

ANNUAL

I am delighted to introduce our Annual Report for 2017/18, and as Chair, I am very proud of our achievements over the past year.

One of our key aims is to contribute to the overall regeneration of the Gorbals, and I am pleased to say that we have continued to work on this in earnest over the past 12 months.

We have made great progress throughout the year on our two new build developments that will bring **83** new homes to the area, as well as a new office building and public square.

Our youth employment pilot scheme was incredibly successful, as were our community breakfast sessions, aimed at tackling food poverty and social isolation.

We have had success in taking our reactive repairs, gas servicing, and landscaping teams in-house, with clear service improvements alongside reduction in costs. We have also been looking ahead to the potential effects of Universal Credit, and have piloted a new project to help tenants in crisis.

This year has set the groundwork for many important projects that we hope will be of benefit to our tenants for years to come. I look forward to the year ahead when I know that the hard work put in by our staff this year will continue to pay off. I would also like to take this opportunity to give a heartfelt thanks to my fellow voluntary committee members. They dedicate an amazing amount of time and effort to the support and governing of the Association on behalf of their community.

REPORT

2017/18



Linda Malone | Chairperson of NGHA

DEVELOPMENT

During 2017/2018 we invested a further **£9,152,000** in housing within the Gorbals.

New Gorbals H.A Funding: £5,340,000

Grant: £3,812,000



New development in Laurieston

New flats and office building



We continued to work towards our aim to complete the physical regeneration of the Gorbals, progressing two transformative new build development projects that will be finished by summer 2019.

First to be completed in autumn 2018 will be the **55** home development in Laurieston, which is at the corner of Cumberland Street and Eglinton Street. Seven storeys at its highest point, the building will include **46** flats for social rent and **9** for sale on a shared equity basis.

We broke ground on the site of the former Sandiefield multi-storey flats where we are currently developing **28** new homes for social rent, a public square and our new office building. Upon completion in summer 2019 this development, and the new Health Centre next to it, will transform the area into a vibrant community hub.

The new public square will be a central location for community events and celebrations and the office building will provide enhanced reception and meeting facilities, allowing us to provide an improved service to our customers.

Laurieston Environmental Work and Consultation

Following consultation with residents **£1 million** of environmental improvements were carried out to complement the area's existing homes.



Gorbals Street

We have been planning for the regeneration of Gorbals Street; our aim to turn it back into a pedestrian-friendly local street. We are working with the Citizens Theatre, Urban Union and Glasgow City Council to promote wider pavements, streetscaping, and opportunities for shops and restaurants along the street and within the railway arches.



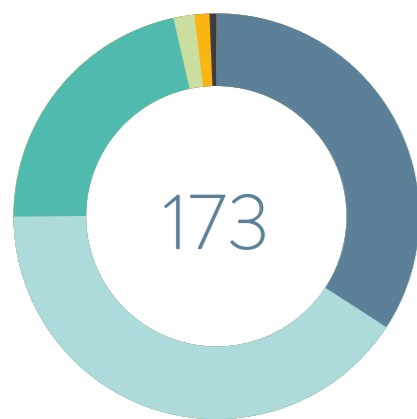
OUR HOMES

Demand remained high for housing in the Gorbals this year, with **1,014** people applying to us for a home. This brought the number of people on our Housing List to **3,401** by 31st March 2018.

In comparison to the high number of people interested in moving into one of our properties, our housing stock turnover for the year has been low, with just **173** properties becoming available over the course of the year.

Our low turnover means that many people on our list will not receive an offer of housing in the area. We offer all applicants a Housing Options interview to help them understand all the options available to them. This year **127** applicants took up this offer.

How Our Homes Were Allocated:



| | | | |
|----------------------------|----|--------------------|---|
| ■ Homeless Referrals | 50 | ■ Special Lets | 5 |
| ■ Housing List Applicants | 76 | ■ Syrian Programme | 3 |
| ■ Transfer List Applicants | 38 | ■ Care Leaver | 1 |

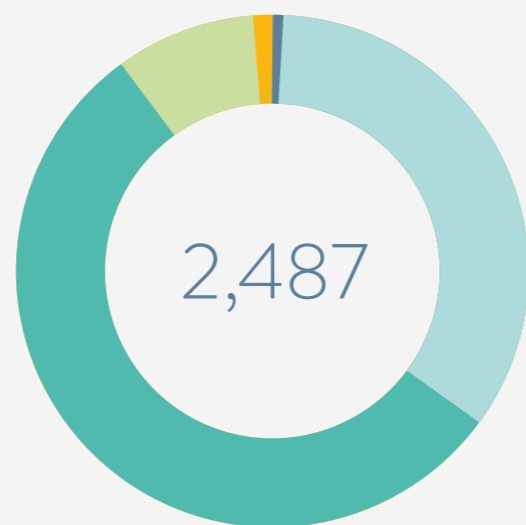
The majority of properties we let are to people on our Housing List and to homeless referrals.

