



NEW GORBALS

HOUSING ASSOCIATION

ANNUAL REPORT 21/22

The last year was another tough one for every one, although things did eventually return to a new normal. I am pleased to be able to say the Association coped well with most challenges during this time.

Virtually all of our services were running as normal throughout the year, although the office was open only by appointment to ensure that we were keeping our tenants, other service users, and staff safe.

Our landscaping team continued to uplift nearly all of the bulk refuse to help stop the Gorbals becoming a complete midden. As a result, our landscaping service dipped but it is now back on track. Our Repairs team continued to perform as well as ever, and we continued to let our houses, deal with arrears and other housing management issues, and work with the tenants of the Caledonia Road multi-storey blocks to find them new homes in the Gorbals that suit them. Through a variety of projects, we have also worked to support our tenants and the general community.

We maintained our momentum in development and came through the pandemic with over 120 new homes almost ready for handover and plans for a further 100 well advanced. This will allow us to advance the progress that we have made re-homing tenants from



Jean Miller
CHAIRPERSON OF NGHHA

305 and 341 Caledonia Road which remains our main focus in 2022/23.

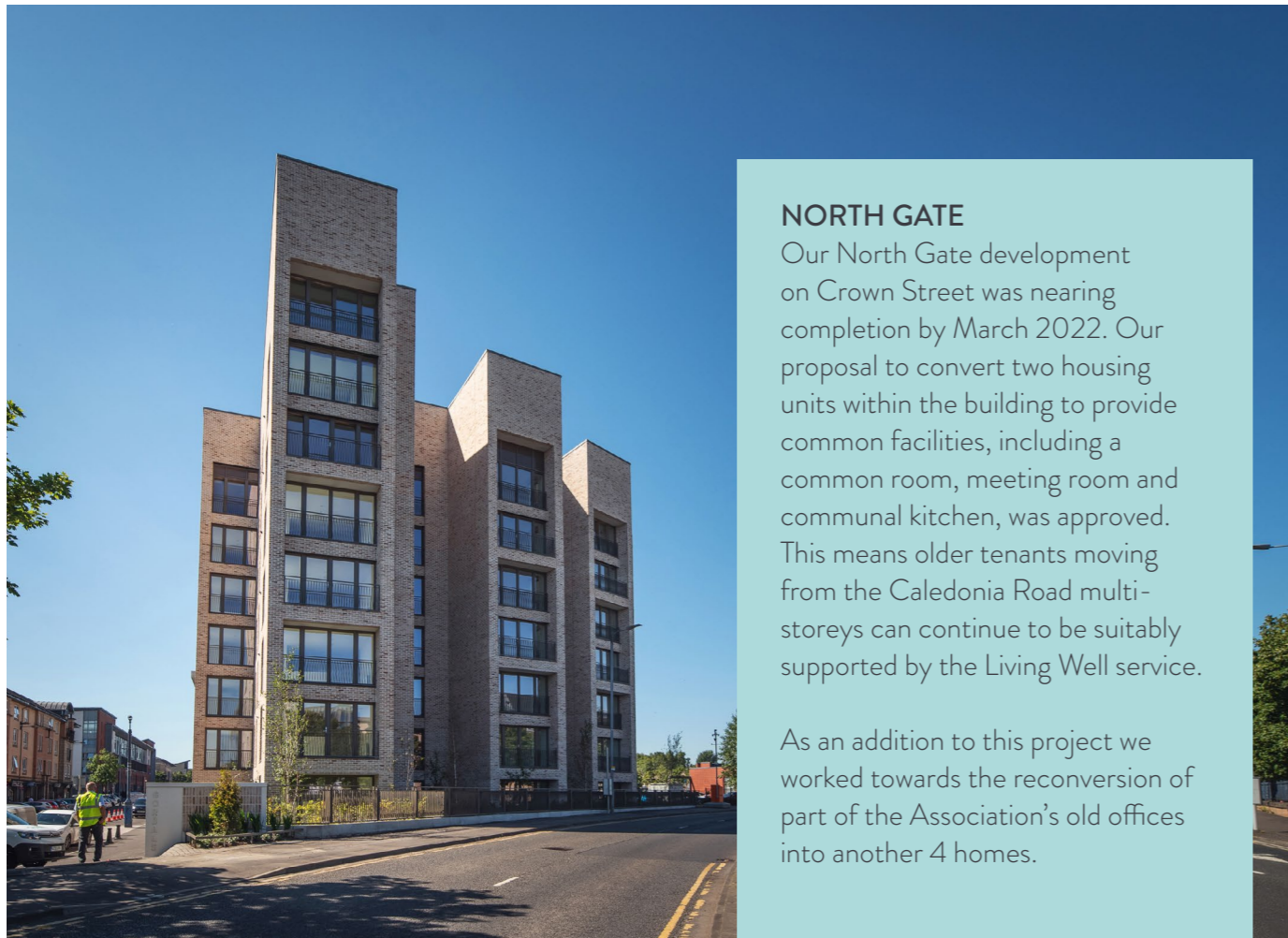
Behind the scenes much of our work was concentrated on making a success of mixing home and office working, and making sure that our office environment was safe for all. But perhaps the biggest challenge was our preparation for an entirely new computer system that will change the way staff at New Gorbals work. This work is still ongoing and the new system will now be implemented over the coming year.

