



ng homes Landlord Report

2025



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Chair's Welcome

Welcome to the 2025 Landlord Report

I am delighted to present you with the Association's 2025 Landlord Report. This report is produced in line with the Scottish Housing Charter and I hope it provides you with an insight into the work of the Association over the last year.

Looking back, it has been another challenging and very busy 12 months and during this time our Board and staff have worked diligently to develop and deliver programmes, initiatives and services in North Glasgow.

This report highlights the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants. It shows you how we are performing not only against the Scottish average but also against our own results from last year (2023-2024). A copy of the report is also provided to the Scottish Housing Regulator to show them how we are performing.

Our focus is always on our tenants and residents and the impact that rising costs continue to have on the Association and our communities. I extend my thanks once again, on behalf of the Board and the Association, to everyone who is working hard to help ensure that we offer the best support we can to those living in our homes. We are committed to delivering customer service excellence and are grateful for all that is done to ensure this is achieved.

We want to share our successes with you, but it is equally important that we continue to learn and improve. It is essential we listen to, and involve, our tenants and your views on our performance and the services we provide are vitally important to help us to achieve this goal. Therefore, I encourage each of you to please share your feedback on this report through the QR code below. Your feedback shapes how we share information and how we communicate with you. It is also central to shaping and delivering quality services and to driving forward our vision of a community where people can flourish and prosper.

Best regards,

Catherine Rossine

Catherine Rossine
ng homes Chairperson

Have your say - you could win £100

Let us know your thoughts on this Landlord Report by
Friday 28 November 2025
for a chance to win a voucher worth £100.

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



Quality and Maintenance of Your Home



93.8%

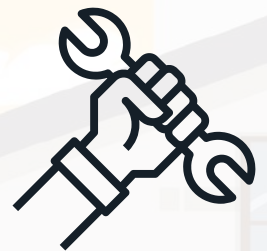
of our properties met the Scottish Housing Quality Standard compared to the **Scottish average of 87.2%.**

2023/24 result: 92.9%

90.1%

of our reactive repairs were completed 'right first time' compared to the **Scottish average of 88.0%.**

2023/24 result: 84.2%



79%

of tenants who took part in Customer Satisfaction survey were satisfied with our repair service, compared to the **Scottish average of 86.8%.**

2023/24 result: 86.8%

5.9 days

was the average time we took to complete **non-emergency repairs**, compared to the **Scottish average of 9.1 days.**

2023/24 result: 6.1 days



4.2 hours

was the average time we took to complete **emergency repairs**, compared to the **Scottish average of 3.9 hours.**

2023/24 result: 4 hours

House Allocations



91

lets to existing tenants

2023/24 result: 98



207

lets to waiting list tenants

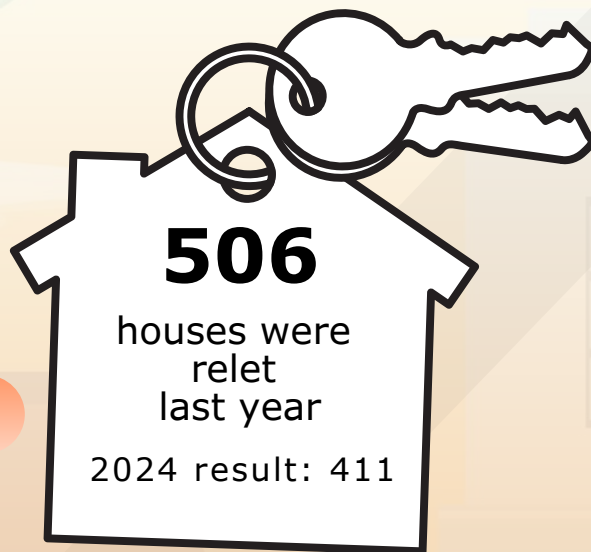
2023/24 result: 148



208

lets to homeless tenants

2023/24 result: 165



506

houses were
relet
last year

2024 result: 411

**Applicants on
Waiting List**

6397

2023/24 result: 5509



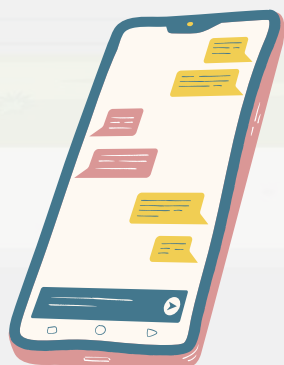
**New tenants sustaining tenancy
for more than one year**



