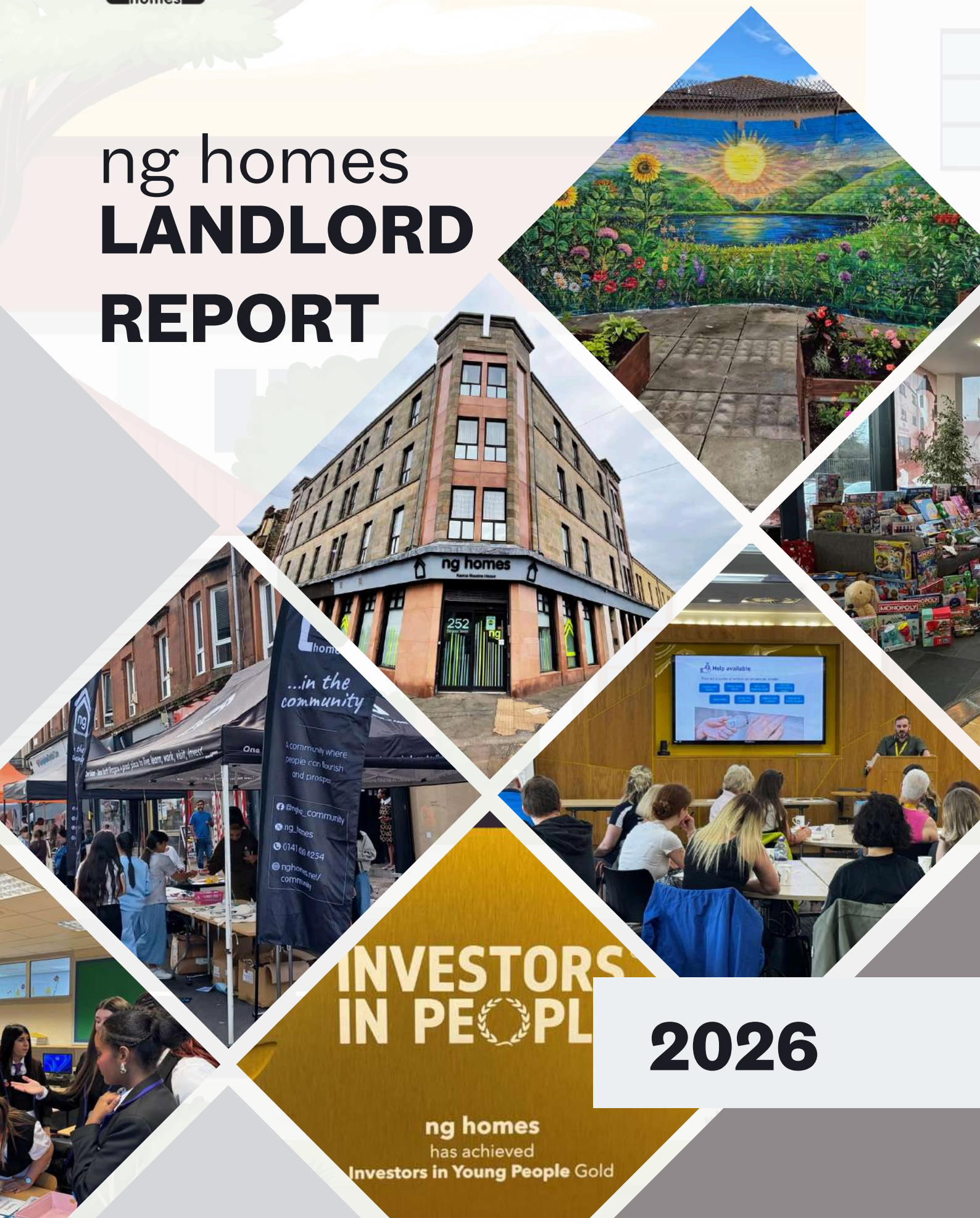
ng homes
LANDLORD REPORT



2026





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Legend

Trend year on year: improvement, drop or no change from 2024/2025



Chair's Welcome

Welcome to the 2026 Landlord Report

I am pleased to present the Association's 2026 Landlord Report. Produced in line with the Scottish Housing Charter, this report provides an overview of our performance and highlights the work undertaken to support our tenants and communities throughout the year.

As we celebrate ng homes' 50th anniversary, I am pleased to report positive progress against our strategic priorities during another challenging year. On behalf of the Board, I would like to thank our tenants, residents, staff and partners for their continued support, engagement and commitment.

