

# OUR PERFORMANCE REPORT

2021/22

Each year we publish this report to help our tenants understand how we are performing. We agreed with our Tenants Panel that we would compare our own performance figures against Wheatley Homes Glasgow, (formerly Glasgow Housing Association, or GHA), Govanhill Housing Association, the Registered Social Landlord (RSL) average, and our own figures from the previous year.

Our Tenants Panel told us that they felt that comparing our performance against the RSL average was more meaningful than the overall Scottish average, which includes local authority landlords.

After a couple of interrupted years, we are very keen to check in with our tenants to find out if this is still the information that you want.

We will be discussing what performance information we should be reporting on, and who we should be comparing ourselves with, at the Tenants Panel this year. We will also be giving all tenants the opportunity to contribute through an online consultation. You'll hear more about this in our Summer Newsletter.

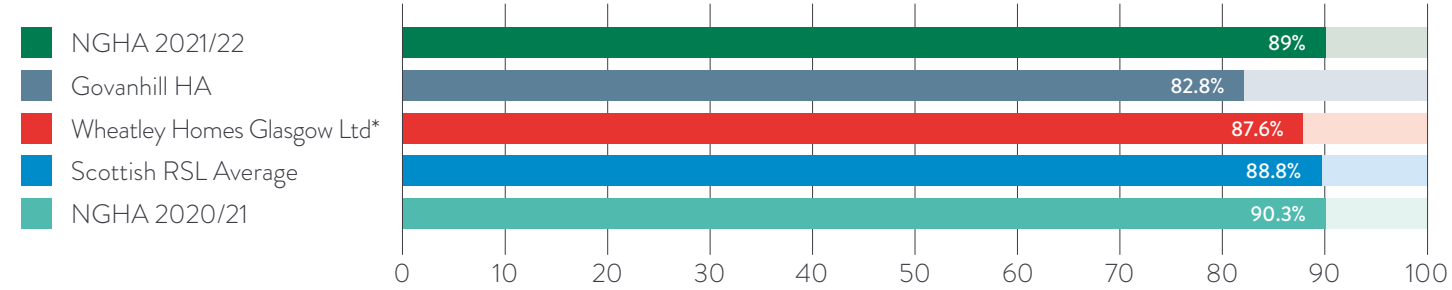
To be in with the chance to win £50 you can let us know your thoughts about this report by filling in the form on page 7 and returning it in the pre-paid envelope provided.

You can read about how we performed against the Scottish average, and any other social or local authority landlord, at [scottishhousingregulator.gov.uk](https://www.scottishhousingregulator.gov.uk). This is also where you can find our full Annual Return on the Charter. Please contact our office if you would like us to send you a paper copy of this information.

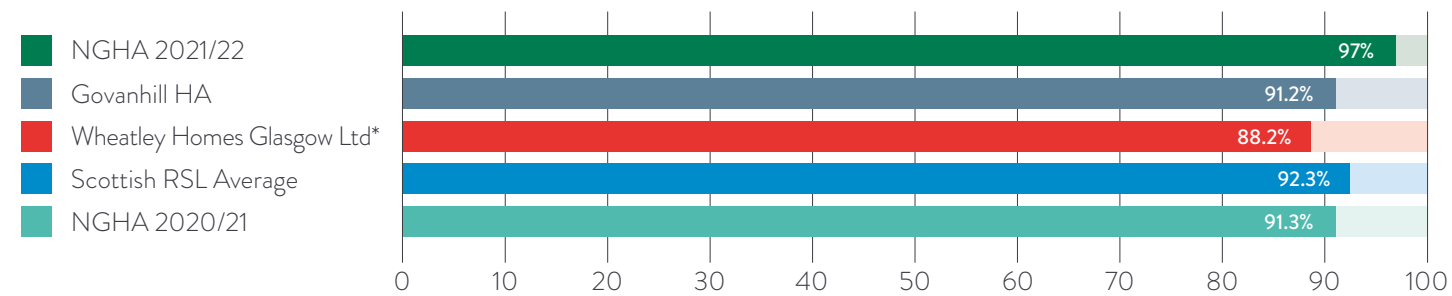
# TENANT SATISFACTION

We had an independent Tenant Satisfaction Survey carried out in the summer of 2021. Our 2021/22 satisfaction figures reported here are from that survey. If you would like more information about how our Tenant Satisfaction Survey was carried out please get in touch.

