





Annual Report

2016 – 2017

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

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
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Cover story...

Our cover features the fabulous winning entry in our CAPTURE GOVAN social media photo competition, which we ran in July 2016.

The winning photo was submitted by Vidette Wong and we think it perfectly captures the spirit of Govan!



Spotlight on the year...



Introduction

We are delighted to welcome you to Govan Housing Association's Annual Report for 2016-17. This year's annual report outlines our achievements over the past year and highlights our performance and plans for the year ahead.

This year has been another exciting journey for Govan Housing Association, one that has seen the growth of the business with the foundations set for the introduction of our first community interest company subsidiary, Govan HOME Team. A business which has been designed to provide a comprehensive maintenance and repair service to our tenants that not only enhances our service delivery but also provides better value for money, with profits reinvested into the Govan community. This is an exciting and ambitious project that will take shape over the Spring and Summer months of 2017.

This is just one of the innovative ways that we have continued to develop our

business to enhance and reinvigorate the Govan community in our drive and commitment to deliver a range of diverse activities which continue to add value to the lives of our tenants and the users of our services.

We have continued to work with partners to provide more affordable homes within the greater Govan area to meet the ever demanding need for quality social rented housing and also enhanced our investment in our existing stock with the replacement of boilers, balconies as well as finalising our comprehensive planned maintenance reinvestment programme for our tenemental stock which will include new kitchens, bathrooms and windows.



Fiona McTaggart • CEO



Bill Pritchard • Chairperson





With great pride we have seen the Association being nominated for best new comer by Investors in People following achieving our Platinum accreditation with an award ceremony in London. This was a lovely moment for our staff and Committee, to be recognised for the commitment and dedication to investing and developing the opportunities for our staff team to enable them to deliver a highly professional service to our tenants and other stake holders as well as their own professional careers.

Also, we have continued to enhance and expand the range of

advice and support services delivered to our tenants through our Community Inclusion Team and the development of our Community Hub on Govan Road. The Hub in Govan Road is now regarded as a key anchor facility in the central Govan community complementing the work of other partners to provide services and support to tenants and other local people. The Hub is now used by many different community groups and is open 5 days a week offering free IT advice and services, a breakfast club and a drop in centre.

We have also continued our employability drive to use the Association's facilities and staff's skills to offer training and work experience to equip some of our local young people to be ready for work and able to compete in the job market helping them move into long term sustainable employment.

Community development and regeneration was also a key feature this year which saw us working in closer partnership with agencies such as Glasgow City Council and Central Govan Action Plan and Townscape Heritage Trust to obtain funding to restore and renovate the listed buildings in central Govan. This work will continue into 2017/18.

Enhancing and improving performance has also continued to be at the core of our focus this year to bring better services to our tenants and owners in a drive to continually improve our services. Key to this has been investment in our IT system to increase and enhance efficiencies. This has been a lot of hard work and we hope to roll out our new IT system by the end of September.

(continued on page 4)



Continuing to lead and govern our business with commitment and dedication is our Management Committee which has consolidated as a group this year following the introduction of three new members last year. We are delighted to tell you that we have a strong group of experienced and skilled local people, that all hail from Govan, on our Board of Management. During the year, the Management Committee underwent their annual Training Needs Analysis programme to ensure that they continue to have all the skills and training needed as a group, for good governance of the business.

As well as the core business activities, this year we have continued to encourage community engagement with our fun events including Govan Loves Christmas and our Fun Day in July. Both these events get bigger and better each year which is a great credit to the Govan people who turn out in huge numbers and join in. We have a wonderfully diverse community in Govan and we recognise our events

are a great way for new people in our community to get involved and meet new people. Being inclusive and supporting new folk, young or old, as well as established Govanites is what Govan Housing Association is all about.

Our fun events are also a very helpful opportunity to listen to what our tenants and local people have to say about our business, our services and how we deliver them as well as what is important to them and how we can improve. All this information is used to inform our business plan for the coming years ahead. Being a strong business is crucial to being able to deliver the important services that our tenants and local people want so efficiencies and financial viability is always a key underlying feature of our business. Our financial stability has improved yet again this year due to good business decisions and enhanced efficiencies while continuing to invest significantly in our buildings to meet tenant needs and aspirations in relation to their homes.

Our strategic objectives and our overall mission of **Moving Govan Forward** remains the same.

In this report, we're celebrating the many successes we've achieved in 2016 -17 and will also tell you about our ambitious plans going forward. Finding new ways to achieve and deliver continual improvement is exciting and we look forward to the year ahead.

We would like to take this opportunity to thank the Management and Staff at Govan Housing Association and all our partners with who we have worked during the year. We wish to personally thank all Management Committee Members who give their time on a voluntary basis and demonstrate a huge commitment to maintaining and improving the services we provide.



Our Vision

Great homes. Great services. Great people.

Our Values

Development We work hard to continually enhance our services and provide better quality homes and opportunities across the area.	D
Innovation We challenge ourselves and others towards excellence and innovation in all we do.	I
Value for Money We work hard to bring efficiencies and provide quality services that are cost effective and present value for money.	V
Equality We are all equal and different and we aim to provide inclusive environments for work and for living.	E
Responsibility We all take responsibility for our actions.	R
Social Impact We strive to ensure there is a positive social impact from our activities and work with others to share our aims.	S
Integration We are proactive in providing opportunities for people to engage with us and we work hard to understand how people feel as individuals and treat them with dignity and respect.	I
Transparency We wish to be open and honest about what we do and how we do it.	T
Youth Development We will endeavour to invest in community projects to ensure that young people thrive and develop in an environment where their aspirations are nurtured, they are encouraged to achieve the unexpected and they respect the Govan area as their home.	Y

Our Mission

To provide, manage and maintain affordable housing for people in housing need whilst aiming to be an innovative and responsive organisation, playing a leading role in the regeneration of Govan and continuing to improve the quality of life of our residents.

Our Vision, Our Values, Our Mission

Housing Management

Last year we enhanced our housing management service by reshaping our staff team to provide four patches where each was supported by a designated Housing Officer and Housing Assistant.