94%

2023/24 result: 92%

Anti-Social Behavior (ASB)



75

**cases of ASB were
reported to ng homes.**

The type of anti-social
behaviour included:

- Noise nuisance
- Vandalism
- Neighbour disputes

2023/24 result: 57

92%

**of these ASB cases were
resolved within locally agreed
targets**, compared to the Scottish
average of 93.4%.

2023/24 result: 84.2%



Safety and Investment

Gas Safety
100%

4347 houses require a Gas Safety Certificate

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

2023/24 result: 100%



Medical Adaptations

In 2024/25

79

adaptations were completed.



2023/24 result: 121

Medical Adaptations

The Average time to complete an approved adaption was 9.9 days.

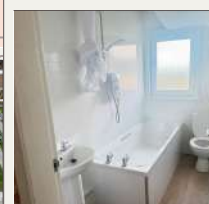
**9.9
DAYS**

2023/24 result: 30.7 days

Investment Works 2024/25: £3.6m

Investment spend 2023/24: £7.3m

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



Partnerships and Tenant Engagement

During 2024-25, 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 & Young People

- Development of Housing and ng homes content for promotion
- Local school promotions (careers days)
- School bank development/launch in North Glasgow

Active Travel

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

- 31 storage units installed
- Part-time bicycle mechanic in post
- Workshop equipped and running in community
- 6 active partnerships

Tenant Support

Social & Community Development

- 61 Pillows / 54 duvets / 109 Curtains / 68 air fryers
- Meet the Community Event
- Ukrainian tenant Focus Group

Future Projects

- Development of School Charters
- Development of a Youth Panel

Partners

- St Pauls Youth Forum
- On Bikes
- Glasgow Kelvin College
- Pollock Credit Union
- HMP Barlinnie
- Cycling Scotland
- Scottish Cycling
- UK Cycling



Partners

- School of Hard Knocks
- EY Foundation
- Winning Scotland
- Africa Challenge Scotland
- Department of Work & Pensions
- Greasemonkey
- SFHA