Our focus remains on providing safe, energy efficient homes, delivering high-quality services and supporting our communities. We know that many households continue to face financial pressures, and the decision to increase rents by 6% for 2026/27 was not taken lightly. However, rising costs and increasing regulatory requirements mean we must ensure the long-term sustainability of the Association and our ability to deliver the services and investment our communities rely on.

Investing in our homes is a key objective for our organisation and we have worked hard to ensure compliance in all areas to ensure tenant and resident safety is prioritised.

Our performance in areas such as rent collection, re-let times, repairs and reducing void rent loss remains a key focus. While customer satisfaction levels across the Housing sector have faced challenges, we remain committed to listening to feedback on your experiences and finding opportunities to improve the services we provide.

We continue to invest in our neighbourhoods, enhance our services and strengthen tenant and resident engagement. The feedback we receive plays a vital role in shaping our services, and we are grateful to everyone who takes the time to engage with us.

I encourage you to get involved. You can find out more about how you can take part on pages 15-16. Together, we can continue to improve our services and work towards our vision of creating communities where people can flourish, prosper and feel proud to call home.

Best regards,

Catherine Rossine

Catherine Rossine
ng homes Chairperson

Share your feedback you could win £100

Did you find this Landlord Report easy to read? Tell us your feedback by **27 November 2026** for a chance to win. **Scan the QR code or visit nghomes.net**

Quality and Maintenance of Your Home



93.5% **of our properties** met the Scottish Housing Quality Standard compared to the **Scottish average of 89.5%.**

2024/25 result: 93.8%

95.7% of our **reactive repairs** were completed 'right first time' compared to the **Scottish average of 95.3%**.

2024/25 result: 90.1%





77.5% **of tenants** who took part in Customer Satisfaction survey were satisfied with our repair service, compared to the **Scottish average of 88.1%**.

2024/25 result: 79%

6.2 days was the average time we took to complete **non-emergency repairs**, compared to the **Scottish average of 8.8 days**.

2024/25 result: 5.9 days





3.3 hours was the average time we took to complete **emergency repairs**, compared to the **Scottish average of 3.5 hours**.

2024/25 result: 4.2 hours

House Allocations

61 **lets to existing tenants**

2024/25 result: 91

66 **lets to waiting list tenants**

2024/25 result: 207

170 **lets to homeless tenants**

2024/25 result: 208



297

houses were relet last year

2025 result: 506

Applicants on Waiting List

7391

2024/25 result: 6397



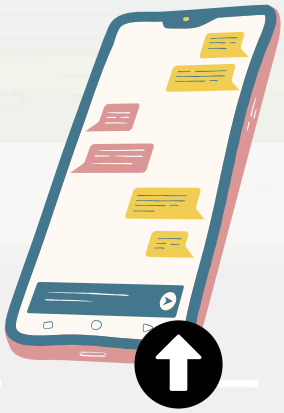
New tenants sustaining tenancy for more than one year



95%

2024/25 result:94%

Anti-Social Behavior (ASB)



85

cases of ASB were reported to ng homes.

The type of anti-social behaviour included:

- Noise nuisance
- Vandalism
- Neighbour disputes

2024/25 result: 75

91%

of these ASB cases were resolved within locally agreed targets, compared to the Scottish average of 93.1%.

2024/25 result: 92%



Safety and Investment

Gas Safety

100%

4394 houses require a Gas Safety Certificate

100% had a **Gas Safety Certificate** by the anniversary date.

2024/25 result: 100%

Medical Adaptations

In 2025/26

111

adaptations were completed.



2024/25 result:79

Medical Adaptations

The average time to complete an approved adaption was 125 days.

