



GOVAN
HOUSING
ASSOCIATION



ANNUAL REPORT
AND LANDLORD
REPORT
2022 - 2023

Moving Govan Forward

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Welcome

Welcome to Govan Housing Association's Annual Report for the year ending March 2023.



I would like to take this opportunity to thank our retiring CEO Fiona McTaggart for her hard work, dedication and commitment to Govan Housing Group over the last 11 years. Under Fiona's leadership and direction, the organisation has grown from strength to strength, seeing the development of two new subsidiaries - Govan HOME Team and the Water Row Company - to create the Govan Housing Group. As well as a continued focus on business growth, Fiona has always ensured that customer needs are at the forefront of all decisions.

In 2020 the Association, along with the rest of the World, faced its biggest challenge and led by Fiona, Govan Housing Association stood strong and continued to remain the anchor of the community - being there for the most vulnerable members of our community at a time when they needed us most. Some of the biggest challenges our residents faced was no food/ no fuel/ no prescriptions/ no digital access for basic on-line services. The resilience of Fiona as our leader pulled us through, leading staff working on the front-line as well as those working from home - all efforts combined helped us overcome

the biggest challenge the Association has faced in its 50 year history.

Fiona has decided to take early retirement to focus on her own family and to make time for herself and we wish her every success in all that she does in the future.

Whilst we are sad to see Fiona move on, we are also excited for the future with the appointment of our new Group CEO Caron Quinn. Caron has been a member of our Executive Management Team for over 4 years and brings a wealth of expertise and professionalism to the role. Caron is a qualified and experienced accountant and internal auditor, specialising in corporate governance, regulatory compliance and risk management. She has worked within the Social Housing Sector for many years.

Gary Maguire MBE *Chairperson*



Retiring Chief Executive Farewell

Welcome to my final Annual Report as your CEO. This is a reflective time and whilst writing this, my last Annual Report article, many memories of my time at Govan Housing Association have come flooding back.



Whilst reflecting on achievements the organisation has made, nothing has made me more proud than our achievements and team work demonstrated during the most troubling of times for our customers.....Covid. Govan Housing Association and partnering agencies came together and demonstrated what community spirit meant. We delivered food and essentials to those in need, we organised hot meals and food vans and checked daily/weekly on our most vulnerable customers. This experience really resonated with me and was a contributing factor to my decision to retire and spend more time with my own family and friends.

Over the years we have achieved many great things, however most importantly we have recognised that the needs of our customers have changed, it is no longer enough for us to provide homes that we maintain and manage, and we must try to meet the other needs of the community in these troubling times. Due to the cost of living crisis there has never been a greater need for our Money, Debt & Energy Advice Service. This provides much needed assistance and advice, benefiting our tenants at a time when they need it most, we took the decision to grow this service out with core business function and still we struggle to meet the demands of the service.

We have participated and led in numerous fabulous community events such as Govan Loves Xmas, Summer Fun

Days and Community Gala events, creating memories in the community that will last a lifetime.

The incorporation of Govan Home Team has provided many local employment opportunities and created savings for the Association that enable us to re-invest in our properties.

We have redeveloped Jim Stephen House to accommodate approximately 11 students, which will contribute to a balanced community working in partnership with Glasgow University.

We have and will continue to pro-actively invest in our tenemental stock over the next 10 years, through planned programmes of works, replacing windows, kitchens and bathrooms. Over the last 5 years, the Association has invested an estimated £6 million in your homes. Our ambitious programme has included kitchen and bathroom installations, central heating and boiler replacements, window replacements, gutter and roof works, smoke detectors, rewires and electrical checks. This investment is imperative to the continuing rehabilitation of these properties.

We made the decision to redevelop land within the Govan Water Row area that had been dormant for many years. The biggest influencing factor to move forward with our Water Row development was to contribute to the continuous regeneration of Govan. Our new build development 'Water Row' is taking shape and the 92 mid-market rent

flats and six commercial units will come off site from October 2023 through to the new year, all going to plan.

As part of our factoring service review, we have increased the resources within our team to ensure we are providing a service suitable for the business and our owner occupier requirements, as we anticipate a growth in this area of the business.

I would also like to thank the Board of Govan Housing Association and the Board of the Home Team, our various partnering agencies, and all staff for their dedication and hard work over the last 10 years, it has been a privilege to work with you all.

Finally it is with mixed emotions that I bid my final farewell to our customers, I am sad to leave Govan not as an organisation but as a community, however I am confident and delighted to hand over the reins to our new CEO Caron Quinn. I would like to offer a warm welcome to Caron in her new role and have full confidence she will deliver on all the Association's objectives with rigour and determination.

Caron comes with many years' experience of leading at an executive level within the social housing sector and beyond. As well as entrepreneurial achievements, she can also draw upon the experience and knowledge gained from working, for several years, overseas.

Fiona McTaggart

Introducing our new Group Chief Executive Officer



I am delighted to have been appointed as the new Group CEO. There are exciting times ahead and I intend to continue to build on the progressive legacy left by our retiring CEO.

I look forward to working with our professional staff team, our dedicated Board members, our valued tenants and the wider community to fulfil our Group's vision, purpose and values.

The Group has developed an ambitious business plan and investment plan and our customers will continue to be at the forefront of service delivery and improvement.

We have been busy with our Customer Engagement Programme and will release our new Customer Engagement Strategy in the Autumn. Participation has been encouraging with events including street visits, community groups, tenant forums, digital forums and many more. We will continue to invest in community projects to ensure that residents thrive and develop in an environment where their aspirations are recognised and where

they are encouraged to actively engage with the Association.

The Govan Home Team continues to deliver our repairs, maintenance and environmental services, which make a positive impact on people and communities. This focus signals the future direction of the Govan Housing Association Group - one committed to ensuring residents get value for money, the highest quality products and services and importantly, puts our residents and the wider community central to everything that we do. Underpinning all of this is ensuring that our Group structure is strong, robust and viable and able to deliver the innovative and ambitious plans we have.

This annual report encompasses a full range of performance statistics. We

have action plans in place to address the areas of service delivery that require more focus and we continue to work alongside our Scrutiny Panel to provide assurance to all residents that we are committed to achieving the highest levels of customer satisfaction.

Our development project at Water Row is expected to be released later this year, bringing a positive impact on the sustainability of our community.

We look forward to the year ahead and to embracing future challenges in the ever evolving world of social housing, we have the dexterity within our team to ensure Govan Housing Group remains a pivotal anchor within the community, with our residents at the core of our future aims and visions.

Caron Quinn



Water Row Update

Our new build development, Water Row phase 1, has now been on site for over one year and everything is going to plan. The five blocks are progressing in line with the programme- with all 92 flats due to be completed between October 2023 and January 2024

We are working with the main contractor, CCG, to ensure that there is a programme of community benefits achieved by their presence in Govan.

One pupil at Govan High School is currently getting some 'shadowing' experience which will help him on his career path for civil engineering. Further, a local young person from the G51 postcode has secured a place on CCG's apprenticeship programme, commencing in August.

All 92 flats are for mid-market rent. Mid-market rent is a tenure aimed at providing quality, affordable rented homes for people on low to moderate incomes. This tenure type is designed to help people who have difficulty accessing social rented housing, buying their own home or renting privately. Tenants generally pay a lower rent than market rent level, but more than local social housing tenants.

The following criteria must be met by all mid-market rent applicants:

All applicants interested in applying for a property must be 16 years and above.

Applicants should have a minimum annual income of £26,000 and a maximum annual income of £45,000.

Joint applicants' annual household income should not exceed £54,000.

The following information will be required from applicants:

- Proof of income i.e. three consecutive wage slips or student loan documentation dated within three months of the tenancy start date;
- If applicable, proof of income or award notice dated within the past three months for any benefit payments including Universal Credit, Working Tax Credit and Disability Payments;
- If relevant, employment details including contact person for reference purposes;
- Details of current address including contact details of any current or previous landlords so we can seek tenancy references;
- Bank statements at current address for the past consecutive three months;
- Photographic ID – passport or driving licence;

Mid-market rent properties at Water Row are due to come off site between October 2023 and January 2024 and the team are now accepting applications with plot reservations taking place throughout September at the 'Digital Hub' located on Govan Road. Applications are available by emailing mmrproperties@govanha.org.uk or by telephoning **0141 440 0308**.

www.govanha.org.uk



Customer Services

Within Govan Housing Association, our objectives are to provide excellent customer services and maximise value to our customers.

We want to build and/or acquire new homes to meet housing need and assist in economic growth and development in the community. As a community anchor we want to maximise consultation, participation, regeneration and community empowerment in the improvement and delivery of our services, we will work with partners to provide quality homes, good neighbourhoods, sustainable tenancies and community inclusion to enhance overall wellbeing.

Our customer services team day to day duties work towards these objectives by working with and supporting our customers and thus working towards improving our tenancy sustainment and our performance and ensure we are providing a first class service to all of our customers. We will continue to adopt an approach to service delivery that is underpinned by cost effectiveness and value for money. We will embrace innovation and technology to improve our interactions with our customers to identify their needs to improve our services that meet the needs of our customers.

