

# NEW GORBALS

HOUSING ASSOCIATION

## ANNUAL REPORT 22/23

### CHAIRPERSON'S FOREWORD

2022/23 brought back a more familiar normal for our services as we saw the restrictions that were in place during the COVID19 pandemic lifted. I am pleased to say that the Association responded well and we got our repairs and appointments back to pre-pandemic levels.

The lifting of restrictions also meant that we could come together in person with the community again. There was a record attendance of over 1,000 people at the 2022 Gorbals Fair. From Christmas Lights to community meals, it has been so great to see people engage in our community events in person again.

A key priority for the Association has been the re-housing of tenants at 305 and 341 Caledonia Road. Thanks to the completion of several new build projects, we were able to suitably re-house almost every tenant by April 2023 and by August 2023 all tenants were in their new homes.

The Association is now moving onto the task of demolition of the multi-storeys. I will be sad to see them removed from the skyline but also excited to see our regeneration plans take a step forward, as we provide more high-quality new homes that will better suit the needs of the people of the Gorbals in the coming years.

Behind the scenes a new computer system has been introduced, and it is having a positive impact on how staff at New Gorbals work. The new system is just the first phase of an overall business improvement project, which will see several processes and practices updated over the next couple of years. This will make things more efficient for New Gorbals staff and tenants alike.



**Jean Miller**  
CHAIRPERSON OF NGHHA

The year has not been without its challenges however, as increasing inflation and the rise in cost of living put pressure on our tenants and the Association itself. In response, the Association has secured more than £45,000 in grant funding to support tenants facing food and fuel poverty as a result of the spiralling cost of living. To further support our tenants through the crisis, we have engaged the help of HEAT energy advice who have already achieved household savings of £27,771 for New Gorbals tenants. We have also set up a free, fortnightly community evening meal in St Francis Hall and supported 300 of our most vulnerable households with food vouchers.

The 2022/23 period did end on a positive note as the Association was awarded funding from the Scottish Government Ukrainian Longer Term Housing Resettlement Fund. This has allowed us to modernise 24 void properties and welcome our first Ukrainian families under this scheme to Gorbals, with more renovations taking place in 2023/24.

It has been another event-filled year at New Gorbals with plenty more to look forward to in the regeneration of Caledonia Road, business improvement project and Ukrainian resettlement. I would like to thank all of the staff and my fellow committee members for their continued efforts to make all of this possible and for continuing to provide an excellent service for the people of Gorbals.



## DEVELOPMENT

The Association invested a further **£3.5 million** in the development of new homes for social rent in the Gorbals in 2022/23. This investment was funded through grant from the Scottish Government and Glasgow City Council.



### NORTH GATE

Our landmark development North Gate reached completion in summer 2022, marking the final milestone in the Crown Street Regeneration Project, which began in 1990. These 31 homes were primarily allocated to older tenants moving from the Caledonia Road multi-storeys. The communal facilities within North Gate also means that tenants can continue to receive support from the Living Well service.

### PURCHASES

Working with Urban Union, we completed the purchase of 27 homes in the block wrapping around the old tenement at 166 Gorbals Street. These homes are for the planned re-housing of tenants from the Caledonia Road multi-storeys and tenants began moving into them in early 2023.

In addition, we also received funding approval for 66 new homes due to start in 2023/24.



**93 NEW HOMES PURCHASED**



### CALEDONIA ROAD DEMOLITION AND DEVELOPMENT

In early 2023, we began the process of tendering for a demolition contractor for the multi storey blocks at 305 and 341 Caledonia Road. We expect to award the contract by the end of 2023, with the demolition process taking approximately 18 months to complete.

We also began exploring proposals for the future development of the site. The proposals were presented by architects, Elder and Cannon, and considered the layout of the site, the general configuration of the proposed housing, storey heights, likely numbers of houses, amenity space provision and car parking.

**DEMOLITION PROCESS WILL TAKE APPROX 18 MONTHS TO COMPLETE**



### COLISEUM DEVELOPMENT

We also secured an agreement with the Scottish Government and Glasgow City Council over the funding of the development of Phase 2 of this project. This will see the Association develop another 26 units for social rent, with building expected to commence in late 2023.



# OUR HOMES

Gorbals is a very popular area and at the end of 2022/23 there were over 5,000 people on our housing list seeking a home with us. However, only a small percentage of properties become available each year. We have been looking to get a better picture of housing need in the area by reviewing our housing list, with a review commencing in 2023/24.

Our allocations in 2022 focused mainly on the re-housing of our tenants at 305 and 341 Caledonia Road and as part of this project we have seen a reduction in the number of our social homes available for rent.