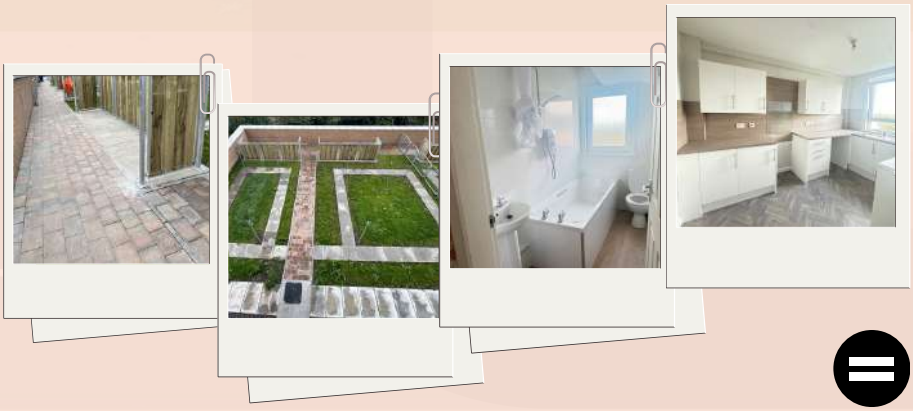
125 DAYS

2024/25 result: 9.9 days

Investment Works 2025/26: £3.6m

Investment spend 2024/25: £3.6m

- Kitchens
- Bathrooms
- Rewire upgrades
- Boiler installs
- Fire Safety upgrades
- Structural repairs
- Backcourts



Partnerships and Tenant Engagement

During 2025-26, ng homes continued to work closely and collaboratively with our community partners, tenants and residents to support, strengthen and empower our communities.

We are delighted with the progress we have made over the year.
Highlights from the year include:

Employability

Promotion of Housing sector & ng Group opportunities
Increase work readiness of staff, tenants & local Young People

- ESO recruitment - Jobs and Business Glasgow Young Person focus
- Launchpad (employability skills for care leavers)
- Local school promotions (careers days)

Partners

- St Pauls Youth Forum
- On Bikes
- Glasgow Kelvin College
- Cycling Scotland
- Scottish Cycling
- Cycling UK
- Greasemonkey Cycles



Active Travel

Promotion of physical activity forms of transport, in particular cycling, for functional journeys

- 41 storage units installed intotal inc bespoke units
- Part-time bicycle mechanic in post
- Workshop equipped and running in community
- Ongoing active partnerships inc HMP Barlinnie

Partners

- EY Foundation
- Launchpad (GCC Looked After Care Support)
- Alliance Scotand
- Department of Work & Pensions
- Greasemonkey
- SFHA

Tenant Support

Social & Community Development

- 84 pillows, 32 duvets, 9 curtains & poles, 47 air fryers
- Meet the Community Events
- Supported Ukrainan tenants (Focus Group, community groups)
- Home Energy support via Alliance Scotand partners

Recognition



- Represented ng homes and Housing sector at Glasgow University graduate event
- EY Partner of the Year nomination
- Christmas Programmes
- 10 Community Network Breakfasts (over 370 attendees)