Void Management

In 22/23, we managed to reduce our average re-let time to **27.22 days** which was a further reduction from the previous year.

Performance at a glance:

	2020/ 2021	2021/ 2022	2022/ 2023
Number of lets	150	198	142
Days to let properties	69.13	44.19	27.22
Void loss	£132,241	£93,174	£53,504
Offers Refused	24.77%	18.39%	26.32%
Homeless offers which resulted in a let	62.62%	76.85%	75.28%

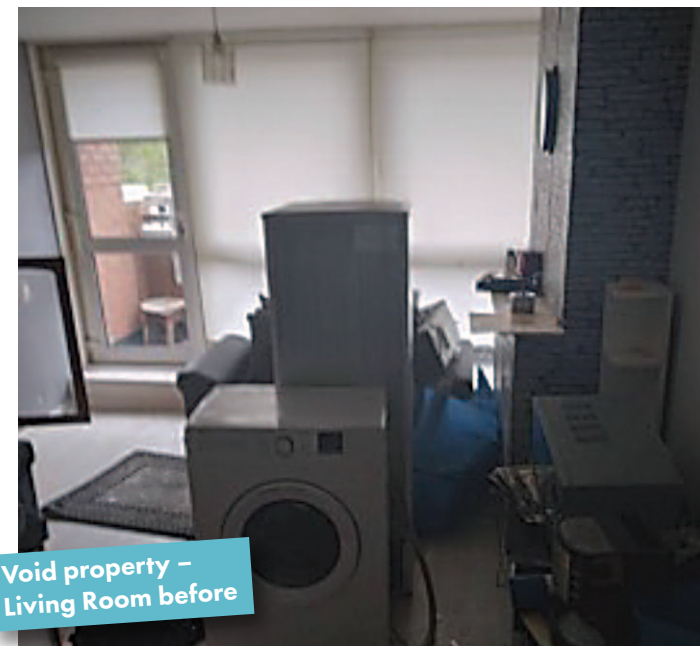




Void property – Kitchen before



Void property – Kitchen after



Void property – Living Room before



Void property – Living Room after

We informed customers in our last Annual Report of the continued efforts in reducing void turnaround times including:

- Void Improvement Action Plan
- Void Process reviewed and streamlined
- Recruitment of staff highly skilled in this area
- Continued partnership working with Govan Home Team to ensure repairs in empty properties were carried out quickly

In addition to this, we have utilised our new Housing system, Homemaster, to improve reporting on void turnaround allowing us to be proactive in managing delays.

The year 22/23 saw continued difficulties with increased costs and delays in delivery of materials. It was therefore critical to ensure there were no unnecessary delays in the turnaround times for voids in order to ensure maximum value for our tenants.

By once again reducing the days which rent would be lost whilst a property was empty, you can see from the performance table above a significant reduction in our 'void loss' figure which reduced by 42.6%.

The number of re-lets in 22/23 reduced to **142** from **198** in the previous year – in addition to these we let a further **9** properties which we took ownership of throughout the year as part of our acquisition strategy so our total lets for the year (excluding mutual exchanges) was **151**.

We continue to see high demand for our properties, with the number of applicants on our waiting list far outnumbering the number of available properties which become available throughout the year. This was particularly high in the year 22/23 with even more demand for affordable housing in the midst of the cost of living crisis along with other factors such as the Ukrainian Refugee population looking for permanent accommodation.

We continue to rehouse those considered statutory homeless as a priority group – **45.7%** of our lets went to homeless referrals from Glasgow City Council last year.

We strive to continue to improve this figure and are looking to achieve on or below our target of **21 average days** to re-let for year 23/24.

Environmental – Management of Neighbourhoods

Govan Housing Association are committed to our organisational value to 'Improve Lives' – To lead, deliver and invest in our community to enhance people's lives.

Our customers who answered our most recent tenant satisfaction survey, **69.26%** are satisfied with our contribution to the management of the neighbourhood they live in.

Part of managing our neighbourhoods is responding to reports of antisocial behaviour. Our antisocial behaviour policy was renewed in April 2023, taking into consideration the findings and recommendations of our previous tenant group as well as best practice across the sector.

Additionally we worked jointly with Police Scotland, other local landlords and local youth groups in order to progress a plan for tackling antisocial behaviour incidents which were recurring in the Central Govan area by a particular group of young people. The young people were not residents of Govan HA tenancies, however through partnership working reports of incidents involving this group stopped completely.

We continue to meet regularly with Police Scotland in order to work together to tackle anti-social behaviour.

In the year 22/23, Govan HA resolved 100% of reported antisocial cases within our timescales.

Local housing organisations have been working together along with community partners Police Scotland, Glasgow City Council, Govan Youth Information Project, Aberlour and Glasgow Life to try to tackle the recent increase in antisocial behaviour in the Govan area.

We are dedicated to working together to take action and improve our local community but we require the support of local residents to achieve this.

If you witness antisocial behaviour or have any concerns, there are a number of ways in which you can report this. Reporting is our number one tool for achieving results as we can look to identify perpetrators and work alongside each other to take appropriate action. Please see overleaf for useful numbers for reporting antisocial or criminal behaviour.



Case Study:

If someone is convicted of an offence punishable by imprisonment, and it has an impact on the local community, the process for eviction is more streamlined under powers introduced in the Housing (Scotland) Act 2014. We used this power to **recover 1 property** in the year 22/23 after a continuous period of antisocial incidents.



Money Advice Service

It's evident that Govan Housing Association's Money Advice Service has continued to play a crucial role in supporting the community during challenging times, especially amid the energy and cost of living crisis. By providing assistance related to benefits, money management, and debt issues, the service has been a lifeline for customers in need.

The announcement of achieving another year of fantastic results is a testament to the dedication and effectiveness of the Money Advice Service. The focus on income maximization and financial gains demonstrates the tangible impact the service has had on improving the financial well-being of customers.

The financial gains achieved of **£1,183,792.47** in 2022/23. It's clear that these gains are significant and will have made a substantial difference in the lives of those served by the service. The service's ability to secure financial benefits for customers not only addresses immediate financial challenges but also contributes to their overall stability and quality of life.

In times of economic uncertainty and crisis, having a reliable support system like the Money Advice Service is invaluable. Govan Housing Association's commitment to its customers' financial well-being and its continued success in providing essential assistance.

Govan Housing Association's dedication to addressing housing needs, contributing to the regeneration of the Govan area, and enhancing the quality of life for its residents. The commitment to providing affordable housing and playing a leading role in the community's improvement reflects a strong sense of social responsibility.

The Association's initiative to support tenants in obtaining necessary furniture

and household items for comfortable living is a commendable aspect of our mission. This effort demonstrates a holistic approach to fulfilling housing needs beyond the physical structure, acknowledging the importance of creating a conducive and comfortable living environment for residents.

The offer of assistance through the Money Advice Team underscores the Association's commitment to proactive support. By extending a helping hand to our customers who might require aid in acquiring furniture and household items, the Association is working to ensure that residents have the resources they need to establish and maintain a satisfactory standard of living.

Incorporating this supportive service aligns with the broader mission of enhancing residents' quality of life and contributing positively to the Govan community's well-being. It's an example of how housing Govan Housing Association can go beyond the traditional boundaries of their responsibilities to make a lasting impact on the lives of the people they serve.

By addressing both housing and comfort-related needs, Govan Housing Association is creating a comprehensive approach to fulfilling its mission and promoting the overall welfare of its tenants.

Govan Housing Association's Money Advice Service achieved accreditation in



December 2021! The attainment of the Scottish National Standards for Information & Advice Providers (SNSIAP) at Type III in Welfare Benefits and Type II in Money & Debt that was a remarkable accomplishment.

This accreditation is a testament to the dedication and expertise of the Money Advice Service team. By achieving the highest standard of advice and service, Govan Housing Association is assuring its customers that they will receive the best support in matters related to welfare benefits, money, and debt. This recognition reflects the Association's commitment to providing trustworthy and reliable assistance to its customers.

Accreditations like these not only validate the Association's commitment to excellence but also instill confidence in customers, partners, and stakeholders. It demonstrates the Association's dedication to maintaining the highest professional standards and ensuring that its services meet the evolving needs of the community.

Overall, this achievement is a testament to Govan Housing Association's ongoing pursuit of excellence, its dedication to supporting its customers.



Energy Advice Service

The collaborative effort between Govan Housing Association, Elderpark Housing Association, and Linthouse Housing Association to establish the Govan Energy Advice Service in 2021 is commendable. By securing grant funding for this initiative, the three associations demonstrated a commitment to addressing fuel poverty within the community and providing valuable support to customers in need.

The dedicated energy advisers stationed at each Housing Association office played a pivotal role in preventing fuel poverty, addressing fuel debt, assisting with tariff optimization, and promoting energy-efficient practices. This comprehensive approach aimed to alleviate the burden of energy costs on households and improve overall energy consumption habits.