Recognition

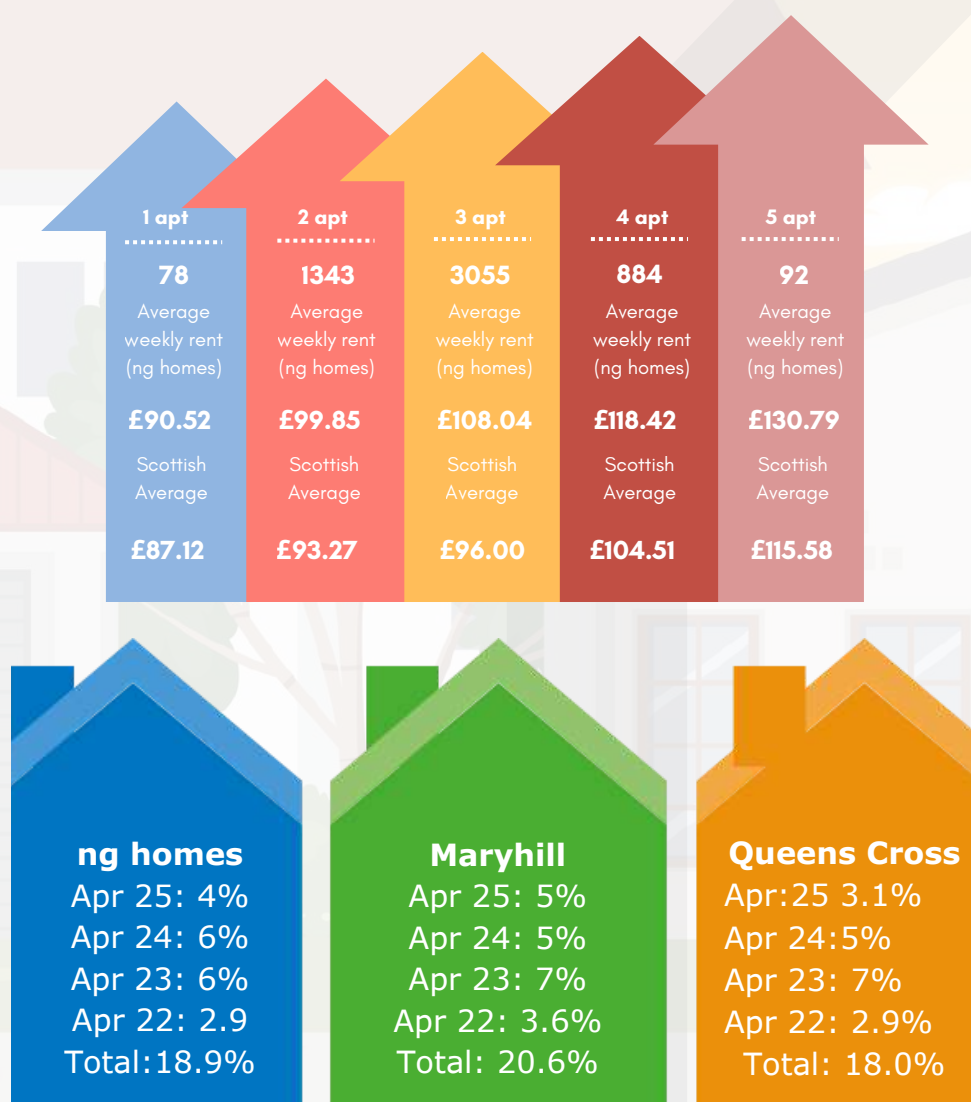
- Scottish Transport Awards (Highly Recommended)
- The Herald & GenAnalytics Diversity Award - (Winner)
- CIH Scotland Housing Awards (Working in Partnership) (Finalist)
- EY External Volunteer of Year (Winner)



Homes and Rents

At 31 March 2025, we owned 5452 homes. The total rent due for the year was £28.6M. (This does not include the rental income from Sharing Owners and Leased Properties).

