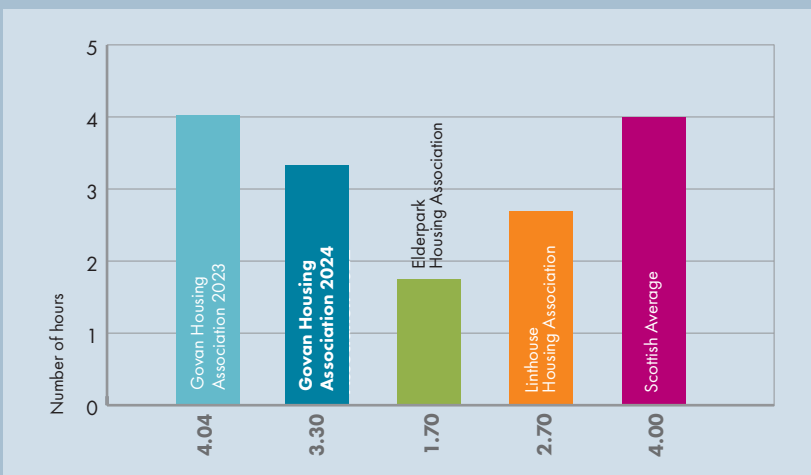
We have 293 (17.9%) properties where we have an EESSH fail impacting on our SHQS standard. We have 379 exempt (23.21%) predominantly galley kitchen etc. the remaining properties that fail are subject to works that will be undertaken when the tenancy changes. This means that our overall compliance against the standard is reported as 64.7%

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



Repairs being carried out Right First Time is an area of focus for improvement for the Association and we have reviewed our processes to ensure we see improvements in these figures.

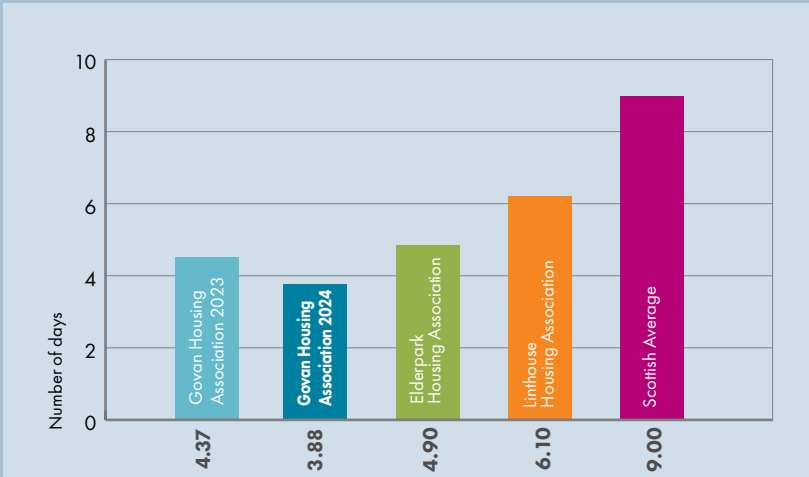
## Average length of time in hours taken to complete an emergency repair.



We have seen an increase in this performance figure over the last year, a renewed focus is currently underway within our Maintenance department to review processes and quality assurance methods, the effect of these measures should be reflected in improved performance figures, which will be reported continuously throughout the year.

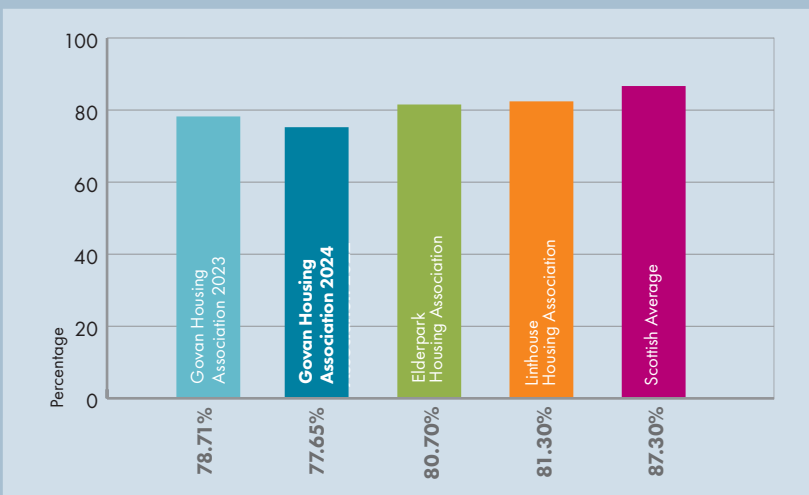


## Average length of time in days taken to complete non-emergency repairs.



We have seen an improvement in this performance figure over the last year.

