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OUR PERFORMANCE REPORT 2023/24

Each year we provide the Scottish Housing Regulator (SHR) with information about our performance against the Scottish Social Housing Charter. The SHR publish all of that information on their website (www.scottishhousingregulator.gov.uk) where you can compare our performance with any other social landlord in Scotland (if you would like a paper copy of our full performance information, please contact the New Gorbals Housing Association office).

This 'Our Performance Report' has some of the key performance information we report to the SHR and provides a comparison with the Scottish average and some other social landlords. The performance information we include, and the landlords we compare with, have been agreed with tenants.

This year we checked in with tenants to ask if our annual Performance Report is clear and meaningful. During May and June we met the Tenants Panel,

Gorbals Housing Action Group, Laurieston Estate Action Group, Oatlands Tenants Group and our Living Well services users at Devon Street, Crown Street and Silverfir. We also discussed 'Our Performance Report' at one of our Community Conversations sessions for wider community feedback.

Tenants told us that they like the way we report our performance and gave us ideas to make 'Our Performance Report' more engaging and easier to understand.

As a result of the feedback, we have:

- Increased the font size.
- Made the front page more colourful and visual.
- Checked that we are using plain English.
- Made the arrow indicators clearer so that it is easier to see how our performance has changed.

Next year, as part of our Tenant Participation and Engagement Action Plan for 2024/25, we will be working with tenants to make sure the performance indicators we report, and the comparisons we make, are still the most important and useful to them.

We would like to thank everyone who took part in the discussions about 'Our Performance Report'.

NEW ———
GORBALS
HOUSING ASSOCIATION ———

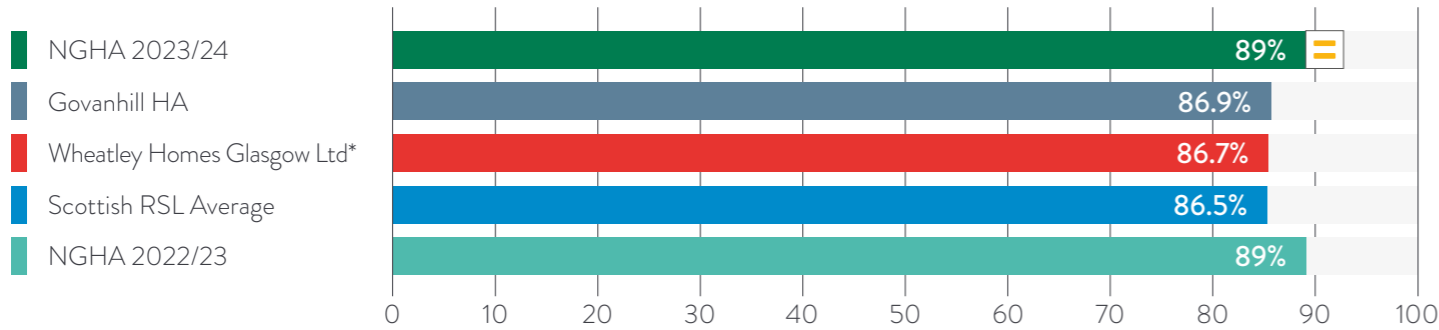
TENANT SATISFACTION

We had an independent Tenant Satisfaction Survey carried out in the summer of 2021. Our 2023/24 satisfaction figures reported here are from that survey. This summer an independent researcher carried out another Satisfaction Survey for us. We will publish those results soon and they will be included in the 24/25 'Our Performance Report'.

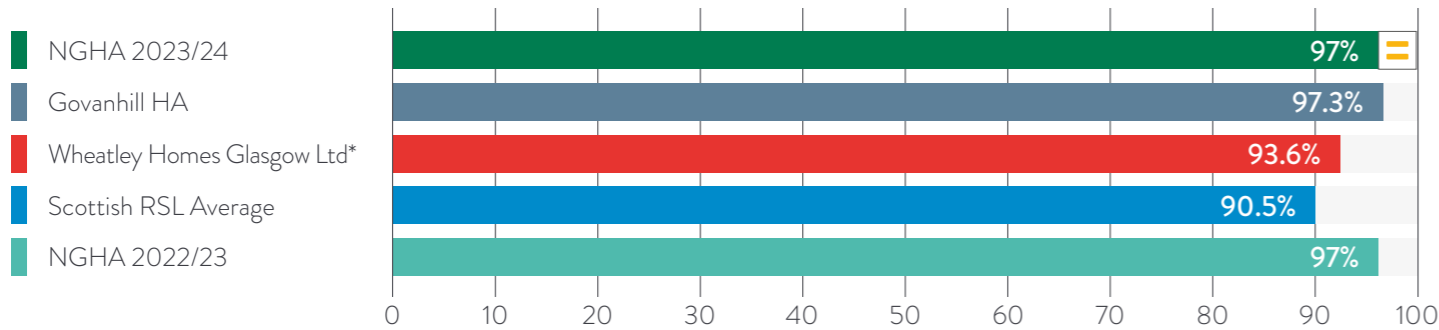
KEY
 applies to all graphs throughout the report

