



1989-2019

ANNUAL REPORT

2018/19

2019 is a landmark year for New Gorbals Housing Association as we celebrate 30 years of community ownership. This year we have continued to work hard on projects and services for the Gorbals, and lay the foundations for the future.

The completion of two new build projects delivering **74 homes** for social rent were certainly amongst the stand out achievements of the year. However, alongside this we have generated an additional



LINDA MALONE
Chairperson of NGHA

£2.3 million in income for tenants through our welfare rights team, served **4,100 free meals** at community breakfasts, arranged 17 work placements for local young people and supported five community events attracting hundreds of people. We have also worked towards the completion of our district heating project which will provide more efficient and controllable heating for over **300 households** in the Riverside multi-storey blocks.

Behind the scenes, we've been focusing on upgrading our services and systems to keep pace with an

increasingly digital world. These changes have helped us to provide a better service to our customers, while giving our staff members the best tools to tackle difficulties caused by Universal Credit. We also neared completion of our new office and completed the Gorbals piazza which, I was delighted to see, has already hosted a large community fun day.

It's brilliant to see the continuing progress we are making in the Gorbals, and I'm very proud of the dedication of my fellow voluntary committee members and the hard work of all of our staff.

DEVELOPMENT

We invested almost **£7.5 million** over 2018/19 between new build projects and the district heating system at Riverside.



The first tenants moved into our new **55 home** development in Laurieston in December 2018. This seven storey building on the corner of Cumberland Street and Eglinton Street includes 46 flats for social rent and 9 shared equity properties.

£5.5 million

£2 million

New Gorbals HA Funding

Grant

SANDIEFIELD

We also made significant progress with our development on the former Sandiefield site at Crown Street, which has since been fully opened to the public.



This includes **28 new homes** for social rent, the association's new office building, and a new public piazza which will be a central location for community events.



RIVERSIDE

The district heating installation at Riverside was ongoing throughout the year, and by the end of March 2019 the system had been fitted in over **100 properties**. We also appointed an advisor through GHEAT to provide our tenants with help using the new system and to offer energy advice. The works are due to be completed later this year.



NORTH GATE

In March this year we purchased an empty site on Crown Street, located just north of Gorbals Library. Known as 'North Gate', this site is likely to be developed to provide **32** individual properties for social rent. We are currently looking at building proposals.

OUR HOMES

Gorbals is a popular area, and we have thousands of people on our housing lists seeking a home with us.

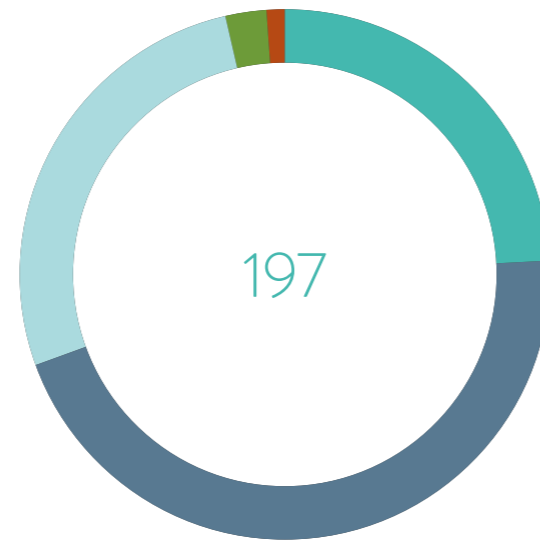
We undertook a review of our housing lists during July to September 2018, which gave us the chance to update details and to remove applicants who have been successful elsewhere. At the start of the review we had more than **3,700** applicants on our lists, and as a result of this process we cancelled around **1,000** applications as people had since found a home elsewhere or had lost contact with us.

Demand for our properties still remains very high, with **2,860** people on our Housing List by 31st March 2019.

In comparison to the demand for housing, very few of our properties become available for rent. Just 151 of our existing properties became available between April 2018 and March 2019. An additional 46 new build flats were completed at the end of 2018, bringing the total to **197** for the year.

Due to our low turnover only a limited number of people on our housing list will be successful in renting a home from us. We offer all new applicants a Housing Options interview where we advise on other options that may be open to them. This year, 263 people attended one of these interviews.

HOW OUR HOMES WERE ALLOCATED



Homeless Referrals	48	Management Lets	5
Housing List	89	(formerly Special Lets)	
Transfer List Applicants	53	Syrian Programme	2

The majority of properties we let over the year were to people on our Housing List and to existing tenants on our Transfer List.