While the funding for the Govan Energy Advice Service concluded on June 30, 2023, it's inspiring to see that all three Housing Associations remain determined to find new funding opportunities. This reflects their ongoing dedication to supporting customers, especially in times where fuel poverty continues to be a significant concern.

Over the course of two years, the efforts of the energy advisers yielded impressive results, benefiting the community in various ways:

- Assisting 2387 customers with energy-related matters, indicating the widespread impact of the service.
- Delivering a substantial financial gain of £679,560.61 for customers, underscoring the tangible value provided to households struggling with energy costs.
- Successfully obtaining funding totaling £240,000 for fuel vouchers, demonstrating resourcefulness in securing additional support for the community.
- Distributing over £15,000 worth of fuel vouchers through initiatives like Energy Redress, directly assisting those in need.

The positive feedback received from customers is a testament to the value and impact of the Govan Energy Advice Service. This project not only provided essential support but also contributed to community resilience during challenging times. The dedication of the advisers in delivering this crucial service is evident in the outcomes achieved and the appreciation expressed by those they assisted.

The success of this initiative showcases the potential for collaborative efforts and targeted support to make a real difference in addressing social issues like fuel poverty. This partnership has been a remarkable commitment and achievements through the Govan Energy Advice Service.



Govan Community Advice Project

Fantastic news! The collaboration between Govan Housing Association and Govan Help to secure grant funding from Advice UK for a Money Advice service demonstrates a strong commitment to addressing the financial challenges and needs of the Govan Community.

It's evident that this partnership aims to make a positive impact by providing essential resources to families during these times of economic strain.

The decision to employ both a full-time and a part-time Money Adviser indicates a dedication to enhancing the reach and effectiveness of the existing Money Advice Service. The additional staff members will undoubtedly contribute to addressing the current cost of living crisis and offering much-needed support to residents facing financial difficulties.

The projected timeline for the new staff members to be in place by the end of August indicates a swift implementation, which will likely be greatly appreciated by the community. By working together, Govan Housing Association and Govan Help are creating a united front against poverty and deprivation in the area, exemplifying the impact that a strong community partnership can have.

Viv Sawers' statement emphasizes the value of having a dedicated resource like a Money Adviser in the community. This resource can play a crucial role in breaking down the barriers that families often face when seeking financial assistance. By providing holistic support, families in Govan can access the help they need, ultimately contributing to the well-being and stability of the community.

Overall, this endeavor showcases the positive outcomes that can be achieved through collaboration, dedication, and the pursuit of social welfare. Congratulations to both organisations, and all involved parties for this significant achievement and their commitment to improving the lives of residents in the Govan Community.



Annual Assurance Statement

What is the purpose of the Annual Assurance Statement?

This is a way for boards and committees to declare that they are assured their organisation complies with regulatory requirements and standards or to disclose areas where they need to improve.

Scottish Housing Regulator believe that this will help governing bodies and committees to ask questions, consider whether they have seen enough evidence, and support self-assessment.

The Statements are also a way to give that assurance to others, including the landlord's tenants.

How do Management Committee get the right level of assurance to let them make the Annual Assurance Statement?

Management Committee need to get enough information on each of the regulatory requirements and standards to help them reach an objective and evidence-based judgement on whether the organisation complies or needs to improve. So, they need to think about the type of information they get and the source of that information.

Our Assurance Report has a mapping tool, "mapping" assurance can be a helpful way to allow members to realise what assurance they currently get, when and how they get it in the form of regular reports and documentation. We have also added a scoring indicator of the strength of the assurances currently provided.

This allows Management Committee to review all information received within a central reference document in order to decide if they feel proper assurance for each section of the regulatory standards has been provided.

This year Management Committee reported to the Scottish Housing Regulator that they felt we had complied in all aspects of regulatory requirement, there was however an improvement action plan formulated to concentrate on areas that they felt we could improve on but did not pose a threat to the Association.



Govan Housing Association - Annual Assurance Statement - October 2022

We have completed our assessment of compliance with the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. In order to arrive at the assessment, the governing body has been provided with the Annual Assurance Assessment Report and a full assessment of all regulatory requirements, including a comprehensive evidence bank containing relevant documents and information. The report assessment template is based on the SFHA toolkit.

The governing body of Govan Housing Association confirms we are assured, having reviewed and assessed the evidence, that to the best of our knowledge we remain materially compliant with the Regulatory Standards of Governance and Financial Management and the requirement of Chapter 3 of the Regulatory Framework. The evidence that supports this Statement includes:

- A comprehensive self-assurance framework which provides evidence of compliance;
- Governing body reporting on key areas including: governance, finance, HR, Health & Safety, service delivery, asset management, development and risk management;
- Reports and analysis from External and Internal Auditors, external membership bodies, appointed adviser and consultants, feedback from our tenants and other stakeholders; and
- Assurance Statement Action Plan updates.

It is important to note that one area of concern relates to all our properties having an up to date Electrical Inspection Condition Report [EICR] - as we had not attained 100% by the end of March 2022. As a result, we implemented a robust EICR assessment programme and we anticipate 100% compliance by 31 March 2023.

At the time of preparing this Statement, we have reviewed risks associated with the possible rent freeze and/or caps on our rental income post April 2023 [should these be imposed]. We are assessing all related risks and are developing mitigating strategies - to ensure we continue to be materially compliant with Regulatory Standard 3.

As Chairperson of Govan Housing Association, I confirm I was authorised by the governing body at a meeting on 27th October 2022 to sign and submit this Statement to the Scottish Housing Regulator.

Signature

Name

Date 27th October 2022

Property Management Services – Factoring

The past year has been an extremely busy and productive time for the Association's Factoring Service. During 2022/23, as well as the day to day management of the service, we have:

- Recruited new staff members;
- Implemented a new IT system;
- Completed a review of the service and costs;
- Revised our Written Statement of Services (due to be circulated to customers);
- Implemented new and improved processes and procedures.



Meet our New Team

We are pleased to confirm that our existing Factoring Service has made some changes to its staffing team. The new team consists of the following staff members:

Pamela McLevy **Customer Service Manager**

Our Factoring Service Manager, Pamela has worked with the Association for a number of years, however has recently taken on responsibility for the day to day management of our Factoring Service. Pamela also oversees the Association's in house Money Advice Service.



Peter Needham Property Management (Factoring) Adviser

Peter is our longest serving Factoring team member and has an excellent knowledge of the area and challenges for local home owners. Peter also has an excellent understanding and experience in terms of delivering the Factoring Service.



Allan MacLean **Property Management (Factoring) Officer**

Allan recently joined Govan Housing Association having come from a strong Factoring Service background. Allan is highly experienced in delivering excellent customer service within a Factoring role.



Cara McFadden Property Management (Factoring) Assistant

Cara joined the Association's Factoring service over 2 years ago as an apprentice and has now integrated into the organisation as a valued member of the overall staff team.



Factoring Service Review

Over the past year, the Factoring team have been working to review existing processes and procedures in order to improve customer service and ensure value for money.

The Association's Written Statement of Service has recently been reviewed with a revised version (along with a summary of the substantial changes) due to be circulated to all customers in the coming months. We also intend to hold three separate meetings to allow customers to come together with the Factoring team and raise any questions or concerns with the changes to the Written Statement.

We have also made changes to the way we invoice our customers. Previously, Factoring customers were issued a common charge account invoice every 6 months (in arrears) in the months of March and September of each year. We now intend on changing the invoicing schedule to quarterly in advance with these being issued as follows:

**1 December – 28 February
(or 29 February during a leap year)**

1 June – 31 August

1 March – 31 May

1 September – 30 November

The Factoring Service again, are holding three customer meetings (during August and September 2023) to allow customers to come together and raise any questions or concerns with this change.

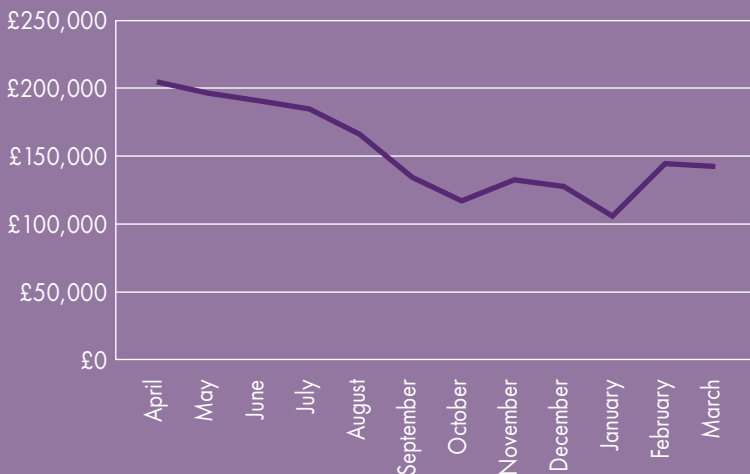


Factoring Performance

Factoring invoices in 2022/23 were issued 6 monthly as noted above and one of the Factoring department's responsibilities is recovery of factoring fees which are charged to customers such as the management fee, common repairs, common buildings insurance and cyclical maintenance etc.

Our performance for 2022-2023 are shown below.