## HOUSING SERVICES RESTRUCTURE AND BUSINESS IMPROVEMENT

In October 2022 we implemented a new housing management software system, to allow us to manage tenancies more efficiently.

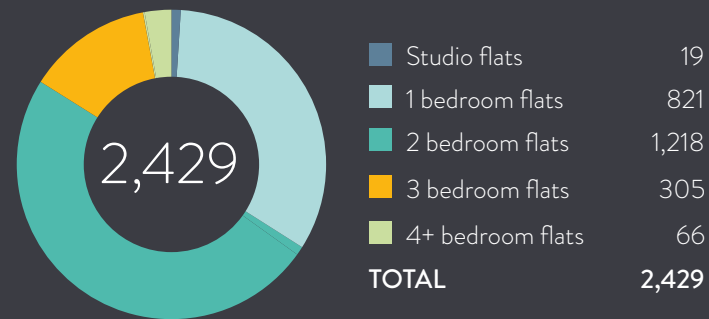
As part of this business improvement, the decision was taken to restructure the existing housing services team, moving from specialist teams of Arrears Recovery and Allocations & Estates to more generic working.

Generic Housing Officers are responsible for all aspects of a household's tenancy, including things like arrears, allocations, anti-social behaviour and estate management in a smaller patch. By operating on a smaller patch, providing a one-stop shop to tenants, Housing Officers will be better placed to meet the needs of tenants and deliver outstanding customer service. The restructure and associated staff training took place in early 2023 to prepare for the new working model to commence from April 2023.



## OUR HOMES FOR SOCIAL RENT

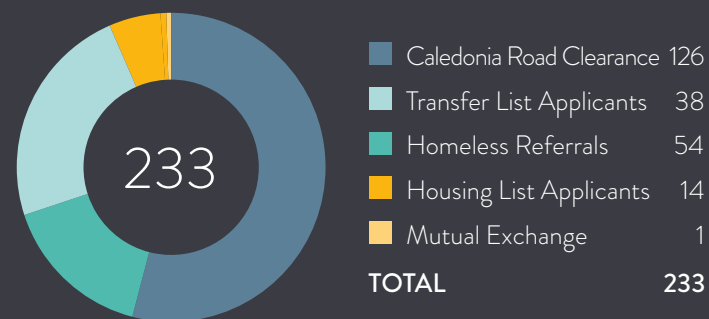
At the 31st March 2023 we had 2429 homes for social rent.



As well as managing and maintaining our 2,429 homes for social rent we:

- Own and maintain 2 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 1,881 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.



## CALEDONIA ROAD RE-HOUSING

In 2022 we continued our concentrated efforts to rehome the remaining residents of 305 and 341 Caledonia Road. Thanks to the completion of new build developments in Crown Street and Bedford Street, as well as using homes that have become vacant in our existing stock, we were able to re-house almost all remaining tenants of the multi-storey blocks by April 2023 and the final tenants left the buildings in the summer of 2023.

## 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:

**99.5% of rent due**

At March 31st 2023 our total gross rent arrears were

**< 4.07% of annual rent**

## RENT INCREASE

Following a consultation with tenants in November 2022, we applied a 7% rent increase in April 2023.

We understand that this is a larger increase than normal, especially compared to recent years where no increase was applied during the pandemic and a 3.8% rise was applied in 2022.

However the rapidly rising inflation in the past year has had a direct effect on the cost to provide services to our tenants such as repairs, bulk uplift, landscaping and close cleaning, which tenants' rent pays for.

It is expected that the cost of delivering the Association's services is going to increase by 15% in 2023. Whilst we understand that a 15% increase would not be affordable to tenants, the 7% increase applied will allow us to maintain a standard of service, whilst delaying things like our modernisation programme to manage the shortfall.

We will continue to provide as much support as we can to tenants through our welfare rights service and cost of living initiatives, to try and reduce financial hardship as much as we can.



## REPAIRS AND MAINTENANCE

This year we carried out **10,791 repairs** and asked tenants how satisfied they were with our service.

Of the 1,773 tenants who responded, **99.5%** told us that they were satisfied with our repairs service.

**100%** completed gas safety checks within the last 12 months.



### ACCESSIBILITY

This year we carried out **34 adaptations** so that our tenants could live in homes suited to their individual needs.

**£1,118,038** was spent on adaptations

**£18,930** was funded by the Association

**£1,099,108** grant funded

### RIGHT FIRST TIME

We carried out **9,666** non-emergency repairs in our social housing stock this year.