RENT AND TENANCY SUPPORT

We aim to support people to manage their tenancies by keeping our rents affordable and providing help and advice on arrears.

THIS YEAR WE COLLECTED **98.8%** OF RENT DUE
 CURRENT RENT ARREARS **3.80%** OF ANNUAL RENT

TENANCY SUSTAINMENT

Our tenancy sustainment project is aimed at supporting new and existing tenants in crisis to manage their tenancies.

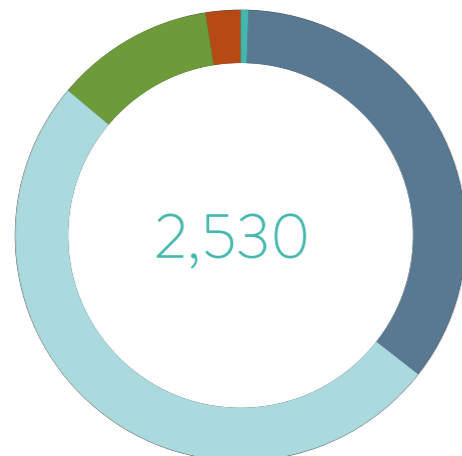
Over the year we have supplied:

- Starter packs of essential household items
- Home decoration allowances
- Carpets
- Help to install appliances
- Help to arrange deliveries of recycled furniture
- Help with removals
- House cleans

OUR HOMES FOR SOCIAL RENT

Total number of socially rented homes as at 31st March 2019.

1apt	19
2apt	882
3apt	1,280
4apt	291
5+	58



In addition to managing and maintaining our **2,530** homes for social rent 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 **1,803** owner occupiers in the Gorbals.



RENT

Each year we consult with tenants on a rent increase based on the Consumer Price Index (CPI) at September plus **1%**.

CPI at September 2018 was **2.4%**. The Management Committee thought that a **3.4% increase** was too high and decided to consult on a **3.1% increase**. During the rent consultation, tenants told us that this increase was unaffordable to them. The Management Committee agreed a **2.75% increase** for 2019/20.

WELFARE RIGHTS

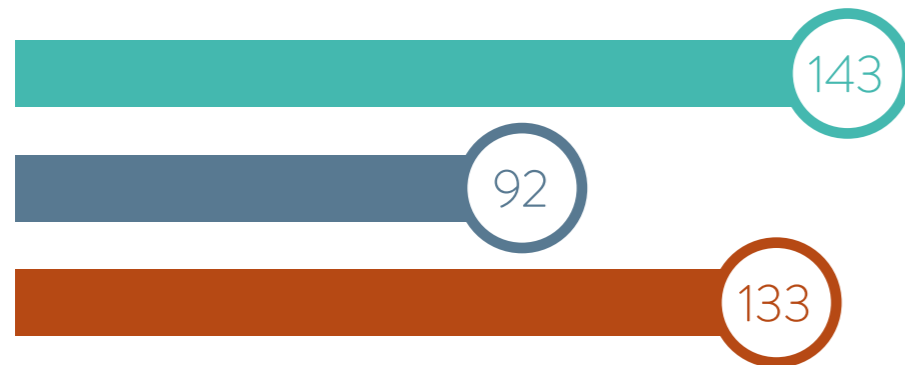
This year our welfare rights team helped secure over **£2.3 million** in additional income for tenants and residents. The team provide support to navigate the welfare system and access other funds.

61 food bank vouchers were given out to tenants in need.



LEARNING FROM COMPLAINTS

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



Total complaints received: **143**

Complaints upheld: **92**

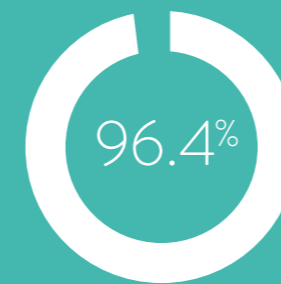
Complaints responded to within Scottish Public Service Ombudsman timescales: **133**

REPAIRS AND MAINTENANCE

We know that a fast and reliable repairs service is a priority for our tenants.

This year we carried out **11,252 repairs**. We asked all tenants who received the service how satisfied they were with it. Of the 3,441 responses we received, **96.7%** reported satisfaction with the repairs process.