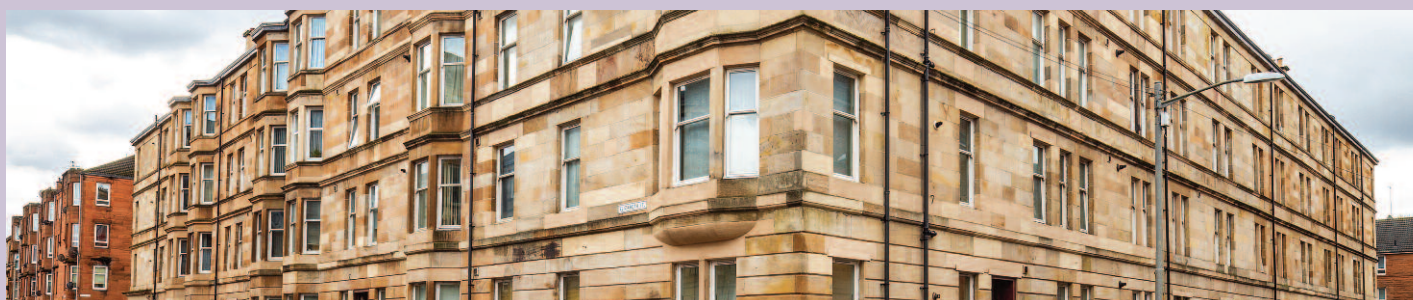
Factoring Arrears 2022/23



Owners' Forum

Throughout the past year, Govan Housing Association piloted an 'owners' forum', inviting Factored owners to attend a meeting on a quarterly basis. The owners' forum provides a platform for homeowners to hear from the Factoring team, ask questions about the service being provided and discuss common area issues, ideas and suggestions with neighbours.

Due to its success, meetings have continued with dates in place for the remainder of 2023.



Community Engagement

Overview

The objectives of our Community Engagement services are:

- to encourage and support tenants and residents to become more involved in our work, in a way they feel comfortable with, so they remain at the heart of what we do
- to signpost to existing community services
- to work collaboratively with partners for wider community benefits.

Previous Work

Year one (2021/2022) was foundation building, working within the framework of the National Standards for Community Engagement. To achieve this, we had a programme of close visits, focus groups and engagement events, under the overarching priorities for the year, which were:

- Families/children and young people
- Volunteering and employment
- Digital skills
- Community and environment
- Tenancy sustainment.



Tenant and Resident Involvement Opportunities for 2023

GOVAN HOUSING ASSOCIATION

We want to continue to hear from you and for you to be involved in our decision-making processes. Throughout the year, we will offer a range of opportunities, so anyone who wants to get involved or give feedback, can find a comfortable way to do this. These opportunities are also social gatherings to meet others in the community, work together and find out what is happening.

If you are interested in finding out more, please contact **Susan Burn**, Community Engagement Officer on 0141 406 6638, or text or phone 07521 054411 or email susan.burn@govanha.org.uk

Open Evening • Tuesday 31st January at 6pm • Housing Office
All welcome to come along to find out more about how to get involved or just ask questions or give feedback about any aspect of our work and to meet members of our Tenants Focus Group to find out why you should get involved. Refreshments provided, but please let us know if you will be attending for our numbers.

Scrutiny Panel/Service Improvement Group • February • Housing Office
We would like tenants to join our scrutiny group, which looks at organisational processes and procedures; what works well and what could be improved. Our Tenants Group have chosen Communication as the first priority for scrutiny. Support will be provided for anyone who would like to join. This is a chance to make a real difference to the way we work.

Ibrox Tenants Spring Meeting
Tuesday 14th March at 6pm • Clyde Community Hall
All tenants in the Ibrox area welcome to attend this meeting, to find out what is happening in the area, hear about opportunities for involvement, ask questions, or give feedback on any area of our work.

Tenants' Forum, face-to-face and online • Starting April
New quarterly meetings for 2023 for all tenants to come together, hear more about the work of the Association, ask questions and give feedback. Chance for refreshments and chat at end of the meeting. We will pilot online meetings too. Dates and venue to be confirmed.

Community Walkabouts and litter picks • Last Friday of the month
Starting Friday 27th January at 2.30pm
Members of our customer services team will be out and about in Govan for anyone who wants to come along to say hello, or raise any issues. We will also use this time to litter pick and would welcome any volunteers who would like to help with this.

We have also worked in partnership with the Tenant Information Service (TIS) as part of their Educate, Influence and Change programme. We remain active in a number of the Govan Thriving Places (TP) thematic groups alongside other partners, to ensure tenants and residents have the opportunity and pathways not only to influence us, but also their community. These groups are Arts, Heritage and Wellbeing (AHW); Learning for Life and Work; Building Connections and Positive Communities.

Our work culminated in a community-wide engagement day in October 2022, in partnership with the Pearce Institute, which launched our Get Involved campaign, with over 500 people attending. We now have the evidence and engagement feedback from all our work to offer a number of sustainable opportunities for tenant and resident involvement in 2023 and beyond.

These being:

- Tenants' scrutiny group
- Tuesday walk and talk
- Owners' forum
- Close meetings
- Community focus group
- Tenants forum
- Community fund award panel

Tenant Information Service (TIS)

We have worked with Sharon Donohoe, Development Director at TIS throughout 2022 as part of their Education, Influence and Change programme. We continue to promote their services to our tenants. We are delighted to be working with TIS currently for independent support for our scrutiny work.

Looking ahead 2023/2024

For 2023/2024, following the review of the Community Engagement service and taking account of what worked well and what didn't work so well, along with feedback from our customers, we changed our priorities for the year with these being:

Tenant Participation and Accessibility

For example: continue to ensure there are various routes for tenants to get involved in a way that is comfortable for them, including online
Equal access to services and information, including digital.

Families, children and young people

For example: routes to influence our work and work in partnership with GYIP, Quarriers, NSPCC. For 2023 – youth work, targeted engagement with young tenants.
Tenants' Forum – ensuring families with young children can attend.

Environment, Community and Sustainability

For example: continue to promote community fund to improve local environment, zero waste standards for tenant meetings, positive communities thriving places group.

Partners and Stakeholders

For example: continue to support and work alongside our community partners and wider stakeholders, such as GEL, Thriving Places, community projects and other service providers.

Our aim is that by supporting these priority areas we will improve lives, sustain tenancies, empower our community and make Govan a better place to live.

Review/Feedback

We will continuously review and evaluate our service and use the Scottish Community Development Centre VOICE tool for specific projects. We will also continue to use feedback forms at all our meetings to make sure we are continuing to meet the needs of our customers.



TIS Staff Session



Shaw Street Residents



Govan Gala Day



Govan Gala Day



Govan Gala Day



Govan Gala Day

Tenant Participation Action Plan

	Person Responsible	Target Completion Timescale
Begin rent consultation process	Head of Operations and Performance	November 2023 –January 2024
Advise of Rent Review outcome	Head of Operations and Performance	March 2024
Include a Tenant Participation Resource in the Annual Budget	Head of Finance & IT	February 2024
Publish an Annual Tenant Participation Activity Action Plan	Managers	September 2023
Consult with members of Consultation Register on relevant policy review	All Managers where applicable	Continuous
Consult with stakeholders re: Review of Business Plan	Director of Corporate Services	April 2023
Hold AGM within office premises	Director of Corporate Services	September 2023
Distribute copies of Annual Report to all tenants - digitally	Compliance Manager	October 2023
Distribute copies of Landlord's Report to all tenants – digitally, contained within Annual Report	Compliance Manager	October 2023
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to the whole tenant base	Managers	Continuous
Conduct regular Satisfaction Monitoring Surveys	Head of Operations and Performance	Continuous
Feedback to residents involved in Satisfaction Monitoring Surveys	Head of Operations and Performance	Continuous
Regularly report on the Association's performance levels through the Quarterly newsletter	Head of Operations and Performance	Continuous
Manage Customer Engagement Calendar	Customer Engagement Officer	Quarterly
Publish Regular Quarterly Newsletters	Corporate Services	Quarterly
Publish Details of the Association's Major and Cyclical Repairs Programme and report on progress	Head of Operations and Performance	Continuous
Consult individual tenants regarding relevant Major Repair Contracts	Head of Operations and Performance	Continuous

Property Services

Overview of previous year and objectives for forthcoming year

Our Property Services Team is responsible for overseeing/managing repairs, planned & cyclical maintenance, medical adaptations. Our ultimate goal is to provide our customers with a home that is maintained to the highest standards, ensuring safety and security while also catering to their current and future needs. Additionally, we strive to maintain a superior level of customer service throughout the process. Over the past year, the Property Services Team has undergone significant transformations, including the implementation of new repair processes and the establishment of revised repair priorities to ensure timely completion at all levels of repairs. The upcoming year will continue to involve ongoing training and thorough process reviews, all aimed at elevating the quality of service and standards we provide to our valued customers.

