

OUR PERFORMANCE REPORT

2020/21

While we have closely followed previous guidance from our Tenants Panel to create this report, we were disappointed that we were unable to involve them in the process this year. This report is for our tenants to gain an insight into how we have been performing as an association over the past year, and it is important that you have a say in what information you would like to receive from us.

We look forward to feedback from all tenants on this year's performance report, and will take your comments into account going forward. You can find a feedback sheet on page 7 of this report. We are keen to welcome our Tenants Panel members back to regular meetings over the course of the year ahead. New Tenants Panel members would be welcomed so please do get in touch if you are interested.

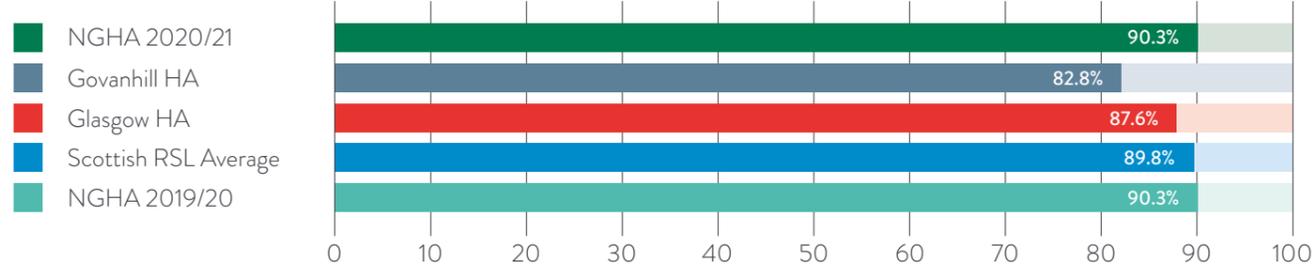
We have compared our own performance figures against the Registered Social Landlord (RSL) average. Community members have told us this is more meaningful to them than the overall Scottish average, which includes local authority landlords. We also compare our performance against Glasgow Housing Association (GHA), Govanhill Housing Association, and against our own figures from the previous year.

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.

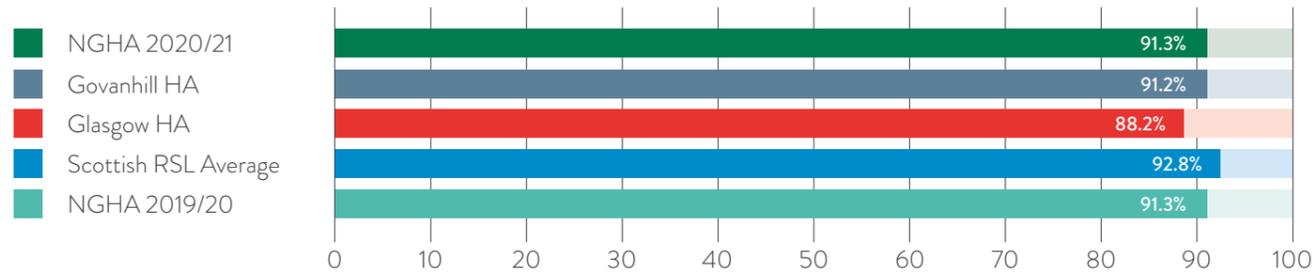
TENANT SATISFACTION

We take our tenant satisfaction statistics from the large-scale independent survey carried out once every three years. The latest survey was carried out in summer 2018, so our reported figures for 2021/21 remain the same as 2018/19 and 2019/20. A new survey was carried out in summer 2021.

