

OUR PERFORMANCE REPORT

2022/23

Each year we publish this report to help our tenants understand how we are performing. We agreed previously 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 comparing our performance against the RSL average was more meaningful than the overall Scottish average, which includes local authority landlords.

We reviewed this reporting process in August 2023 with a group of tenants. Following this review, it was felt that the information given is concise without getting lost in too much narrative or imagery. There was no real appetite to change the type of information provided, who we compare ourselves against, or the way the report is laid out.

However, tenants felt that it would be useful to have an indicator against this year's figures to show a change or trend on the previous year. It was also felt that narrative explaining a large change in year-on-year figures would be beneficial, so we have updated our reporting to reflect these points.

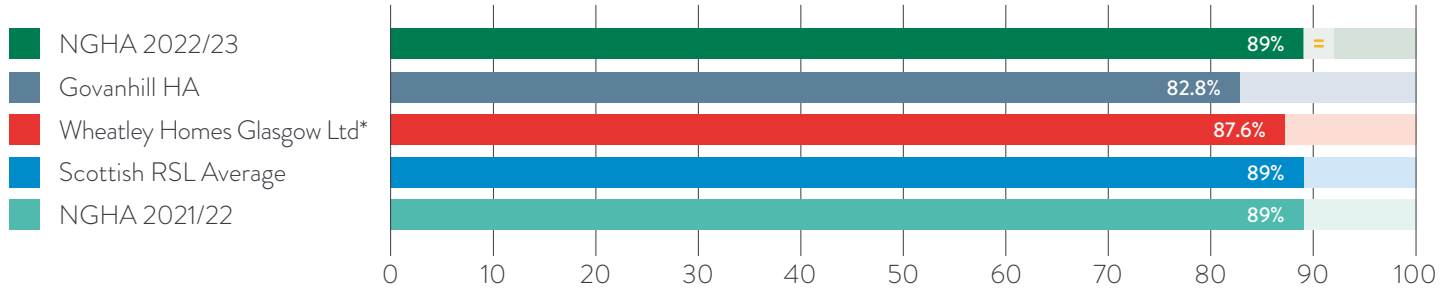
To be in with a chance of winning £50 you can let us know your thoughts about this report by filling in the form on page 7 and returning it in the prepaid envelope provided.

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.

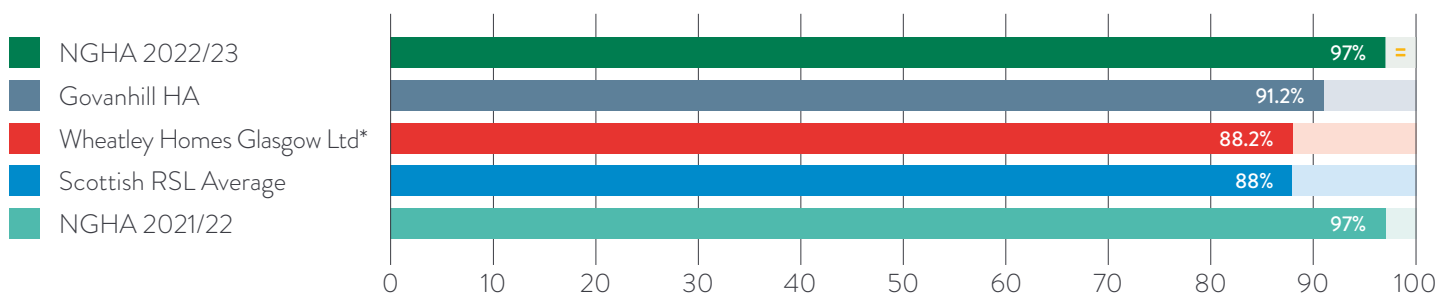
TENANT SATISFACTION

We had an independent Tenant Satisfaction Survey carried out in the summer of 2021. Our 2022/23 satisfaction figures reported here are from that survey. We will be conducting an updated independent Tenant Satisfaction Survey in 2024. If you would like more information about how our Tenant Satisfaction Survey was carried out please get in touch.