Planned Programmes

Our Planned Maintenance contracts were ongoing in 2022-23 and progressed well, activity listed below::

Planned Programme	Fitted in 2022/23
Kitchens	152
Cloakrooms	28
Bathrooms	157
Windows	81 homes improved
Close Painting	25
Front and Rear Door Replacement	22 properties upgraded
Full rewire	29
Boilers	70

The cooperation of our customers has been crucial in enabling us to advance with our planned works. We want to express our gratitude to all the customers who have worked closely with us, granting access to their homes for these significant improvement projects to take place.

EESH

The Scottish government has temporarily put the EESH 2 milestones, originally set for implementation in 2025 and 2035, on hold. This pause is in place while the government conducts a thorough review of these milestones. The goal of this review is to ensure that any investments made by landlords are strategically aimed at long-term solutions, ultimately contributing to achieving a net-zero outcome and actively aiding in the eradication of fuel poverty.

Govan Housing Association is however still working towards these milestones, the first being December 2025, where our properties should not be re-let unless they have an EPC rating of at least Band D. Several factors contribute to these properties potentially falling below this standard, such as single glazed windows, absence of loft insulation, electric heating, and insufficient energy-efficient lighting.

Over the past few years, our efforts have been directed towards enhancing energy efficiency through initiatives such as the installation of new double-glazed windows, replacement of boilers, and the implementation of heating systems where necessary. As a result of these actions, we are optimistic that the number of properties with an EPC rating below Band D will see a significant reduction by the year 2025 ensuring we are fully compliant for the deadline.

Our second milestone involves raising all our properties to a Band B energy efficiency rating by the year 2035. We encounter practical challenges due to the unique characteristics of our housing stock. Numerous homes are situated within conservation areas, and we possess listed buildings as well as sandstone tenements, which impose restrictions on external adaptations we can undertake. In such instances, the solution might involve exploring the installation of internal wall insulation, which, of course, introduces its own set of challenges. To successfully reach this goal, we must take proactive financial measures, including exploring potential funding sources that may be available to support the necessary improvement works.



Adaptations

Govan Housing Association, place great importance on adapting our customers' homes to ensure they can continue living in them as their medical needs evolve. We collaborate closely with Glasgow City Council and their Assessment team, who assess the practical assistance required and provide recommendations for home enhancements. If you believe this service could be beneficial for you, please don't hesitate to reach out to us. We're here to assist.

We're actively implementing a range of adaptations to our customers' homes,



and these modifications hold significant importance. They play a vital role in enhancing the quality of life for

individuals, preserving their independence and dignity by enabling them to live as self-sufficiently as they can.

In the year 2022-23, we successfully completed a total of 11 medical adaptations. These adaptations encompassed a variety of crucial features, including wet floor rooms, walk-in showers, the installation of internal and external handrails, as well as the incorporation of automatic door closers. Each of these adaptations contributes significantly to improving the accessibility and functionality of our customers' homes.



Govan HOME Team

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

Timber Window Replacements

Kitchen and Bathroom Replacements

Govan "C" Close Door Replacements

Govan "C" Close Window 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

Stage (3) Disabled Adaptation Upgrades

Acquisitions

JSH Refurbishment

Timber Window Replacement

Between April and the start of October we fitted new windows across 81 properties. The contract was then suspended due to a change in suppliers.

Kitchen and Bathroom Replacements

Following the introduction of our customer contact officer, access across all planned contracts have increased. The kitchen and bathroom team delivered the installation of 152 kitchens, 157 bathrooms and 28 cloakrooms.

Govan "C" Close Door Replacements

Over 22 blocks we upgraded 22 front close doors and 21 back close doors. The contract focused on the Govan C area.

Govan "C" Close Window Replacements

Also in the Govan C area, over 20 blocks we installed 91 new close windows.

Electrical Re-wiring

We rewired 29 properties, bringing them up to a higher standard with the assistance of a contractor.

Reactive Repairs

Over the year we carried out over 4000 reactive repairs across all properties.





Void Property Repairs

We turned around 140 void properties within the year.

Cyclical Gutter Cleaning & Roof Repairs

At the start of last year we were using subcontractors to carry out roofing work, however following the successful appointment of two permanent roofers we started to undertake roofing work in house from August 2022. 143 gutters were completed.

Electrical Installation Condition Reporting

Continuing on with the Housing Association's 5-year cyclical contract, we completed 836 electrical tests.

Landscaping & Estate Management

Following the Kick-starter programme last year, we employed a young person on a permanent basis who had completed the programme. Now with a team of 4, the landscapers work on a two weekly rotation of each area.

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

This year we painted 25 closes across Shaw Street and Luath Street.

Facilities Management

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

Stage (3) Disabled Adaptation Upgrades

We completed 13 medical adaptation jobs throughout the year, making the property more suitable for the tenant's needs.

Acquisition

In the year the Home Team carried out repair and compliance works to 12 properties purchased under the Ibrox Initiative scheme. This ranges from small repair works to major works that included Kitchen and Bathroom replacements and full property re-wires.

JSH Refurbishment

Jim Stephen House (previously sheltered accommodation) has been turned into housing for students in partnership with Glasgow University. The HOME Team carried out various works to convert the rooms for the students.



Equality & Diversity

Everyone at Govan Housing Association has a role to play in delivering our vision for equality, diversity and inclusion and this is confirmed in our Equality and Diversity Strategy.

In April 2021 our Board approved this Strategy which clearly sets out our ambitions and intentions to improve our approach to equality, diversity, and inclusion. This strategy supports us to continue to promote respect, acceptance and understanding through valuing difference and improving experiences for all.

To achieve our ambitions, this strategy focussed on the delivery of the following key objectives:

- We gather and maintain information to understand the needs of our customers and shape services to meet diverse needs.
- Our Management Committee, Govan Home Team Board, TIGs, RTO's and staff demonstrate a clear commitment to equality and diversity.
- We offer effective ways for all of our customers to engage with us and customer feedback is used to review and develop services.
- Our services are accessible and responsive to the needs of our customers.
- We are a progressive organisation and our governance, leadership structures and workforce will broadly represent the diversity of the communities we serve.

We are developing a new internal working group to focus on Equalities issues. The purpose of this group will be to implement the Association's Equality Matrix and associated Action Plan.

Complaints Handling

This Report outlines the Association's performance against the complaints indicators set by the Scottish Public Services Ombudsman (SPSO) from 1st April 2022 until 31st March 2023.

The Association implemented the revised Complaints Handling Procedure (CHP) during 2021/22 to comply with the SPSO expectations and to ensure its CHP can be benchmarked against other Local Authorities within Scotland.

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 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 2022/2023, the Association received 129 complaints (compared to 154 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 6.03 days.

Stage 2 - the target set by SPSO for managing stage 2 type complaints is 20 days, our average time taken was 15.32 days



Stage 1 – complaints of less serious nature

Responded to in full:

This year we recorded **111** stage 1 complaints in total, this compares to **114** recorded last year. This year **107 (96.40%)** of all complaints were responded to in full, compared to last year which was **98%**.

Average response time taken: 6.03 days – this is above the target response time of 5 days as set by SPSO.

We have now implemented a new IT system which allows easier use of monitoring target timescales and provides staff with improved visibility regarding target deadlines. We hope to see an improvement on these figures through this internal control measure including monthly performance reporting to EMT.

Stage 2 – complaints of a more serious nature

Responded to in full:

This year we recorded and responded to 20 stage 2 complaints. This is evidence that staff training on complaints handling has assisted staff to identify complaints and record the same. This year 19 (95%) of all complaints were responded to in full.

Average response time taken: 15.32 days – this is below the target response time of 20 days as set by SPSO.

Learning outcomes and areas for improvement

Communication

A familiar theme throughout the monitoring of complaints is 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. To monitor this, our Corporate Services staff will undertake monthly quality assurance checks of complaints diagnosis and complaints handling.

Conclusion

From the data detailed above we can see the time taken to manage complaints remains broadly comparable to last year. However, the number of complaints being logged still remains an area for improvement.

The introduction of Home Master our new IT system has provided the opportunity for each section Manager to review complaints registered to their area of service delivery on an ongoing basis and this will contribute to identifying improvement in departmental processes and efficiencies. This will in turn lead to creating a culture where complaints are seen as a positive method to develop practices in support of our customers.

The Executive Management Team continue to review the outcome of complaints handling on a regular basis our Board also receive regular complaints performance statistics.



Our People

Our Strategic Objective

To ensure the Group's growth and viability is effective and lead by good governance and efficient financial, administration and personnel systems.

At Govan Housing Association Group we continue to support and develop both our governing body and staff team's through training and career development opportunities. This year has been no different and the commitment demonstrated by our governing body and staff has grown and strengthened.

Continual improvement is essential to ensure we meet our strategic objective, which is why we understand the importance of investing in our staff to enable them to provide an excellent service to our customers.

We are proud of our staff team and governing body for the passion and commitment they show to the Govan Housing Group.

Throughout the year we had several staff achievements. Our Customer Services Manager Pamela McLevy has successfully completed the IRPM Fundamentals of Factoring. Pamela has become an approved letting agent alongside colleague Michael Fraser in preparation for our new subsidiary Water Row Company. Both our Property Services and Technical Managers Michelle Donnelly and Emma Scott completed the certificate for Managing Safety in Housing, through the Institution of Occupational Safety & Health.