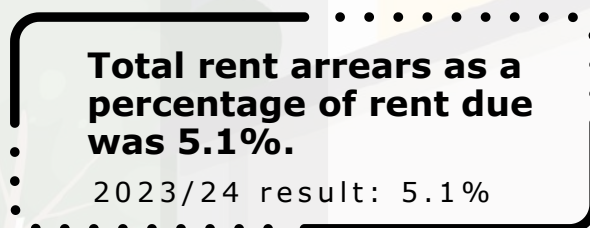
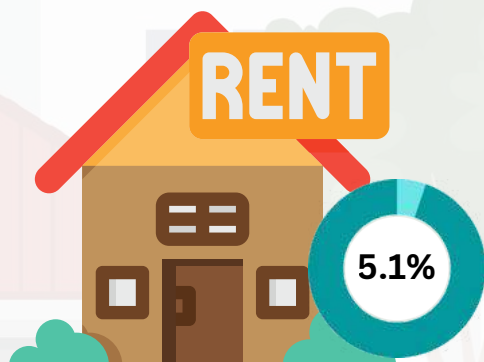
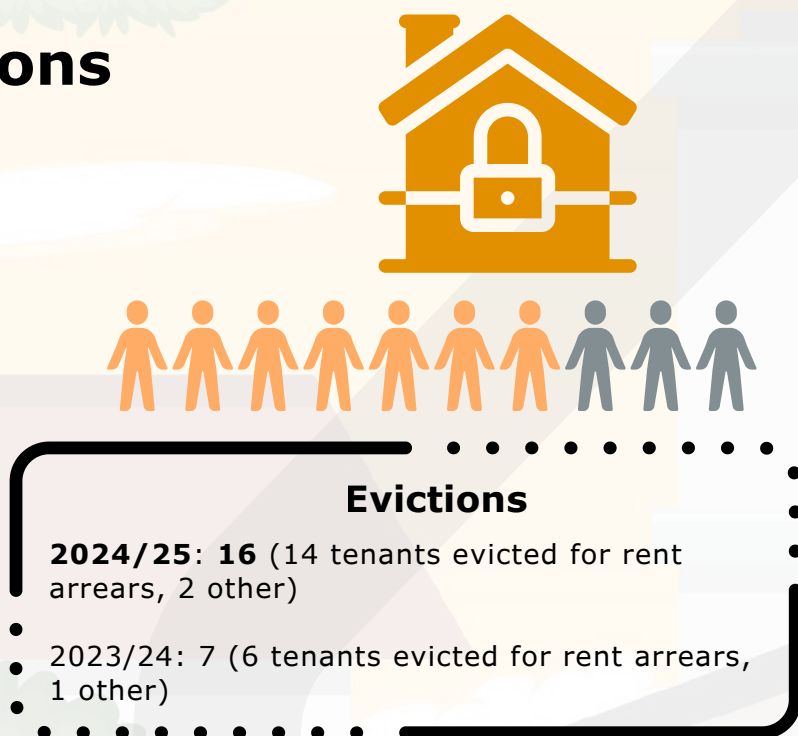
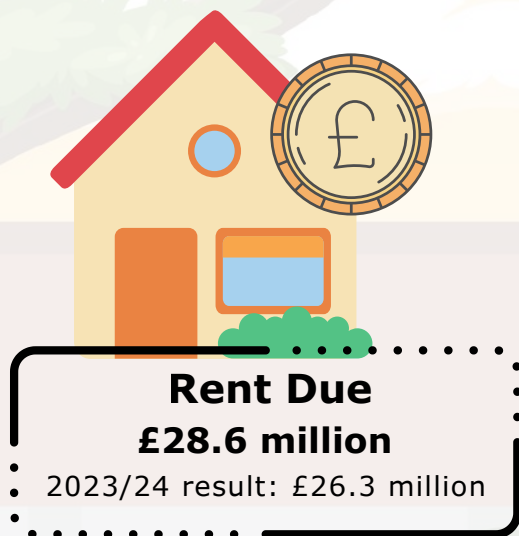
Your rent makes a significant contribution towards the delivery of our services. It also helps us to manage our existing housing stock and carry out maintenance, repairs and modernisation works.



Rent Increase

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

Arrears and Evictions



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 1937 of our tenants and have secured over **£2.8M in additional income** for our tenants.

To make an appointment, please contact your Housing Officer.

Value for Money

Time to re-let

26.4 Days

We took an **average of 26.4 days** to re-let homes, compared to the **Scottish average of 60.6**.

2023/24: 26.3 days



Rent Collected

(Current/Past Rent)

98.8%

The amount of money we collected was equal to **98.8%** of the **total rent due** in the year, compared to the **Scottish average of 100.2%**.

2023/24: 98.7%



Uncollected Rent

(Empty Homes)

0.8%

We did not collect **0.8% of rent due** because homes were empty, compared to the **Scottish average of 1.3%**.