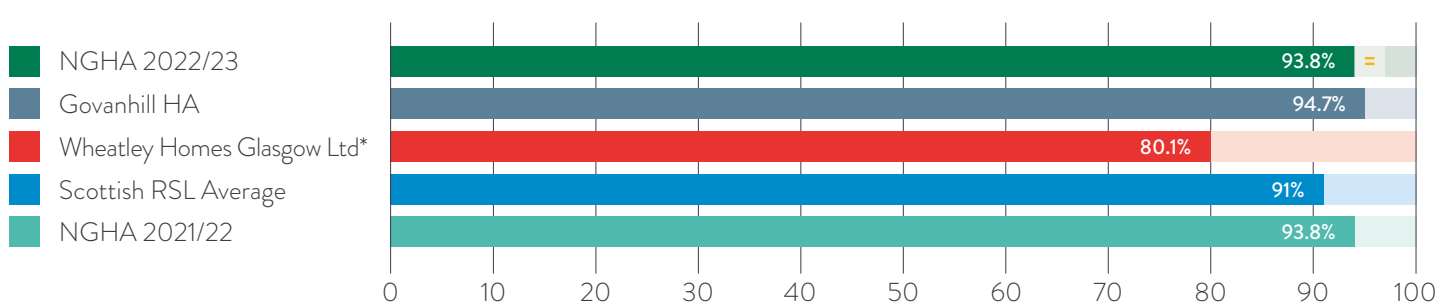
Percentage of tenants satisfied with the overall service provided by their landlord



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

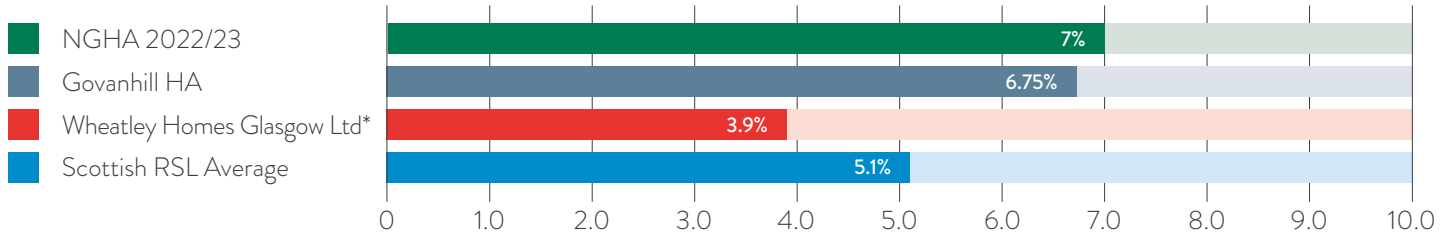


▲ increase from last year
 = same as last year
 ▼ decrease from last year
● indicates positive change
 ● indicates negative change

VALUE FOR MONEY

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

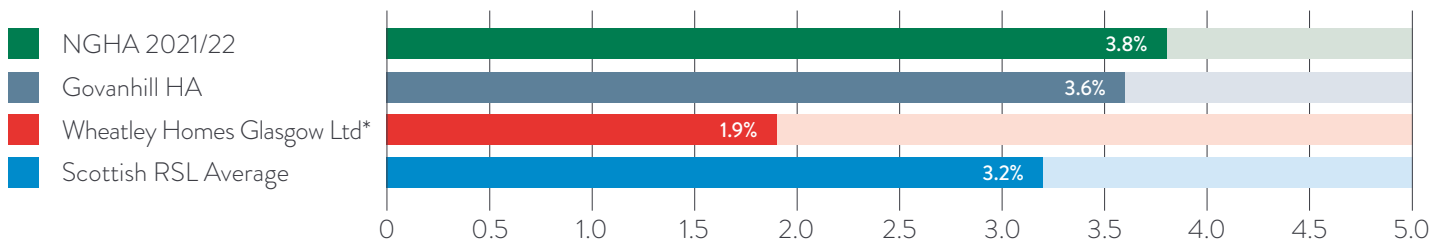
Percentage weekly rent increase applies 2022-23



Average Weekly Rent

	NGHA 2022/23	Govanhill HA	Wheatley Homes Glasgow Ltd*	Scottish RSL Average	NGHA 2021/22
1 apartment	£61.13	£76.59	£74.51	£78.26	£55.81
2 apartment	£83.29	£88.80	£85.22	£83.46	£77.41
3 apartment	£93.05	£96.04	£91.28	£86.28	£84.99
4 apartment	£103.67	£112.02	£105.90	£93.96	£98.84
5+ apartment	£118.31	£133.55	£115.99	£103.72	£110.12