We are settling in to everything being near normal again and it has been wonderful to have real committee meetings instead of everything being over Zoom.

If someone had told me that we were in for two years of a pandemic that would turn everything upside down I would have been very worried about how the Association might cope. I have to say that I am incredibly proud of how we have performed and I would like to thank all of the staff, and of course my fellow committee members, for that.

DEVELOPMENT

The Association invested a further **£12,923,976** in the development of new homes for social rent in the Gorbals this year. **£7,292,537** of this investment was funded through grant from the Scottish Government and Glasgow City Council, with **£5,631,439** of loan finance being raised by the Association.



NORTH GATE

Our North Gate development on Crown Street was nearing completion by March 2022. Our proposal to convert two housing units within the building to provide common facilities, including a common room, meeting room and communal kitchen, was approved. This means older tenants moving from the Caledonia Road multi-storeys can continue to be suitably supported by the Living Well service.

As an addition to this project we worked towards the reconversion of part of the Association's old offices into another 4 homes.

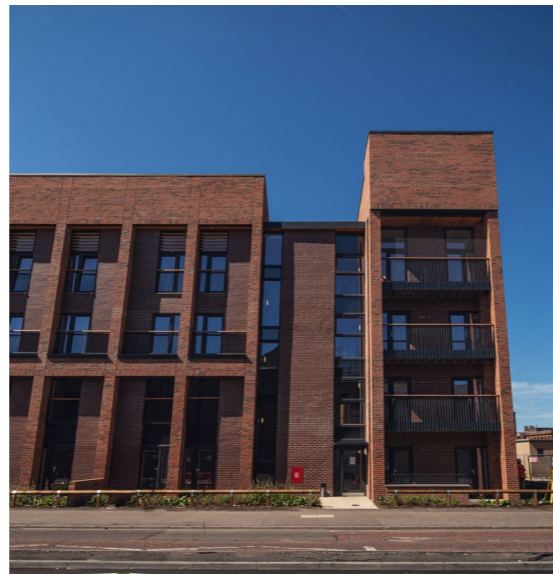
PURCHASES

Working with Urban Union, we completed the development and purchase of 63 new homes on Gorbals Street in Laurieston. These homes are for the planned re-housing of tenants from the Caledonia Road multi-storeys and tenants began moving in to them in spring 2022.

We also secured funding for another 27 units which we have agreed to purchase from Urban Union. These homes are in the block wrapped around the old tenement at 166 Gorbals Street and are due to be completed in autumn 2022.



