

Annual Report on the Charter

2015



Moving
Govan Forward

Welcome to our Annual Report on the Charter



Bill Pritchard • Chairperson



Fiona McTaggart • CEO

We are delighted to introduce our second Annual Report on the Scottish Social Housing Charter, which also incorporates the Scottish Housing Regulator Landlord Report. This report will tell you about how Govan Housing Association has performed during 2014/15 and explain how we are progressing in meeting the different outcomes and standards of the Scottish Social Housing Charter.

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

In the year we carried out a full and comprehensive Resident Satisfaction Survey which has allowed us to compare ourselves against our performance in 2012 when our last survey was carried out and let us gauge the success to date that the Association has made, following a period of considerable change in the last few years. We recognise that we still have a way to go but we hope that this report demonstrates that our key

performance indicators are moving in the right direction.

Monitoring and reporting on our performance continues to be something that we do on a regular basis and we are pleased to say that the Scottish Housing Regulator's Landlord Report, contained in this report and available on our website, shows that we are performing well as a business.

- Overall satisfaction with services provided has increased from 85.9% to 86.6% in the year which demonstrates that we are getting closer to the Scottish average of 88.1%.
- 91.6% of our tenants feel that we are good at keeping them informed, compared to only 78% in the previous year.
- We meet or exceed the Scottish averages on many of the other standards, particularly in relation to the quality and maintenance of homes.
- Our rents compare favourably with other similar organisations.
- We perform well in the time taken to re-let houses.
- The income we lose through having empty properties is below the Scottish average. This is important, not just to maximise income to the organisation for onward investment in our stock and the community as a whole, but most importantly to make sure that those people needing homes wait for the shortest possible time.

- We perform well in the time we take to complete both emergency and routine repairs and have above average satisfaction with the quality of repairs carried out.

We want to continue to develop and improve our services and recognise that the Association still has a number of areas where improvement is required to both improve our core business and to enhance the lives of our tenants. With this in mind, there are a number of areas we want to improve in the year ahead and these are noted throughout this report.

If you would like to compare Govan's performance with any other Registered Social Landlord (RSL) in Scotland, then all you need to do is visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords. Here you will see a user-friendly comparison tool that allows you to compare our performance with up to four other selected landlords.

We would welcome any feedback on any aspect of this report so that we can continue to include and build on customer aspirations and tenants views. The Management Committee and Executive Management Team would like to thank all of our tenants and service users who assisted in getting us to this stage, your input was invaluable.



What is the Charter and what does it mean for customers?

What is The Scottish Social Housing Charter?

The Charter took effect from 1 April 2012, in accordance with the Housing (Scotland) Act 2010. It was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords.

The Charter aims to help to improve the quality and value of the services that social landlords provide and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland. It aims to do so by:

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

How can you get involved?

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

If you would like to provide feedback please email us on general@govanha.org.uk or give us a call on 0141 440 0308.

Alternatively, if you think you would find it interesting to join our Service Scrutiny Panel please contact Arlene Robertson at our office on 0141 440 6878 or email Arlene.Robertson@govanha.org.uk.

Listening to your Feedback

Over the past year the Association has continued with various ways to engage and speak with our tenants and other service users to hear your views on both our current and future services.

This year we have been listening to your views through different methods:

- questionnaires
- satisfaction surveys
- our Annual Fun Day
- our Service Scrutiny Panel,
- attending Tenants and Residents meetings and Community Council meetings
- other key events

Requirements of the Charter

You will receive this report on an annual basis and regular updates will be provided via our newsletters. The Charter contains 16 outcomes and standards, and the Association will be measured against 14 of these by the Scottish Housing Regulator on an annual basis.

The table below outlines the outcomes that the Association will be measured against. We would note that two outcomes don't apply to Govan Housing Association, notably homelessness duties for local authorities and the management of sites for gypsies/travellers.

Customer/Landlord Relationship

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

Housing Quality & Maintenance

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

Neighbourhood & Community

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

Access to Housing & Support

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

Getting good value from Rents & Service charges

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



The Scottish Housing Regulators Landlord Report

The Scottish Housing Regulator produces a Landlord's Report for each social landlord which is based on key areas that tenants' said matter most when it comes to their landlords' performance. This year the Scottish Housing Regulator said the following about Govan Housing Association:

Homes and rents

At 31 March 2015 we owned 1,478 homes. The total rent due from all tenants for the year was £5,130,299. We increased our weekly rent on average by 2.60% from the previous year.

