



ng homes

Landlord Report 2023





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Welcome to the 2023 Landlord Report

I am delighted to present you with the Association's 2023 Landlord Report, produced in line with the Scottish Housing Charter. I hope it provides you with an insight into the work of the Association over 2022-2023.

This report highlights the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants. A copy of the report is also provided to the Scottish Housing Regulator to show them how we are performing.

We are extremely proud of the excellent work that our Board, staff and volunteers do in the development and delivery of the many programmes, initiatives and services that we offer in North Glasgow. We are committed to delivering customer service excellence and are grateful to all that is done to ensure this is achieved.

Recent years have presented challenge after challenge - from the Covid-19 pandemic to the ongoing cost-of-living crisis. 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 North Glasgow and to you, our tenants, for your support and patience whilst we work through each of these challenges.

This report also lets you see how we are performing against the Scottish average and how we compare with our own results from last year (2021/2022).

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.

Thank you for taking the time to read this report and providing us with your feedback. You can do this in a variety of ways including satisfaction surveys, submitting compliments and complaints, on our website, through social media (search @ng_homes on Twitter, ng_homes on Instagram or @nghacommunity on Facebook), on our ng homes app, at community events or simply by contacting your Housing Officer.

We hope you find this report interesting, and we look forward to receiving your feedback. We remain committed to giving our tenants a voice and working with you to ensure that we are delivering quality services that make a positive difference to the lives of people throughout North Glasgow. Your feedback will help us to achieve our vision of a community where people can flourish and prosper.