Percentage weekly rent increase applied 2021/22

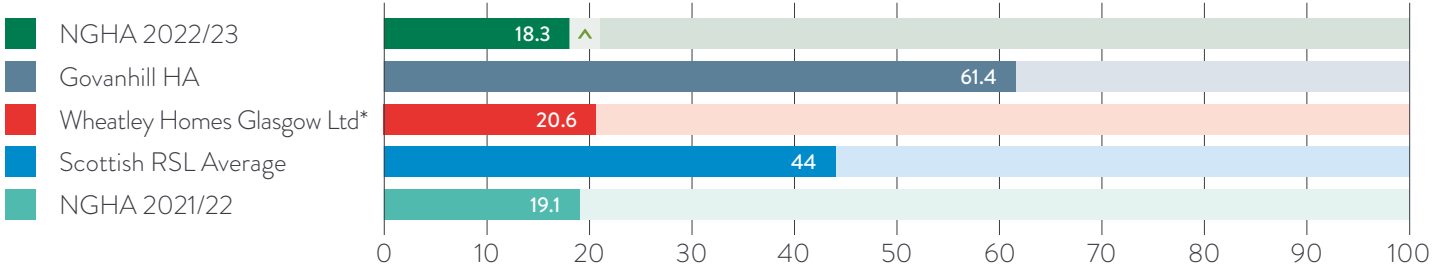


*(formerly GHA)

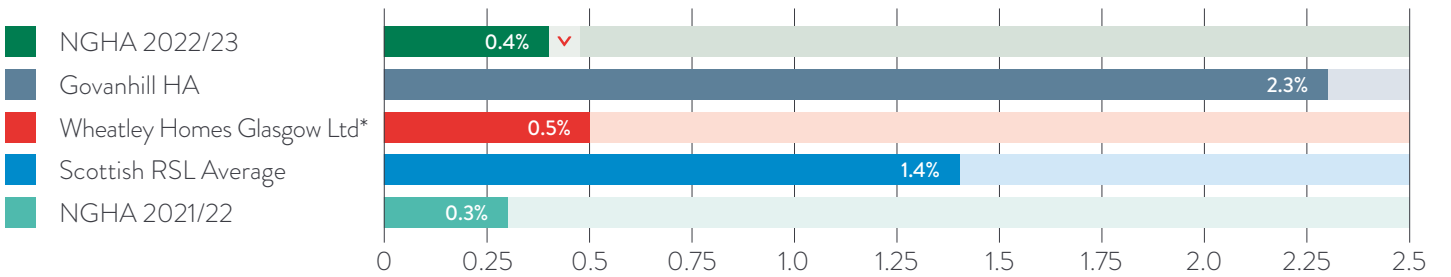
VALUE FOR MONEY (cont.)

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



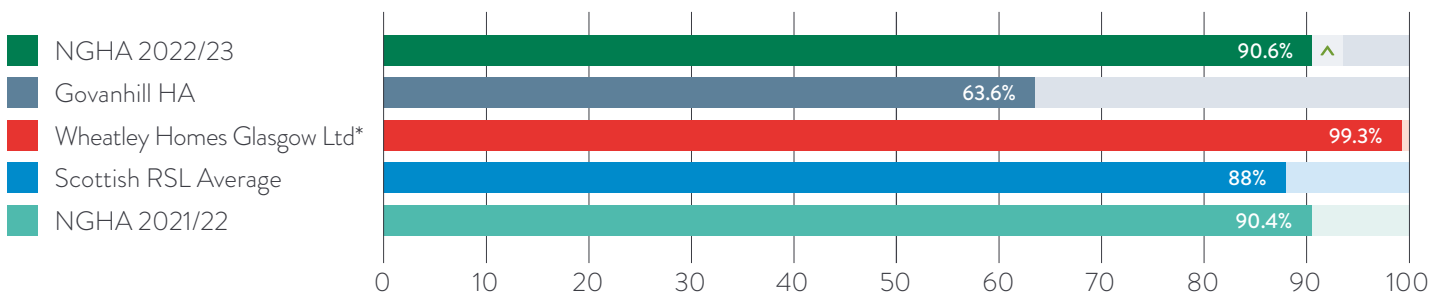
Rent not collected due to homes being empty



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 **90.6%** of our homes meet 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 did not 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