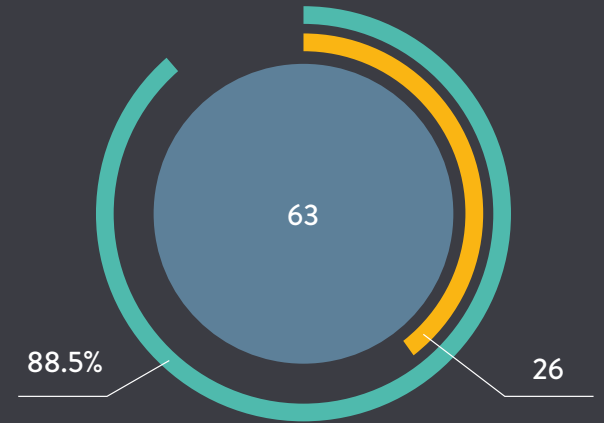
**8,966** of those repairs were completed 'right first time' which means they were completed within our target timescales and without the need for further appointments.



### LEARNING FROM COMPLAINTS

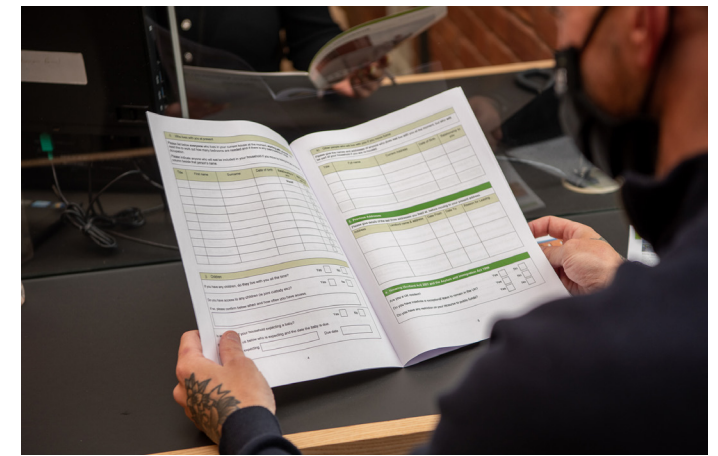
Our aim is to make it simple for you to complain to us when something has gone wrong. Our Complaints Handling Procedure helps us to make things right when you are unhappy with our service.

- Total complaints received in the past year
- Complaints upheld in the past year
- Complaints responded to within Scottish Public Service Ombudsman timescales in the past year



### STOCK CONDITION SURVEY

The Association began to collate our stock condition data to enable us to conduct a full Stock Condition Survey. With background work and analysis completed in 2022/23 the surveys will take place throughout 2023/24, noting the conditions of our full housing stock. This will help form our Asset Management plans and allow us to work towards Net Zero commitments.



### UKRAINIAN REFUGEE RESETTLEMENT

During this year, the Association received funding from the Scottish Government's Ukrainian Longer Term Housing Resettlement Fund (ULTHR Fund) which allowed us to modernise 24 flats for displaced Ukrainian families.

This money has allowed us to bring 24 previously void properties up to a condition where they can function as homes in the area. They were previously not in a condition that we could make them available to our housing lists.

The first properties were handed over in February 2023 with the first tenants settling into their new homes well. The ULTHR Fund will allow us to bring further properties up to a standard where we can make them available to more Ukrainian refugees in 2023/24.



**MODERNISATION OF  
24 FLATS  
FOR DISPLACED  
UKRAINIAN FAMILIES  
IN 2022/23 WITH FURTHER  
PROPERTIES TO FOLLOW IN 2023/24**



## SUPPORTING TENANTS AND COMMUNITIES

### FOOD AND FUEL

The cost of heating homes and buying food has been steadily increasing since the pandemic, turning into a Cost of Living Crisis over the past financial year.



Food and Fuel Support 22/23 in numbers

**397** Big Gorbals Dinners

**7,000** Social bite meals

**1,380** Community breakfasts

**174** referrals to HEAT service

resulting in **£27,771** savings for tenants

### COST OF LIVING SUPPORT FOR TENANTS

A dedicated cost of living group was set up within the Association in September 2022, in response to the Cost of Living Crisis. The group's role is to find routes to support people experiencing food and fuel poverty as a result of the crisis.

In just six months to March 2023, the group has:

- Set up a fortnightly, free community evening meal, serving 397 Big Gorbals Dinners
- Supported 300 vulnerable households with a £50 food voucher
- Sourced £45k of grant funding for cost of living support
- Partnered with HEAT to offer tenants fuel advice, referrals and support
- Partnered with Cash For Kids to ensure 289 Gorbals children received a £45 voucher before Christmas and support
- Held cost of living events in St Francis Centre, Blackfriars Primary and St Francis Primary offering advice and external support for tenants.