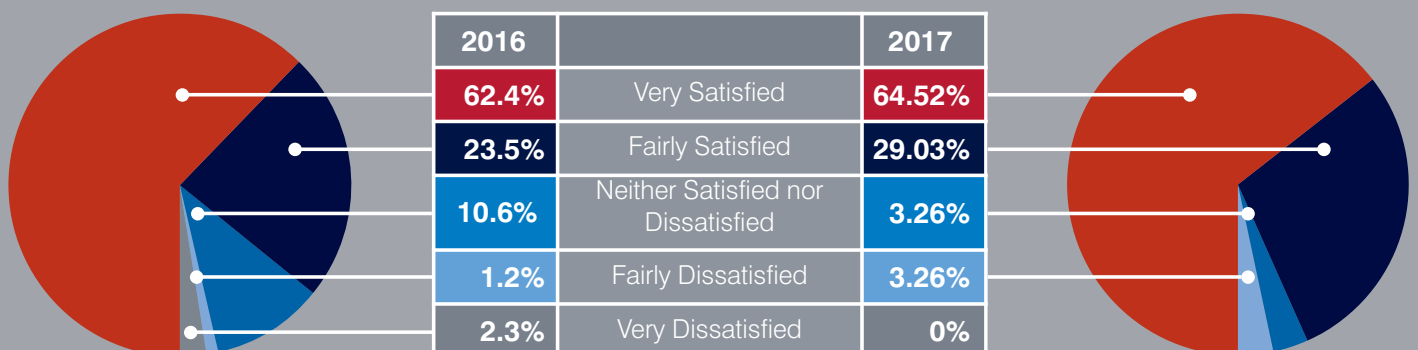
Over the last year we have seen the benefit of this new structure taking effect with better relations with tenants and enhanced service delivery to our tenants and residents in relation to rent account management and control, managing and letting newly available homes and estate management. We also provided a dedicated officer to support, control, manage and address anti-social behaviour and this has been a huge success. To improve and identify where and how we can do better, our Housing Management team, led by the Head of Housing Fiona McLauchlan, regularly reviews the team's performance and uses this information to reshape and develop to improve how we deliver our Housing Management service.

We have continued to work closely with our partner Money Matters and offer financial, debt and money advice at our office. This has been exceptionally busy over the last year due to the impact of changing benefits and benefit reforms. We are committed to maintaining this service and will continue to review to see how we can improve it going forward. One of the ideas we are looking at is how we can enhance our website facility to allow

tenants to be more informed about their rent accounts and payments due. To support that idea we are also considering ways for us to offer easily accessible IT training to ensure our tenants can use the new service.

One of the key projects for our Housing Management Team this year has been a comprehensive rent review culminating in a significant rent restructure exercise to ensure our rents are equitably applied across our stock with consistent charges for similar properties. This was a comprehensive project, working closely with and listening to our tenants to finalise our rent restructure. We are delighted with the result. As a responsible landlord we fully appreciate that it is essential that we offer consistency and fairness in the service we deliver, including in relation to the rents we charge, being mindful of affordability and the need to deliver value for money. So where we feel we can improve upon existing processes, we will take the necessary action and steps in consultation with our tenants to do so. We would like to thank all the tenants and groups who got involved and helped us to shape the rent review for the benefit of all.

New tenants satisfied with the standard of their home

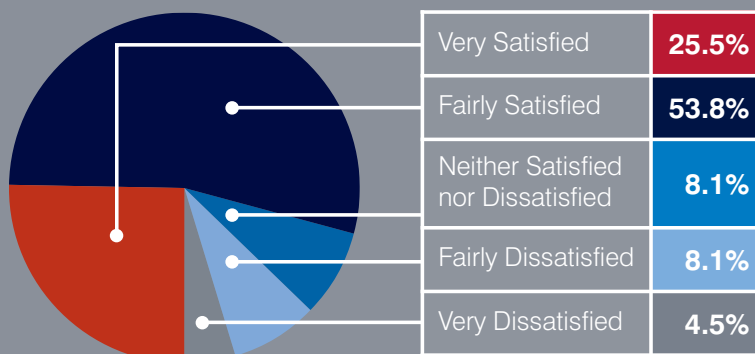




The abolition of the Right To Buy in August 2016 went ahead as planned following the introduction of the Housing (Scotland) Act 2014. This is a welcome step in safe guarding the level of social rented properties available to people in Scotland. Not all aspects of the Act have been implemented yet, such as the change in rules relating to succession, assignation and the allocation of properties as well as providing more power to social landlords in terms of dealing with anti-social behaviour. We look forward to the introduction of these aspects contained within the Act which is expected in the forthcoming year.

Our Housing Management staff have continued to work closely with our tenants and residents to support local tenants and residents associations over the last year. Being there for our tenants and residents is very important to us and this is a great way to build relations as well as to deliver our service. We are always looking for new ways to engage and deliver our services and our Housing Management Team will continue to work closely with our Community Inclusion Team and Property and Maintenance Services Team to help this going forward.

Customer satisfaction with the neighbourhood in which they live



Time taken to re-let properties in the last year:

2016 28.71 days
2017 20.12 days



Number of re-lets in the last year:

2016 248
2017 215 (more people staying in their homes)



Property and Maintenance Services

Investing in our homes is one of the most important roles we have as a landlord and as a business.

Maintaining, repairing and investing in the condition of our properties means we are enhancing our tenants' homes. That is very important to us. The business side is also important as regular investment helps maintain the value of the property and helps mitigate the need for major repair works in the future. Being business focused is now a duty on housing associations to ensure the viability and a strong financial foundation. Ensuring we are clear on the type of investment required and that we have a strategic plan to deliver this investment to maintain our properties is the role of our Head of Property and Maintenance Services and his team. This includes day to day repairs, major repair works such as replacing a roof and also

planned maintenance. In the last year our investment in our properties was just over £1 million. We carried out 5250 routine repairs, an average of 3.37 repairs per household.

We are committed to providing a quality repair and maintenance service and are always looking to enhance how we do this. Over the last year we have been exploring the options available and the one our Management Committee has decided upon is to set up our own subsidiary company to deliver repairs to tenants. Creating our own subsidiary repair company which would mean we could grow and employ more joiners, plumbers and electricians thus saving money in relation to the cost of the repairs and also be in better control of the quality of the service being delivered to our tenants, which is very important to us. Tom McLeod, our Head of Property and Maintenance Services together with our Executive Management Team, has been working hard on this all year. We are delighted to tell you that in

February 2017, we registered our subsidiary which is a Community Interest Company, Govan HOME Team. Our existing repair staff will move over to the new company and we will take on more staff and new premises, hopefully opening fully by September 2017. We know this is a very ambitious project but we engaged an independent consultant to robustly challenge the business model and they concluded it was a very viable business venture for the Association. As you will see in the Finance Section of this Annual Report, our finances are in a healthy condition and our options appraisal exercise supports that this is perfect time for this enhancement of our business, which has also been echoed by our auditors. As you can see from our statistics, our performance has been improving over the last year. We hope this will further improve with the new subsidiary and we will be able to deliver more services and improve on existing ones.