Best regards,

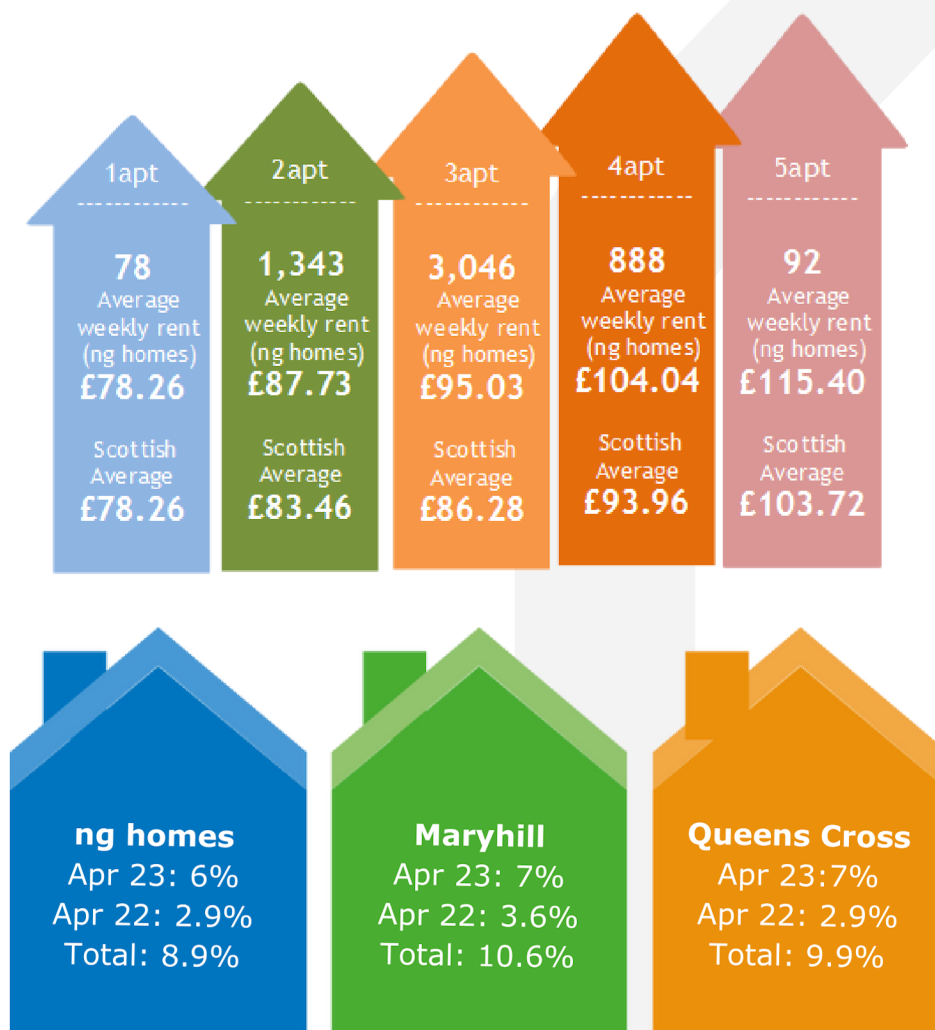
Catherine Rossine

Catherine Rossine
ng homes Chairperson

Homes and Rent

At 31 March 2023, we owned 5447 homes. The total rent due for the year was £24.7M. (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 generally lower than other Housing Associations in the surrounding areas over the last 2 years.

Tenant Satisfaction

83.6%

said they were satisfied with the overall service provided, compared to the Scottish average of 86.7%.

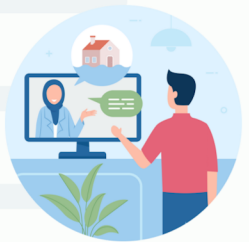


82.5%

of tenants felt that the rent for their property represents good value for money.

86.5%

felt that ng homes were good at keeping them informed about its services and outcomes compared to the Scottish average of 89.7%.



100%

of new tenants were happy with the standard of their home when moving in.

86.7%

of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 85.9%.

78.6%

of tenants are satisfied with the quality of their home.

80.7%

of tenants are satisfied with the management of the neighbourhood they live in.



Arrears and Evictions



Rent Due

£24.7 million

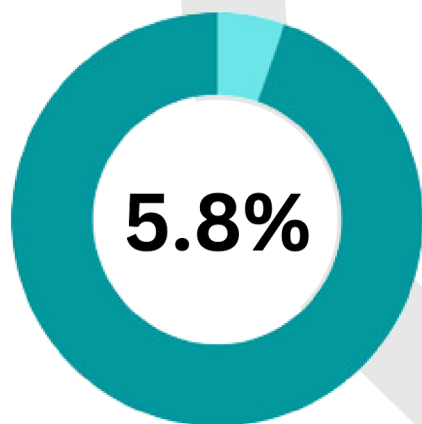
2021/2022 result: £23.8 million



We carried out 10 evictions

2023: 9 tenants evicted for rent arrears, 1 other

2022: 4 tenants evicted for rent arrears



Total rent arrears as % of rent due

2021/2022 result: 5.3%

House Allocations

104

lets to existing tenants

2022 result: 124

172

lets to waiting list tenants

2022 result: 182

148

lets to homeless tenants

2022 result: 132



Applicants on Waiting List

4400

2022 RESULT: 3579



New tenants sustaining tenancy for more than one year

91%

2022 result: 89%

0.5%

We did not collect 0.5% of rent due because homes were empty, compared to the Scottish average of 1.4%.

2022 result: 0.5%

Value for Money

28.6 Days

We took an average of 28.6 days to re-let homes, compared to the Scottish average of 55.6.

2022 result: 18.1 days

98.7%

The amount of money we collected for current and past rent was equal to 98.7% of the total rent due in the year, compared to the Scottish average of 99%.

2022 result: 98.9%

Anti-Social Behavior (ASB)

44 cases of ASB were reported to ng homes.

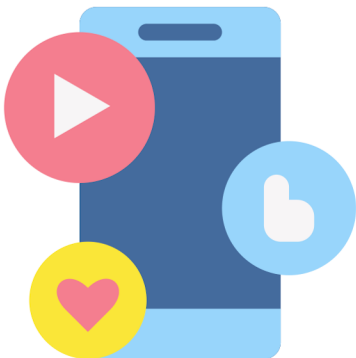
The type of anti-social behaviour included:

- Noise nuisance
- Loud parties
- Neighbour disputes

2022 result: 71

88.6% of these ASB cases were resolved within locally agreed targets, compared to the Scottish average of 94.2%.