90 NEW HOMES PURCHASED



COLISEUM DEVELOPMENT

The Association's proposals for the development of the site of the former Coliseum theatre on Eglinton Street moved to tender stage. This joint development with Urban Union provides 38 homes for social rent and 26 homes for sale through Urban Union.

The full impact of the surge in construction costs has been felt on this project and we are currently in discussions about grant funding levels.

We received a grant award of **£260k** towards a new community space as part of this development. The community space will replace the existing huts which were designed to be temporary and are used by local community groups.

This project will be the Association's first to make use of a zero local emissions heating system. Instead of gas combi boilers, heat pumps connected to boreholes will be used to provide heat.



PINE PLACE PROPOSAL

After consulting with 330 neighbouring residents, we submitted a planning application for our Pine Place development in Hutchesontown. The proposals show 28 homes, including flats in a five storey block and a terrace of much needed large family-sized houses. The Association hopes to see works on this site begin before March 2023 and complete in summer 2024.



DEMOLITION PROPOSAL FOR 305 AND 341 CALEDONIA ROAD

We have started planning for the demolition of the Caledonia Road multi-storeys. There will be a detailed feasibility study to determine the options for the demolition method. We hope to have the cleared site available for development by summer 2024.

OUR HOMES

Gorbals is a popular area and we have thousands of people on our housing lists seeking a home with us. However, only a small percentage of our properties, approximately 7%, become available for rent each year. This low turnover means that 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 routes to housing that may be open to them.

CALEDONIA ROAD RE-HOUSING

This year we have made concentrated effort to match the 230 tenants of 305 and 341 Caledonia Road with new homes in the area that suit their individual needs. By the end of March 2022, 124 households had been rehoused throughout the wider Gorbals area.

Using homes that become vacant in our existing stock, and new build properties on Crown Street and in Laurieston, the Association is on track to rehome all tenants of 305 and 341 Caledonia Road, allowing the demolition contract to begin in 2023.



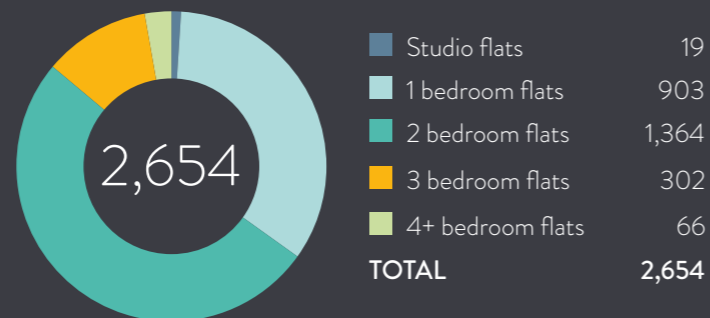
Sadaf, Khurram and their two children are enjoying their new home.



Mr Reid loves the view of the river from his new home.

OUR HOMES FOR SOCIAL RENT

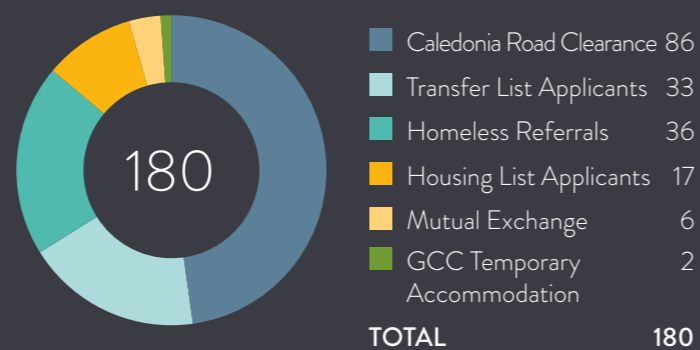
At the 31st March 2022 we had 2,654 homes for social rent.



As well as managing and maintaining our 2,654 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 for 1,886 privately owned properties in the Gorbals.