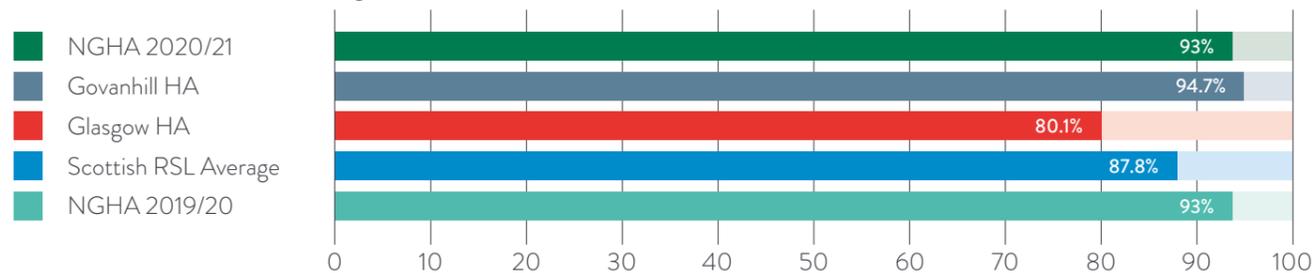
Percentage of tenants satisfied with the overall service provided by their landlord



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



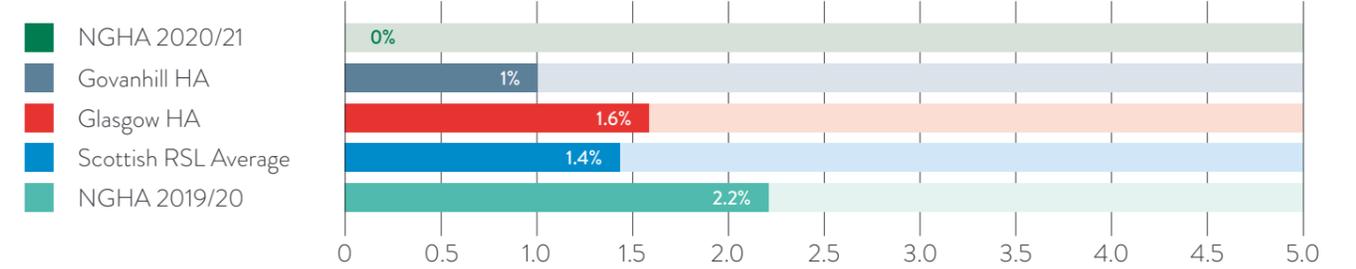
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision-making



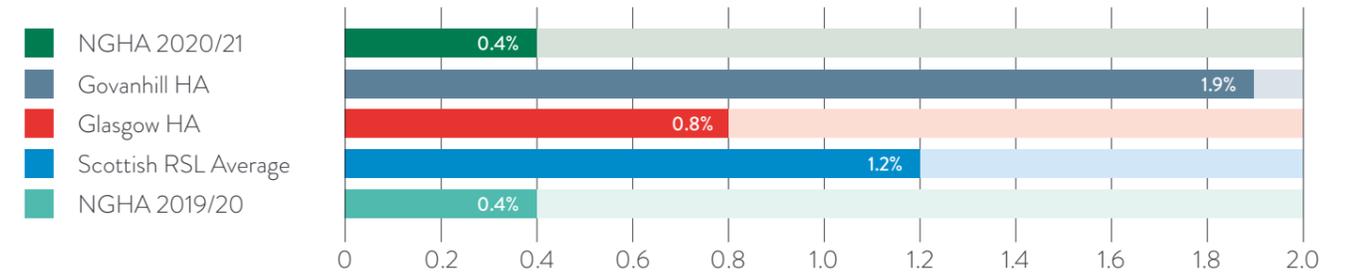
VALUE FOR MONEY

Our Management Committee took the decision not to increase rent this year. This was in response to the significant stress households were already under as a result of the coronavirus pandemic. Days taken to re-let properties were also affected by the pandemic, with lockdowns and extra safety measures impacting turnaround time.