22% of the homes we let this year were to existing tenants through our Transfer List.

Our Homes for Social Rent

Total number of socially rented homes at 31st March 2018.

| | | | |
|---------|-------|----------|-----|
| ■ 1 Apt | 19 | ■ 4 Apt | 291 |
| ■ 2 Apt | 857 | ■ 5+ Apt | 58 |
| ■ 3 Apt | 1,262 | | |



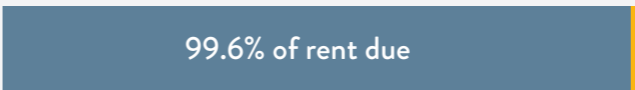
In addition to managing and maintaining our **2,487** homes for social let we:

- Own and maintain **2** care units for the needs of **16** elderly residents (managed by the Mungo Foundation)
- Own and manage **63** mid-market rent properties through our subsidiary New Gorbals Property Management
- Provide a factoring service to **1,685** owner occupiers in the Gorbals

RENT & TENANCY SUPPORT

We aim to keep rents affordable and arrears low whilst supporting people to manage their tenancies.

This year we collected:



In 2017/18 our current tenant arrears were **3.5%** of our total annual rent receivable for the year.

Rent

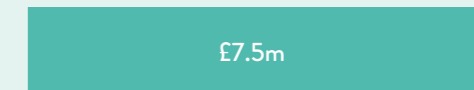
It is our policy to increase rents each year based on the Consumer Price Index (CPI) at September plus **1%** (previously we used Retail Price Index (RPI) plus **1%**).

CPI at September 2017 was **3%** and would have led to a **4%** rent increase, which we considered was too high given that many of our tenants are on low incomes. We consulted with tenants on a lower increase of **3.5%**, and Management Committee, taking due account of feedback, agreed a 2018/19 rent increase of **2.9%**, slightly less than inflation.

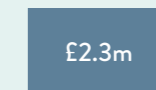
WELFARE RIGHTS

Our Welfare Rights Officers support our tenants to navigate the benefits system and access other funds. In 2017/18 they helped to secure over **£2.3 million** in additional income for our tenants. In the last five years, our Welfare Rights Officers have brought in a total of **£7.5 million** for our tenants. We have given out **62** food bank vouchers to tenants in need.

Past 5 Years



2017/18



Tenancy Sustainment Pilot

In 2017/18 we piloted a new project supporting new and existing tenants in crisis to manage their tenancies. Over the year the project supported people by providing:



Trade support (installing appliances)



Deliveries of recycled furniture



Home decoration allowances



Starter packs (cutlery, duvets etc.)



Carpets



Emergency tenancy support allowances



Households with removals support



House cleans



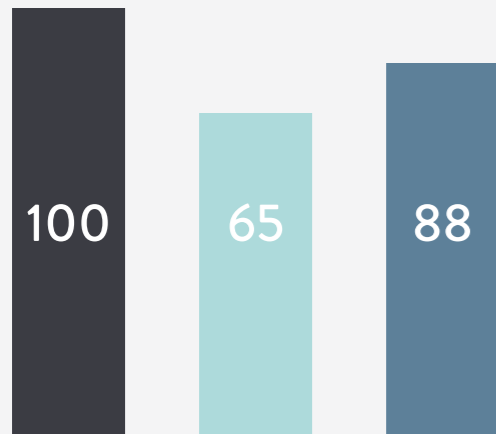
REPAIRS AND MAINTENANCE

| | |
|---------------------|------|
| Very Dissatisfied | 19 |
| Fairly Dissatisfied | 3 |
| Neither | 1 |
| Fairly Satisfied | 78 |
| Very Satisfied | 3171 |

A fast and reliable repairs and maintenance service is a priority for our tenants and for us. This year we carried out **8,706** repairs. We asked all tenants who received the service how satisfied they were with it. Of the **3,272** tenants who responded **99.3%** told us they were satisfied with the repairs process.