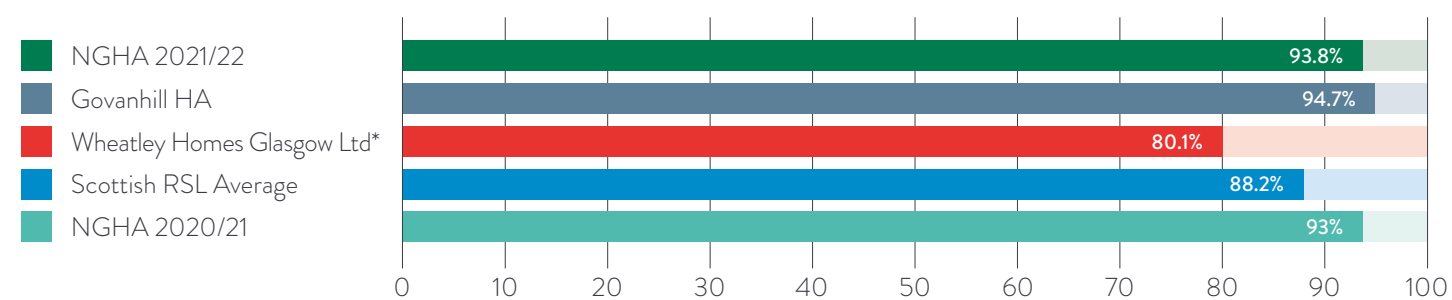
Percentage of tenants satisfied with the overall service provided by their landlord



Percentage of tenants who felt their landlord is good about keeping them informed about their services and outcomes



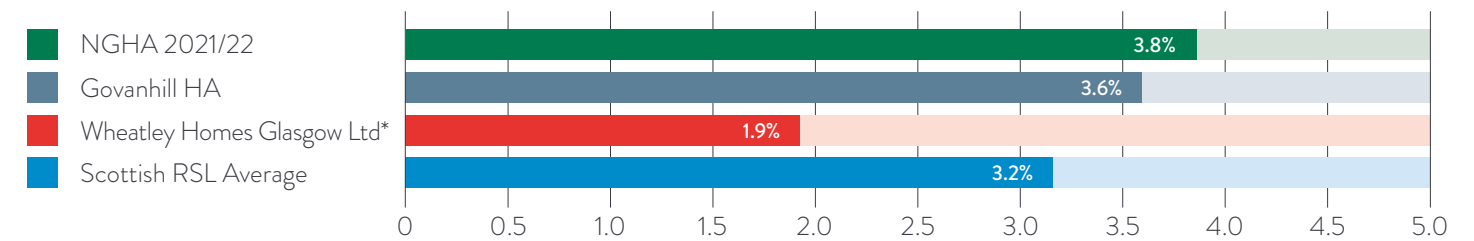
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision-making



# VALUE FOR MONEY

We work to keep our rents affordable whilst providing the highest possible quality of housing, environment and services to our tenants.

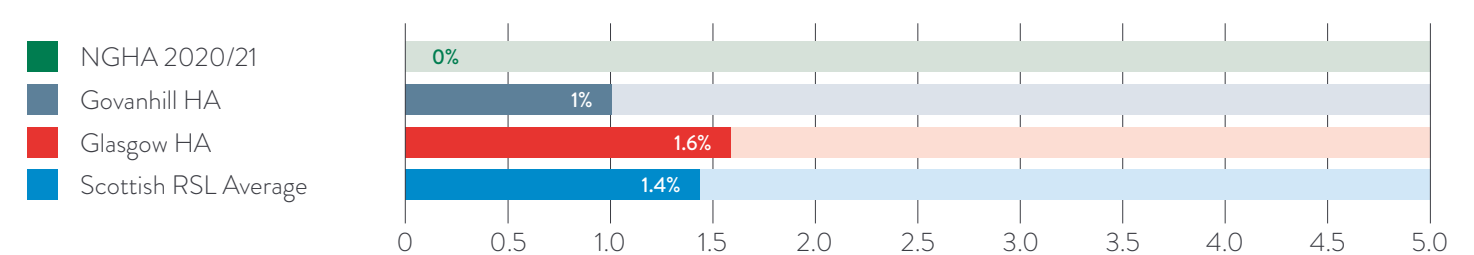
Percentage weekly rent increase applied 2021-22