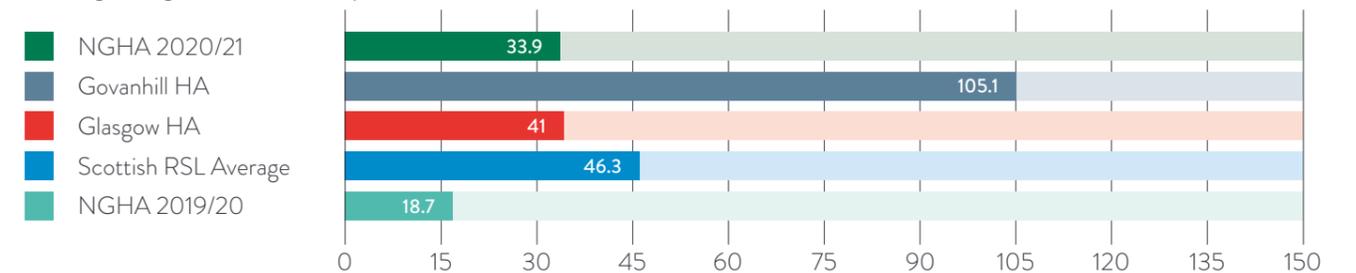
Percentage weekly rent increase applied



Rent not collected due to homes being empty



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



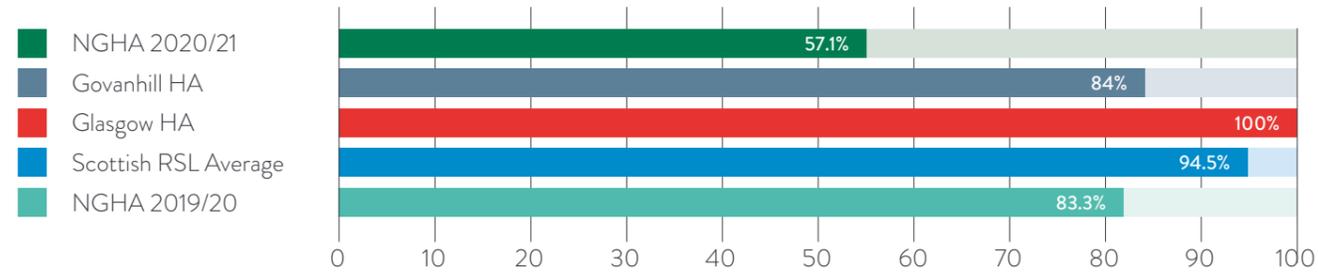
Average Weekly Rent

	NGHA 2020/21	Govanhill HA	Glasgow HA	Scottish RSL Average	NGHA 2019/20
1 apartment	£59.25	74.15	£72.33	£69.26	£57.97
2 apartment	£74.16	£86.07	£81.95	£84.06	£72.56
3 apartment	£85.37	£93.51	£87.41	£88.44	£83.53
4 apartment	£96.73	£106.70	£102.20	£95.81	£94.65
5 apartment	£110.12	£123.80	£112.01	£107.66	£107.75

NEIGHBOURHOODS

While the total number of ASB cases we have in the area remains low, we have been dealing with some long term cases that have affected our percentage of cases resolved. This has largely been cases that are between homeowners, where we are more limited in the actions we can take to help resolve the dispute reported.

Percentage of anti-social behaviour cases resolved

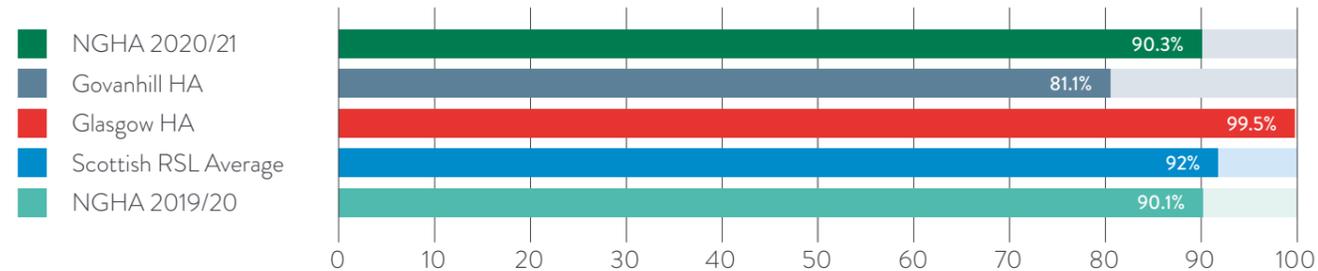


HOUSING STANDARDS

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 **90.3%** 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 **99.7%** of our homes would meet the SHQS.