### WELFARE RIGHTS

Between April 2022 and March 2023, our dedicated Welfare Rights team helped local people to secure over £2,100,000 that they were entitled to.

**£2,100,000**  
secured

### BIG GORBALS FAIR

We were delighted that the Big Gorbals Fair was able to return in-person in June 2022, following the Covid 19 pandemic. Over 1,000 local people came together to enjoy music, food, entertainment, sports and of course the Big Gorbals Parade. We look to build on the multi-venue and partnership approach in forthcoming Fair events.



#### AT HOME IN THE GORBALS

In the first year of the At Home in the Gorbals project, the Association has been able to support 35 of our most vulnerable tenants through their first month of living in their new home. Households have been supported with heating costs and food vouchers for the first month of their tenancy, as well as receiving essential household items to get settled in their new home.



### GORBALS IDEAS FUND

The Gorbals Ideas Fund launched the Your Priorities Platform in January 2022, with the first full cycle of the community budgeting project taking place throughout the year.



The project initially gathered ideas from local people, asking them for suggestions of activities and projects which could improve their local community. From there, people could support ideas on the platform, with the most popular ideas developed and costed before going to a community vote. Following the vote in October, seven projects were awarded funds:

Gorbals Community Pantry, Community Cinema Wellbeing Hub, Repair Café, Sanctuary Garden & Growing Spaces, Community Football and Gorbals Arts Group.

### EVENTS

Building on **International Women's Day** celebrations in 2022, this year the Association expanded the offering to a week of events centred on wellbeing, gathering, song and craft. Over 80 local Gorbals women came together across the week to celebrate.

Our **Christmas Light celebration** took place on 2nd December 2022, spreading Christmas cheer to over 500 local people with the Association providing hot drinks, mince pies, sweets, music, activities and more for families to enjoy. We continued to provide fun activities and meals to primary-school aged children during the Easter, summer and October school holidays, thanks to funding from **Children's Holiday Food Programme** via Glasgow City Council.

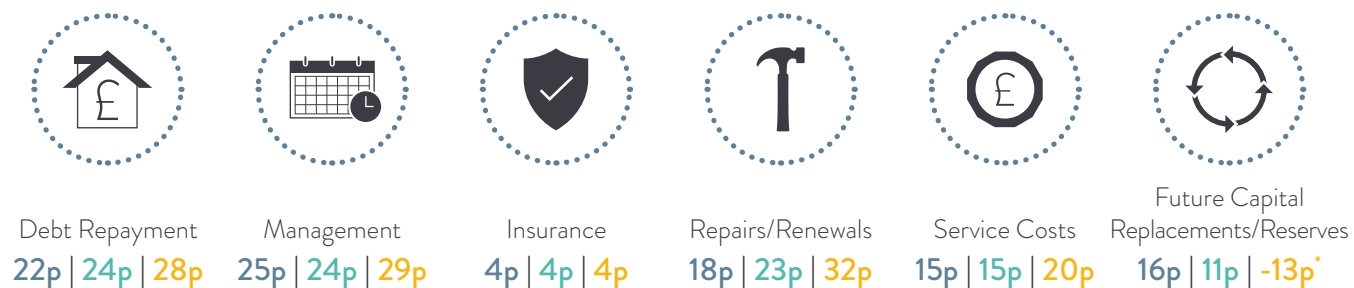
Our **Easter Eggstravaganza** returned to mark one full year of in-person events post-pandemic. More than 500 local people enjoyed this free community celebration featuring music, food, entertainment and even a visit from the Easter Bunny.

# FINANCE

## MONEY SPENT

The following table shows how we spent each £1 of rented income received during the year **2020/21**, **2021/22** and **2022/23**.

### BREAKDOWN OF £1.00 OF RENT



## SURPLUS AND RESERVES

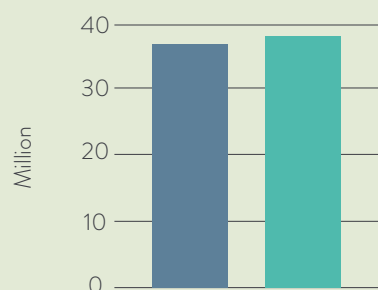
Our surplus for the year to 31st March 2023 was:

**£923,165** vs. **£2,852,075\***

\*2022



The Association's reserves have increased from **£37,117,645** to **£38,040,804**.