Our Finance & Corporate Service Manager Emma Shields completed the CIPFA Corporate Governance Programme.

In addition to the professional qualifications and certified programmes being achieved, we also invest in our staff year on

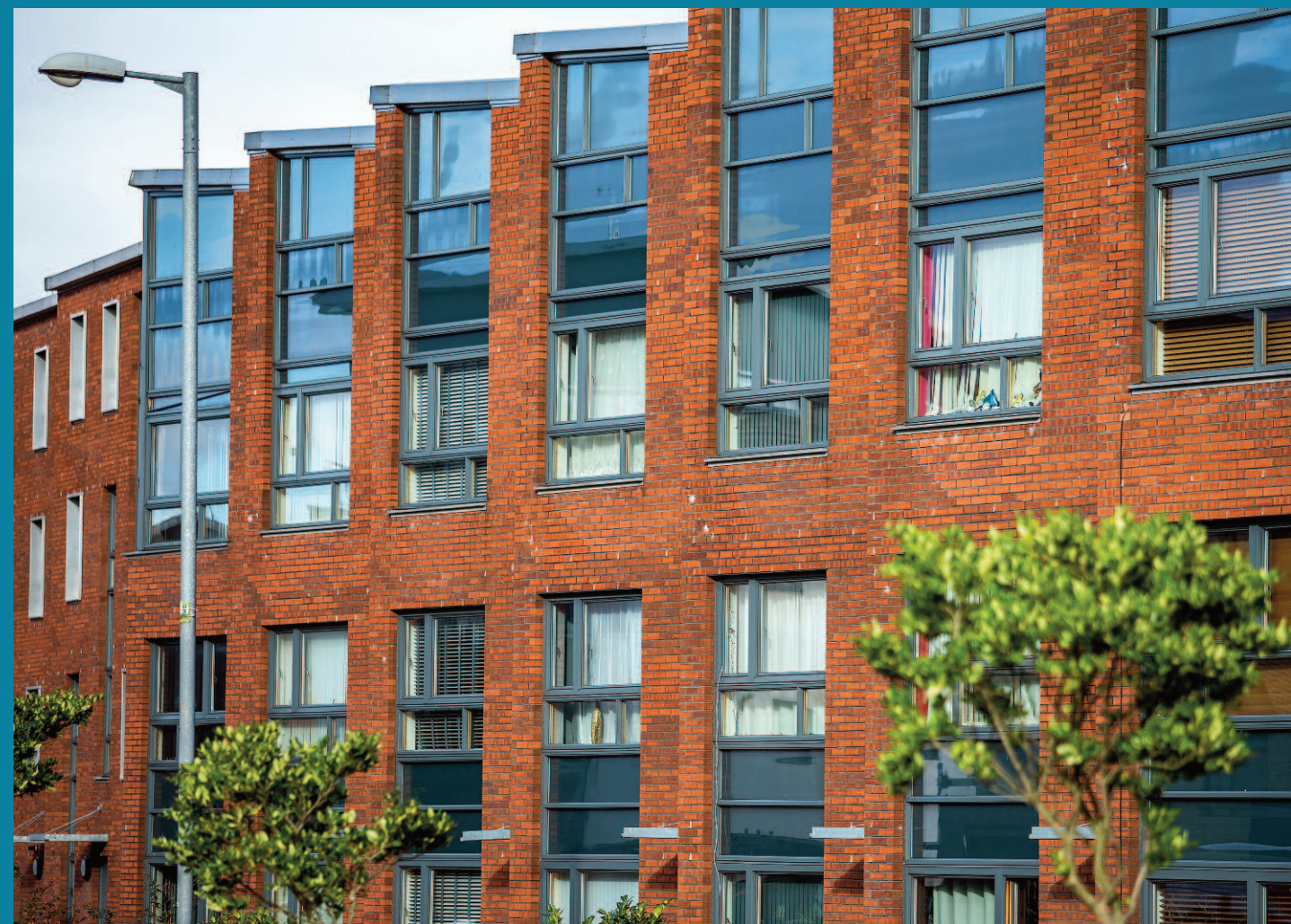
year. This includes internal and external training courses specific to each staff member's role and also the wider strategic focus within the organisation including Equality & Diversity and Health & Safety. Our Senior Management Team continue to work through a programme of training to allow continuous professional development for them and their teams.

As at the end of March 2023, the Govan Housing Association Board had ten members and the Govan Home Team Board had two 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 an intense 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 are progressing with our recruitment drive to encourage new Board members. We commenced a Board recruitment campaign towards the end on March 2023, which is currently ongoing. This is campaign is looking for board members for both the Govan Home Team and our new subsidiary Water Row Company.

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 Management Committee Members

(as at 31 March 2023)

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	
Stacey Dingwall, Co-opted	
Fiona Cochran, Co-opted	

Govan HOME Team Board Members

(as at 31 March 2023)

Mr Colin Quigley
Mr Andrew Masterson

Executive Management Team

(as at 31 March 2023)

Fiona McTaggart	Chief Executive
Caron Quinn	Director of Corporate Services/Deputy CEO
Kerry-Ann Wallace	Director of Customer Services

Senior Management Team

(as at 31 March 2023)

Roger Dulin	Head of Finance & IT
Marina McCall	Head of Operations & Performance
Emma Shields	Finance & Corporate Services Manager
Michelle McColl	Assurance and Compliance Manager
Michelle Donnelly	Property Services Manager
Emma Scott	Technical Projects Manager
Pamela McLevy	Customer Services Manager
Paula McCann	Customer Services Manager
Kimberley Cowan	Customer Services Manager
Kenny McGinty	Home Team - Head of Home Team

Auditors

Azets - External
BDO - Internal

Bankers

Royal Bank of Scotland

Solicitors

Harper Macleod
Brechin Tindal Oatts Solicitors

Financial Performance

In this challenging climate we recognise the vital importance of supporting our residents and remain committed to investing in Govan and Ibrox.

Ongoing Challenges and New Horizons

As we emerged from the lockdowns of Covid, it was possible to imagine the world was returning to normal. Instead, today we are facing new challenges not seen for a generation, including a cost of living crisis, a shortage of workers, high material costs and high inflation.

The last 12 months has impacted the UK significantly and like all businesses, housing associations are operating in an ever changing and challenging environment.

Alongside these issues our tenants also face ever increasing costs due to rampant inflation as well as an uncertain energy future. To suggest that's it been a challenging year would be an understatement.

In this climate we recognise the vital importance of supporting our residents and remain committed to investing in Govan and Ibrox. We will continue to work closely with local partners to provide employment opportunities, training, advice, and guidance to those most in need while staying true to the values of Govan Housing Association.

Through our financial planning and management activities we will also actively support the work being carried out to

transform the way we provide customer services.

We are confident that we have the financial strength, capacity and flexibility to successfully achieve our Strategic Objectives and this is reflected in our comprehensive five year budget and detailed 30 year projections.

Statement of Comprehensive Income

The turnover of £9.3m relates mainly to the income from the letting of properties which accounts for £8.7m of this total. The balance of income of £0.6m relates to support activities through our community engagement, factoring income and grant funding from sources such as the Scottish Government and Glasgow City Council

Total Operating Expenditure was £10.2m, consisting of:

Service Costs	£0.29m
Management and maintenance administration costs	£2.7m
Reactive Maintenance	£1.3m
Planned and Cyclical Maintenance, including Major Repairs	£2.4m
Bad Debts – rents and service charges	£0.06m
Depreciation of affordable let properties	£2.28m

In addition to our normal operating expenditure, we had Other Operating Costs which equated to £1.067m. These costs were in relation to our wider role activities, provision of our factoring service and other adhoc activities involved in the general day-to-day service delivery of the Association.

(£1.647m)
Comprehensive Income

£9.3m
Turnover

100%
Covenant Compliance





Statement of Financial Position

Housing Properties are demonstrating additions of £3.02m in the year, £0.98m 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 Association received support from Glasgow City Council (Neighbourhoods, Regeneration and Sustainability Services) to acquire these previously owner-occupied or privately let properties. £2.042m 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. The Water Row development also incurred costs of £10.95m which is on site and will deliver the first of the 92 properties in late 2023/24.

The cash in hand at the year-end is £5.9m, which demonstrates our strong cash position as of March 2023.

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 £1.6m, the annual deficit position was better than the budget projections. The actuarial loss for the SHAPS pension was negatively impacted by current markets to the sum of (£0.383m) compared to an initial budget projection of £0.833m.

Financing and Liquidity

Going forward into 2023/24, as our investment programme and new build development at Water Row continues, the Association is finalising a £8.9m loan agreement for our Development scheme. In April 2022 we confirmed a £9.0m loan financing for our planned maintenance programme. Given the current climate we will continue to monitor the markets and the effect upon our current business plan.