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

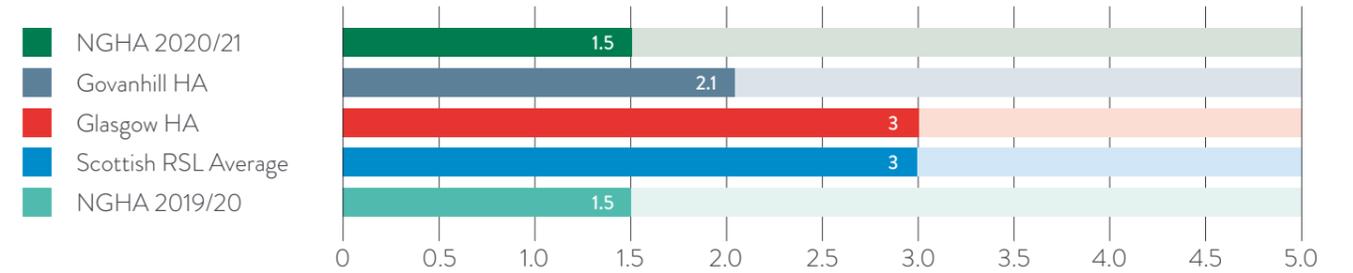


REPAIRS

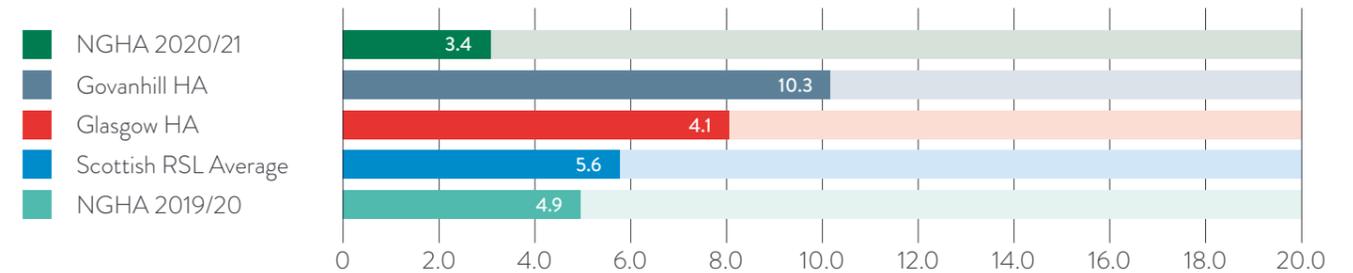
We are pleased that we continued to perform well across our repairs indicators. However, like other social landlords, we completed fewer repairs during 2020/21. This was a direct effect of coronavirus, as restrictions in place meant we were not permitted to complete non-essential repairs (anything not considered an emergency) between 23rd March to 3rd August 2020, and again between 11th November 2020 to 27th April 2021.

Non-essential repairs that were reported to us during the restricted periods were put on hold and completed as soon as we were allowed to do so. Because of this, non-essential repairs reported between 11th November 2020 and 31st March 2021 will be reported in 2021/22.