## 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	2022 (£)	2023 (£)
Rent	14,280,948	13,753,490
Factoring	1,298,686	1,153,808
Other Income	1,789,387	981,196
Interest Receivable	2,662	87,667
Gain/loss on Sale of Fixed Assets	24,339	-
Pension Gain	1,131,000	-
<b>Total Income</b>	<b>18,527,002</b>	<b>15,976,161</b>

Expenditure	2022 (£)	2023 (£)
Rented Accommodation	11,047,288	12,404,085
Factored Accommodation	1,285,687	1,200,769
Loan Costs	1,574,438	2,083,289
Other Costs	1,767,514	-
Pension loss	-	518,000
<b>Total Expenditure</b>	<b>15,674,927</b>	<b>16,206,143</b>

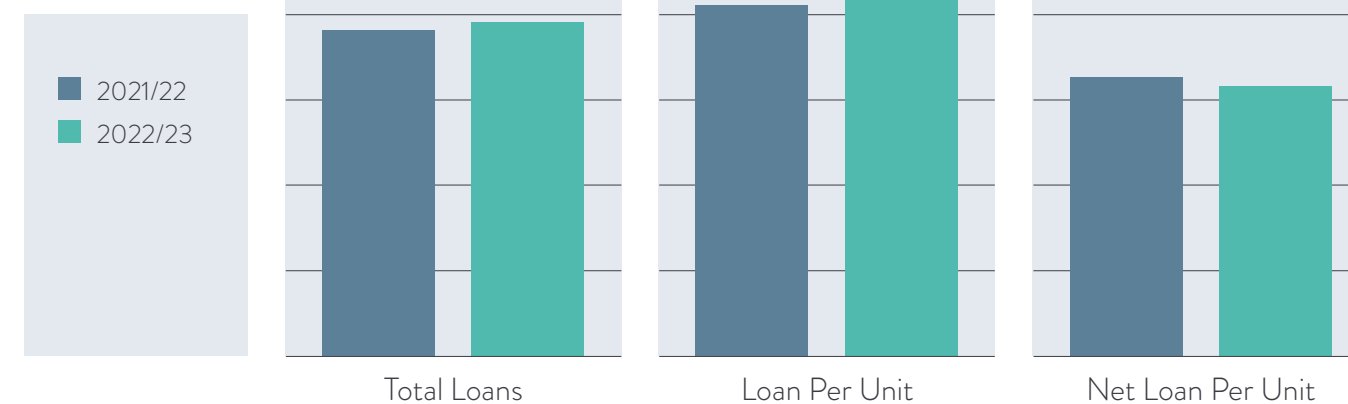
Balance of Comprehensive Income	2022 (£)	2023 (£)
Previously Gain or loss	2,852,075	(229,982)

\*the change in debit dates resulted in one less month rent being recognised in the year and required support from surplus on other activities. This change is only a timing difference and will equal out during 2023.

## ASSETS



## LOANS



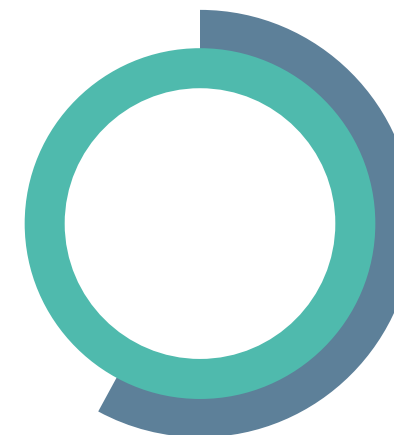
## GRANTS RECEIVED

Total received in 2021/22:

**£6,781,985**

Total received in 2022/23:

**£3,947,289**



## REPAIRS SPEND PER UNIT



This information is an extract from New Gorbals Housing Association's 2022/23 Annual Accounts. \*Repairs costs have been affected by the cost of living crisis where materials have increased between 15% and 40%.





## GET INVOLVED

### WANT TO MAKE A REAL DIFFERENCE IN THE GORBALS?

Help us to improve your area by joining the Association.

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

Membership is for life and means you'll be able to meet new people and gain useful skills whilst sharing your views and ideas on how we can improve Gorbals for everyone who lives here.

#### MEMBERSHIP BENEFITS INCLUDE:

- Eligible to vote at our AGM
- Specialist membership publications sent to your door
- Access to membership-only events
- Eligible to 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

200 Crown Street, Gorbals,  
Glasgow, G5 9AY

#### CALL US AT:

0141 429 3900

#### EMAIL US AT:

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

**NEW**  
**GORBALS**  
HOUSING ASSOCIATION

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