Average weekly rents

House Size	Number Owned	Govan HA	Scottish Average	Difference
1 apt	3	£48.13	£64.03	-24.8%
2 apt	692	£58.10	£68.55	-15.2%
3 apt	565	£69.25	£69.61	-0.5%
4 apt	141	£77.08	£75.70	1.8%
5 apt +	77	£94.79	£84.04	12.8%

Tenant satisfaction

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

86.6% said they were satisfied with the **overall service** it provided, compared to the Scottish average of 88.1%.



91.6% felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 89.3%.



82.4% of tenants were satisfied with the **opportunities to participate** in your Landlord's decision making, compared to the Scottish average of 79.6%.



Quality and maintenance of homes

51.0% of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91.0%. This may seem low, however, 46% of our properties are exempt because of the layout, size or design of the property. The remaining 3% are tenants choosing not to have improvements made because of upheaval or happy with existing arrangements or the properties have recently been acquired by the Association and we are working with the new tenants to complete the works required to meet the SHQS.

The average time your landlord took to complete **emergency repairs** was **1.5 hours**, compared to the Scottish average of 5.9 hours.



The average time your landlord took to complete **non-emergency repairs** was **4.2 days**, compared to the Scottish average of 7.9 days.



Your landlord completed **93.6%** of **reactive repairs right first time** compared to the Scottish average of 90.2%.



We do not operate a **repairs appointment system**. **90.5%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.3%.



Neighbourhoods

For every 100 of your landlord's homes, **40.7 cases of anti-social behaviour** were reported in the last year.

100.0% of these cases **were resolved** within targets agreed locally, compared to the Scottish figure of 83.2%.



Value for money

The amount of money we collected for current and past rent was equal to **98.4%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.



We did not collect **0.9%** of rent due because **homes were empty**, compared to the Scottish average of 1.1%.



It took an average of **24.5 days** to **re-let homes**, compared to the Scottish average of 36.8 days.



Want to know more?

If you would like a copy of our Scottish Housing Regulator landlord report, please contact our Corporate Services Team on 0141 440 0308. A copy of our report is also available on our website www.govanha.org.uk.

The Scottish Housing Regulator also has lots of further information on Scottish landlord's performance on their website www.scottishhousingregulator.gov.uk

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: 0141 440 0308 • Fax: 0141 440 0637

Email: general@govanha.org.uk

Website: www.govanha.org.uk



Outcome 1: Equalities

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

Did you know?

86.6% of our tenants stated that they were very or fairly satisfied with our overall quality of services (Scottish average 88.1%).



Performance 2014/15

- During the year we carried out a comprehensive resident satisfaction survey reaching out to some 580 tenants and over 140 owners in the area to establish your views and recommendations for our services and the local area going forward.
- Throughout the year we have continued to carry out adaptations to our properties to make life easier for the tenants who live there.
- In partnership with Money Matters, we provided a financial capability service on a Monday and Tuesday of each week to our residents. Over the last financial year, this service has brought financial gains to our residents of **£71,995**.

Moving Forward

- We will increase our Stage 3 Medical Adaptations budget from £30k to £60k allowing us to carry out additional works where required in the year.
- We will continue to address the results of our Resident Satisfaction Survey in order to continually improve and enhance our services.
- We will work towards increasing our overall tenant satisfaction in order to meet the Scottish average of 88.1%.
- We will continue to develop our financial capability service and secure funding to cover the costs of the service to September 2016.



Outcome 4: Quality of Housing

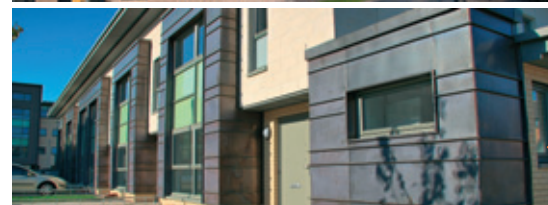
Social landlords manage their business so that tenant's homes, as a minimum meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated are always clean, tidy and in a good state of repair.

Performance 2014/15

- **51%** of our homes met the Scottish Housing Quality Standard compared to the Scottish average of **91%**. This may seem low, however 45% of our properties are exempt because of layout, size or design primarily in relation to our pre-1919 tenemental stock.