Average Weekly Rent

	NGHA 2021/22	Govanhill HA	Wheatley Homes Glasgow Ltd*	Scottish RSL Average	NGHA 2020/21
1 apartment	58.81	75.38	73.64	80.86	59.25
2 apartment	77.41	87.04	83.96	87.79	74.16
3 apartment	84.99	94.51	89.63	89.82	85.37
4 apartment	98.84	107.76	103.98	99.08	96.73
5+ apartment	110.12	125.07	113.92	109.33	110.12

Percentage weekly rent increase applied 2020-21

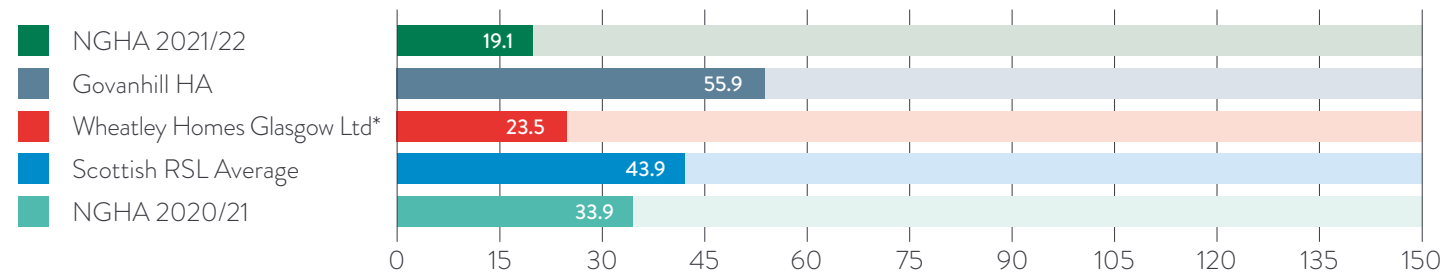


\*(formerly GHA)

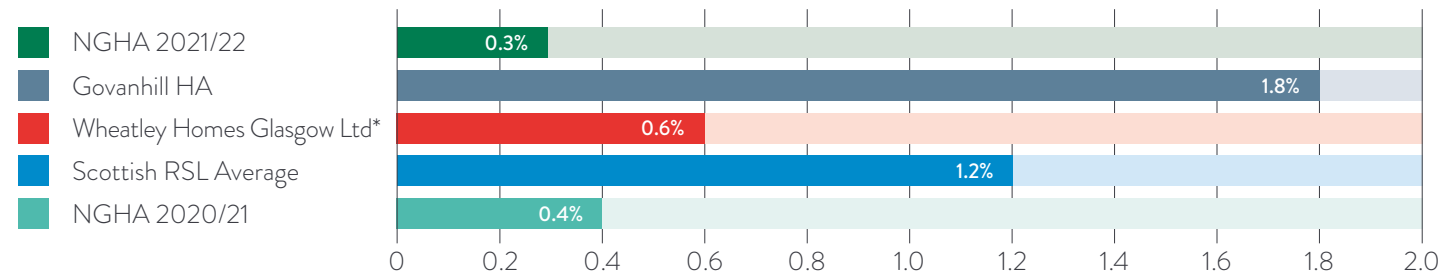
## VALUE FOR MONEY (cont.)

We work hard to make sure that homes are not sitting empty for long between tenancies. This means that we can offer people tenancies quicker and that the Association is not losing money that can be spent on our services.