HOW OUR HOMES WERE ALLOCATED



Our Caledonia Road re-housing project means that a smaller percentage of our lets than usual have gone to applicants on our other lists.



HOUSING TRANSFER INCENTIVE SCHEME

This pilot scheme was introduced to encourage families under-occupying larger homes to downsize by offering a financial incentive to do so. Larger family homes are in high demand in the area. Three tenants have accepted offers and agreed to downsize, resulting in three much needed three bedroom properties becoming available to our transfer and clearance lists.

RENT & TENANCY SUPPORT

We work to help people maintain their tenancies by ensuring that rents only increase by what is necessary, and providing support and advice wherever we can. Find out more about how we have supported tenants with essentials like food and fuel in our Supporting Tenants and Communities section (pages 8 and 9).

This year we collected:

100.6% of rent due

at March 31st 2022 our total rent arrears were

< 3.96% of annual rent

RENT INCREASE

In April 2022 we applied a 3.8% rent increase.

In 2021 we did not raise rents due to the particularly difficult year many of our tenants had with wage freezes, furlough and other financial pressures.

However, rising inflation has had a direct effect on how much money it costs to deliver our services and financial projections in our Business Plan made it clear that we could not apply a lower increase this year.

This was not a decision that we took lightly as we know many of our tenants are struggling financially. We believe that a reduction in the quality of housing and services would not be in the interest of our tenants, their families or the wider community. We will continue to provide as much support as we can through our welfare rights and money advice services, and help with fuel and food poverty, to try and reduce financial hardship as much as we can.

REPAIRS AND MAINTENANCE

This year we carried out

9,331 repairs

and asked tenants how satisfied they were with our service.

Of the 3,174 tenants who responded,

99.5%

told us that they were satisfied with our repairs service.



ACCESSIBILITY

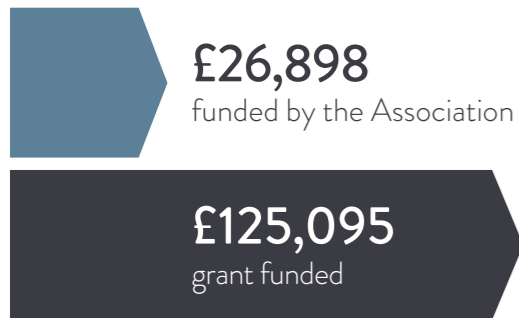
This year we carried out

49 medical adaptations

so that our tenants could live in homes suited to their individual needs.

£151,993

was spent on adaptations



KEEPING HOMES SAFE

We serviced all of our gas central heating boilers to make sure that they were working safely and efficiently.

100% of our properties with gas have had a gas safety check in 2021/22, and this was the case throughout the year.

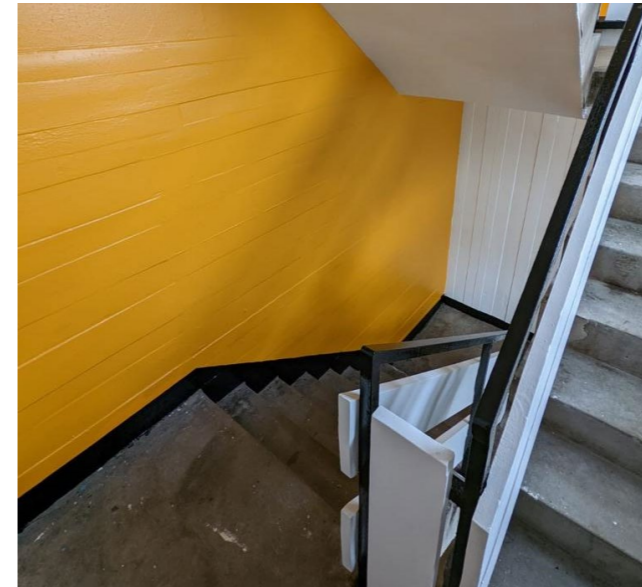
In February 2022 a new law came into force requiring all homes in Scotland to be fitted with interlinking smoke and heat alarms. We made sure that all of our homes were ready by that deadline.