In our recent resident satisfaction survey:

- **83.1%** of tenants surveyed said that they were satisfied with the quality of their home (Scottish average – **85.8%**).
- **78.1%** of new tenants were satisfied with the standard of their home when moving in (Scottish average **86.0%**).




You said: The two greatest contributors to the dissatisfaction with your home were the standard of the windows and kitchens in your property.


The priorities for the areas outside your home were improvement to the back court areas, bin shelters and the standard of the common closes.

We did:

- We have commissioned a large scale Stock Condition Survey to evaluate the standard of our current stock and to bring into effect a comprehensive planned and cyclical maintenance programme to protect our stock and enhance our tenants living conditions going forward.
- We have carried out the following planned maintenance works over the last year:

 **£189,000** on roof and gutter maintenance works.

 **£93,000** on window replacements within our Festival Court properties.

 **£102,500** replacing the communal heating system within our supported accommodation unit, Jim Stephen House.

 **£105,000** on urgent stonework repairs to our pre-1919 tenemental stock.

 **£47,500** on replacement bathrooms.

This work was completed at an investment cost of £537,000.

- We have put more resource into our Govan HOME Team and reviewed our estate caretaking and landscaping programme which includes work on back court areas.

Moving Forward

- We will continue to enhance and develop our direct labour organisation (Govan HOME Team) to establish further improvements and efficiencies and in turn deliver a comprehensive, value for money service to our tenants.
- Complete and consult on our 30 year planned and cyclical maintenance programme so that tenants are aware of our focussed and comprehensive investment programme.
- Work with local partners to enhance the back court areas with a particular focus on the bin areas in our pre-1919 tenemental stock.
- Review our current close cleaning contract and the overall standard of our common closes.
- Continue to utilise our Service Scrutiny Panel to evaluate and improve our housing quality standard.

Outcome 2: Communication

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

Performance 2014/15

- In our large scale resident satisfaction survey in 2014/15, **91.6%** of our tenants felt that we were good at keeping them informed about the services we provide and the decisions we make (Scottish average – **89.3%**).
- We have begun reviewing our IT systems to ensure that our systems are customer focussed, interactive and effective. During the year we agreed a considerable investment programme to ensure that our systems are improved and meet the needs of our customers and our business as a whole.
- We have engaged our Service Scrutiny Panel and young people within the community in the initial review of our website to get feedback on what service users want to see.

You said: We like being kept informed by letter, newsletters and phone.

We did:

- We have continued to develop and enhance our quarterly newsletters and look at how we can involve tenants in producing and contributing to them.
- With 64% of our tenants telling us that they utilise the internet for personal use, we have started to gather information to increase the number of email addresses we have for tenants and going forward will be using this to keep in touch and to reduce our costs of sending information.

Moving Forward

- We will be gathering contact information from all of our residents to validate our existing information and to ensure that we communicate with our residents through preferred methods.
- We will continue the implementation of our new IT systems and our new website to ensure that they are both interactive and customer focussed.
- Look at ways of increasing the use of social media to connect with you.
- Continue to develop our Service Scrutiny Panel and increase opportunities to get involved in the work of the organisation.
- We will continue to build on our community events with particular focus on tenant consultation at our Summer Fun Day and Govan Loves Christmas.



Outcome 3: Participation

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

Performance 2014/15

- 82.4%** of our tenants were satisfied with the opportunities given to them to participate in our decision making processes (Scottish average – **79.6%**).
- We have continued to develop our Service Scrutiny Panel and provided additional opportunities for tenants to get involved in key business areas such as arrears management and repair times.

Moving Forward

- Consult on and implement a Tenancy Participation policy and strategy to increase opportunities to get involved in the work of the organisation.
- Continue to review our complaints and interim surveys to ensure that feedback is taken on board to continually improve our services.
- Continue to grow and develop our Service Scrutiny Panel.
- Take forward and implement the action plan from our most recent Residents Satisfaction Survey.
- Utilise local partnership groups to ensure that we are getting a wide and varied input into our service delivery.



Outcome 5: Repairs, Maintenance and Improvements

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

Performance 2014/15

- 90%** of tenants are satisfied with the repairs and maintenance service provided by the Association (Scottish average – **89%**).
- We carried out a total of **4,997** repairs, an increase of **624** from the previous year.