2022 result: 94.4%



Quality and Maintenance of Your Home



76.2% of our properties met the **Scottish Housing Quality Standard** compared to the **Scottish average of 79%.**

2022 result: 66.1%

We completed 88.2% of reactive repairs 'right first time' compared to the Scottish average of 87.8%.

2022 result: 91.9%



83.8% of tenants who took part in Customer Satisfaction Surveys were satisfied with our repairs service, compared to the Scottish average of 88.0%.

2022 result: 78.8%

The average time we took to complete non-emergency repairs was 5.2 days, compared to the Scottish average of 8.7 days.

2022 result: 5.6 days



The average time we took to complete emergency repairs was 3.3 hours, compared to the Scottish average of 4.2 hours.

2022 result: 3.0 hours



Gas Safety

4341



houses
require a
Gas Safety
Certificate

Gas Safety Certificates

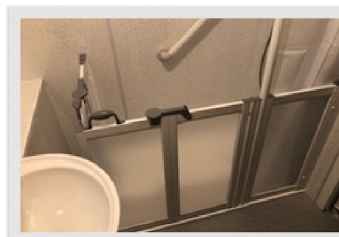


99.98%

had a Gas Safety
Certificate by the
anniversary date.

2022 result: 100%

Medical Adaptations



127

adaptations
were
completed

2022 result: 106

**36.7
DAYS**

The average time
to complete an
approved
adaptation was
36.7 days.

2022 result:
17.3 days

Compliments and Complaints



36 received

2021/2022 result: 34

- Thanks to plumbers who fitted my new bath. They did a lovely job with no mess or damage. I love it!
- Thanks for helping sort out my rent account.
- The ng homes staff were fantastic when I was given my flat. I can't thank them enough.
- The garden maintenance team did a lovely job of my front garden.
- Compliments to the close cleaners who did a great job.
- Compliments for getting additional controlled entry handset fitted.



293 received

2021/2022 result: 217

- Repairs
- Standard of service/customer service
- Investment
- Landscaping and garden maintenance
- Close cleaning, and backcourt maintenance.

66% in SPSO timescales
of 5 days for Stage 1 and
20 days for stage 2.

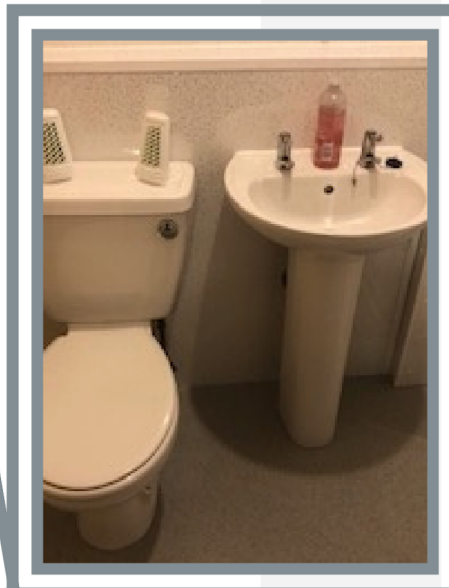
Investment Works 2022/23: £8.2m

This year's investment work included:

- kitchen, bathroom and rewire upgrades;
- boiler installs;
- roof replacement;
- door entry system upgrades;
- fire door upgrades;
- CCTV installation; and
- structural repairs.

In addition, we continue to install environmentally-friendly heating systems (air source heat pumps in our multi-storey flats).

Investment spend 2021/2022: £18.4m.



New kitchens, door entry systems and bathrooms were part of the 2022/23 investment programme





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ng homes is the trading name of North Glasgow Housing Association Ltd.
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