- ▲ increase from last year
- ▬ same as last year
- ▼ decrease from last year
- positive change
- negative change

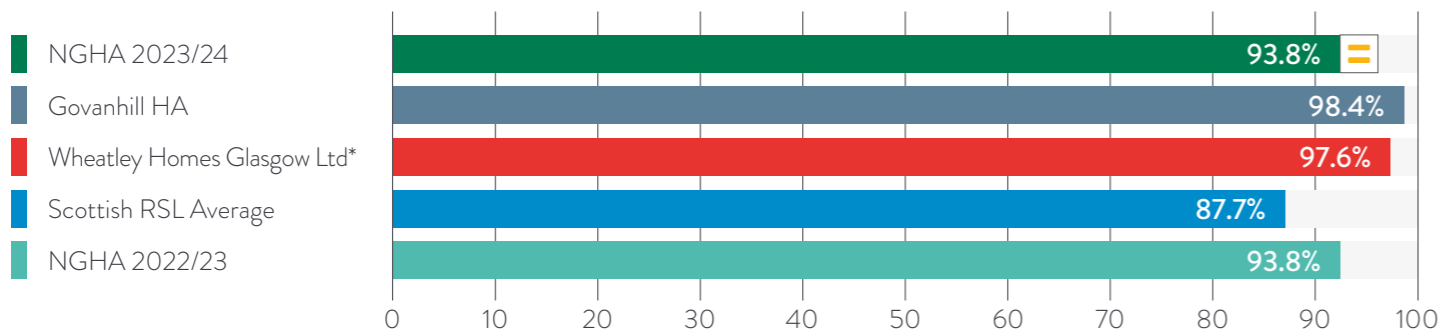
Percentage of tenants satisfied with the overall service provided by their landlord



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



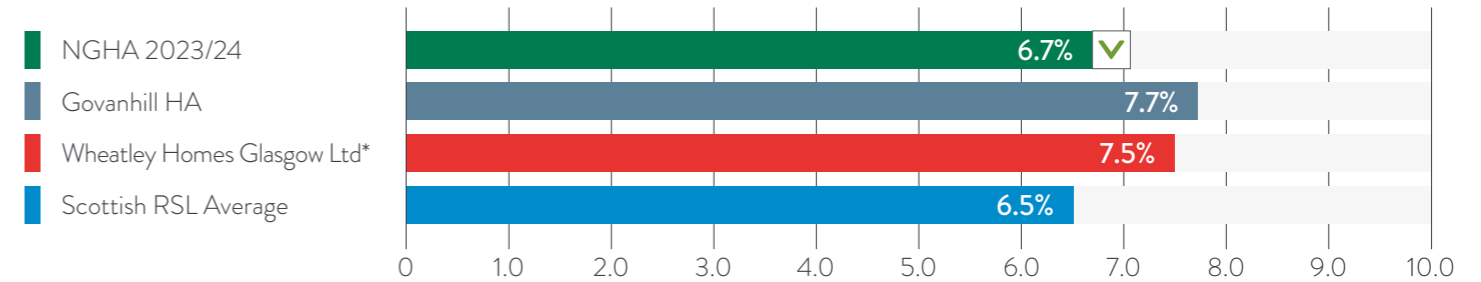
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision-making