Average length of time in days taken to re-let homes



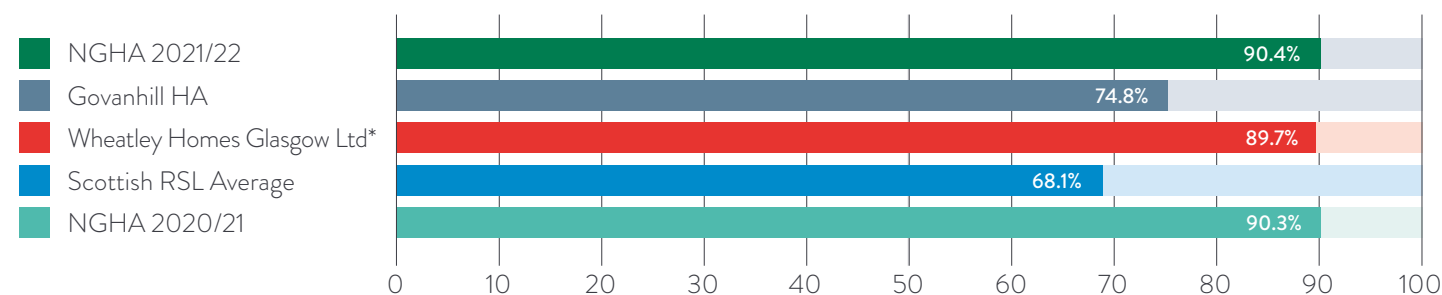
Rent not collected due to homes being empty



## HOUSING STANDARDS

Housing quality is measured against the Scottish Housing Quality Standard (SHQS). This means social landlords must make sure that our tenants' homes are; energy efficient, safe and secure, not seriously damaged, and have kitchens and bathrooms that are in good condition. We reported to the Housing Regulator that **90.4%** of our homes meet the SHQS. We have a number of older properties with narrow "galley" kitchens and inadequate kitchen storage. It is physically impossible to change these kitchens to meet the standard so these properties have been determined as exempt. If we didn't include these properties in our report **99.4%** of our homes would meet the SHQS.

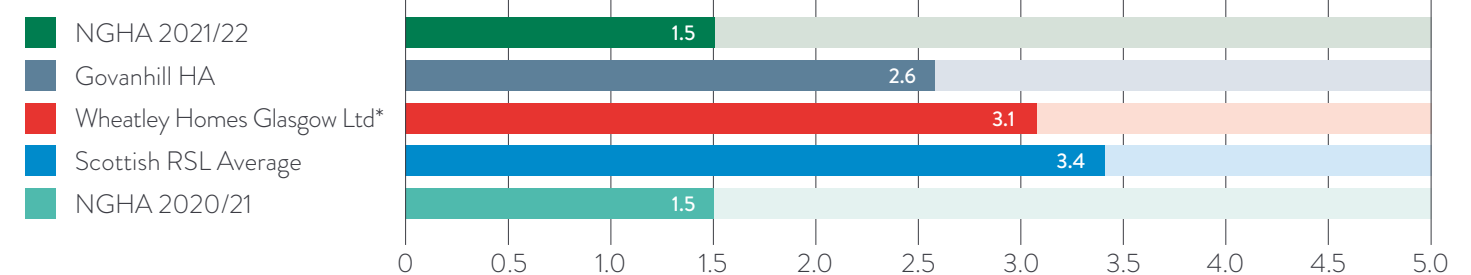
Percentage of homes, including exempt stock, meeting the Scottish Housing Quality Standard



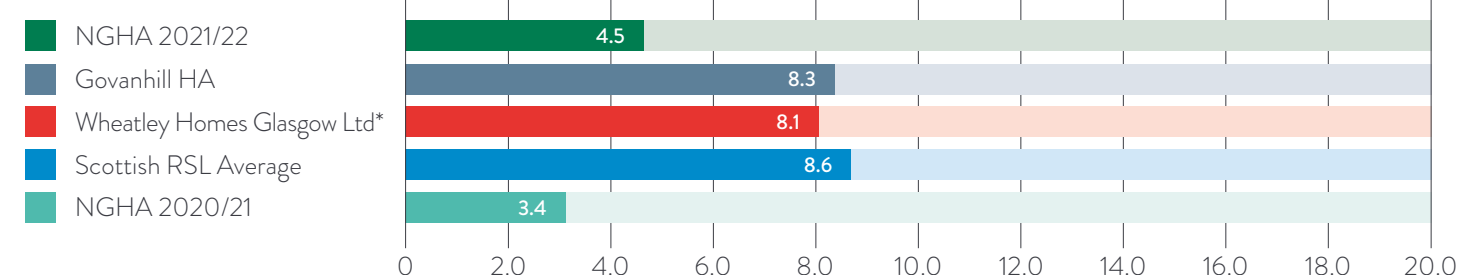
## REPAIRS

We have continued to perform well across our repairs indicators. There has been an increase in average time taken to complete non-emergency repairs when compared to 2020/21, however, like other social landlords, we completed fewer repairs during 2020/21 due to coronavirus restrictions. The average time of 4.5 days to complete non-emergency repairs in 21/22 compares well with 2019/20 when it was 4.9 days.