Our new Govan HOME Team will also

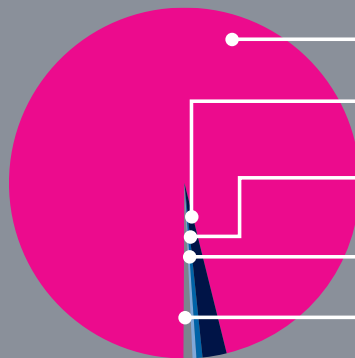




deliver our planned maintenance programme with the replacement of kitchens, bathrooms and windows, starting in Autumn 2017, as well as close decoration, boiler and heating replacement and works to fencing and other key environmental tasks. Our Tenant Liaison Officer will work closely with the tenants affected to explain what's involved at an early stage. This is also an area of work we are excited about. We know it is important to tenants that their homes are modern, comfortable and a pleasure to live in. We want to help with that by delivering our investment planned maintenance programme.

Another side to our property investment strategy is to continue with works so that our properties comply with the Energy Efficiency Standard for Social Housing (ESSH) that was introduced. The aim of the new standard is to ensure that, as far as practicably possible, improvements are made by landlords to tenants' homes so they are warm, energy efficient and comfortable. We fully support this and will continue with our compliance programme, going forward.

Satisfaction with the way Govan Housing Association deals with repairs and maintenance



Very Satisfied	96.2%
Fairly Satisfied	2.4%
Neither Satisfied nor Dissatisfied	0.4%
Fairly Dissatisfied	0.3%
Very Dissatisfied	0.7%



Emergency Repairs – Average Time:

2017 1.82 hours
2016 2.03 hours



Non-Emergency Repairs – Average Time:

2017 2.96 days
2016 4.35 days



Gas Servicing completed on time:

2017 99.67%
2016 98.21%



Right First Time Repairs:

2017 91.80%
2016 82.96%



Community Inclusion

Building Sustainable Communities

This year has seen our Community Inclusion work grow from strength to strength with a variety of different projects undertaken within the Govan community. Our Hub at 901 and 905 Govan Road is now a thriving community facility in the heart of central Govan, used by many different project groups and tenants as well as our own Community Inclusion team.



One of the projects has been the introduction of English classes for those whose first language is not English. Recognising the diversity of our community in Govan, we identified the need for these specific classes to encourage engagement and break the isolation often felt if you're new to a community, especially where English is not your indigenous tongue. As a result, over the last year we introduced

ESOL and literacy classes which have been a great success.

We also introduced our digital hub to encourage folk to learn about computers so they can learn how to access services on line, whether it is to see what's on at the pictures, shopping on line or skyping their family in Australia. This has also been a great success and we hope to develop this service going forward with the introduction of a new Digital Inclusion

Worker post so we have a dedicated person to work with the community and develop this provision to meet the various needs identified. Engagement is crucial within a community especially where often people lack confidence to come forward and join in. Using our staff teams, who build up relations with tenants in various different ways, we hope to access and engage with even more tenants and encourage them to get involved over the coming year.





Last year also saw us continue our employability drive to encourage young people to engage with us and learn the skills that they will need to successfully take them into full time sustainable employment. This year we offered voluntary work placements on our Reception to two people, a young person at school looking for a week's work experience and a local young woman who had administrative skills but wanted a career change into housing associations. We also have been working with our partners to build on our successful Modulus programme to encourage younger people under the age of 16 to get involved in what we have called our Mini-Modulus programme. We want to access young people at an age that they start to become influenced by the community around them and teach them positive life and work skills that will hopefully help shape their personal development and instil within them a long term work ethic and a personal confidence that will take them forward in their professional and educational careers. We will use our newsletters, social media and website facilities to keep folk up to date with all our community inclusion projects, going forward.

We have also continued to work closely with partners Scottish Council for Voluntary Organisations (SCVO), Glasgow Guarantee and Community Safety Glasgow. Last year we told you how we had employed, on a temporary basis, 9 young people through the SCVO Communities Job Fund and a further 5 employees through the Glasgow Guarantee initiative with Glasgow City Council as a result of employment initiatives to help people access employment opportunities to enhance their career prospects and provide them with a pathway to a permanent job. We are delighted to tell you that with the introduction of our new community interest company, Govan HOME Team in February 2017, the Association has been able to employ on a permanent basis 10 of these young people. They worked hard

last year and fully merit and deserve the jobs they now have. We hope this is just the start for them as they build and develop their careers with Govan HOME Team.

Funding from the Scottish Government and Scottish Legal Aid Board in the year has continued to support our work programme and equipped us with the resources to enhance and embolden our community inclusion ambitions. This has allowed us to continue with our partnership working with Money Matters to offer money and debt advice, which complements our Financial Inclusion work assisting people with benefits and helping them to maximise their income. We will continue to be vigilant and proactive about sourcing and applying for funding where the opportunities arise.



Customer and Community Engagement

Pro-active community engagement is core to Govan Housing Association's ethos as a business and essential to our drive for "Moving Govan Forward".

This is not new, of course, encouraging community activism has been essential since day 1 and fundamental to the creation of Govan Housing Association in 1971, when local people fought for the right to quality social housing and to prevent the demolition of the tenemental stock throughout the area. The people of Govan knew it was important to keep these traditional buildings to help retain a sense of community and pride in this historic area.

Today, we are mindful that it is also important to offer different ways for

tenants and others to easily participate in and influence decisions at a level they feel comfortable with and for us as a business to find different and various ways to gather and take account of views and priorities of our tenants and to use these views to shape our services.

This year we have once again proactively held many events to encourage resident participation. In June we held our annual Fun Day at Govan Campus which is a fabulously successful event and a great way to talk to tenants and others about our services, to hear what they want to see from us going forward and what changes they want to see. This information is invaluable and helps shape how we manage services. This year tenants helped us with a rent restructure telling us what they thought about our proposals and their views that helped shape the changes to ensure our rents are consistent and fair across all our stock. We held various

meetings at different times and locations and sought views in different ways to make it easy for people to engage in a way that suited them.

As we have seen earlier in the Annual Report, our community Hub in Govan Road is now a key anchor facility in the Central Govan community offering various different community events throughout the day to provide different opportunities for people to get involved. Our Community Inclusion Team also actively links with local partners and tenants to explain what's on, listen to ideas for other projects and personally encourage engagement. This personal touch has been a huge success and we will continue to review how we can enhance these resources to access more people, going forward.