Emergency Repairs	
Average Time	
Govan HA	Scottish Average
1.48 hours	5.85 hours

Gas Servicing	
Govan HA	Scottish Average
98.04%	99.49%

Non-Emergency Repairs	
Average Time	
Govan HA	Scottish Average
4.18 days	7.89 days

Reactive Repairs completed 'Right First Time'	
Govan HA	Scottish Average
93.6%	90.24%

Moving Forward

- We will continue to enhance and develop our Govan HOME Team to establish further improvements and efficiencies and in turn deliver a comprehensive, value for money service to our tenants.
- Bring into effect a full and comprehensive 30 year planned maintenance programme, following the results of our Stock Condition Survey.
- Provide tenant choice as part of our kitchen replacement programme and we hope to extend this to other contacts in the future where possible.
- We will increase our Stage 3 Medical Adaptations budget from £30k to £60k to allow us to carry out vital improvements and adaptations to tenant's homes.
- Continue to utilise our Service Scrutiny Panel to evaluate and improve our repairs and maintenance services.



Outcomes 7, 8 and 9: Housing Options

Social landlords work together to ensure that:

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

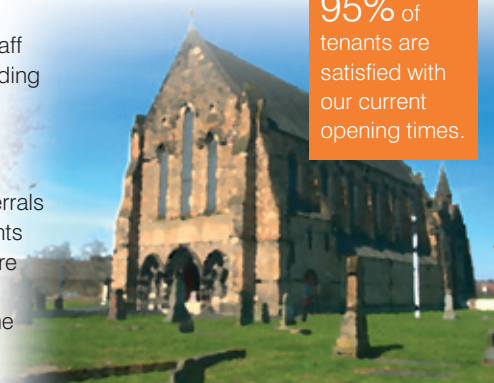
Performance 2014/15

- In the year we have moved to a generic housing management service with all of our staff fully trained on all aspects of housing management.
- We have introduced additional resource into our front line customer services team to ensure that we are best placed to meet tenant's needs and respond to enquiries.
- 76 new applicants in the year were assessed as statutorily homeless (Section 5 referrals) out of a total of 168 applicants.

Moving Forward

- We will continue to work with our local partners to ensure that tenants receive high quality advice on their housing options to allow for informed choices to be made.
- Continue to work with our partners, Money Matters to ensure that tenants are assisted with budgeting, debt management, fuel poverty and other matters which can potentially lead to homelessness.
- We will continue to develop our staff teams' knowledge and understanding of key matters affecting our customers.
- Continue to develop partnerships locally to ensure that effective referrals can be made to support our tenants and wider customers and to ensure that our customers feel part of the Govan community during their time here.

Did you know?
95% of tenants are satisfied with our current opening times.



Outcome 10: Access to Social Housing

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

Did you know?
The average length of time taken to re-let properties in the last year was **24.46 days** (Scottish average – **36.85 days**)

Performance 2014/15

- In the year we had **196** properties that became available for let.
- In the year we made **614** offers of which **54.72%** were refused (Scottish average – **41.95%**).

Moving Forward

- We will review our application process and pack to ensure that tenants have comprehensive information on our housing stock and how we allocate our homes.
- We will carry out a full review of our current waiting list to ensure that information we hold for applicants is accurate and reflects their current circumstances.
- We will continue to assess the impacts of the Welfare Reform to ensure that our tenants are within properties that meet their housing need.
- We will carry out a full review of our Allocation policy and provide clearer and more easily understood information.
- We will look at enhancing pre tenancy support to help applicants prepare for taking on their own tenancy.



Outcome 11: Tenancy Sustainment

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

Performance 2014/15

- 87.5% of new tenancies were sustained for more than a year (Scottish average – 87.2%).
- We offered help which included:
 - Budgeting
 - Applications for benefits.
 - Referrals for alcohol/substance misuse
 - Neighbour issues.
 - Accessing employment and training activities.
 - Help to access health services.

Did you know?

In the year we received **16** medical adaptation applications. We approved and completed **68.75%** of these applications in the year (Scottish average – **84.29%**)

- We have looked at developing local partnerships with agencies to ensure that we have effective referral routes to support our customers within their tenancy and within the wider community as a whole.

Moving Forward

- We will carry out a comprehensive review of our Tenancy Sustainment service and implement a Tenancy Sustainment strategy, policy and referral system.
- Review how we support people to prepare for and sustain their tenancies.
- Be more active in referring people to other agencies.
- Consider how we help tenants to access online benefit claims from our office.
- Continue to support our tenants with the welfare reforms and in making claims for Discretionary Housing Payment.