Learning from Complaints

Our Complaints Handling Procedure helps us to make things right when they have gone wrong. We aim to make it as easy as possible for people to let us know when they are unhappy with the service they have received.



Total complaints received
 Complaints upheld
 Complaints responded to within Scottish Public Service Ombudsman timescales

Medical Adaptations

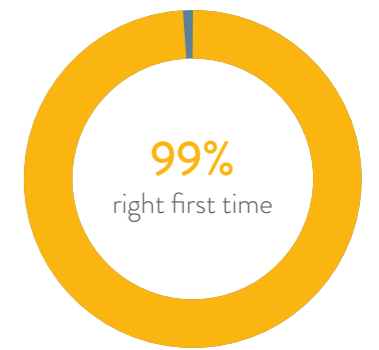
In 2017/18 we received **90** social work referrals for medical adaptations.

We were able to access grant funding of **£189,590** and fulfilled **75** referrals; supporting our tenants and their families to enjoy their homes fully.

Right First Time



This year, in our rented stock, we carried out **7,691** non-emergency repairs and got **7,608** 'right first time'.



This means they were completed within our target timescales and without the need for further appointments.

Reactive Repairs

We know a fast response to repairs is important to our tenants.



Cyclical Maintenance

Our cyclical maintenance programme keeps homes safe and comfortable. This year we carried out gas services on **100% (1,947)** of gas boilers in our tenants' homes. We also carried out water hygiene testing for all our properties with a common storage water tank.

Our Tradespeople

On 1st April 2017 we brought landscaping and gas services in-house. This has led to significant cost savings and an improved service.



COMMUNITY ENGAGEMENT & TENANT PARTICIPATION

In 2017/18 we made several successful funding bids, receiving grants totalling **£347,164** to support a range of community development projects in the area.

Community Engagement Team

Jo Speirs and Ailsa Clark were welcomed to the team in winter 2017. Jo and Ailsa took up the Aspiring Communities funded posts of Community Budgeting Officer and Community Engagement Worker. They will work to further support community development in the area. The Aspiring Communities Fund is run by the Scottish Government and is supported by the European Social Fund.

Gorbals Ideas Fund

Supported by the Community Budgeting Officer, a local panel of volunteers will design, develop and deliver community budgeting activities through the Gorbals Ideas Fund. Building on the success of Spirit of the Gorbals the panel will work with local people to develop ideas and activities that will make the community an even better place to live.

Youth Employment

Along with Southside Housing Association, we embarked on a pilot scheme with youth employment charity **WorkingRite**. Aimed at 16–24 year olds, the goal was to help local people into employment with a tailored induction process and suitable work placement. Nine young people from the Gorbals benefitted from the project, including two young people who joined our Reactive Repairs and Landscaping teams for their work placements.

Spirit of the Gorbals

The Spirit of the Gorbals panel was set up to distribute a **£250,000** resource budget to support community activity in the Gorbals over a three year period. In 2017/18, the project's final year, the panel of local people distributed **£92,082** to **42** local projects.

£92,082

Over the course of the project, **122** local ideas were funded through a community budgeting process.



Community Breakfasts

We served **1328** free meals at our new Caledonia Road Community Breakfast. The weekly event, run in partnership with the Health and Social Care Partnership, proved to be so popular that a second one at Waddell Court was set up in 2018.

Community Events

We were pleased to continue working with local partners to organise and support a range of community events and celebrations throughout the year. 2017's Summer Fair, Halloween Disco and Christmas celebrations continued to be as popular as ever, with hundreds of local people coming together at each event. New additions to the Gorbals summer 2017 calendar were:



Gorbals Fun Run

We worked with partners from Glasgow Sport, Glasgow Health and Social Care Partnership, and local colleges to put on the first Gorbals Fun Run. Over **350** children from local primary schools and nurseries signed up to take part in 1k and 2k races through Glasgow Green.



The Gorbals Get Together

Another new event on the 2017 summer calendar, the Gorbals Get Together was a great success. Despite the weather, the new family event attracted over **250** people with food and activities for all age groups.

Tenant Panel

Our dedicated panel members continue to help us to improve the way we consult with and provide information to our customers. The group gives us guidance on several important publications, including our performance information and the Your Rent publications. The panel is open to all of our tenants who wish to be more involved in our decision-making processes.