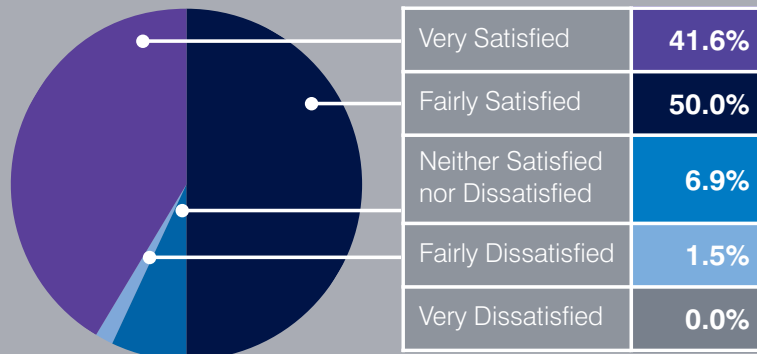
In addition, we are empowering local people to manage and run their own groups and projects. Through funding from the Scottish Government and



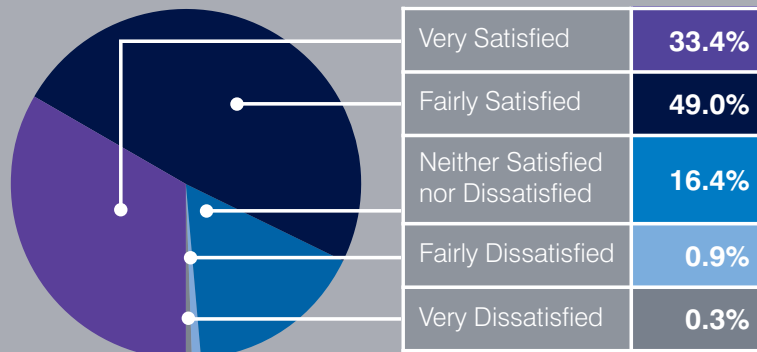


support from our wider action budgets we are providing local people with start-up monies to run addiction, employment and environmental projects, including a furniture refurbishment project. Our Service Scrutiny Panel was established in 2014 and unfortunately over the last year, involvement has dwindled a little as people have either moved away or have had personal commitments that have placed more demands on their time. Our Service Scrutiny Panel provide an important role by reviewing our services and advising, from a users point of view, how we can improve these services. Over the coming year our Community Inclusion Team will work hard to boost and support the Service Scrutiny Panel who to date have carried out a review of our repairs service and key performance indicators and updated our tenant handbook. Our volunteers on the panel worked positively throughout these projects and committed a significant amount of their time to conducting a thorough inspection of services and our key documents. There is more to do and we will keep folk informed of our progress through social media, our website and newsletters.

Customers who feel well informed



Customers who are satisfied with their involvement in decisions





As we move forward into 2017-18, we will be looking at new and innovative ways of engaging with our customers and the wider community. We will be carrying out more detailed customer profiling to keep on top of the ever-changing needs of the diverse community that we serve. In addition, we will be carrying out a comprehensive residents satisfaction survey again which will help inform us of tenants' and residents' views which will help shape our services and priorities within our business plan, going forward.

commitment to support the development of the Govan community. It's an exciting time for Govan with significant opportunities to shape and enhance our Govan community even further, including the introduction of the new bridge linking Partick to Govan. We will proactively work with partners to identify opportunities for Govan Housing Association to become involved to deliver on our commitment to supporting the development of Govan as a community.



Providing and investing in homes is only part of the job for us. Central to the ethos and culture of Govan Housing Association is the

We very much look forward to working closely with partners, our tenants and residents and the wider community in the year ahead.



Development and Investment in our homes

Govan Housing Association possesses a rich history and was initially set up to carry out tenement rehabilitation of 212 flats in the then Taransay Street Treatment Area. Since then, we have grown and developed as a social landlord and we now own around 1610 properties and manage approximately 600 owned properties in the local area.

Over the last year, we have continued to work closely with Glasgow City Council to deliver an acquisition strategy to purchase more properties for social rent within our local community and thereafter investing and improving these homes so they meet current Scottish Social Housing Quality Standards. Working collaboratively with Glasgow City Council, the Association has managed to acquire over 80 units across Greater Govan. The focus of this work is to acquire properties with common repair and maintenance issues, properties without a factor, properties which are empty and properties with absentee landlords not paying their share of the common repair and maintenance costs.



Over the past year, the Association has acquired stock valued in the region of £2,315,785 and carried out extensive repair works to bring these properties up to the Scottish Housing Quality Standard. All major refurbishment costs are being supported by 50% grant funding from Glasgow City Council. In addition to residential properties the Association has also sought to acquire commercial properties on main thoroughfares e.g. Govan Road, which have fallen into disrepair and which are suitable for conversion to housing or which lend themselves to potential office space for partners to deliver services from.

During 2016-17, we have also focused on the completion of our planned investment programme following the results of our Stock Condition Survey. This work has been complemented by a programme of community engagement activities so we can deliver more than bricks and mortar, and help residents to become involved and empowered to influence our decision making processes.

Going forward, our planned investment programme will see substantial investment in our homes over the next 5 year period:



£1 million
in boiler
replacements



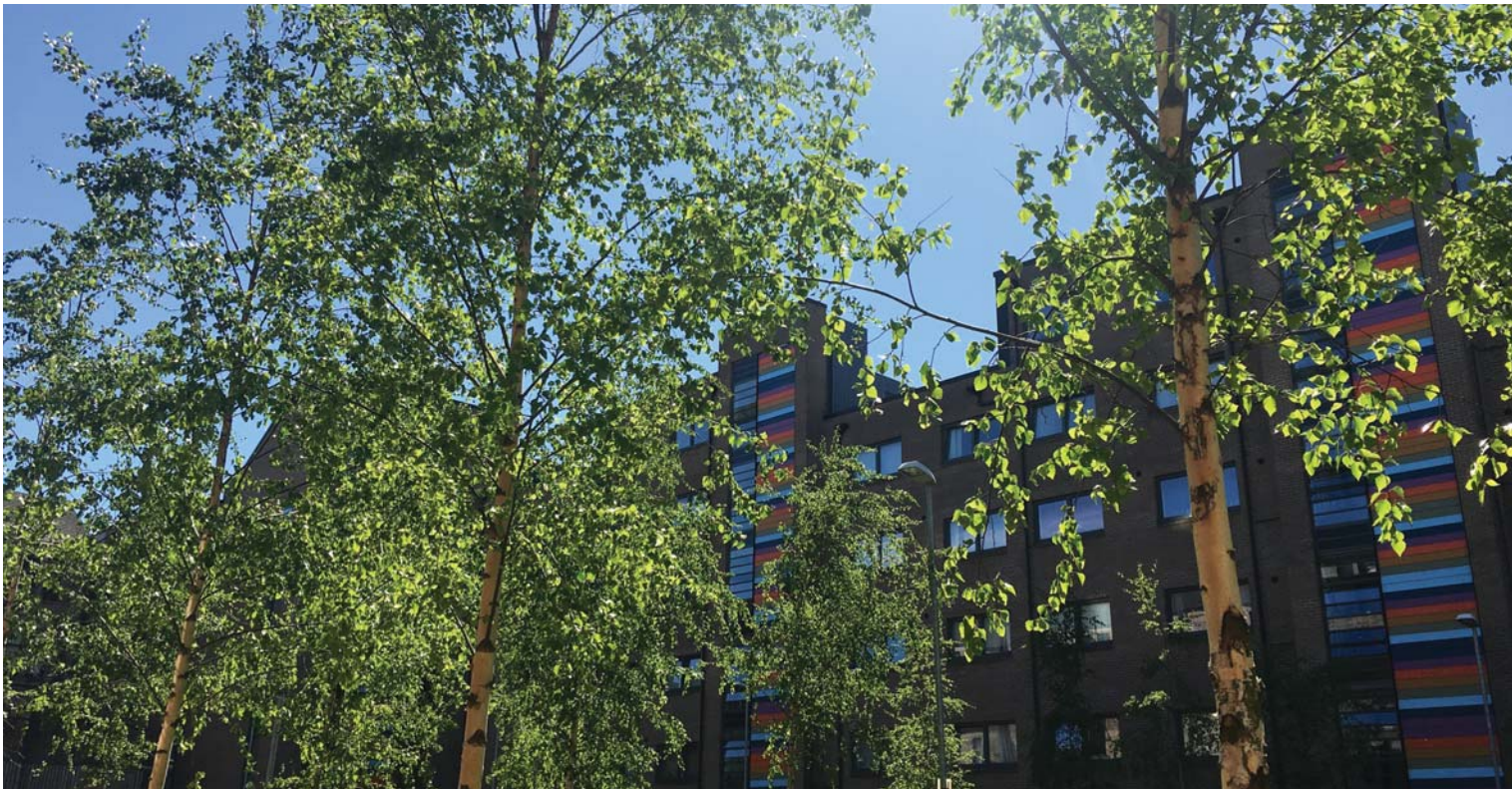
Bathroom
replacements
in over
400
homes



Kitchen
replacements
in over
450
homes



£3.9
million
in window
replacements



As part of our drive to be proactive in developing and enhancing our Govan community, the Association has been looking at development opportunities in the area which could help us deliver more high quality new homes. Developing housing to the highest possible quality has been our aim for many years and to continue this we make sure all of our projects meet, and where possible exceed, the increasingly demanding Scottish Building Standards. Innovative design that is creative as well as complementary to the rich architecture already in place in Govan will continue to be our focus going forward. We also continue to ensure that we surpass the new Energy Efficiency Standards for

Social Housing which has an environmental benefit and reduces energy costs for our tenants.

Throughout all of our current and future projects we will continue to work with our local Govan communities to ensure the local views, aspirations and housing needs are recognised. We also source information from those on our waiting list to see the size and style of accommodation in demand and use this to inform the homes that we build.



Finance and ICT

Fundamental to the strength and viability of our business is sound and robust financial management.



Without sound financial business decision making by our Management Committee, that positively affects our resources, we would not be able to afford to deliver all the property and community investment plans that we want to achieve for Govan tenants and the wider Govan community, including our comprehensive planned maintenance programme of investment of our properties being rolled out over the next 3 to 5 years. We are very pleased to tell you that at the end of this financial year our financial position was very sound.

This has been achieved by introducing greater efficiencies where possible and maximising

opportunities to access more funding to acquire additional properties for social rent, which increases our rental income. We have also maximised opportunities to access other funding streams thus enhancing our overall turnover to so we are not reliant on only rental income and resources. In this section we will provide details of our financial position.

The ability to raise the required funding is also balanced by our objectives to deliver value for money to our tenants and customers, whilst keeping our rents affordable.

Our turnover for of £7.836m relates mainly to the income from the letting of properties which

accounts for £7.408m of this total. The balance of income of £0.428m relates to support activities, factoring income, grant funding from sources such as the Scottish Government, Glasgow City Council and People and Communities Fund.

As a result, the Association continues to be in a strong financial position both in terms of the level of accounting surplus we generate (so that we can fulfil our social purpose of investing funds into the homes and communities of our current and future residents) and in terms of the cash flow we generate to meet our financial obligations and banking covenants.



Turnover:

2017 £7.836m • 2016 £7.3m



Operating Surplus:

2017 £1,096,166 • 2016 £914k



Wider Action Activities:

2017 £273,821 • 2016 £240k

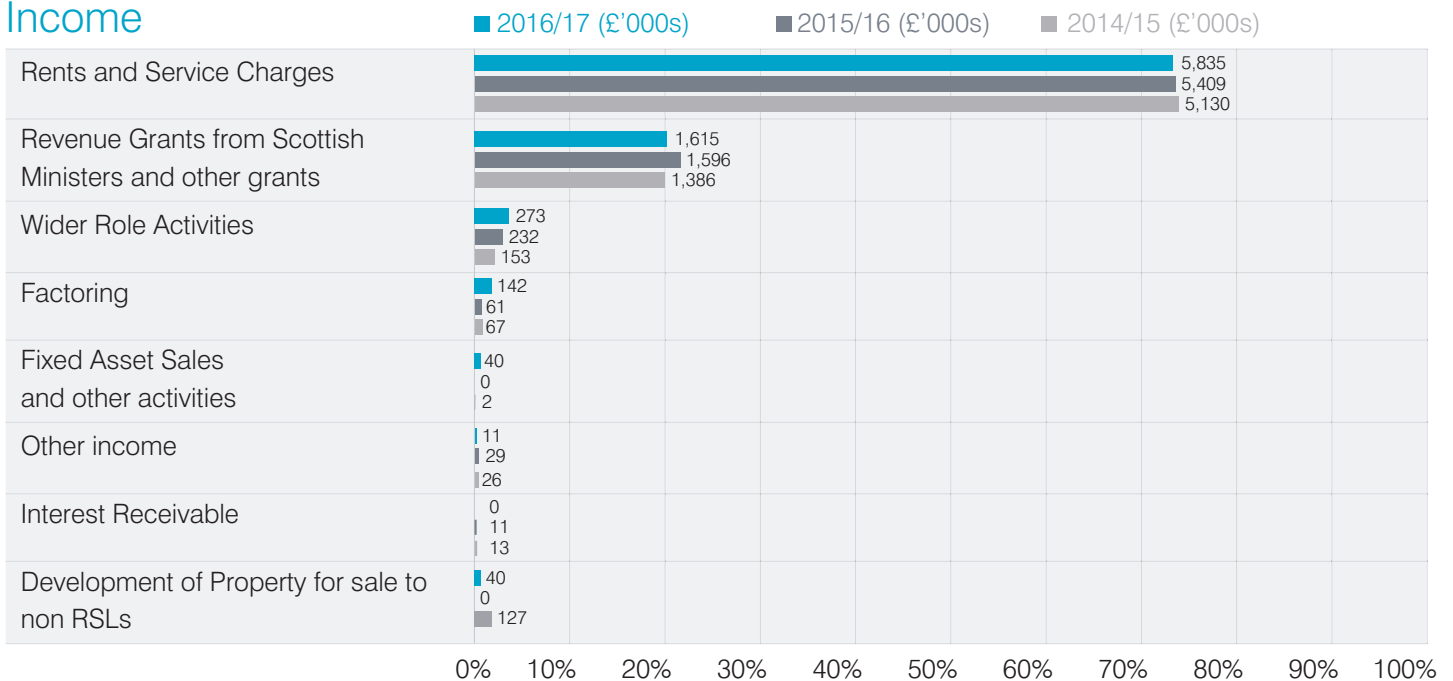
Invested



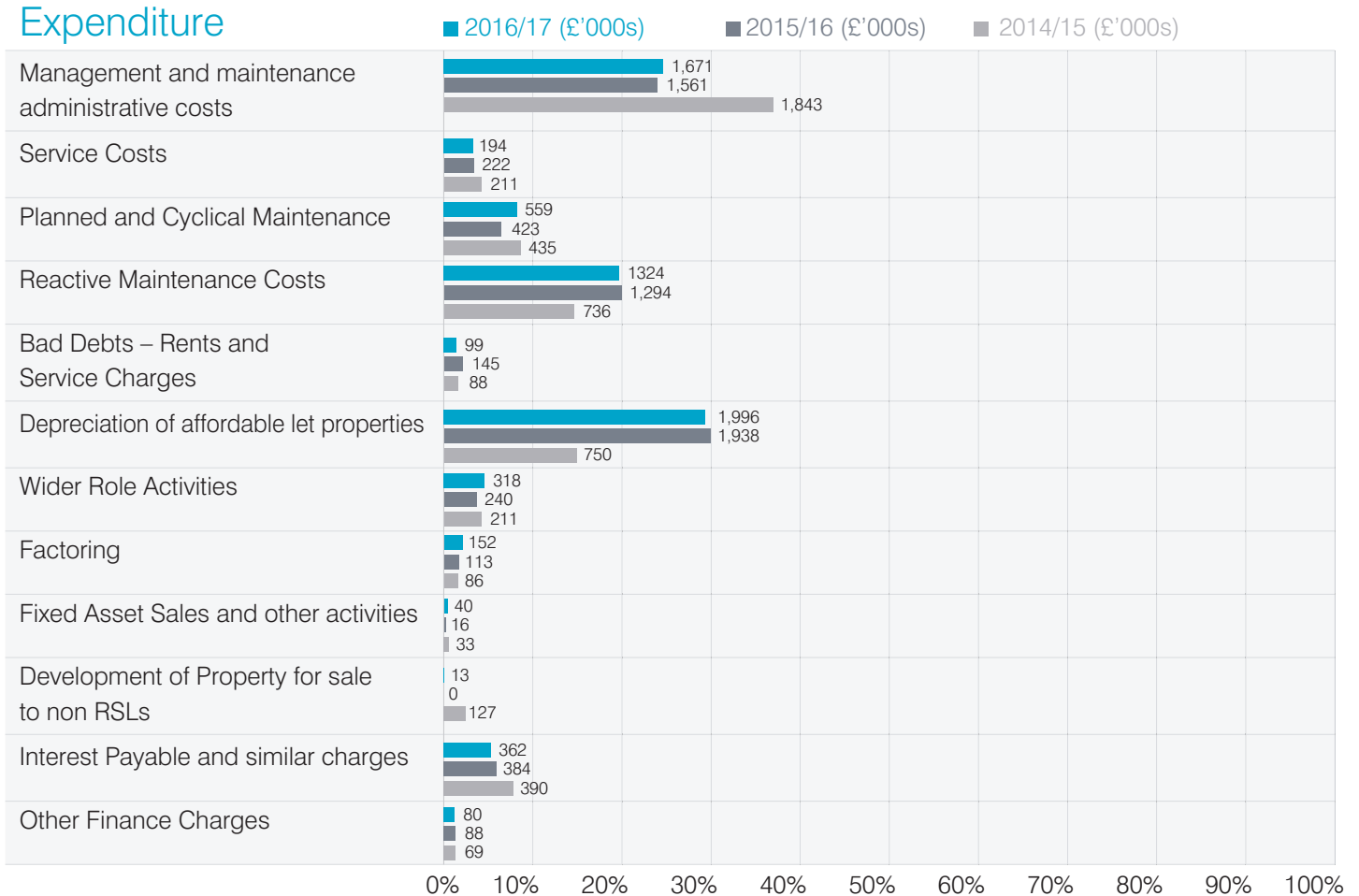
Cash in hand:

2017 £5.07m • 2016 £4.4m

Income



Expenditure



Communication with our tenants and customers is key and as such is an area we continually look to improve upon so going forward into 2017-18 we intend to re-launch our website to provide more information and look at the potential for the introduction of a tenant portal and development of a digital inclusion strategy to complement the works already taking place in our Community Hub through our Get Connected project. This year we have also invested considerable time as well as money to upgrade our in house IT package QLx. With this enhanced communication tool we hope to provide an even better service to our tenants and residents.



Financial Statements

Statement of Comprehensive Income for the year ended 31st March 2017

	2017	2016	2015
	£	£	£
REVENUE	7,836,000	7,309,136	6,891,244
Less: Operating Costs	(6,333,000)	(5,951,745)	(4,495,696)
Operating Surplus	1,502,321	1,357,391	2,395,548
(Loss)/Gain on Sale of Housing Stock	40,274	18,000	(26,221)
Interest Receivable and other income	9,169	10,972	12,893
Interest Payable and Similar Charges	(362,152)	(383,553)	(390,350)
Other Finance Charges	(80,155)	(88,402)	(68,643)
	(406,155)	(442,983)	(472,321)
Surplus for the Year	1,096,166	914,408	1,923,227

Statement of Financial Position as at 31st March 2017

	2017	2016	2015
	£	£	£
NON-CURRENT ASSETS			
Housing Properties – Depreciated Cost	64,643,209	63,594,261	62,619,722
Other Non-Current Assets	1,323,093	1,338,988	1,324,964
	65,966,302	64,933,249	63,944,686
CURRENT ASSETS			
Receivables	1,058,662	677,342	1,112,722
Development Cost of Housing Property	–	–	586,957
Cash at Bank and in hand	5,072,294	4,417,245	2,695,296
	6,130,956	5,094,587	4,394,975
CREDITORS			
Amounts falling due within one year	(2,719,299)	(2,349,250)	(2,154,180)
NET CURRENT ASSETS	3,411,657	2,745,337	2,240,795
TOTAL ASSETS LESS CURRENT LIABILITIES	69,377,959	67,678,586	66,185,481
CREDITORS			
Amount due after more than one year	(11,499,271)	(12,043,685)	(12,551,195)
DEFERRED INCOME			
Social Housing Grants	(47,983,710)	(46,878,878)	(45,792,471)
Other Grants	(668,353)	(625,570)	(625,769)
	(48,652,063)	(47,504,448)	(46,418,240)
NET ASSETS	9,226,625	8,130,453	7,216,046
EQUITY			
Share Capital	218	212	213
Revenue Reserves	9,226,407	8,130,241	7,215,833
	9,226,625	8,130,453	7,216,046

The Financial Statements were approved by the Management Committee and authorised for issue and signed on their behalf on 3 August 2017.