Average Time	
Govan HA	Scottish Average
4.18 days	7.89 days

Right First Time	
Govan HA	Scottish Average
93.6%	90.24%

and maintenance services.



Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

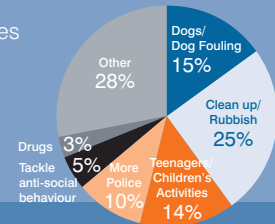
Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Performance 2014/15

- **79.31%** of our tenants are satisfied with the management of the neighbourhood they live in (Scottish average – **84.91%**).
- **81%** of tenants said that they were satisfied with the neighbourhood as a place to live.
- **78%** of tenants were satisfied with how their report of anti-social behaviour was dealt with.

You said: Tackling dog fouling and addressing issues created by youths in the area, including more facilities for these age groups, were high priorities for cleaning up our estates and the neighbourhoods as a whole.

The graph shows a summary of areas tenants would like to see improved in the neighbourhood or estate.



We did:

- We have implemented a Community Hub facility on Govan Road which provides a range of services targeted at youths and wider sections of the community.
- We have proactively been targeting areas where dog fouling is a problem, lettering owners where possible and ensuring that clean ups are done during our weekly estate management walkabouts.

Moving Forward

- We will continue to develop and enhance the services provided within our Community Hub facility and will encourage user and wider community feedback on the services that local people would like to see delivered.
- We will bring into effect a dedicated officer, with responsibility for estate management, within our Housing Management team.
- Establish effective means to get more regular feedback from tenants on the quality of our landscaping and estate caretaking services and how we deal with your complaints.
- Carry out a full review of our estate management and landscaping programmes.
- Tenancy support and sustainment arrangements will be reviewed.

Did you know?

The top neighbourhood problem reported in our most recent survey was dog fouling.



Outcome 13: Value for Money

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

Performance 2014/15

- We believe value for money is about getting the right balance between cost and quality.
- In our 2014/15 survey **72.4%** of tenants thought that the rents for their property represented very good or fairly good value for money, taking into account the accommodation and the services that the Association provides (Scottish average – **76.8%**).

- Our average rents are **£66.06** per week which is below the Scottish average of **£71** per week and which represents some of the lowest rents in Scotland.

Moving Forward

- Consult on and implement a Tenancy Participation policy and strategy to increase opportunities to get involved in the work of the organisation.
- Continue to review our complaints and interim surveys to ensure that feedback is taken on board to continually improve our services.
- Continue to grow and develop our Service Scrutiny Panel.



Outcomes 14 and 15: Rents and Service Charges

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

- **A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.**
- **Tenants get clear information on how rent and other money is spent.**

Performance 2014/15

- We collected **98.37%** of total rent due (Scottish average – **99.46%**).
- Gross rent arrears amount to **6.53%** (Scottish average – **5.29%**).

Moving Forward

- Carry out a review of our current rents to make sure rents are fair, equitable and affordable.
- Consult with tenants on any proposed changes to service charges at the same time as we are consulting on any potential rent increases.
- Information provided on service charges, rent and budget decisions will be improved.
- Our Service Scrutiny Panel will be used to evaluate and scrutinise our rents and service charge review process.
- We will continue to compare our rents with other housing providers.
- Consideration shall be given to ways of demonstrating value for money in key communications such as our quarterly newsletter.

Average rent per month including service charges comparison 2014/15:

House Size	Scottish Average	Elderpark HA	Glasgow West HA	Govan HA	Linthouse HA	Paisley South HA	Parkhead HA	Whiteinch & Scotstoun HA
1 apt	£64.03	£55.69	£60.09	£48.13	£45.00	£47.03	£48.24	£71.21
2 apt	£68.55	£61.64	£74.98	£58.10	£55.34	£73.42	£58.74	£76.90
3 apt	£69.61	£69.35	£81.45	£69.25	£63.77	£79.15	£73.04	£83.12
4 apt	£75.70	£82.89	£90.83	£77.08	£69.92	£85.44	£82.40	£92.74
5 apt +	£84.04	£101.22	£97.79	£94.79	£85.69	£103.94	£104.63	£104.17
Average	£71.00	£68.37	£77.89	£66.06	£60.79	£78.90	£70.36	£81.37