100% ready

for interlinking smoke and heat alarms legislation

100% completed

gas safety checks within the last 12 months



CYCLICAL PAINTERWORK – RIVERSIDE

After being paused due to the pandemic, our common painter work programme was restarted this year.

Our in-house painters completed the paintwork in the common areas of two Riverside multi-storeys. Main landings and rear stairs have been greatly improved in both 12 Commercial Court and 11 Waddell Court. Paintwork in 39 and 83 Waddell Court will be completed in 2023.

LIFT UPGRADING

This year we replaced the lifts in the four Riverside multi-storey blocks at a cost of £880,000.

We appreciate the patience shown by residents during these important works.

BULK UPLIFT SERVICE

The Association lifted all of the bulk refuse in the Gorbals throughout the year and, as a result, some parts of our landscaping service suffered. We formalised our bulk uplift for tenants in March 2022 and have provided additional resources for this service. This has allowed our landscaping team to bring things back up to the standard tenants and owners expect. We are grateful for the patience that tenants and owners have shown as we struggled with the consequences of the pandemic and are pleased that everything is now returning to normal.

RIGHT FIRST TIME

We carried out

8,284

non-emergency repairs in our social housing stock this year.

7,872

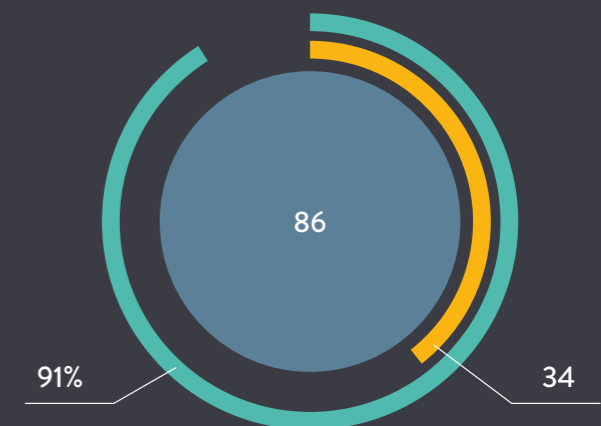
of those repairs were completed 'right first time' which means they were completed within our target timescales and without the need for further appointments.



LEARNING FROM COMPLAINTS

Our aim is to make it simple for you to complain to us when something has gone wrong. Our Complaints Handling Procedure helps us to make things right when you are unhappy with our service.

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



SUPPORTING TENANTS AND COMMUNITIES

Working towards the overall regeneration of the Gorbals, addressing wherever possible the needs of those in our community who are disadvantaged, is at the heart of what we do.

FOOD AND FUEL

The cost of heating homes and buying food has been increasing. To help ease the pressure, this year we provided 300 households with fuel vouchers and advice and have delivered:

8,320 Hot meals **3,210** Breakfast packs **160** Food parcels

As the cost of living crisis deepens we will continue to explore every available support for our tenants and will work closely with local partners to achieve the best outcome that we can for the community.



WELFARE RIGHTS

This year our dedicated Welfare Rights team helped local people secure over £1,800,000 that they were entitled to.

£1,800,000
secured

HOLIDAY CLUB

Our Holiday Club provided fun activities and 5,580 meals to local school-aged children and their families during the school holidays. This project was funded by Glasgow City Council in a joint bid with TASK, Giggle N Grow and Gorbals Youth Café. Our bid partners were able to provide many additional meals to local children and young people through their school holiday activities.



Due to pandemic restrictions the Holiday Club had to be more creative this year. When restrictions were tighter Grub Club delivered food and activities directly to children's homes. As people were able to get out and about a bit more we invited families to pick up a picnic. Picnic Pick Up provided meals over the summer to be enjoyed with the family (the hope was in the sunshine but we received many smiley indoor picnic pictures due to our Scottish weather). By Awesome Autumn it was great to see the children back in the same room playing and eating together.