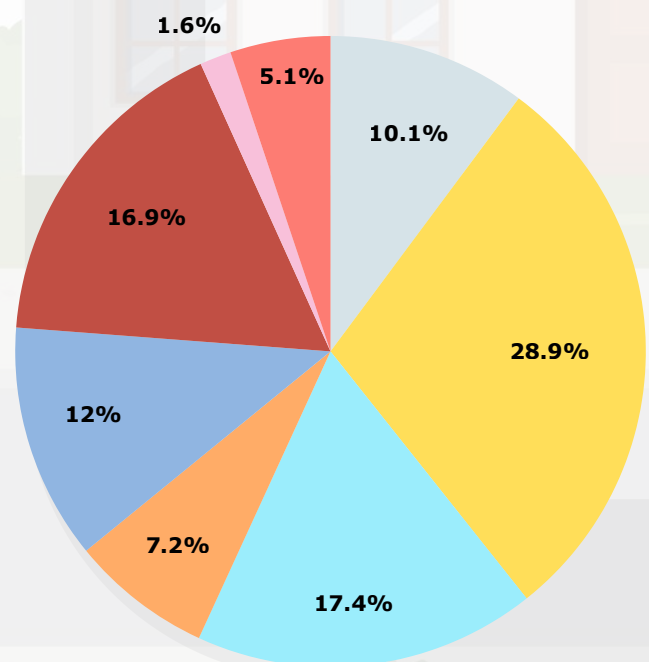
2023/24: 0.6%



Top areas of spend for 2024/25

A breakdown of how/where rent (money) has been spent over 2024/25.

Services	10.1%
Management & Maintenance Overheads	28.9%
Day-to-Day Repairs	17.4%
Cyclical Maintenance	7.2%
Major Repairs	12.0%
Depreciation & Debts	16.9%
Other Costs	1.6%
Interest	5.1%



Tenant Voice: Get Involved

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 become a member, please request a membership application form at <https://nghomes.net/become-a-member/> or speak with your Housing Officer.

Join our Board

We are looking for tenants to be on one of our Boards!

Join us to play a leading role in delivering our vision and to make a real difference.

You don't need previous Board experience - we'll provide all necessary training!



Get in touch

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;
- Our ng homes website;
- Social media;
- ng homes app;
- Community events; or
- Contact your Housing Officer.

Committees

ng homes also has Committees which look at housing, community development, finance, governance and more!

LEARN MORE >>



Already a member? Would you like to get involved or to learn more? Please speak with your Housing Officer, get in touch by email via info@nghomes.net or call us on **0141 560 6000**.

Tenant Satisfaction



Overall service provided by ng homes

73.1%



said they were satisfied with the **overall service** provided by **ng homes** compared to the Scottish average of **86.9%**.



Keeping you informed about services and decisions

79.1%



felt that ng homes was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **90.0%**.



Opportunities given to participate in decision-making processes

78.5%



said they were satisfied with the **opportunities to participate** in decision-making processes compared to the Scottish average of **86.3%**.

Compliments and Complaints



28 received

2023/24 result: 48

- "ng homes fundraising efforts are amazing. We are so grateful for your generosity and support."
- " Thank you for the kindness and support and exceptional service from all your team for helping me through a very difficult time."
- "Thank you for all the guidance and help."
- "Thank you for help during my move."
- "Thank you for coordinating installation of new shower tray."
- "Words can't describe how friendly and helpful all of the staff were to me and my children !!! Kind loving and really helpful. To all the staff thank you for the great work you all do."

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.