Roger Dulin *Head of Finance & IT*

Govan Housing Association Limited

Statement of Comprehensive Income for the year ended 31st March 2023

	2023	2022
	£	£
Revenue	9,337,902	8,860,614
Operating Costs	(10,187,763)	(8,948,825)
Operating (Deficit)/Surplus	(849,861)	(88,211)
Gain on Sale of Housing Stock	69,334	-
Interest Receivable and Other Income	34,368	10,980
Interest Payable and Similar Charges	(517,868)	(318,458)
(Deficit)/Surplus on ordinary activities before taxation	(1,264,027)	(395,689)
(Deficit)/Surplus for the year	(1,264,027)	(395,689)
Other comprehensive income	(383,000)	630,000
Actuarial gains/(losses) on defioned benefit pension plan	(383,000)	630,000
Total Comprehensive Income	(1,647,027)	234,311

Govan Housing Association Limited

Statement of Financial Position as at 31st March 2023

	2023	2022
	£	£
Non-current Assets		
Housing Properties	79,595,228	68,115,227
Other Tangible Assets	1,214,613	1,210,366
Investments	1	1
	80,809,842	69,325,594
Current Assets		
Receivables	3,591,256	1,856,445
Cash and cash equivalents	5,809,975	649,386
	9,401,231	2,505,831
Creditors:		
Amounts falling due within one year	(4,365,934)	(2,947,724)
Net Current (Liabilities)/ Assets	5,035,297	(441,893)
Total Assets less Current Liabilities	85,845,139	68,883,701
Creditors:		
Amounts falling due after more than one year	(16,550,643)	(8,500,788)
Pensions and other Provisions for Liabilities and Charges		
Scottish Housing Association Pension Scheme	(238,000)	-
Deferred Income		
Social Housing Grants	(58,361,182)	(48,023,829)
Other Grants	(586,943)	(603,671)
	(58,948,125)	(48,627,500)
Net Assets	10,108,371	11,755,413
Equity		
Share Capital	69	84
Revenue Reserves	10,346,302	11,755,329
Pension Reserves	(230,000)	-
	10,108,371	11,755,413

Govan Housing Association Annual Landlord Report

In this section, we will tell you about our performance for 2022-23 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 Association, 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.

Customer/Landlord Relationship

1. Equalities
2. Communication
3. Participation

Housing Quality and Maintenance

4. Quality of Housing
5. Repairs, Maintenance and Improvements

Neighbourhood and 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 and Service Charges

13. Value for Money
- 14 & 15. Rents & Service charges

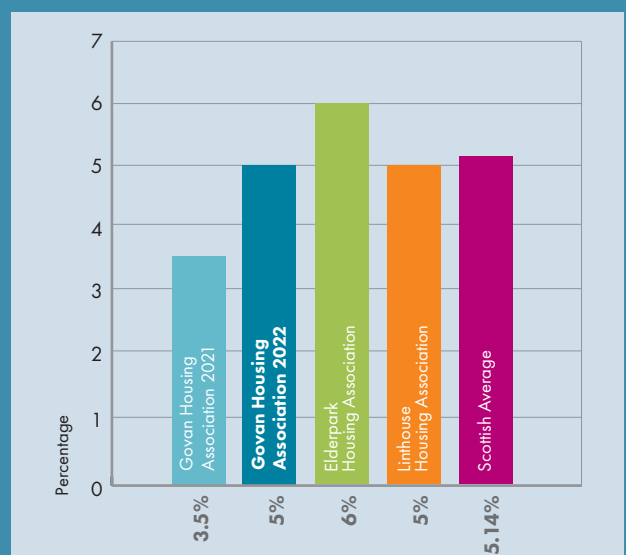
Average weekly rent

House Size	Number Owned	Govan HA	Scottish Average 2021	Difference
1 apt	5	£73.18	£78.26	-6.49%
2 apt	800	£77.55	£83.46	-7.08%
3 apt	612	£85.15	£86.26	-1.28%
4 apt	139	£95.73	£93.96	+1.89%
5 apt +	80	£114.06	£103.72	+9.97%

Total Rent Due

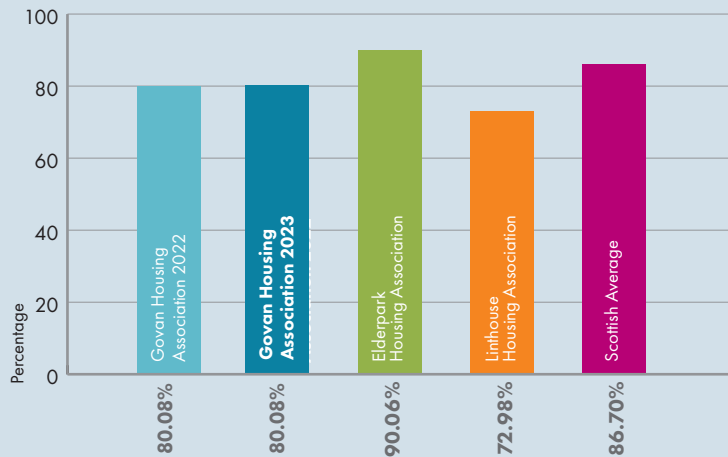
The total rent due from all tenants for the year was **£6,409,810**.

Rent Increase



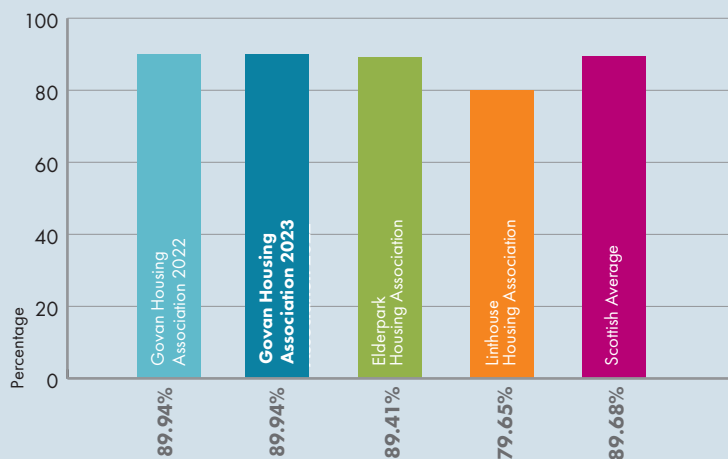
Customer Satisfaction

What percentage of tenants are satisfied with the overall service?



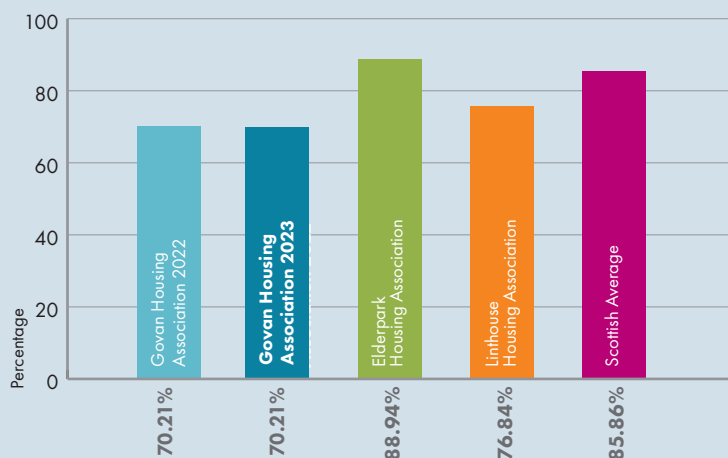
This tells us that satisfaction levels are below the Scottish Average, measures we have in place to address this, are the development of a full customer engagement calendar, to involve customers in our improvement processes and decision making exercises. We want to work with customers to improve areas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

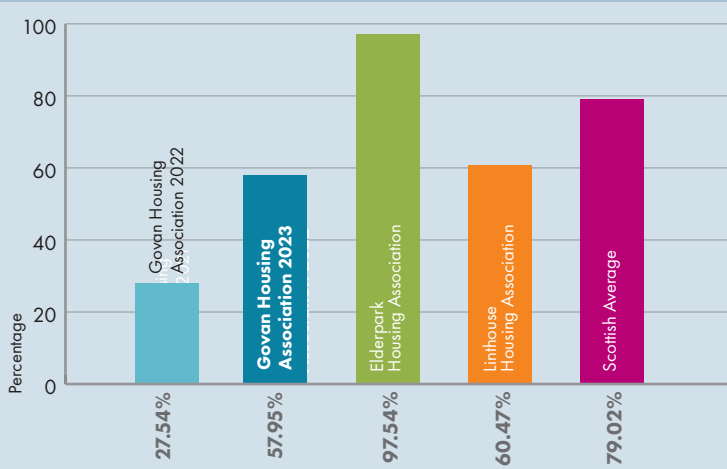
Percentage of tenants satisfied with the opportunities given to participate in landlord decision making.



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.