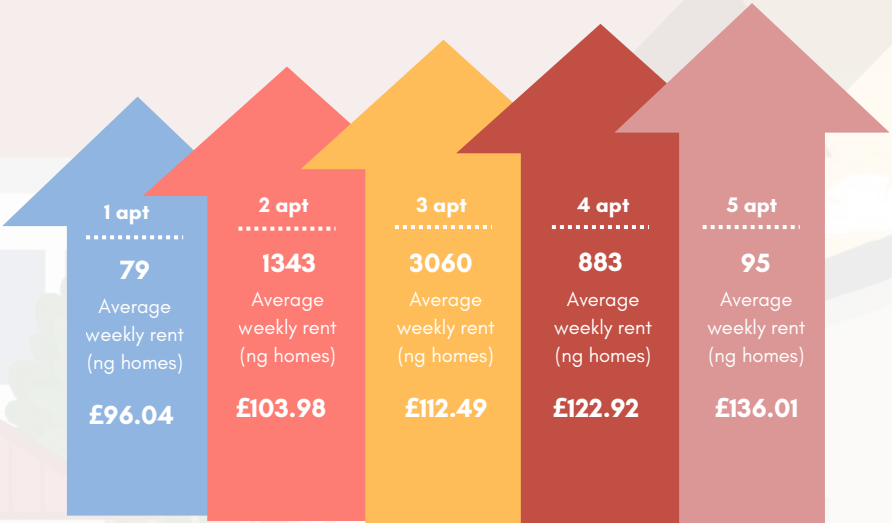
Future Projects

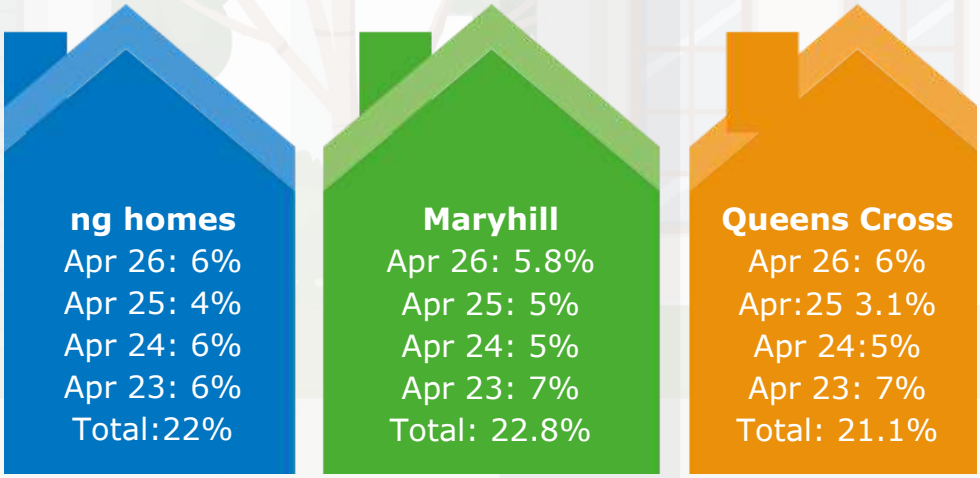
- Tenant Engagement & Focus Groups

Homes and Rents

At 31 March 2026, we owned 5452 homes. The total rent due for the year was £30.3M. (This does not include the rental income from Sharing Owners and Leased Properties).

Your rent makes a significant contribution towards the delivery of our services. It also helps us to manage our existing housing stock and carry out maintenance, repairs and modernisation works.





Rent Increase

This year, we increased our rents by 6%. Our rent increases have been comparable with other Housing Associations in the neighbouring areas over the last 4 years.

Arrears and Evictions



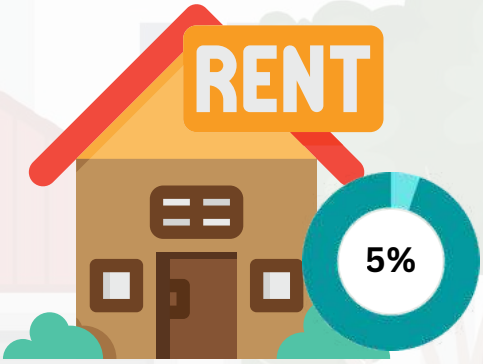
Rent Due
£30.3 million
2024/25 result: £28.6 million



Evictions

2025/26: **9** (7 tenants evicted for rent arrears, 2 other)

2024/25: 16 (14 tenants evicted for rent arrears, 2 other)



Total rent arrears as a percentage of rent due was 5%.

2024/25 result: 5.1%

Financial Support

We work in partnership with various agencies to provide help and support to our tenants.

GEMAP

GEMAP can provide assistance with the following:
• Universal Credit • Council Tax Reduction • Rent arrears
• Living with debt • Debt Management Plans • The Scottish Welfare Fund • Housing Benefit
• Fighting sanctions • Managing money • Scottish Disability Payment • Adult and Child disability payment.

If you have applied for any of the benefits above and have been refused, GEMAP can help and represent you through the appeal process.

GEMAP Advisors have worked with 1884 of our tenants and have secured over **£4M in additional income** for our tenants. **To make an appointment, please contact your Housing Officer.**

Value for Money

Time to re-let

34.2 Days

We took an **average of 34.2 days** to re-let homes, compared to the **Scottish average of 51.7**.

2023/24: 26.3 days

Rent Collected

(Current/Past Rent)

99.5%

The amount of money we collected was equal to **99.5%** of the **total rent due** in the year, compared to the **Scottish average of 99.7%**.

2024/25: 98.8%

Uncollected Rent

(Empty Homes)

0.7%

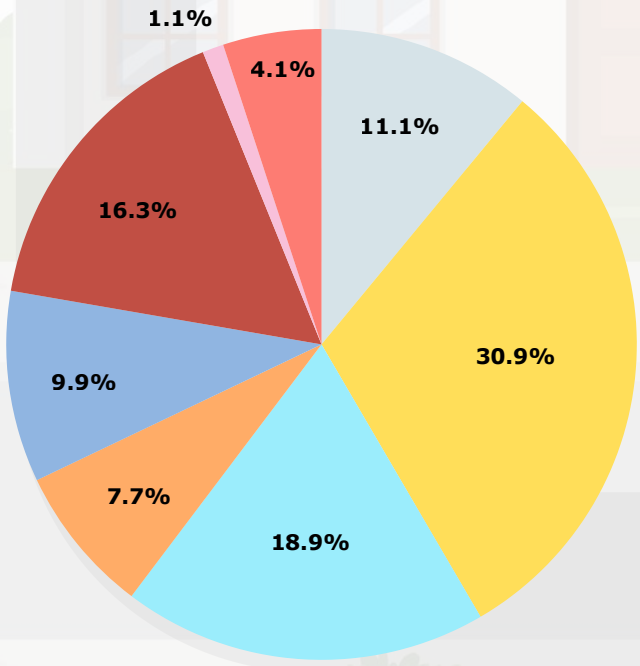
We did not collect **0.7% of rent due** because homes were empty, compared to the **Scottish average of 1.1%.**