We also continue to support local residents groups and community councils in the area.

- Laurieston Community Council
- Hutchesontown Community Council
- Hutchesontown Area Association
- Waterside Residents Association
- Crown Street Residents Association
- Laurieston Estate Action Group

Consultation Register

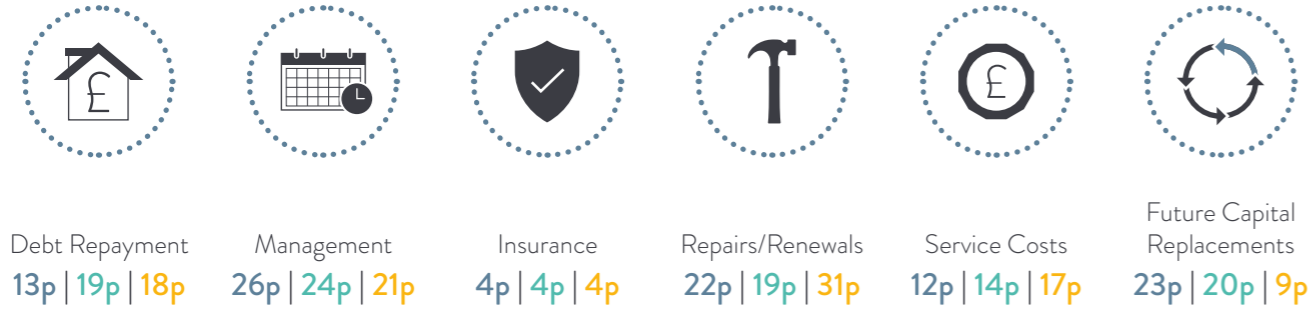
If you would like to receive updates about consultations, focus groups and other activities, you can join our Consultation Register.



FINANCE

Money Spent

The following table shows how we spent each £1 of rental income received during the year **2017/2018**, **2016/2017** and **2015/2016**.



Surplus and Reserves

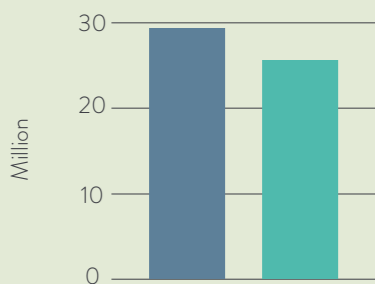
Our surplus for the year to 31st March 2018 was:

£3,455,584 vs. **£2,112,814***

*2017



The Association's reserves have increased from **£25,768,405** to **£29,338,444**.



Income and Expenditure

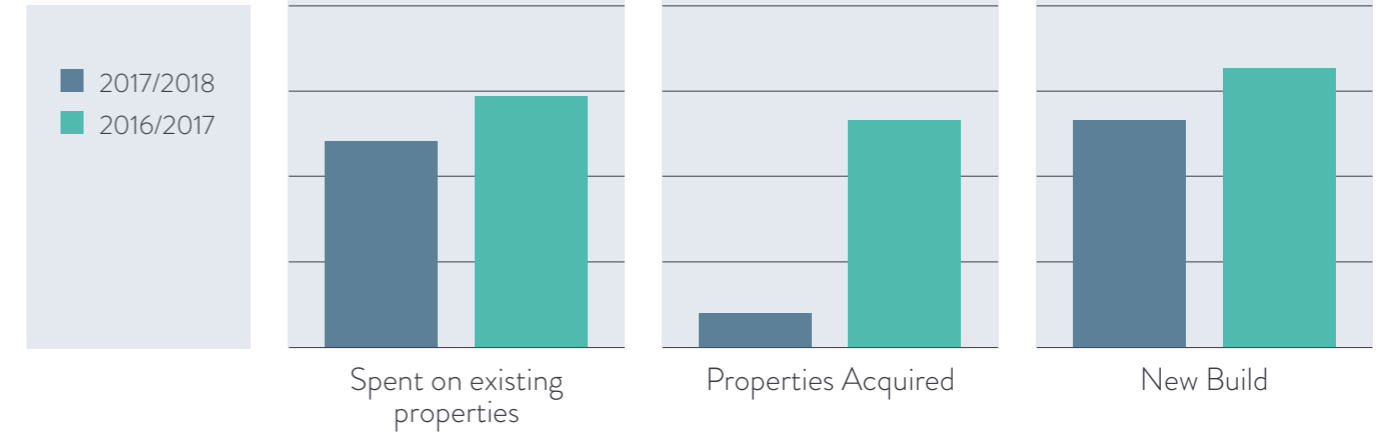
The tables below summarise our income and expenditure for the year ending 31st March 2017 and 31st March 2018.