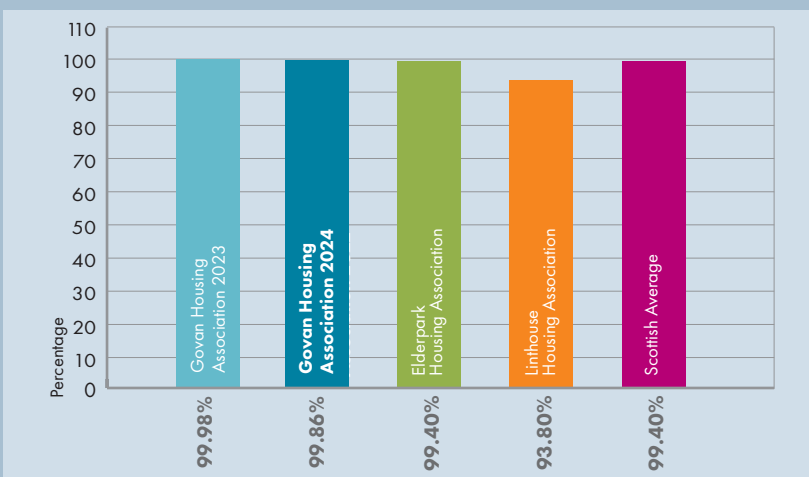
## Percentage of tenants who are satisfied with our repairs service.



This performance figure has dipped in the last year which is expected due to our Emergency Repairs and Right First Time figure having decreased. This will be addressed through the review of our maintenance processes and implementation of new quality assurance methods.

# Rent and Arrears

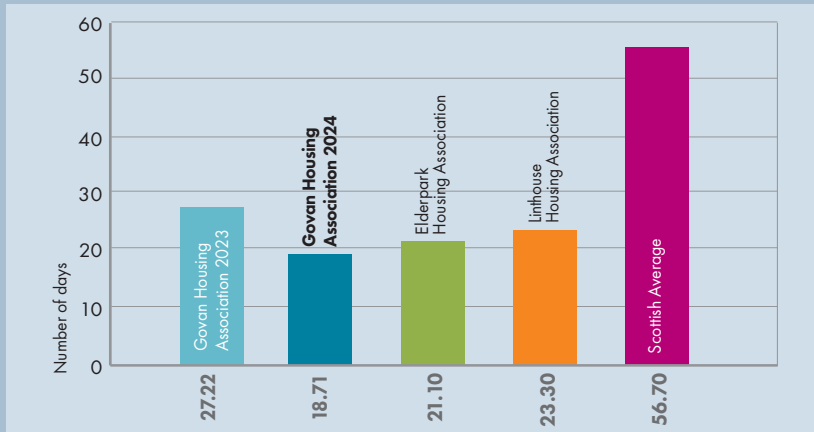
## Rent collected as a percentage of rent due.



We are on par with the Scottish Average in this area of performance, rent arrears remain a focus for the association.

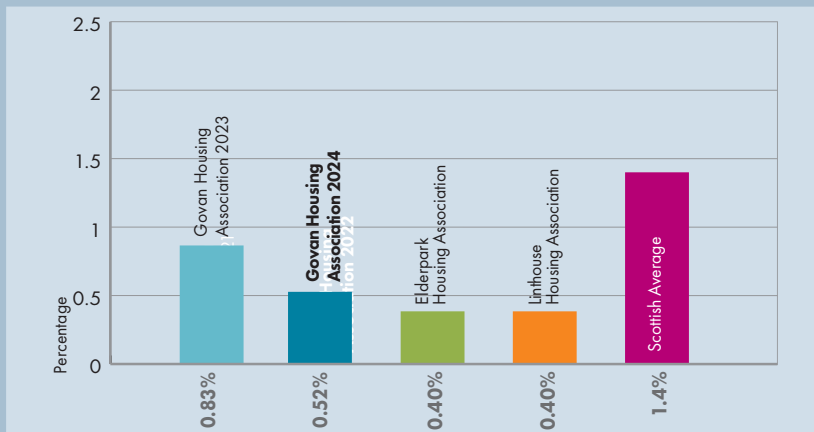
# Allocations and Voids

## Average time in calendar days to re-let properties.



We have seen an improvement in these figures over the last year and we continue to perform better than the Scottish Average.

## Percentage of rent lost while a property is empty.



We have seen an improvement in the last year and we perform better than the Scottish Average.

## Summary

We hope this Annual Performance Report for 2023-24s 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](http://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 join our Govan Tenant Services' Scrutiny Group or help with their work
- You can come to our quarterly tenants' forum to share information and give feedback
- You can come to our quarterly factored owners' forum to share information and give feedback
- Sign up for our monthly community engagement news bulletin to be kept informed of our engagement events and free or low-cost events in the G51 area



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](mailto:Community@Govanha.org.uk)





# Moving Govan Forward

## GOVAN HOUSING GROUP

35 McKechnie Street • Glasgow G51 3AQ

Telephone 0141 440 0308 • Fax 0141 440 0637

Email [general@govanha.org.uk](mailto:general@govanha.org.uk) • Website [www.govanha.org.uk](http://www.govanha.org.uk)

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

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

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