Govan remembers...

No matter where you go in the world you will always find a Govanite, even in the Antarctic!

Felix Rooney was born 20th November 1885 at 16 James Place (Langlands Road), Govan. He was brought up at 57 Hamilton (Nethan) Street, Govan where he attended nearby St. Anthony's school. His father, Mark, a Steam Ship Stoker died in 1893 and his mother, Mary McLuskey, married her deceased husband's half-brother Hugh McGeown in 1895.

After leaving school, Felix worked as a Boot finisher's apprentice at the Scottish Co-operative Wholesale Society works in Sheildhall. However, boot finishing was not enough to keep Felix in Govan. In July 1907, aged only 22 and seeking adventure he joined Ernest Shackleton in London onboard the SY "Nimrod" as a fireman, also joining Felix onboard was 2nd engineer Hugh McGeown, his step-father/uncle.

Felix and Hugh were now part of the ship's crew for the 1907 British Antarctic Expedition headed by Ernest Shackleton. SY "Nimrod", built in 1867, was a 40 year old Scottish sealer which had been used in Newfoundland. When Nimrod arrived in London from Newfoundland she was in a dilapidated state and required work. When Felix first saw Nimrod he must have gave thanks to the fact he was born with a "full caul" said to protect sailors from drowning.

Felix was to be paid five pounds per month and a bonus of 10/- per month,

and while below 60° south, one pound per month. For this, Felix had to fire and grease the engines on watch, he was also to assist on deck as required if the vessel was under sail only.

The ship left Torquay, England on the 7th August 1907 arriving at Lyttelton, New Zealand, on 23rd November 1907. To save coal and enable the expedition to carry more supplies, the Nimrod was to be towed to the Antarctic circle and on 1st January 1908, the lines were cast off from the wharf and the Nimrod set off for the South Pole. Gales accompanied the ships on the journey south and Felix,



a bit of a character with a typical Govan sense of humour described the journey as being "so rough, the ship would roll the milk out of your tea."

On 3rd February 1908, the ship was at the ice foot in McMurdo Sound,





supplies were unloaded to setup base camp and on the 22nd February, the Nimrod with Felix and Hugh onboard left the shore party and headed northward and arrived at Port Chalmers, New Zealand, on 6th March, 1908. The aim of Shackleton's expedition was to make a successful journey to the South Pole. Shackleton and his shore party took 29 days to cover the distance that Scott's party had travelled in 59 days. Now only 97 miles from the South Pole, they realised that continuing would not have left enough supplies for the return to base, so they turned north having beaten Scott's record by 360 miles. On the 5th February 1909, the beleaguered shore party rejoined the ship enjoying their first bath in over four months.

Felix's mother and Hugh's wife is said to have got so fed up waiting in Govan for them to return that she went to Lyttelton, New Zealand to join them on their return. After the return of "Nimrod" to New Zealand in 1909, Felix and his family decided to stay. Felix served on coastal and Trans-Tasman ships until the outbreak of the first world war, when he joined the 1st Canterbury Infantry Battalion

(ANZACs) as a Signaller. He served in Gallipoli and the Western Front until the end of the war, except for a period in hospital after he became a casualty at Armentieres. In September 1916, Felix wrote a letter to his cousin Mr McLuskey of 1198 Govan Road, he describes when, at Armentieres, he and two other signallers were in a telephone shelter when they experienced heavy German shelling. The roof and the walls caved in burying all three men alive, Felix goes on to say *"I prayed that I might die quickly as I was in awful torture"*. After two hours of digging, Felix and the two other men were pulled out alive, however one of the men died later.

After the war, Felix bought a house in Lyttelton and married an Irish girl and had four children and 10 grandchildren. He was with the Union Steam Ship Company for 24 years, retiring to reside in Lyttelton in New Zealand.

Felix, a young man who left Govan 58 year earlier to seek adventure died in Wellington, New Zealand on 4th November 1965 aged 80.

Colin Quigley 2017

Govan memories through poetry

We have continued our theme of looking back and this year we are also celebrating the writing talents of our Govan poets who, over the years, have used their life experiences of Govan as a source of inspiration for their poetry and have entertained people the world over.

Turn to page 22 for our selection of poetry...

As well as entertainment, poetry also gives us a historical flavour of Govan at certain times and an insight into attitudes and behaviour of the day. We hope you like the selection we have chosen for this 2016-17 edition of our Annual Report.

Govan memories through poetry...

Poems from **Govan Rhymes and Other Poems** by John Murray published in 1913

Iron Brew

Some sing o' whisky from the still,
That paralyses wit an' will;
An' gars ane girn an' leer an' gape'
An jabber like a very ape.

Some dae the honest water praise,
On behalf their voices raise'
Proclaim it king o' every feast,
An' guid for either man or beast.

Some ithers sing o' sparkling wine,
An' hail it as the drink sublime;
But Solomon, that wise auld toper,
Declares that "wine is but a mocker."

Barr's iron brew it beats them a',
There's nocht tae equal it ava',
If you are hot 'twill cool ye doon,
If you are sick 'twill bring ye roon.

Drink of it deep, you'll no get fuddled,
Nor will your tiny brain get muddled;
Correct in every P and Q,
Is Barr's famed iron brew.

It winna land ye in the jail,
It disnae gie ye gout nor bile,
Your shattered nerves you'll soon renew,
By drinking Barr's famed iron brew.

The sailor bold, the noble duke,
The poet in his ingle neuk,
Each can his task get quickly through,
Thanks be to Barr's famed iron brew.

The young anes a' for it dae cry,
When it gets scarce the auld anes sigh;
What ilk ane says, is surely true,
There's nocht like Barr's famed iron brew!

Then here's a health tae guid auld Barr,
His name is kent baith near an' far:
In every hoose a' Scotland through,
They speak o' Barr's famed iron brew.