| Income | 2017/18 (£) | 2016/17 (£) |
|------------------------------|-------------------|-------------------|
| Rent | 10,529,764 | 10,280,249 |
| Factoring | 855,592 | 785,304 |
| Other Income | 2,297,383 | 2,485,326 |
| Interest Receivable | 88,599 | 126,302 |
| Gain on Sale of Fixed Assets | 102,774 | 123,752 |
| Total Income | 13,874,112 | 13,800,933 |

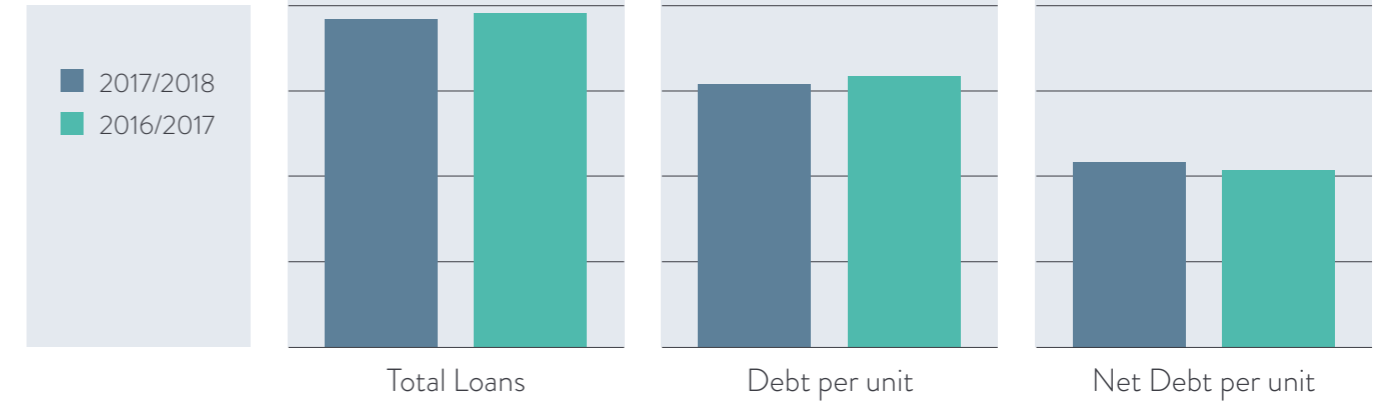
| Expenditure | 2017/18 (£) | 2016/17 (£) |
|--------------------------|-------------------|-------------------|
| Rented Accommodation | 8,927,023 | 9,110,601 |
| Factored Accommodation | 830,107 | 756,928 |
| Loan Costs | 1,337,745 | 1,407,562 |
| Other Costs | 486,813 | 386,028 |
| Pension loss/(gain) | (1,024,000) | 27,000 |
| Total Expenditure | 10,557,688 | 11,688,119 |

| Balance of Comprehensive Income | 2017/18 (£) | 2016/17 (£) |
|---------------------------------|-------------|-------------|
| Surplus for year | 3,316,424 | 2,112,814 |

Assets



Loans



*net debt increases because cash drops year on year.

Grants Received

Total Received in 2017/18:

£4,307,651

Total Received in 2016/17:

£2,684,634



Repairs Spend per unit



BE INVOLVED

Would you like to help improve your home beyond your front door?

If you live in the Gorbals, you can join the Association, for life, for **£1**.

This allows you to vote at the AGM and be put forward for election to the Management Committee.

Just contact our office for an application form.



Drop into the office at:

187 Crown Street, Gorbals,
Glasgow, G5 9XT

Give us a call on:

0141 429 3900

Email us at:

admin@newgorbalsha.org.uk



HAPPY TO TRANSLATE

NEW ———
GORBALS
HOUSING ASSOCIATION ———

New Gorbals HA is a charity registered in Scotland SC041164 | New Gorbals HA is a registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2309 RS | Scottish Housing Regulator Registered No. HAL 211 | Property Factor Registered No. PF000338