



Landlord name: New Gorbals Housing Association Ltd

RSL Reg. No.: 211

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Approval

A1.1	Date approved	14/05/2024
A1.2	Approver	Mary Reilly
A1.3	Approver job title	Head of Finance
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Fraser Stewart
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.80
C1.2.2	the number of office based staff	46.70
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	7.00
C1.2.5	the number of direct labour staff	41.00
C1.2.6	the total number of staff	100.50
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	17.24%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	15.80%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.49%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	195
C3.2	The number of 'supported housing' lets during the reporting year	7
Indicator C3		202



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	60
C2.2	The number of lets to housing list applicants	21
C2.3	The number of mutual exchanges	9
C2.4	The number of lets from other sources	49
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	72
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	202

Annual Return on the Charter (ARC) 2023-2024

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

In 2023/24 NGHAs were successful in applying to the Ukrainian Long Term Resettlement Programme which resulted in the modernisation of 52 long-term void properties and the re-housing 49 Ukrainian refugee households. The remaining 3 properties were let out with the reporting year (24/25). As per the technical guidance these lets are represented in 'Lets from other sources'.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	400
1.1.2	the fieldwork dates of the survey	08/2021
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	220
1.2.2	fairly satisfied	136
1.2.3	neither satisfied nor dissatisfied	14
1.2.4	fairly dissatisfied	11
1.2.5	very dissatisfied	18
1.2.6	no opinion	1
1.2.7	Total	400

Indicator 1	89.00%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

NGHA is scheduled to undertake a revised, comprehensive Tenant Satisfaction Survey in the summer of 2024, which will provide update satisfaction information for the next ARC return. We will then move to a cycle of refreshing this data on a two yearly cycle.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	400
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	242
2.2.2	fairly good at keeping them informed	146
2.2.3	neither good nor poor at keeping them informed	5
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	3
2.2.6	Total	400

	Indicator 2	97.00%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	400
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	191
5.2.2	fairly satisfied	184
5.2.3	neither satisfied nor dissatisfied	17
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	3
5.2.6	Total	400

	Indicator 5	93.75%
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Annual Return on the Charter (ARC) 2023-2024

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

NGHA is scheduled to undertake a revised, comprehensive Tenant Satisfaction Survey in the summer of 2024, which will provide update satisfaction information for the next ARC return. We will then move to a cycle of refreshing this on a two yearly cycle.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	05/2024
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.00
C8.3	The date of your next scheduled stock condition survey or assessment	06/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

We are currently undertaking SCS of 100% of our stock and have employed an additional staff member to do this in-house. This information is then fed into our asset management database. We are also using our live SCS information to take a fabric first approach where we can do so cost effectively to improve the energy efficiency of our properties using our in-house labour resource.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,738	2,756
C9.2	Self-contained stock exempt from SHQS	131	131
C9.3	Self-contained stock in abeyance from SHQS	6	6
C9.4.1	Self-contained stock failing SHQS for one criterion	4	4
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	4	4
C9.5	Stock meeting the SHQS	2,597	2,615

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	2,597	2,615
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,597	2,615

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,738
6.1.2	projected to the end of the next reporting year	2,756
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,597
6.2.2	projected to the end of the next reporting year	2,615

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	94.85%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.88%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	132
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	115
7.2.2	fairly satisfied	15
7.2.3	neither satisfied nor dissatisfied	2
7.2.4	fairly dissatisfied	0
7.2.5	very dissatisfied	0
7.3	Total	132

	Indicator 7	98.48%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	1,085
8.2	The total number of hours taken to complete emergency repairs	1,434

Indicator 8		1.32
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	7,322
9.2	The total number of working days taken to complete non-emergency repairs	37,673

Indicator 9		5.15
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	6,644
10.2	The total number of reactive repairs completed during the reporting year	7,322

Indicator 10		90.74%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

	Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	162
	12.2 Of the tenants who answered, how many said that they were:	124
12.2.1	very satisfied	
12.2.2	fairly satisfied	16
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	4
12.2.5	very dissatisfied	7
12.2.6	Total	151

	Indicator 12	86.42%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

There is no change as all of our compliance checks are undertaken on a 10 month cycle, we are currently 100% compliant. All fire safety risks have been undertaken and we have recently completed an internal audit for tenant safety. We will follow this up this year with an external audit from Housing Health and Safety Compliance UK.



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	56	25
Complaints carried forward from previous reporting year	1	6
All complaints received and carried forward	57	31
Number of complaints responded to in full by the landlord in the reporting year	52	26
Time taken in working days to provide a full response	190	470

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	91.23%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	83.87%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.65
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.08



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	400
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	177
13.2.2	fairly satisfied	197
13.2.3	neither satisfied nor dissatisfied	15
13.2.4	fairly dissatisfied	10
13.2.5	very dissatisfied	1
13.2.6	Total	400

Indicator 13	93.50%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	229
14.2	The number of tenancy offers that were refused	36

Indicator 14		15.72%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	110
15.2	Of those at 15.1, the number of cases resolved in the last year	101

Indicator 15		91.82%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	9
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	3
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	300.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	300.00%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

I22 - The reason for the significant percentage of court actions resulting in eviction is simply due to actions raised in the previous reporting year and their outcome not being determined until this reporting period.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	2,456
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	206

Indicator 17		8.39%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	59
19.2	The number of approved applications completed between the start and end of the reporting year	49
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	10
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	10
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£57,947
20.2	The cost (£) that was grant funded	£98,361
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£156,308
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	5,206
21.2	The total number of adaptations completed during the reporting year.	49

		Indicator 21	106.24
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	79
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	79
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	77
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	77
23.7	The total number of accepted offers.	72

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	97.47%
Indicator 23 - The percentage of those offers that result in a let	93.51%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	190
30.2	The total number of calendar days properties were empty	2,370

Indicator 30		12.47
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	165
16.1.2	applicants who were assessed as statutory homeless by the local authority	54
16.1.3	applicants from your organisation's housing list	14
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	153
16.2.2	applicants who were assessed as statutory homeless by the local authority	51
16.2.3	applicants from your organisation's housing list	13
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	92.73%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	94.44%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.86%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£12,132,567
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£12,180,810

Indicator 26		99.60%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£531,454
27.2	The total rent due for the reporting year	£12,214,666

Indicator 27		4.35%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,898
28.2	The total value of management fees invoiced to factored owners in the reporting year	£331,548

Indicator 28		£174.68
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£12,214,666
18.2	The total amount of rent lost through properties being empty during the reporting year	£33,855

	Indicator 18	0.28%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.70%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,670
C6.2	The value of direct housing cost payments received during the reporting year	£7,336,857



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£193,947
C7.2	The total value of former tenant arrears written off at year end	£101,308

	Indicator C7	52.23%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	400
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	141
25.2.2	fairly good value for money	210
25.2.3	neither good nor poor value for money	28
25.2.4	fairly poor value for money	15
25.2.5	very poor value for money	6
25.3	Total	400

Indicator 25	87.75%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	211
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	53
29.2.2	fairly satisfied	104
29.2.3	neither satisfied nor dissatisfied	23
29.2.4	fairly dissatisfied	22
29.2.5	very dissatisfied	9
29.3	Total	211

	Indicator 29	74.41%
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Annual Return on the Charter (ARC) 2023-2024

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 29 - as per other satisfaction questions, NGHHA will be undertaking a refreshed Tenant and Owner Satisfaction Survey in the Summer of 2024, following which we will move to a two-yearly cycle of surveys.



Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Annual Return on the Charter (ARC) 2023-2024

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.