2024/25: 0.8%

Top areas of spend for 2025/26

A breakdown of how/where rent (money) has been spent over 2025/26.

Services	11.1%
Management & Maintenance Overheads	30.9%
Day-to-Day Repairs	18.9%
Cyclical Maintenance	7.7%
Major Repairs	9.9%
Depreciation & Debts	16.3%
Other Costs	1.1%
Interest	4.1%



Tenant Voice

Join the conversation
We are looking for tenants to be on one of our Boards or one of our tenant groups! Play a leading role in delivering our vision and make a real difference. You don't need previous experience - we'll provide all necessary training!

Learn more today - visit **https://nghomes.net/ngvoices/**



Community Engagement

Scan me for more

Have your say

If something 'official' isn't for you, we would still like to hear from you if you have feedback or comments on our newsletters, reports, services and more.

There are lots of ways to share your thoughts:

- Surveys;
- Compliments and complaints;
- Community events; or
- Contact your Housing Officer.

Don't see something for you? Tell us what works best for you! We're always open to new ideas on how you would like to get involved.
Have a suggestion? We're listening.



Tenant Satisfaction



Overall service provided by ng homes

80.7%

said they were satisfied with the **overall service** provided by **ng homes** compared to the Scottish average of **87.6%**.



Keeping you informed about services and decisions

84.5%

felt that ng homes was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **91.4%**.



Opportunities given to participate in decision-making processes

81.1%

said they were satisfied with the **opportunities to participate** in decision-making processes compared to the Scottish average of **88.1%**.

Compliments and Complaints



22 received

2024/25 result: 28

- "Thanks so much for getting the rubbish removed, the Hit Squad did an amazing job."
- "Thanks for getting disabled parking space installed."
- "Thank you for progressing repairs to medically adapted bathroom."
- "Thanks from our family to the whole ng homes team for their support, professionalism and help during our time in Scotland. Your care and assistance made a real difference for us, and we are very grateful. We wish the entire team all the very best in the future."
- "Thanks for all your help with my new house."



191 received

2024/25 result: 215

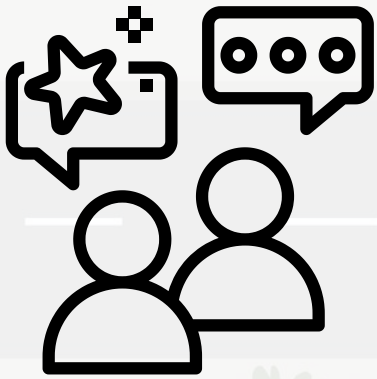
- Close Cleaning
- Garden maintenance
- Investment
- Repairs
- Standard of service/ Contractor

155 Stage 1 complaints were responded to in an average of **5 days**, against the **SPSO target of 5 days.**

36 Stage 2 complaints were responded to in an average **19 days** against the **SPSO target of 20 days**.

Your feedback helps us provide a better level of service for you.

We will continue to review our processes and identify areas where we can make improvements and introduce change when we can.



Feedback

We would like to hear from you! Tell us what you think of of this year's Landlord Report.

If there is any information about our services or performance that you would like to know more about or that we haven't included here, please get in touch on **0141 560 6000** or email **info@nghomes.net**

Have your say - you could win £100!

Let us know your thoughts on this Landlord Report by **Friday 27 November 2026** and you could win a voucher worth £100!

Scan the QR code here or visit **www.nghomes.net**.

Become a member

For £1 you can become a member of the Association. Make your voice heard, join our Board and more through your membership.

To request a membership application form at **https://nghomes.net/become-a-member/** or speak with your Housing Officer.

LEARN MORE »

Already a member? Would you like to get involved or to learn more?

Please get in touch by email via **info@nghomes.net** or call us on **0141 560 6000**.

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