VALUE FOR MONEY

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

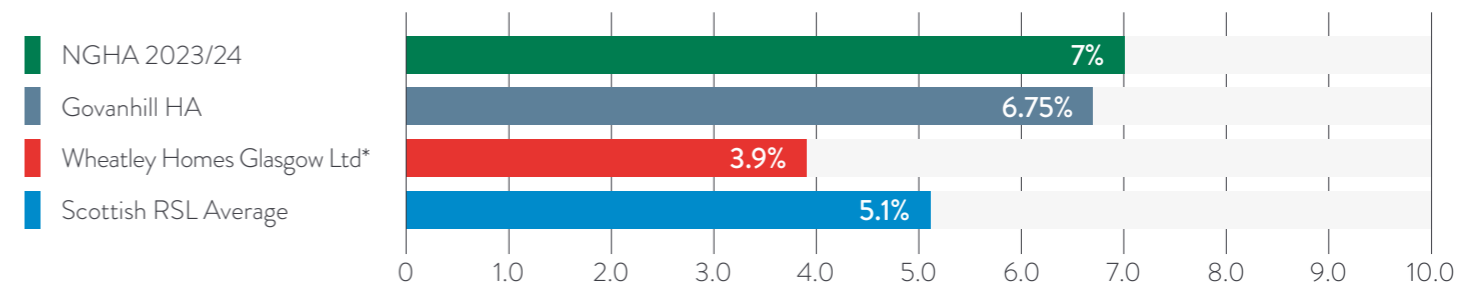
Percentage weekly rent increase applies 2023/24



Average Weekly Rent

	NGHA 2023/24	Govanhill HA	Wheatley Homes Glasgow Ltd*	Scottish RSL Average	NGHA 2022/23
1 apartment	£65.41	£83.33	£76.91	£82.24	£61.13
2 apartment	£89.16	£97.36	£88.06	£87.87	£83.29
3 apartment	£99.49	£105.11	£94.57	£90.29	£93.05
4 apartment	£110.95	£120.81	£109.91	£98.30	£103.67
5+ apartment	£126.70	£141.76	£120.58	£108.29	£118.31

Percentage weekly rent increase applied 2022/23

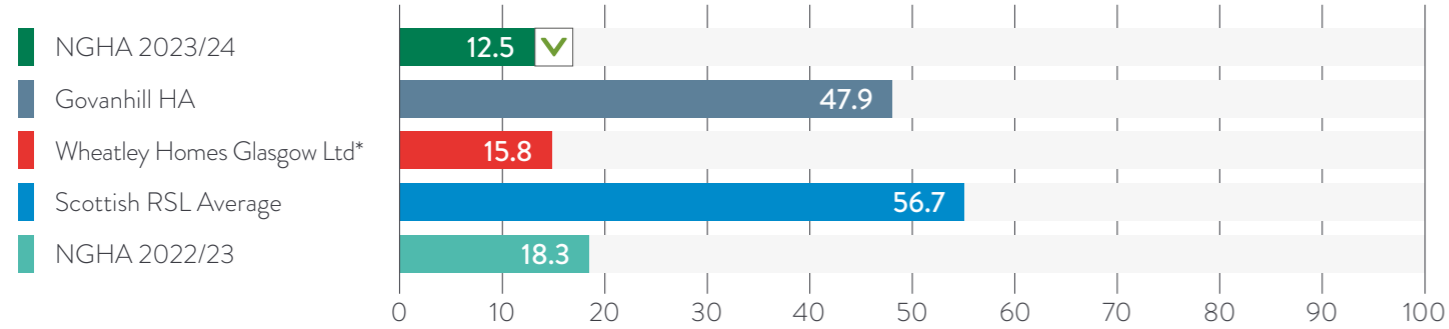


*(formerly GHA)

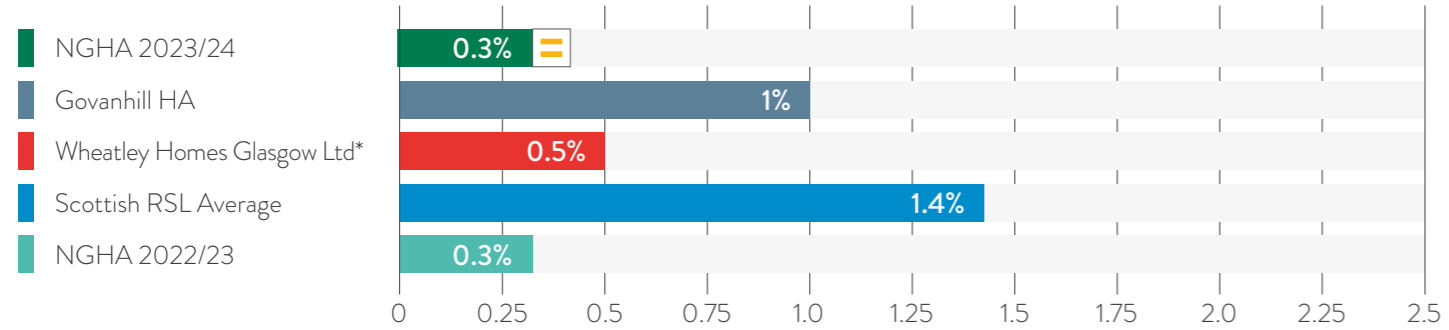
VALUE FOR MONEY (cont.)