We weren't able to host some of the community events we usually do due to the pandemic (and weather) restrictions but we did our best to move events online and provide alternative activities where possible.



In March 2022 we worked with a group of local women to plan an **International Women's Day** event - our first face to face event since 2020.

MORE THAN 70 WOMEN AGED BETWEEN 4 AND 94 CAME TOGETHER TO CELEBRATE

We were delighted to be able to invite the whole community back to the Piazza the following month for the **Easter Eggstravaganza**.

500+ LOCAL PEOPLE came together for this free celebration to enjoy food, music and more.



GORBALS IDEAS FUND

The Gorbals Ideas Fund continued to grow last year with two new funds and a digital voting platform launched.



The Reconnect Fund opened in May 2021 to support activity designed to bring people together in safe ways as pandemic-related restrictions eased. The community voted to spend £30k on 10 of the ideas that were put forward.

Funded projects included providing an opportunity to remember those that were sadly lost during the pandemic, to providing a chance for people to exercise together outside.

The **Your Priorities Platform** was launched in January 2022. The digital platform aims to encourage more community discussion and debate and connect with more people across the community. We hope this platform helps us move beyond the small grants model of community budgeting and empower local people to impact the funding and budget decisions that affect our lives and communities.

SUPPORT FOR FAMILIES

With over **£20,000** funding from Cash for Kids and the STV Children's appeal charity, we were able to support 504 young people, and their families, with Love 2 Shop and fuel vouchers.

Families most in need were identified by our Housing Management team, the local schools, and Early Years Services.

AT HOME IN THE GORBALS

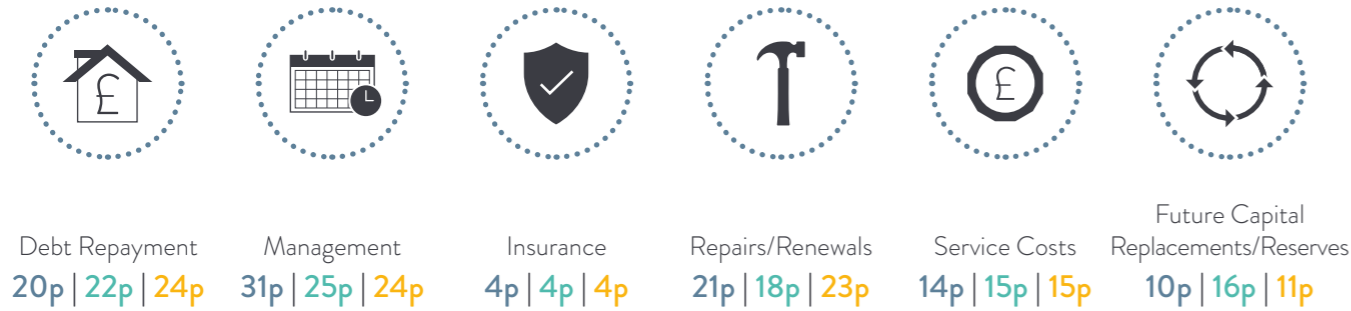
£40k was secured from Homelessness Network Scotland to develop a new project to support people re-housed from a homeless background to establish and maintain their new tenancies. The support includes the first month's shopping, first month's heating and electric costs as well as essential home items. 17 people have benefited from the project since 2021 and they are all settling in well to their new homes.

FINANCE

MONEY SPENT

The following table shows how we spent each £1 of rented income received during the year **2019/2020**, **2020/2021** and **2021/2022**.