John Murray

Nae Dinner Again...

*Nae dinner again, a heard my ma saying,
Wit am a gonna ge the blimmin wains?*

We're starving ma, the wains wid say,

*Shut yer mouth, I've been trying to tap
aw day.*

Then in it stoats all drunk and insane,
Doesny even care about the stait of the wains.

My maw she's gone mental, shouting,
Where's my dosh?

*Don't you even care ya bass they wains
have had nae nosh.*

All slumped in his chair, he's drunk and disnae care,

And when he wakes up he'll want even mare.

Rosina Quigley



- John Murray was born in 1855 at Kirk-Maclauchlan farm near Sandhead in Wigtonshire.
- Machineman at Messrs Ross and Duncan's Whitefield Engineering Works, Govan
- Prominent member of Govan Burgh's fourth ward committee.
- Founder member of the Clydeside Poet's Club
- Known as "The Copland Road Poet"
- Poems were regularly published in "Govan Press"
- Died at 22 Princes (Vicarfield) Street, Govan on 13th December 1911

yours Murray



Free Water for Govan

Twa months ago, or something less,
Whan looking ower my "Govan Press,"
I was surprised, I maun confess,
When I espied,
Free drinks for Govan,
naething less,
To be supplied.

I read again mare carefully,
Tae me 'twas plain as plain could be,
It isna whisky, beer, or tea,
We we're tae hae,
But honest water pure and free,
As licht o' day.

The Lord Provost M'Innes Shaw,
Is gaun tae gie the stuff awa',
We needna pey for it ava,
Jist bend oor will,
And into Glasgow City fa'
Then drink oor fill.

I've aye been very fond o' watter,
Whaur it comes frae it disna matter,
But o' this annexation clatter--
I'm fairly seek--
Some crank's tongue's aye gaun like a clapper,
Frae week tae week.

I trust each Govan's worthy chiel
Will study his position weel,
At water-taps they mauna kneel,
Or yet be coaxed,
Tae let Glasgow oor Burgh steal,
An' so be hoaxed.

'Oor great big sister's in a mess.
Her population's getting less,
If I read richt in the public press,
She's getting mixed,
And on oor burgh naething less,
Her e'e is fixed.'

Free water! Sink the wicked thocht,
Wi' such a bribe we'll no be bocht;
Free whisky oft has changes wrocht
In towns like this,
The poor misguided drunken sot,
Ne'er tak'st amiss.

If Lord Provost M'Innes Shaw,
Wad gae free whisky to us a',
Oor opposition wad melt like snaw,
'Neath summer sun;
But here I think the line I'll draw,
'Twad be nae fun.

So while the bribe is only watter,
An' while I hear the rain-drop patter,
The Govan man is no mad hatter,
As Glasgow thinks,
His independence he'll no barter,
E'en for free drinks.

'Neath Glasgow's sway we might be waur,
We're quite contented as we are,
Oor Cooncil's famed baith near and far
For tact an' skill,
Then to annex us who will daur?
Against oor will.

John Murray

On the launch of the SS Oregon

O FAIRFIELD, on thy gowany lea
I've gamboll'd when a boy,
And yet my heart beats true to thee,
With throbs of keenest joy ;
Now known to fame on history's page
For ever wilt thou be,
For building in the iron age
The Greyhounds of the sea.

With honest pride we idolize
The glories you have won,
And now we hail thy latest prize,
The good ship Oregon.
To-day she floats on bonnie Clyde
From blocks and fetters free,
Soon o'er Atlantic waves to glide,
The Greyhound of the sea.

Fair as a handsome lady's form
In graceful curve and line,
Combined to fight the fiercest storm,
And brave the raging brine;
Marvel of beauty, strength, and power,
To plough the waters free,
With joy we hail thy natal hour,
Fleet Greyhound of the sea.

Hurrah, then, for the Oregon!
And may her speed outshine
The fame her sister ships have won
The honoured Guion Line.
And in the future, as the past,
May Fairfield's "Greyhounds" be
Proclaimed aloud with Pearce-ing blast
The Greyhounds of the sea.

Sincerely yours
Russ Kennedy

Our People

We continue this year in our drive to be an Employer of Choice committed to providing training and career development opportunities for our staff and also opening our doors to support local volunteers to gain work and training opportunities.

We have continued with this approach yet again this year and saw the benefits as a core employer within the Govan community. One of the benefits we feel, is that the investment we make in our staff who are committed and dedicated to delivering their jobs in the best and most professional way possible, is that we provide added value to the benefit of our customers and the organisation and continually improve our services that we offer and deliver.

Achieving the wonderful accreditation last year of Investors in People Platinum, Investors in Young People Gold and the new Health and Wellbeing award was a proud moment which continued into this year when we were nominated for Best New Comer of the Year by Investors In People. We were very honoured to be have been

nominated in such illustrious company. We continue with our investment in people this year and have been recently reviewed by Investors in People who have confirmed that not only have we retained our platinum status we have now ben nominated for the best Platinum Employer of the Year for employers with 50 to 250 staff. We are thrilled and very proud of this achievement. An award ceremony will be held in November 2017 and we will feed back on the outcome.

As at the end of March 2017, the Management Committee of Govan Housing Association had 9 Members with a wide range of skills, knowledge and experience. We continue with our recruitment drive to encourage more suitably skilled and committed people to join our Management Committee this year.





Govan Housing Association Board Members

(as at 30 March 2017)

- Mr William Pritchard *Chairperson*
- Mr Thomas McArthur *Vice-Chairperson*
- Miss Georgina Hay *Secretary*
- Mrs Alice Connelly
- Mr John Hendry
- Ms Karen Russell
- Mr Gary Maguire MBE
- Mr Colin Quigley
- Ms Alison Martin



William Pritchard



Fiona McTaggart

Executive Management Team

(as at 30 March 2017)

- Fiona McTaggart *Chief Executive*
- Natalya Macholla *Deputy Chief Executive*



Thomas McArthur



Natalya Macholla

Senior Management Team

(as at 30 March 2017)

- Tom McLeod *Head of Asset Management*
- Fiona McLauchlan *Head of Housing*
- Arlene Robertson *Head of Corporate Services*
- Roger Dulin *Head of Finance*
- John Cannell *Head of Property Services*
- Banji Omoniyi *IT Manager*



Georgie Hay

Auditors

Alexander Sloan

Bankers

Royal Bank of Scotland

Solicitors

TC Young
Breachin Tindal, Oares



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A Registered Scottish Charity No. SC009055
Property Factor Registered Number PF000200



SIR WILLIAM PEARCE
BART. M.P.
DIED
18th DECEMBER 1888.
AGED 55 YEARS.