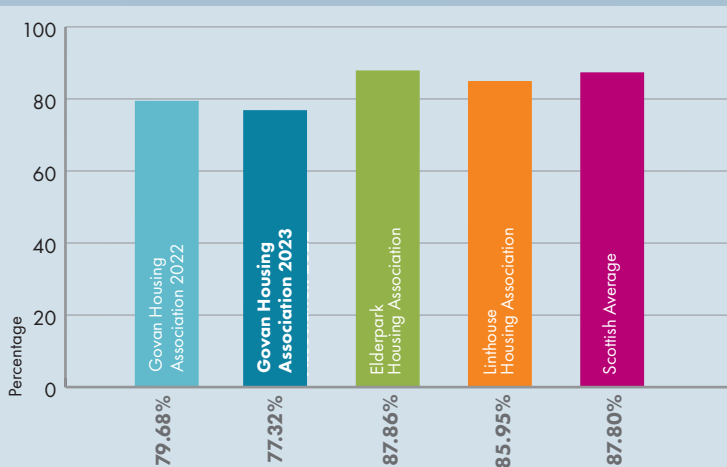
Maintenance and Scottish Housing Quality Standards (SHQS)

Percentage of our stock meeting the Scottish Housing Quality Standards.



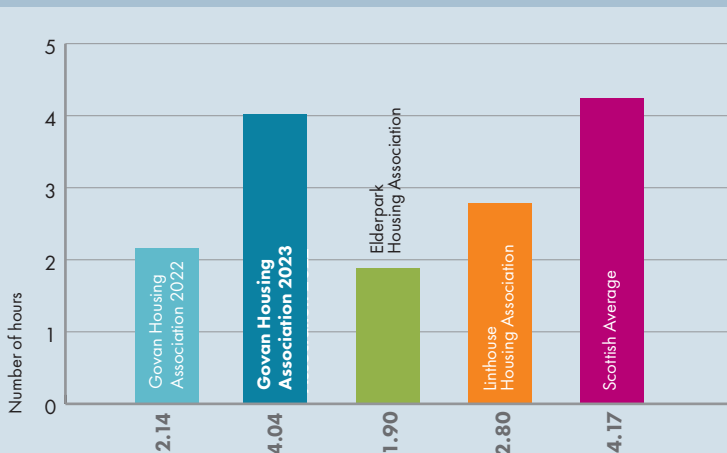
We have 293 (17.9%) properties where we have an EESSH fail impacting on our SHQS standard. We have 379 exempt (23.21%) predominantly galley kitchen etc. the remaining properties that fail are subject to works that will be undertaken when the tenancy changes. This means that our compliance against the standard overall is reported as 57.95 %.

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



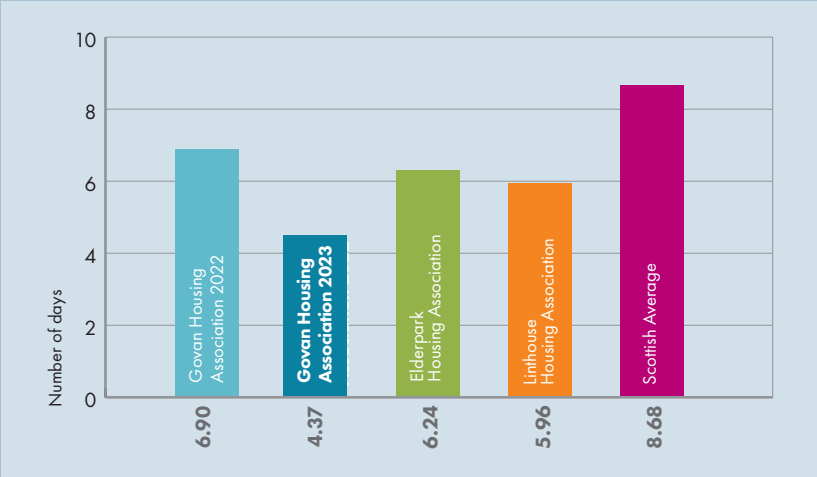
Repairs being carried out Right First Time is an area of focus for improvement for the Association and we have reviewed our processes to ensure we see improvements in these figures.

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



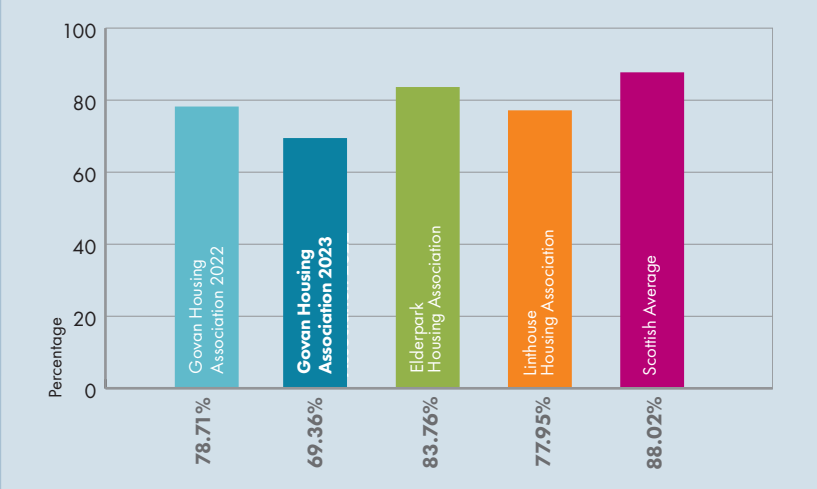
We have seen an increase in this performance figure over the last year, a renewed focus is currently underway within our Maintenance department to review processes and quality assurance methods, the effect of these measures should be reflected in improved performance figures, which will be reported continuously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

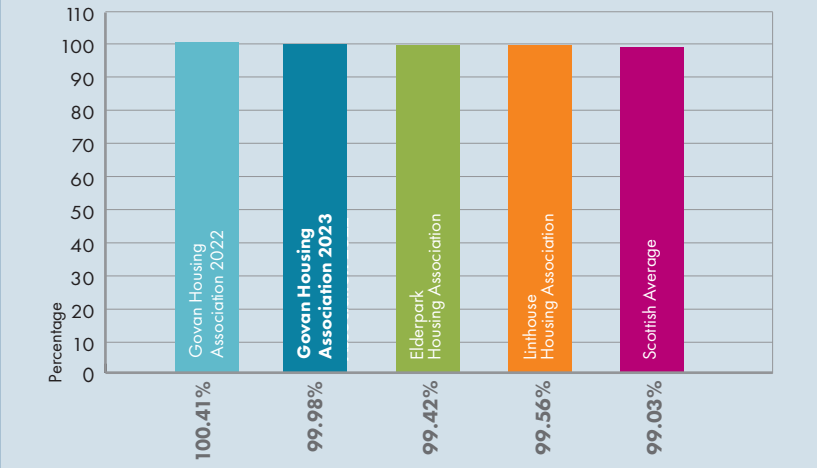
Percentage of tenants who are satisfied with our repairs service.



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

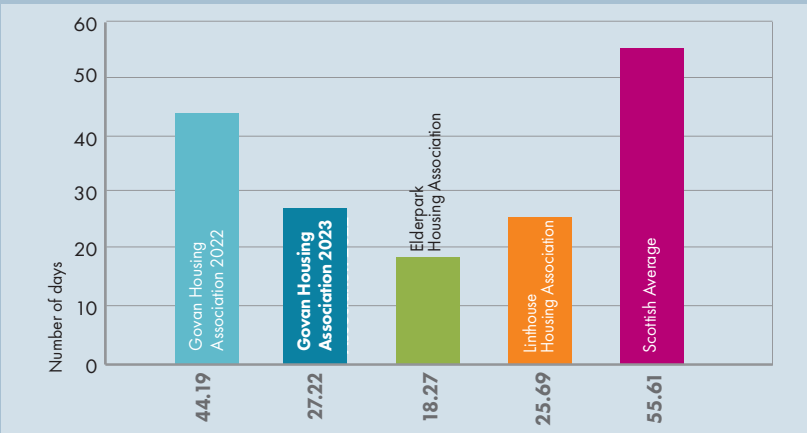
Rent collected as a percentage of rent due.



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

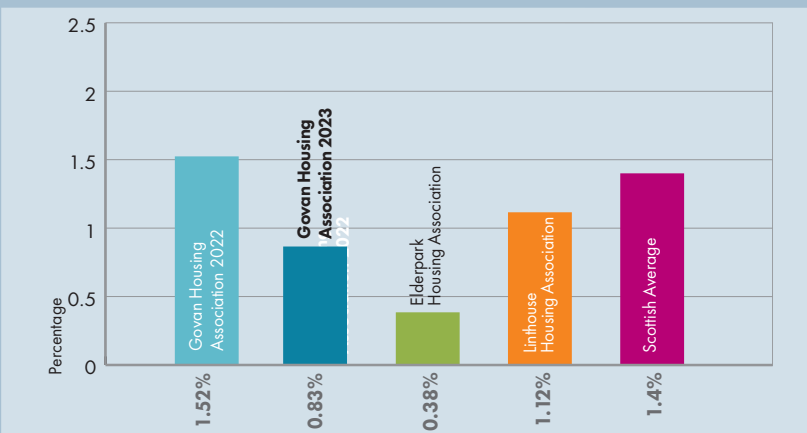
Allocations and Voids

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 2022-23 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

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





Moving Govan Forward

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