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. We continue to outperform the Scottish average and those we compare to in this area.

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



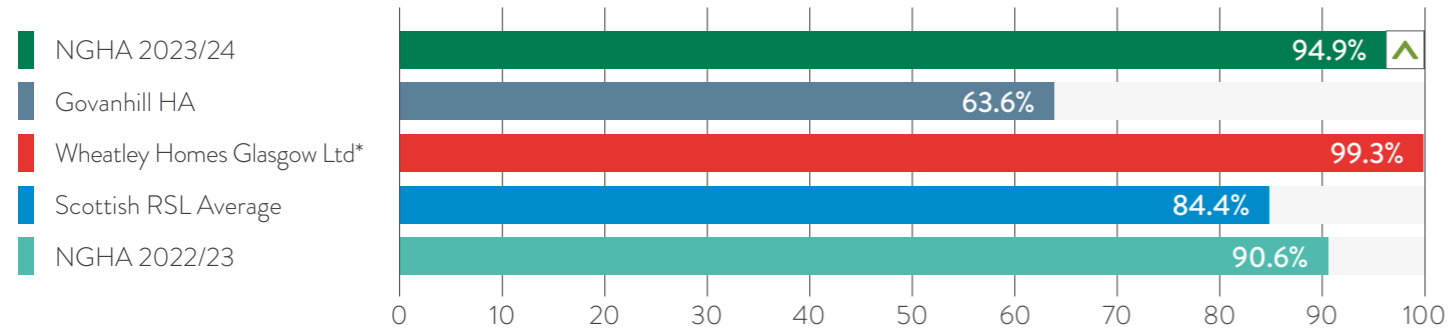
Rent not collected due to homes being empty



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 **94.9%** of our homes meet the standard, however most of the remaining 5% have inadequate kitchen storage. It is physically impossible to change these kitchens to meet the standard. If we did not include these properties in our report, **99.4%** of our homes would meet the SHQS.

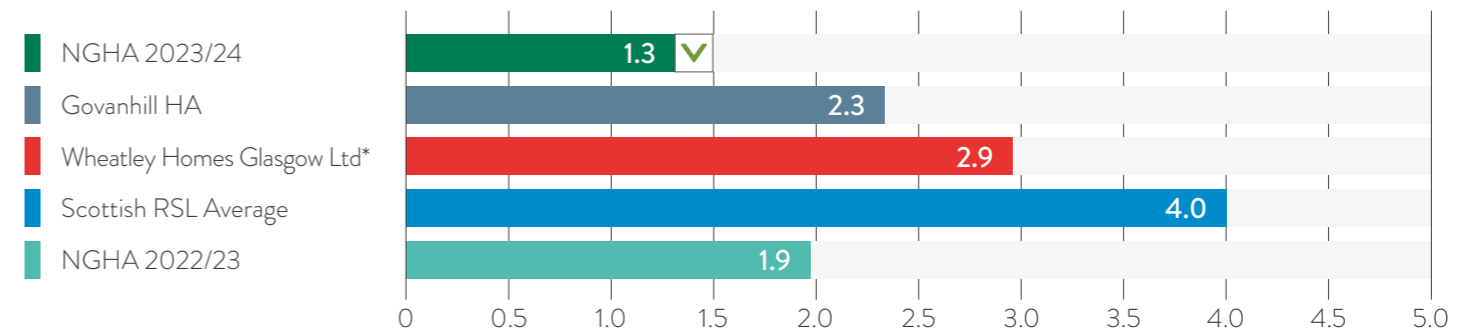
Percentage of homes, including exempt stock, meeting the Scottish Housing Quality Standard