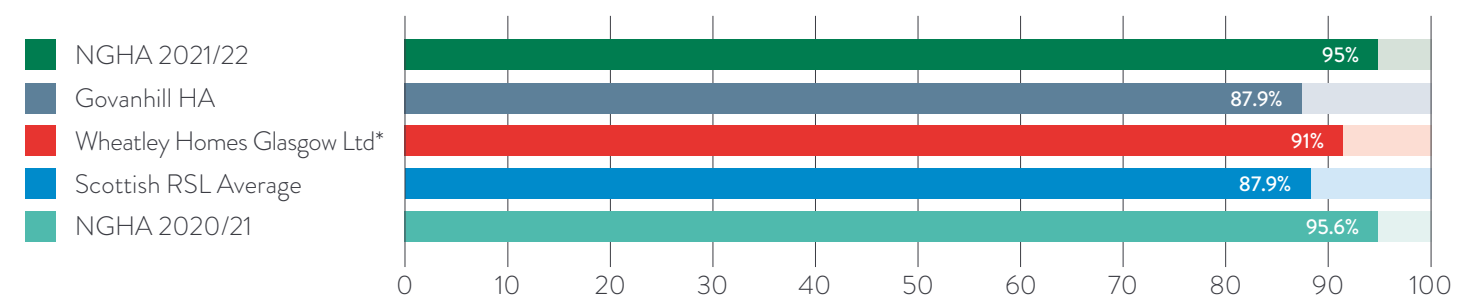
Average time in hours taken to complete emergency repairs



Average time in days to complete non-emergency repairs



Reactive repairs carried out in the last year completed right first time

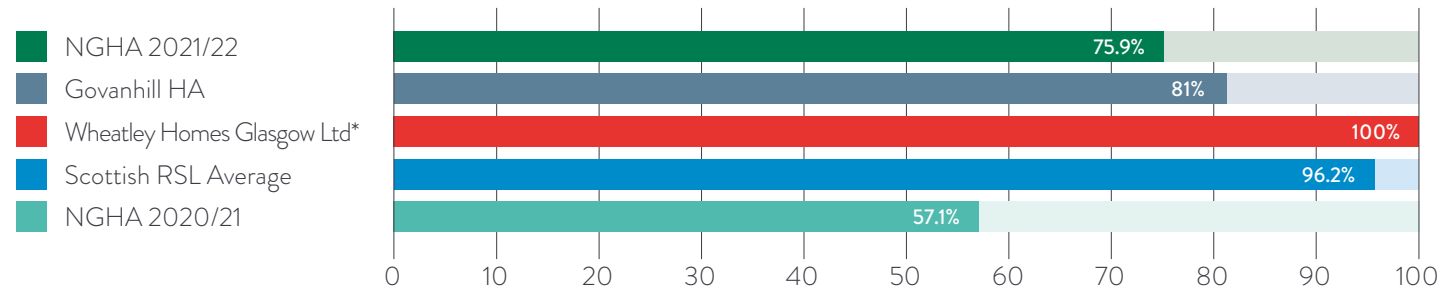


\*(formerly GHA)

## NEIGHBOURHOODS

The total number of Anti-social behavior (ASB) cases we have in the area remains low. In 2021/22 we received 35 ASB complaints for every 1000 units we own. This is lower than the average for Registered Social Landlords that year (83) and, for comparison, far lower than the Wheatley Group (113).