RIGHT FIRST TIME



We carried out **10,002** non-emergency repairs in our social housing stock this year. **9,642** of these repairs were completed 'right first time'.

This means 96.4% of non-emergency repairs were completed within our target timescales and without the need for a follow up appointment.

MEDICAL ADAPTATIONS

We were able to access grant funding of **£165,000** over the year to carry out **143** medical adaptations. These adaptations make it possible for people to get the best from their homes for their specific needs.

GAS TEAM

This year we carried out gas services on **100%** (1,945) of gas boilers in our tenants' homes. Our in-house gas team have also planned a programme of boiler replacements. This programme is tailored so that we are replacing the boilers that are the most difficult and costly to maintain, rather than routinely replacing them after a certain number of years. This is more cost effective and means that our customers receive a better service.

DOOR REPLACEMENT RIVERSIDE

All **288** common landing doors within the multi-storey blocks at Riverside were replaced during the year.

These replacement doors are a mix of landing fire doors and cupboard doors. The new doors have improved fire safety provision within the common areas and enhanced the décor of the common landings.



COMMUNITY ENGAGEMENT

We made several successful funding bids during 2018/19, receiving grants totalling **£265,489** to support a range of community development projects in the area.



ALISHA MCGEACHY
Apprentice in Housing Practice

We were especially happy to take on two apprentices through the programme. Jack Reilly is working towards a four-year apprenticeship in joinery, while Shaun Higgins embarked on a two-year apprenticeship in landscaping. These positions are partly supported by Glasgow Guarantee funding and have paved the way for further opportunities. We have since employed Alisha McGeachy, who we are supporting through a modern apprenticeship in Housing Practice.

GORBALS SPEAKS

In partnership with local organisations, this project aimed to find out what issues are a priority for people living in the Gorbals. Through a number of events and activities over **1,300** suggestions from community members were gathered and then fed into the Gorbals Locality Plan. The plan shapes partnership work by public sector and voluntary agencies working in Gorbals.

YOUTH EMPLOYMENT

Following our pilot project with Southside Housing Association, we joined with three more associations to secure funding for a local youth employment programme. We continued to work with charity WorkingRite to help Gorbals-based young people into employment with a tailored induction programme.

This year, **17 young people** from Gorbals took part in the programme, with **12%** moving on to either apprenticeships, employment or further education on completion of their 13 week placement.

GORBALS IDEAS FUND

The Gorbals Ideas Fund Community Panel had a busy year, hosting three community budgeting events. These events give local people and groups a chance to pitch their ideas to the community, and attendees vote to decide who receives funding. Just under **500** voters helped to award **£34,813** in total, spread between 38 unique ideas.

TENANT PANEL

Our dedicated panel members help us to improve the way we consult with and provide information to our customers. The group has given us guidance on several important issues throughout the year, including our performance information, our allocations policy review, and our rent increase.

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 in the area.

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



COMMUNITY EVENTS

We continued to work with local partners to organise and support community events and activities throughout the year. These local events keep growing in popularity, and it is great to see so many people coming together to celebrate with their community.

GORBALS FUN RUN

The Gorbals Fun Run grew in size in its second year, with over **550 children** from local primary schools and nurseries taking part. We worked with Glasgow Health and Social Care Partnership, Glasgow Sport, and local colleges to provide the 1k and 2k races at Glasgow Green.

COMMUNITY BREAKFAST

Our community breakfast sessions continue to be popular with community members.

Over the course of 2018/19 we served over

4,100

free meals

Working in partnership with Glasgow City Health and Social Care Partnership and Gorbals Youth Café.

ENGLISH CLASSES

Following a successful pilot of classes in 2017, we are now working with partners to provide four classes a week for those learning English as a second language. Although there are other free classes provided throughout the city, this initiative is unique in that it also provides free childcare.