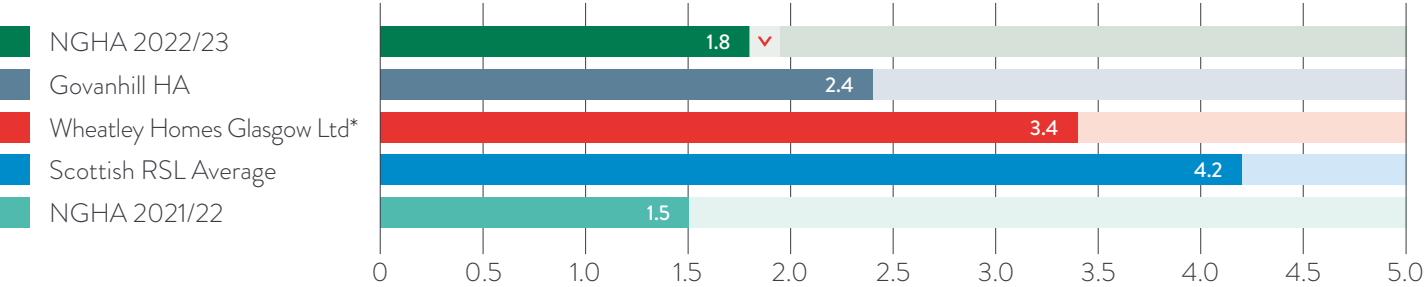


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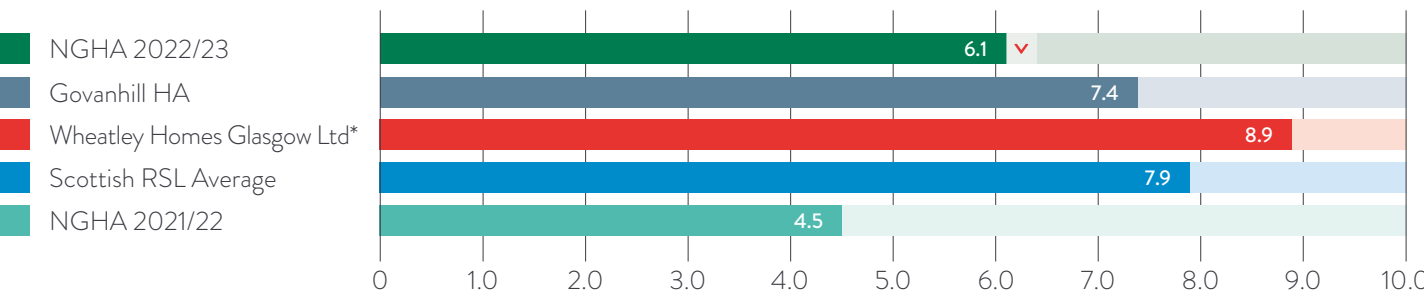
REPAIRS

We have continued to perform well across our repairs indicators. There has been an increase in average time taken to complete both emergency and non-emergency repairs when compared to 2021/22, however, like other social landlords, we completed fewer repairs during the pandemic and have only returned to pre-pandemic levels in 2022/23.

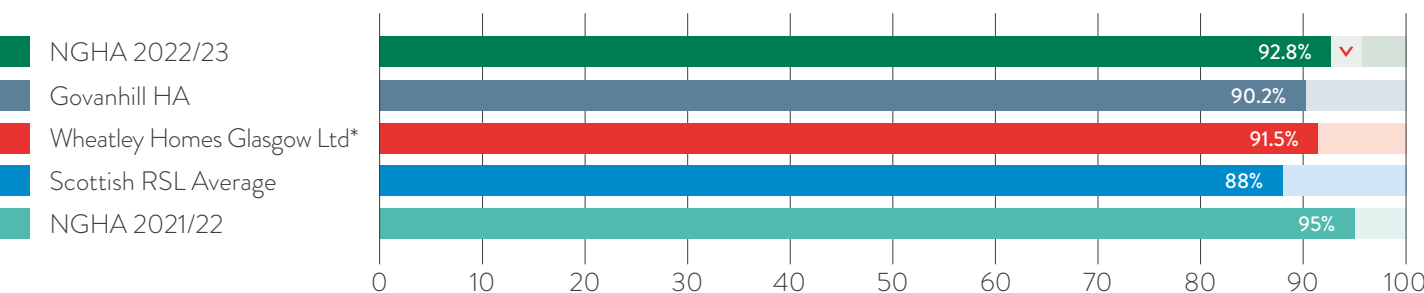
Average time in hours taken to complete emergency repairs