BREAKDOWN OF £1.00 OF RENT



SURPLUS AND RESERVES

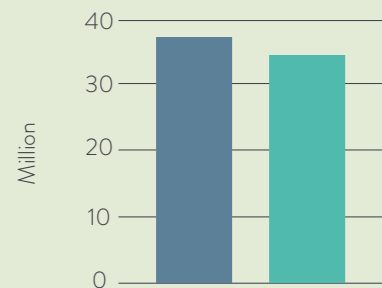
Our surplus for the year to 31st March 2022 was:

£2,852,075 vs. **£644,495***

*2021



The Association's reserves have increased from **£34,265,569** to **£37,117,645**.



INCOME AND EXPENDITURE

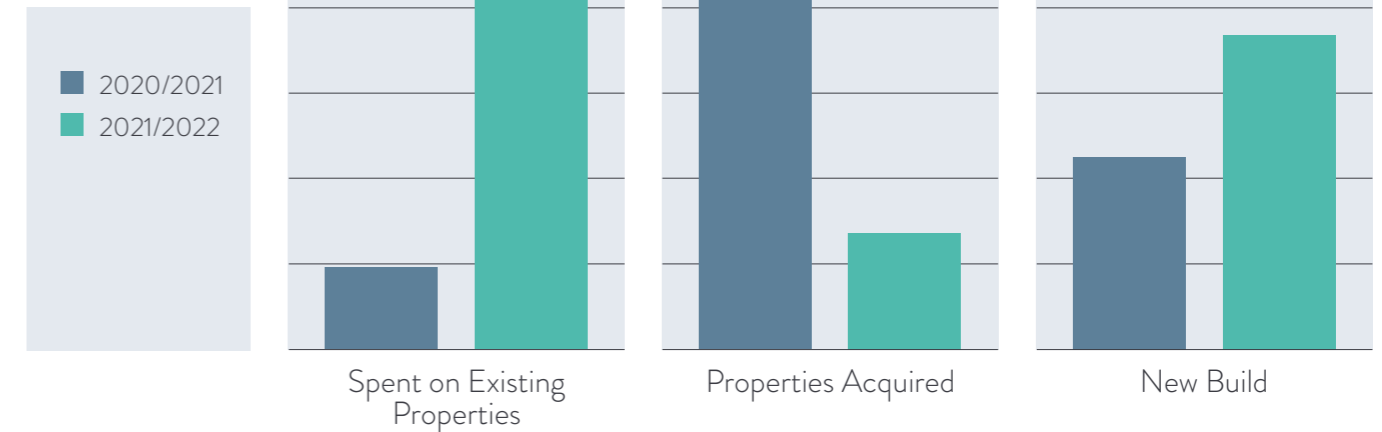
The tables below summarise the Association's income and expenditure for the year ended 31st March 2022 and 31st March 2021.

Income	2021(£)	2022 (£)
Rent	13,534,542	14,280,948
Factoring	1,001,535	1,298,686
Other Income	1,398,786	1,789,387
Interest Receivable	15,963	2,662
Gain/loss on Sale of Fixed Assets	(6,927)	24,339
Pension Gain	-	1,131,000
Total Income	15,943,899	18,527,002