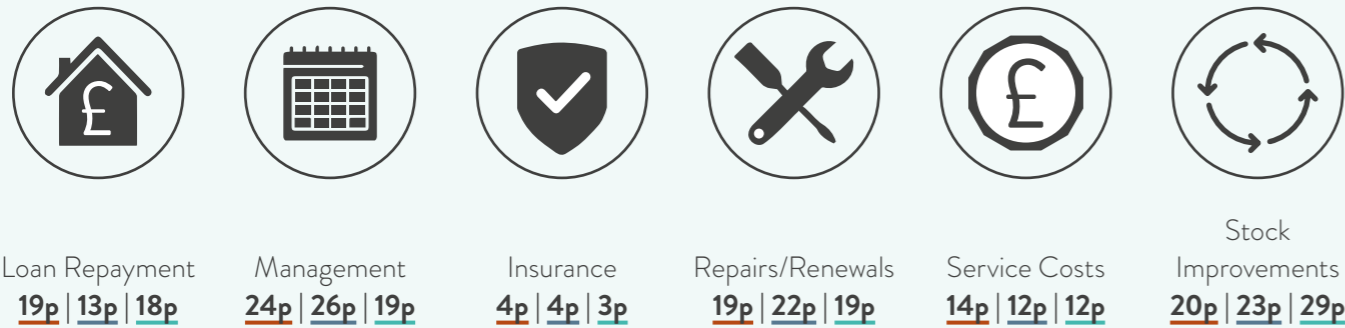
Parents are able to be close to their children while attending class, which helps to remove a barrier that some potential learners were facing. Demand for these classes is high, with **76** registrations over the year.

SCHOOL HOLIDAY PROGRAMME

Glasgow City Council launched funding in summer 2018 to support food and activities for children and young people during the school holidays. We co-ordinated a bid with several local partner organisations, and were successful in securing **£25,342** of funding for school holiday periods in summer, October and February. Activities included sports, arts, music workshops, Bookbug sessions, cooking workshops, and trips to attractions such as Edinburgh Zoo. The programme provided **3,197** free meals over the three school breaks.

FINANCE

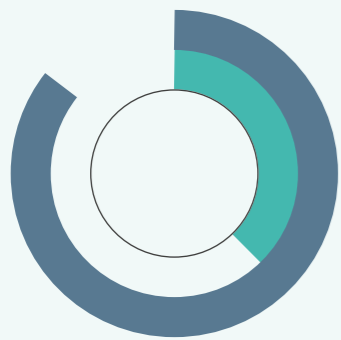
The following table shows how we spent each £1 of rented income received during the year 2016/17, 2017/18 and 2018/19.



SURPLUS AND RESERVES

Our surplus for the year to 31st March 2019 was:

£1,405,679 vs £3,316,424



The Association's reserves have increased from:

£29,205,128 to £30,610,894

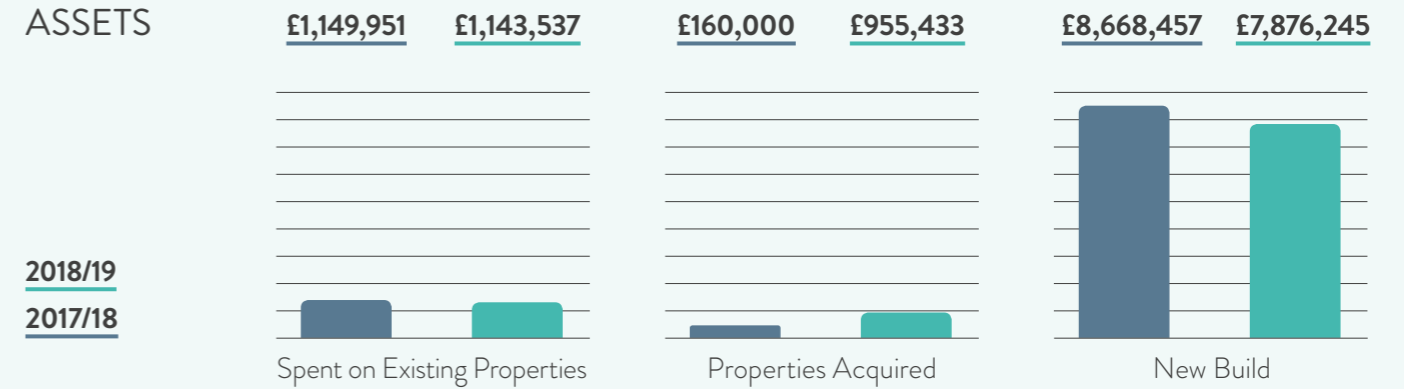


INCOME AND EXPENDITURE

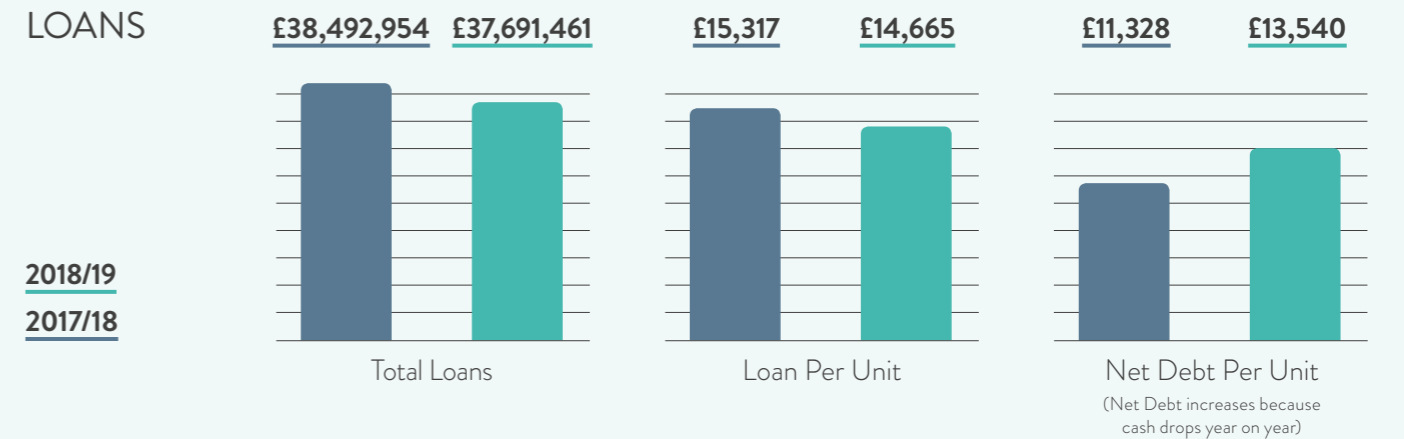
The tables below summarise our income and expenditure for the year ending 31st March 2017 and 31st March 2018.

Income	2017/18 (£)	2018/19 (£)
Rent	10,529,764	12,732,038
Factoring	855,592	855,235
Other Income	2,297,383	924,677
Interest Receivable	88,599	54,343
Gain/(Loss) on Sale of Fixed Assets	102,774	(13,248)
Total Income	13,874,112	14,553,045
Expenditure	2017/18 (£)	2018/19 (£)
Rented Accommodation	8,927,023	9,801,662
Factored Accommodation	830,107	860,320
Loan Costs	1,337,745	1,437,119
Other Costs	486,813	672,265
Pension Loss/(Gain)	(1,024,000)	376,000
Total Income	10,557,688	13,147,366
Balance of Comprehensive Income		
Previously Gain or Loss	3,316,424	1,405,679

ASSETS



LOANS

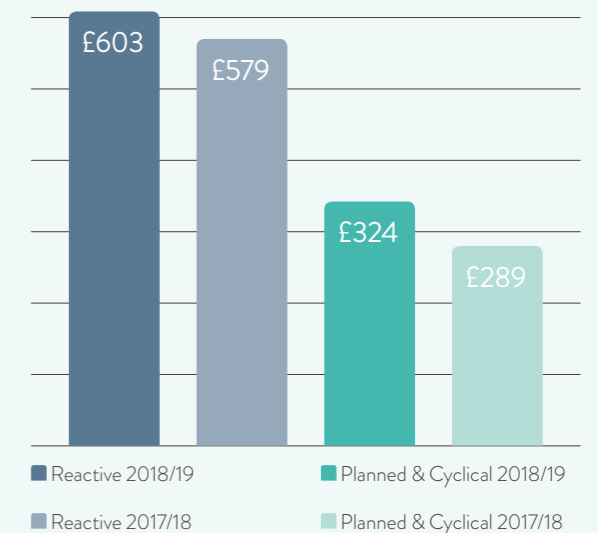


GRANTS RECEIVED

Total Received in 2017/18: **£2,586,140**
 Total Received in 2018/19: **£4,307,651**



REPAIRS SPEND PER UNIT





BE INVOLVED

Would you like to **help improve** your neighbourhood?

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

As a member, you can vote at the AGM and even be put forward for election to the Management Committee.

Contact our office for an application form.

NEW
GORBALS
HOUSING ASSOCIATION
30 YEARS OF COMMUNITY OWNERSHIP

Drop into the office at:

200 Crown Street, Gorbals,
Glasgow, G5 9AY

Give us a call on:

0141 429 3900

Email us at:

admin@newgorbalsha.org.uk

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
Letting Agent Registration No. LARN1908005