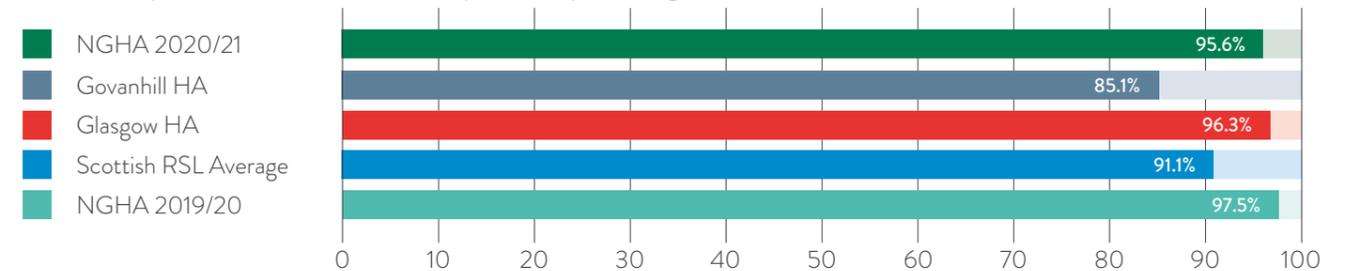
Average time in hours taken to complete emergency repairs



Average time in days to complete non-emergency repairs



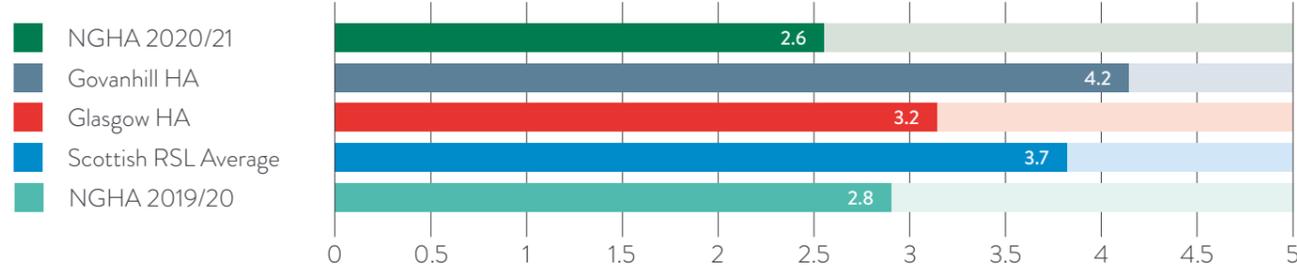
Reactive repairs carried out in the last year completed right first time



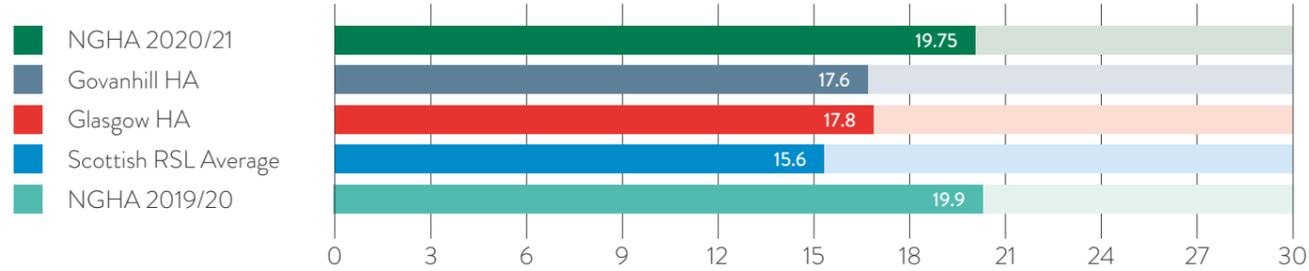
COMPLAINTS

While our timescale for responding to stage 2 complaints, (more complex complaints that need to be investigated) is above the Scottish RSL average, it remains within the 20 working days given by the Scottish Public Sector Ombudsman. Our response time for stage 1 complaints, (those that require little or no investigation) is faster than average, with many of these resolved on the day reported.

Average number of days to respond to stage 1 complaints



Average number of days to respond to stage 2 complaints



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. Simply pop it into our mailbox outside our office at 200 Crown Street.

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 natalie@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

Give us a call on:
0141 429 3900

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