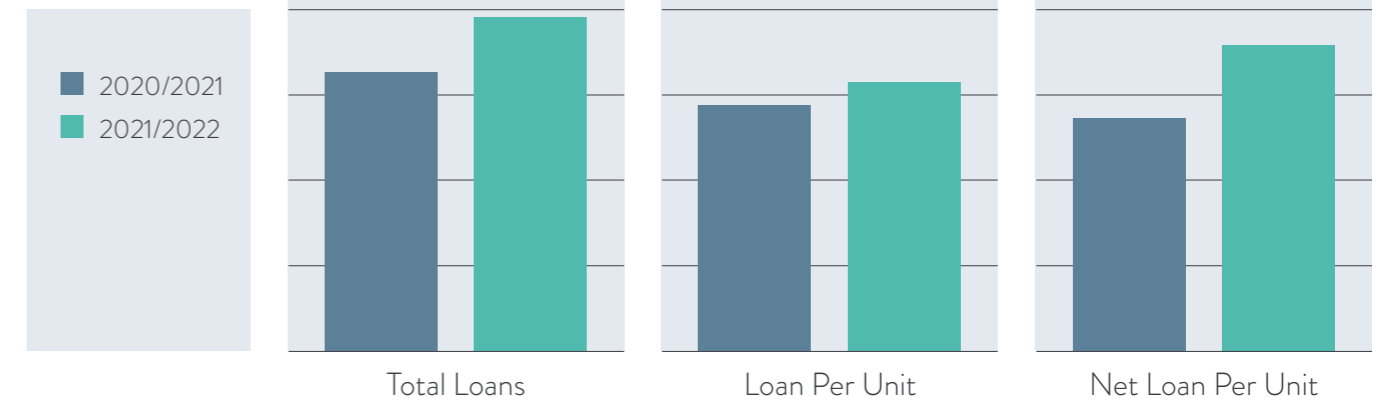
Expenditure	2021(£)	2022 (£)
Rented Accommodation	10,362,466	11,047,288
Factored Accommodation	974,939	1,285,687
Loan Costs	1,449,864	1,574,438
Other Costs	995,915	1,767,514
Pension loss	1,473,000	-
Total Expenditure	15,256,184	15,674,927

Balance of Comprehensive Income	2021(£)	2022 (£)
Previously gain or loss	687,715	2,852,075

ASSETS



LOANS



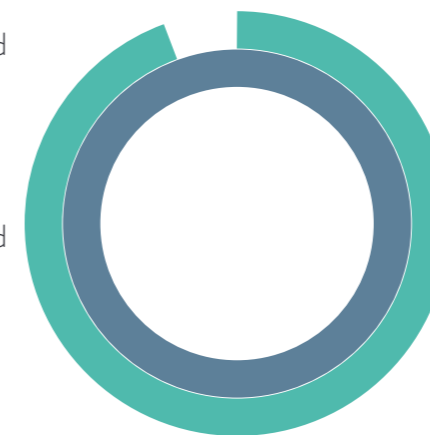
GRANTS RECEIVED

Total Received in 2020/21:

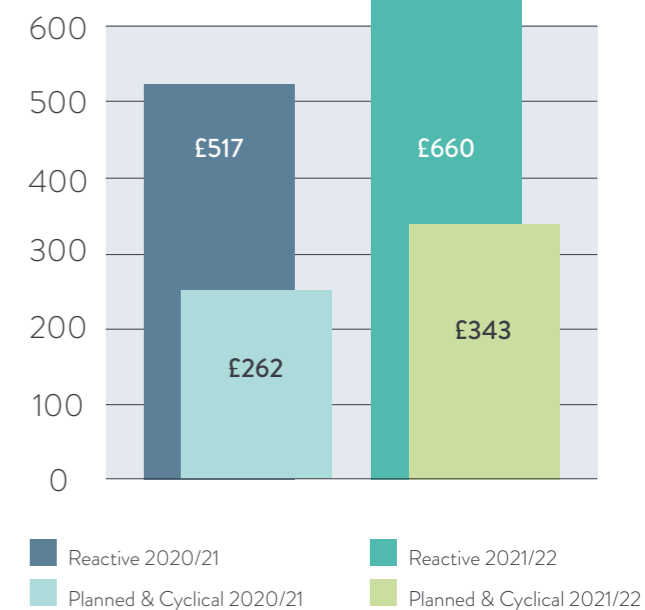
£6,103,747

Total Received in 2021/22:

£6,781,985



REPAIRS SPEND PER UNIT





GET INVOLVED

Help to improve your area
by joining the Association.

If you live in the Gorbals, you can join for a one-off payment of £1.

Members can vote at our AGM, and be put forward for a place on our Management Committee.

Contact us for an application form and help shape the future of our neighbourhood.

CONTACT US

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NEW ———
GORBALS
HOUSING ASSOCIATION ———

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