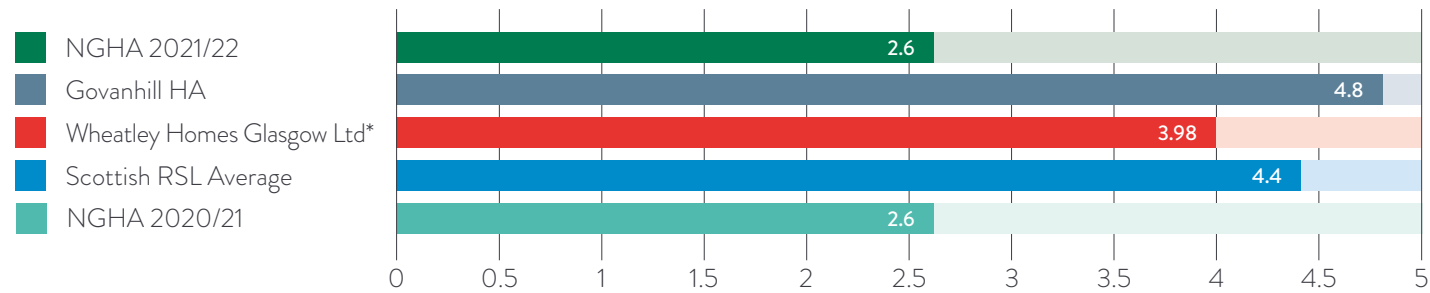
Percentage of anti-social behaviour cases resolved



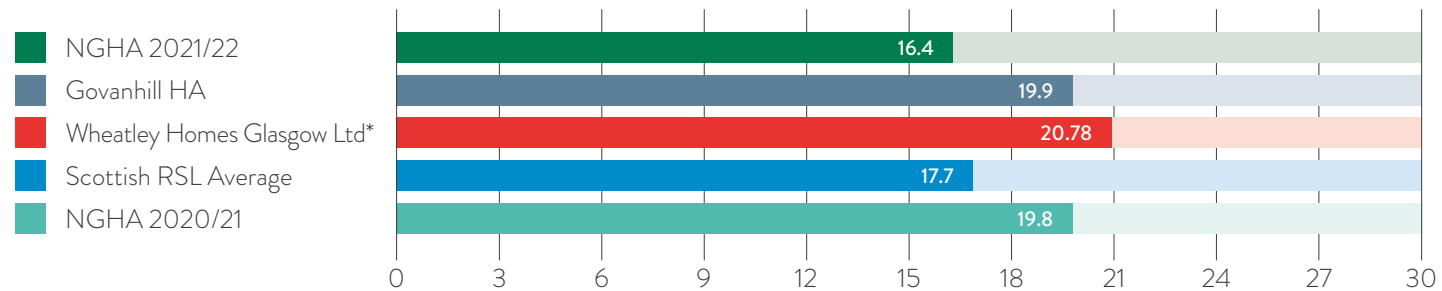
## COMPLAINTS

When something goes wrong we do our best to resolve it as quickly as possible. We continue to resolve complaints quicker than the average for Registered Social Landlords and we have improved our timescales for resolving Stage 2 complaints compared to last year. Stage 2 complaints are more complex complaints that need to be investigated by a senior member of staff.

Average number of days to respond to stage 1 complaints



Average number of days to respond to stage 2 complaints



\*(formerly GHA)

## WHAT DO YOU THINK OF OUR PERFORMANCE?

We want to know what you think about our performance. If you have any comments or suggestions about our annual report and performance information, please fill in the box below and return this tear off slip to us. Please use the pre-paid envelope provided to return your form.

Name:

Address:

Postcode:

Telephone:

Email:

Comments:

Your comments help us to set our priorities and introduce service improvements that are important to you and your family. If you return feedback to us, you will be entered into a prize draw for **£50**. The lucky winner will be picked at random. You can also contact us by email or phone to give your feedback.

Call – 0141 429 3900

Email – [kimmurray@newgorbalsha.org.uk](mailto:kimmurray@newgorbalsha.org.uk)



# BE INVOLVED

As a Community Controlled Housing Association, we are run by our members in the form of our Management Committee. If you live in the Gorbals, you can become a member of the association for just £1.



Would you like us to get in touch about how to join the Association?

Yes

No

**NEW** \_\_\_\_\_  
**GORBALS**  
HOUSING ASSOCIATION \_\_\_\_\_

Thank you for taking the time to let us know what you think. There are many ways to share your views:

Email us at:  
[admin@newgorbalsha.org.uk](mailto:admin@newgorbalsha.org.uk)

Give us a call on:  
0141 429 3900

Write to us at:  
200 Crown Street,  
Gorbals,  
Glasgow, G5 9AY