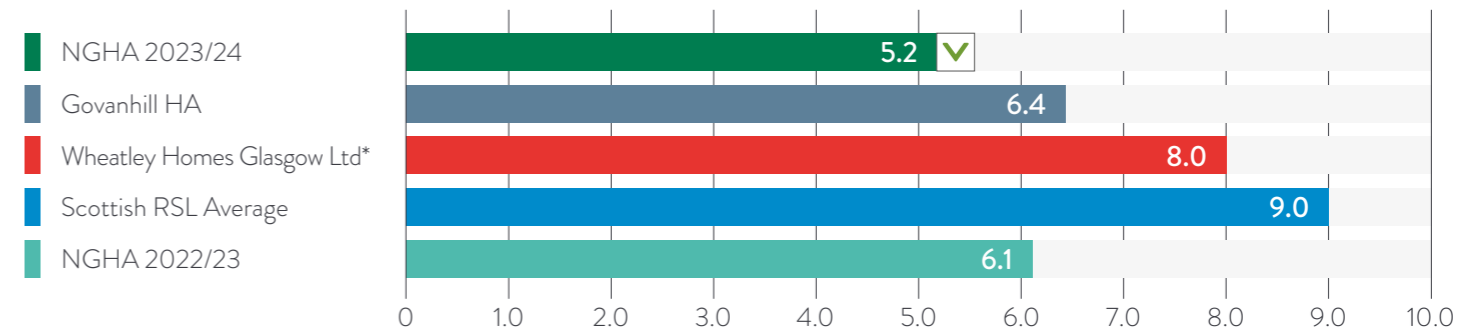
REPAIRS

Our repairs service continues to perform well. There has been a positive decrease in the average time it takes to complete both emergency and non-emergency repairs.

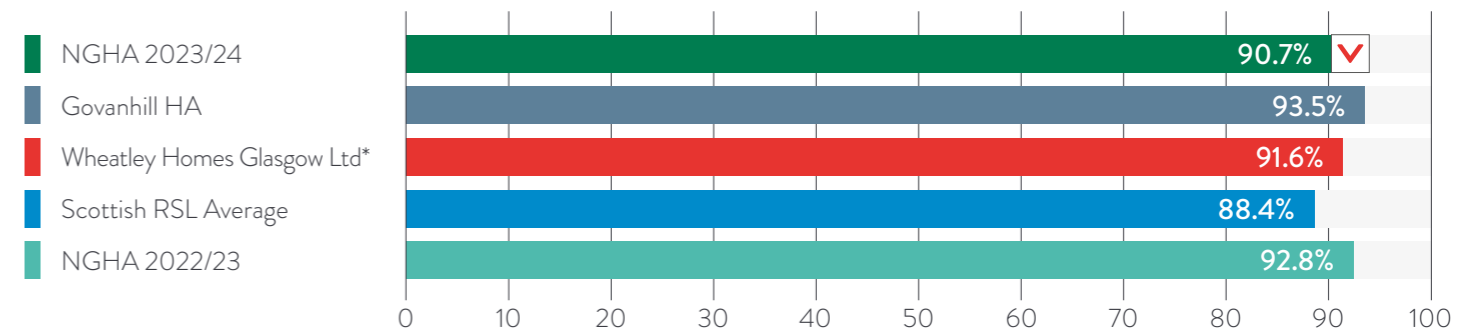
Average time in hours taken to complete emergency repairs



Average time in days to complete non-emergency repairs



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



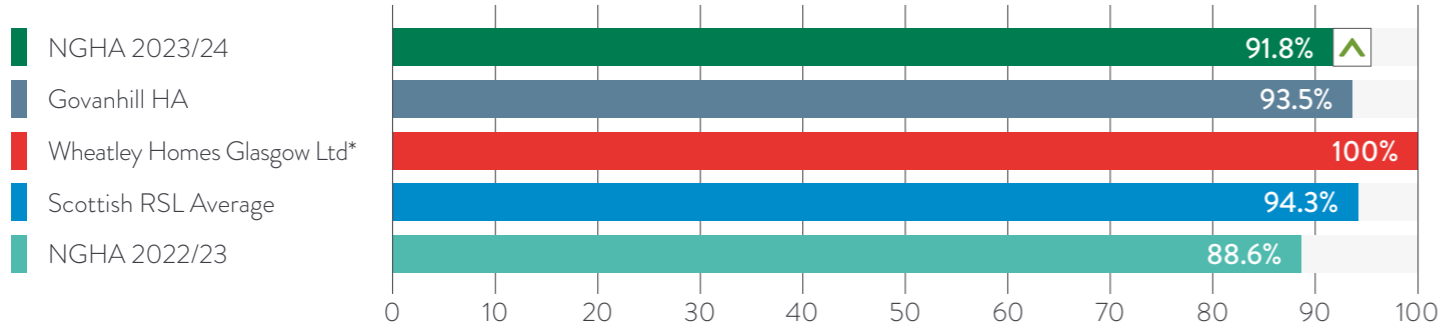
*(formerly GHA)

NEIGHBOURHOODS

The total number of anti-social behaviour (ASB) cases reported remains low. In 2023/24 we received 24 ASB complaints for every 1,000 homes we own.

