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- 92% of our tenants feel that we are good at keeping 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, while sometimes higher than the Scottish average, compare favourably with other similar organisations.
- We perform well in the time taken to re-let houses.

As we said in our recent Annual Report, our core purpose is to provide, manage and maintain affordable housing whilst delivering high quality service standards that meet the needs and aspirations of our tenants and other service users. During 2017/18, we undertook various forms of proactive consultation including a comprehensive Resident Satisfaction Survey to listen to the views of our tenants and owners and to learn what they think we do well and where they feel we can do better. In our Annual Report published in August 2018, we gave you a flavour of our performance this year.

The Scottish Housing Regulator (SHR) has since published the performance of all social landlords in Scotland on their website and provided a Landlords Report for each Association based on the key Charter outcomes and standards in the Scottish Housing Charter that tenants and other stakeholders have said are most important to them. Please see overleaf for more information on our Landlords Report on the Charter and more detail on our performance this year.

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.

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## Our Performance

# Welcome to our Annual Report on the Charter



- 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.
- Shows improving performance/better than the Scottish average.
- Shows stable performance/below the Scottish average.
- Shows performance where we need to take action to improve.



## This Document – the Annual Report on the Charter

- Updating the brief narrative, which describes the scope of the standard or outcome, to reflect recent developments in best practice, including the impact of digital developments on the delivery of housing services;
- Highlighting all of the standards and outcomes should be reflected across the whole of a landlord's activities;
- Adding the new requirement that landlords should meet the Energy Efficiency Standard for Social Housing by December 2020;
- Amending the Neighbourhood and Community outcome to recognise more explicitly that meeting this outcome requires landlords to work with other agencies to achieve it;
- Strengthening the Gypsies/Travellers outcome by adding that those local councils and registered social landlords with responsibility for managing sites meet the minimum site standards set in guidance on outcomes don't apply to Govan Housing Association, notably homelessness duties for local authorities and the management of sites for gypsies/travellers.

## Role of Scottish Housing Regulator

It is the job of the Scottish Housing Regulator (SHR) to assess if housing associations and co-operatives are meeting the outcomes and standards contained within the Charter, using a series of Charter indicators. In May 2017, revised Charter took effect from April 2017. The Scottish Government revised Charter recommended that the Committee recommended that the Regulator (SHR) to assess if housing associations and co-operatives are meeting the outcomes and standards contained within the Charter, using a series of Charter indicators. In May 2017, revised Charter took effect from April 2017.

What is The Scottish Social Housing Charter?

The Scottish Social Housing Charter (the Charter) was introduced in April 2012 by Section 31 of the Housing (Scotland) Act 2010, and subsequently revised in April 2017. The Charter sets the standards and outcomes that all social landlords must aim to achieve for their tenants and other service users, and is currently made up of 16 outcomes.

The Scottish Government reviewed a formal consultation exercise to glean the views of tenants and other stakeholders on the effectiveness of the Charter and to identify any changes that may be required. Most suggested only minor changes. Following consideration of all evidence received the Local Government and Communities Initiatives across our service areas we will continue to encourage people from all backgrounds to engage in whatever level they feel comfortable with. We will continue to offer various ways to do this such as through our consultation register, our Scrutiny Panel, consultation exercises at our community Hub, or joining our Management Committee.

We would welcome your feedback on any aspect of this report so that we can improve it for next year. The Management Committee and staff team would like to thank all our tenants and partners who have assisted us to review and improve our services over the last year. Your help is invaluable and very much appreciated.

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

1. Equalities	2. Communication	3. Participation	4. Quality of Housing	5. Repairs, Maintenance and Improvements	6. Neighbourhood and Community	7, 8 & 9. Access to Housing Options	10. Access to Social Housing	11. Tenancy Sustainability	12. Getting good value from Rents and Service Charges	13. Value for Money	14 & 15. Rents & Service Charges
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The table below outlines the outcomes and standards that the Association is measured against.

You will receive this report of our performance once a year and regular updates will be provided via our newsletters and our website. Of the Charter 16 outcomes and standards, measured against 14 of these as two outcomes don't apply to Govan Housing Association, notably homelessness duties for local authorities and the management of sites for gypsies/travellers.

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# The Scottish Housing Regulator's Landlord Report

The Scottish Housing Regulator produces a Landlord's Report for each social landlord in Scotland, which is based on key areas that tenants' say 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 2018 we owned 1,559 homes. The total rent due from all tenants for the year was £5,470,263. We did not increase rents this year as we carried out a full review last year to ensure all are charged consistently and fairly across our whole stock.

### Average weekly rents

House Size	Number Owned	Govan HA	Scottish Average	Difference
1 apt	3	£68.71	£67.44	1.9%
2 apt	756	£66.04	£73.33	-9.9%
3 apt	582	£76.10	£74.94	1.5%
4 apt	140	£85.26	£81.37	4.8%
5 apt +	78	£101.10	£90.39	11.8%

### Tenant satisfaction

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

- 89% said they were satisfied with the overall service we provided, compared to the Scottish average of 90.5%.
- 92.0% felt that we were good at keeping them informed about our services and outcomes compared to the Scottish average of 91.7%.
- 87% of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 85.9%.

### Quality and maintenance of homes

53.9% of our homes met the Scottish Housing Quality Standard compared to the Scottish average of 94.2%. This may seem low, however, 44% of our properties are exempt because of the layout, size or design of the property. The remaining 21% 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 we took to complete emergency repairs was 2.2 hours, compared to the Scottish average of 4.0 hours.
- The average time we took to complete non-emergency repairs was 3.1 days, compared to the Scottish average of 6.4 days.
- We completed 81.7% of reactive repairs right first time compared to the Scottish average of 92.2%.
- We do not operate a repairs appointment system. 89.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 92.1%.

### Neighbourhoods

For every 100 of our homes, 14.5 cases of anti-social behaviour were reported in the last year. 92.2% of these cases were resolved within targets agreed locally, compared to the Scottish figure of 87.9%.

### Value for money

The amount of money we collected for current and past rent was equal to 100% of the total rent it was due in the year, compared to the Scottish average of 99.4%.

We did not collect 0.7% of rent due because homes were empty, compared to the Scottish average of 0.8%.

It took an average of 19 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](http://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](http://www.scottishhousingregulator.gov.uk)

You can:

- Compare our performance with other landlords;
- See all of the information your landlord reported on the Charter;
- Find out more about some of the terms used in this report; and
- Find out more about the Scottish Housing Regulator's role and how they work.

## Govan Housing Association

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GOVAN HOUSING ASSOCIATION  
 ANNUAL REPORT ON THE CHARTER 2018