Average time in days to complete non-emergency repairs



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

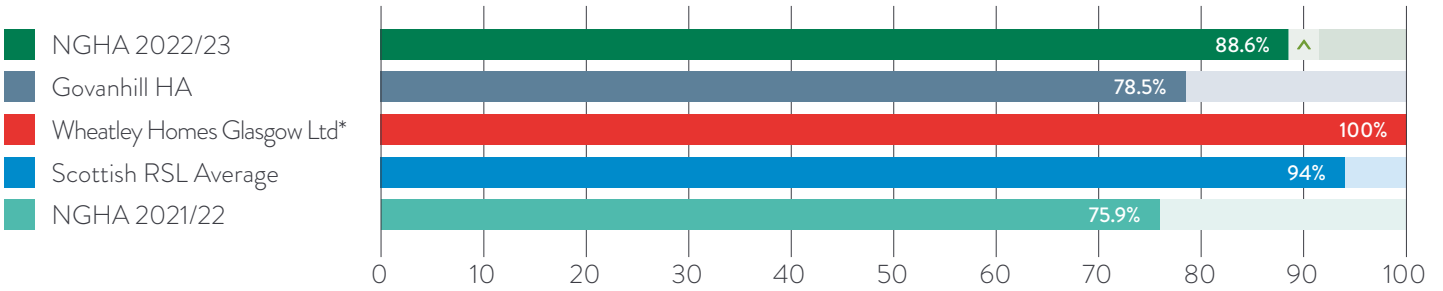


*(formerly GHA)

NEIGHBOURHOODS

The total number of anti-social behaviour (ASB) cases we have in the area remains low. In 2022/23 we received 26 ASB complaints for every 1,000 units we own, compared with XX RSL and XX Wheatley in the same period. We have also improved the resolution rate in 2022/23, with 88.6% of ASB complaints resolved compared with 75.9% the previous year.

Percentage of anti-social behaviour cases resolved

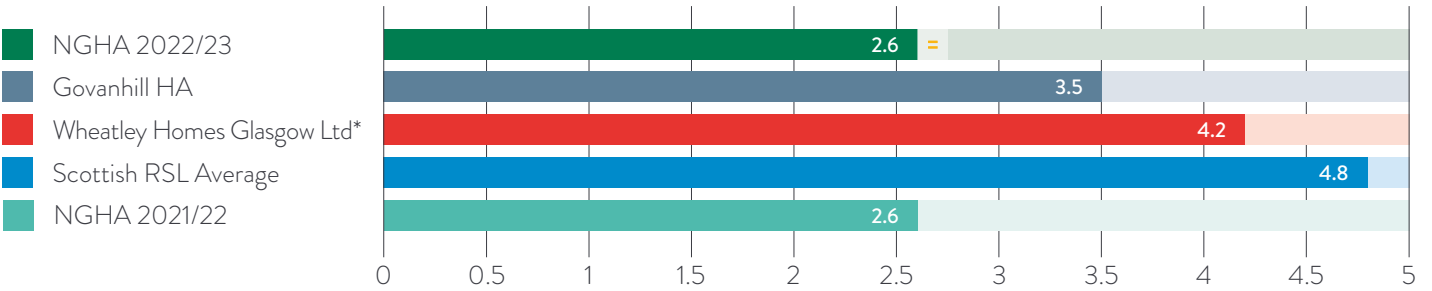


COMPLAINTS

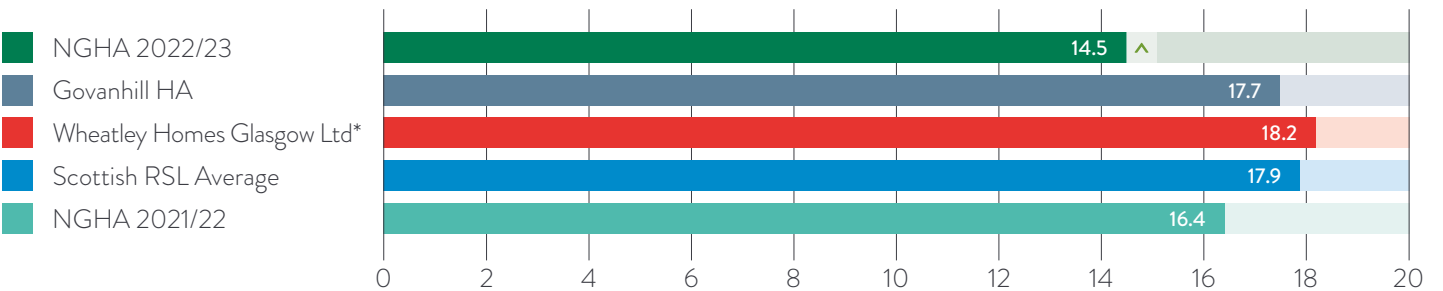
When something goes wrong, we do our best to resolve it as quickly as possible. We continue to resolve complaints quicker than the average for Registered Social Landlords and we have improved our timescales for resolving Stage 2 complaints compared to last year.

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



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*(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

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

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

Give us a call on:

0141 429 3900

Write to us at:

200 Crown Street,
Gorbals, Glasgow, G5 9AY

Join our tenant conference on
Saturday 21st October 2023
from **9.30am – 2.30pm** at
Gorbals Parish Church

NEW ———
GORBALS
HOUSING ASSOCIATION ———