The number of ASB complaints resolved continues to improve, with 91.8% resolved in 2023/24, compared with 88.6% in 2022/23 and 75.9% in 2021/22

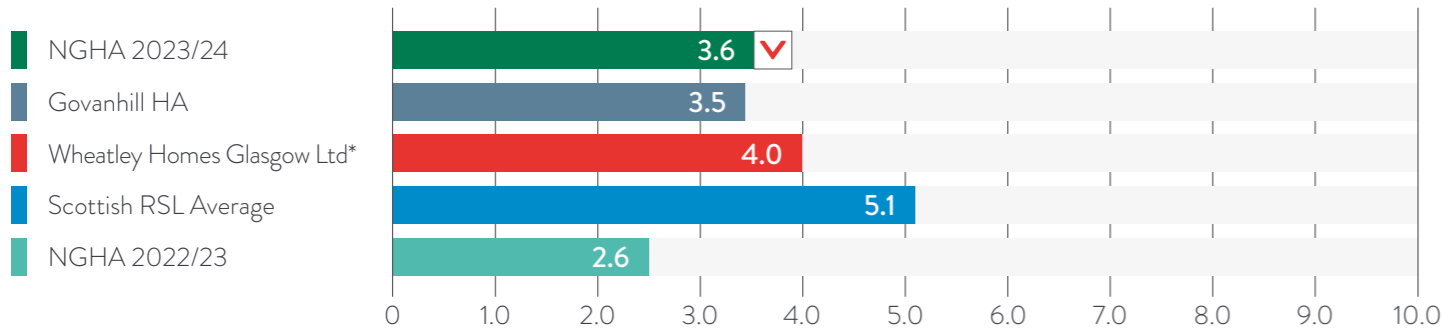
Percentage of anti-social behaviour cases resolved



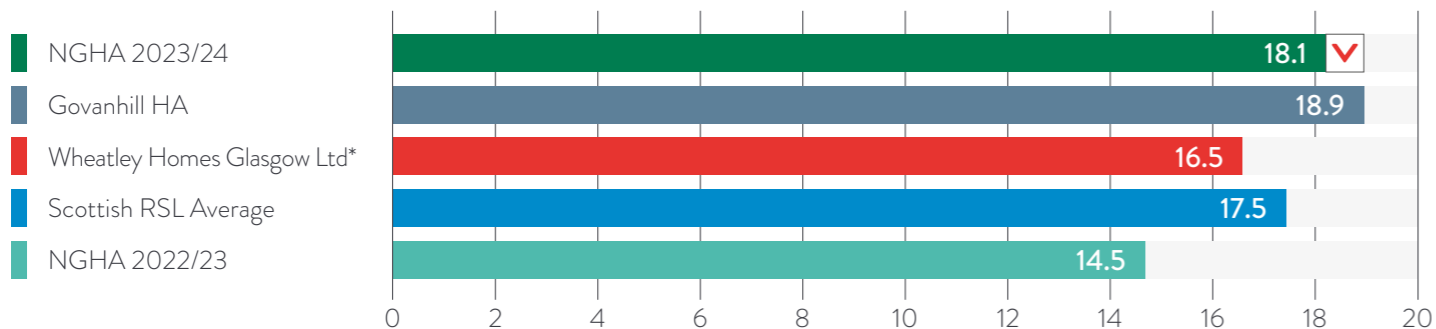
COMPLAINTS

When something goes wrong, we do our best to make it right as quickly as possible. Stage 2 complaints are more complex complaints that need to be investigated by a senior member of staff, which is why the average time to respond to these is higher.

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 make service improvements that are important to you and your family. If you return feedback to us, you will be entered into a prize draw to win **£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 – admin@newgorbalsha.org.uk



GET INVOLVED

As a Community Controlled Housing Association, we are run by our members in the form of our Management Committee. If you are aged 16 or over and live in the Gorbals, you can become a member of the Association for just £1.

There are also several other ways you can become more involved in our work. You can join our Tenants Panel, our “Your Views” consultation register or one of our local tenants and residents’ groups across the Gorbals, to tell us what you think and make an impact on our decision-making processes.

We also host a number of sociable community projects such as our regular litter picks, Gorbals gardening group and Gorbals Food Pantry, and we would love you to get involved.

Are you happy for us to get in touch? Yes No
(if yes, please make sure to include your details overleaf)

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. You can post your replies to us using the envelope provided, or alternatively you can:

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