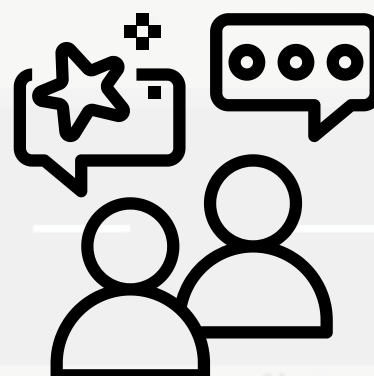
215 received

2023/24 result: 317

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

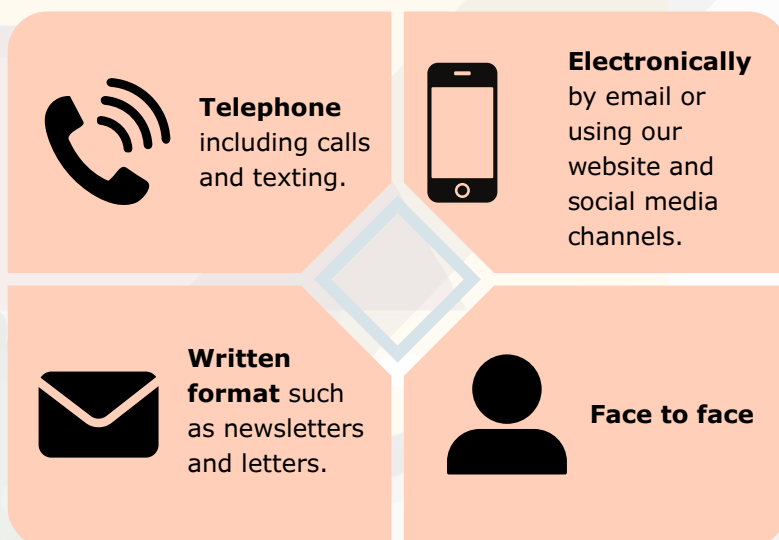
179 Stage 1 complaints were responded to in an average of **5 days**, against the **SPSO target of 5 days**.

44 Stage 2 complaints were responded to in an average **17.8 days** against the **SPSO target of 20 days**.



Communication

We use many forms of communication to engage, interact and keep you informed of our work. Telephone and email have been the main methods of contact with you over the last year. There are many ways that you can reach us including:

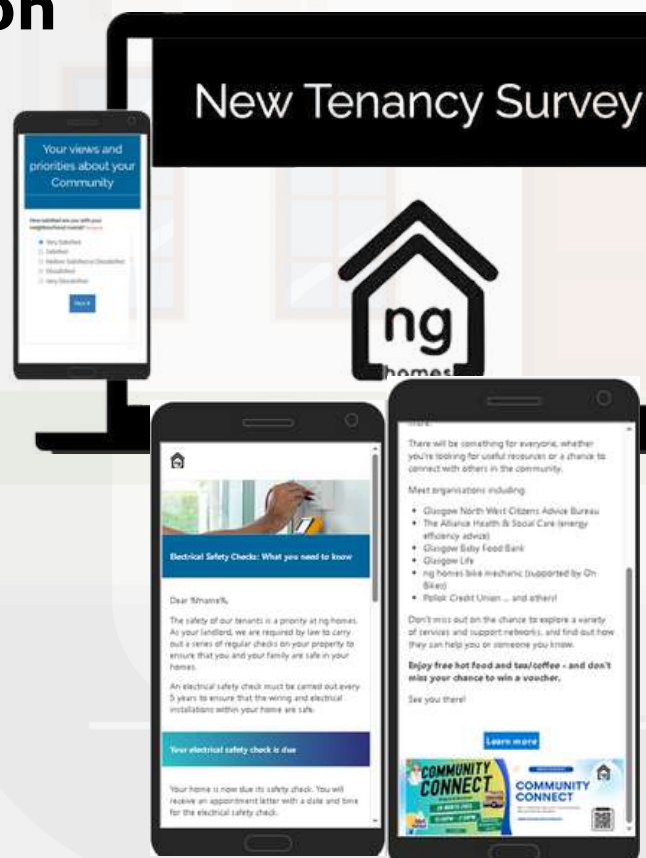


Improving Communication

This year we added a new method to communicate with our tenants and residents called CX-Feedback.

The system enables us to send out information through text messages and emails. This could be anything from sharing upcoming events to tips and advice, changes which you may need to know about or keeping you updated on the progress of projects or repairs.

We are also able to send out surveys via text or email so we can gather your views on lots of different subjects, even at a community event! We are can then pick up feedback quickly to spot any areas where extra attention may be needed so that we can respond and make things right.



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 28 November 2025** and you could win a voucher worth £100!

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



Our services - how are we doing?



Getting to Know You

We are looking for your feedback on the services we provide to help ng homes tailor them to our tenants' needs.

Have your say by scanning the QR code here or visiting our website at **www.nghomes.net/getting-to-know-you/**



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