



Landlord Report 2018

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Welcome from the Chair

Welcome to our landlord report for 2018/19.

We are delighted to provide you with our annual report which gives you an insight into the work of

the Association including our successes and our relationship with you, our tenants. The report is produced in line with the Scottish Social Housing Charter and we also provide a copy of the report to the Scottish Housing Regulator.

The report sets out the standards and outcomes that all housing associations should aim to achieve when providing services to tenants. We are pleased to be able to show how we are performing against the Scottish average and against last year's results. This is very important as it allows us to reflect together on our performance against other housing associations, assess how far we have come as an organisation and to consider where we aspire to be.

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 to the community in North Glasgow.

Providing excellent customer service is very important at ng homes. We know that we are not perfect however we are committed to providing all of our customers with the excellent services you deserve.

Your feedback on the quality of our services is absolutely vital to our growth and improvement as an organisation. Your input is very much valued and we are very keen to hear from you. There are many ways to air your views including satisfaction surveys, compliments and complaints, newsletters, website, social media, public meetings and community events or simply by contacting your Housing Officer or the office directly.

Thank you for taking the time to read this report and I hope that you find it of interest.

Best regards

John Thorburn, Chairperson



Thank You To Our Tenants

We would like to thank the following tenants who have worked with the staff at ng homes to produce the landlord report for 2018 –



Frank
Spence



Agnes
Cameron



John
McLeod



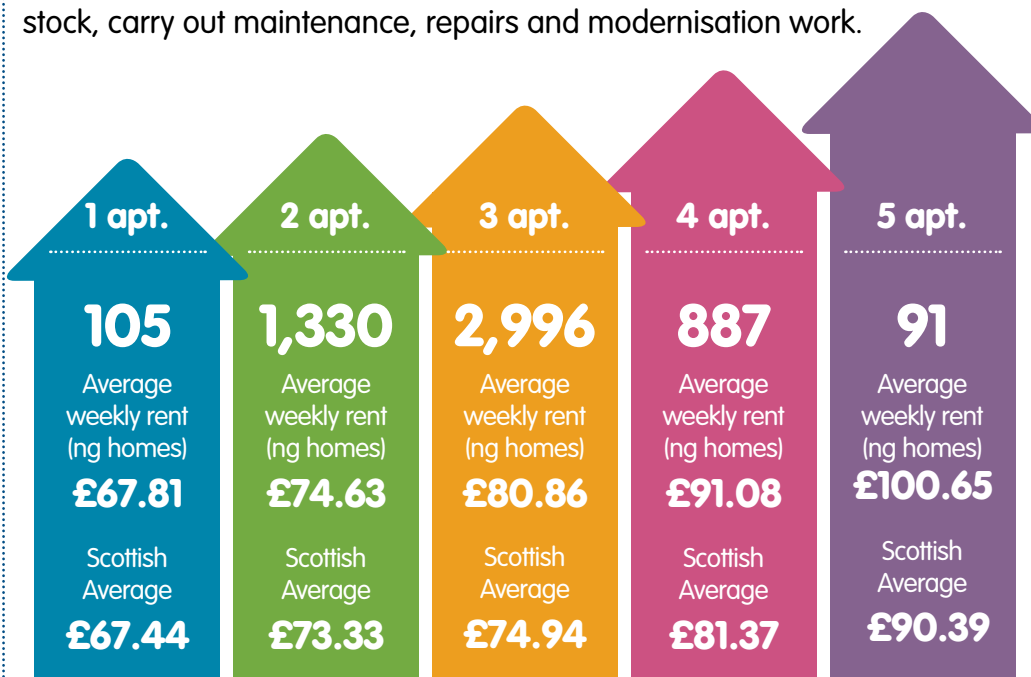
Agnes
Adams

They have played an important part in helping to produce a document that we think will have the information that tenants want to see in an easy to read format.

If you would like to be involved in next year's report please contact Barbara Bradley on 0141 336 1306.

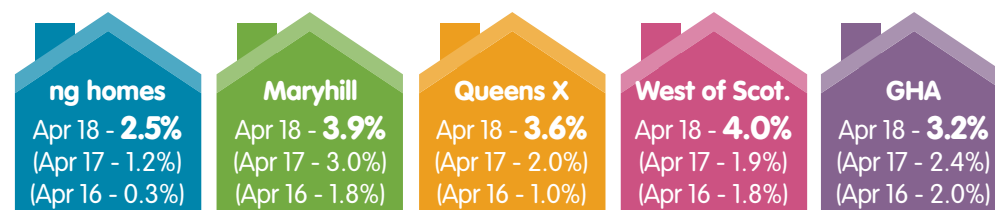
Homes and Rents

At 31 March 2018 we owned 5,409 homes. The total rent due for the year was £21.4M. Your rent makes a significant contribution towards the delivery of our services. It also helps us to manage our existing housing stock, carry out maintenance, repairs and modernisation work.



Rent Increase

This year, we increased our rents by 2.5%, this compares favourably and has been constantly lower than other Housing Association's in the surrounding area over the last 3 years.



Tenant Satisfaction

94%

of tenants said they were satisfied with the overall service we provided

Scottish Avg 90.5%

89%

of tenants felt we were good at keeping them informed about our services and outcomes

Scottish Avg 91.7%

81%

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

97%

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

79%

of existing tenants are satisfied with the quality of their home

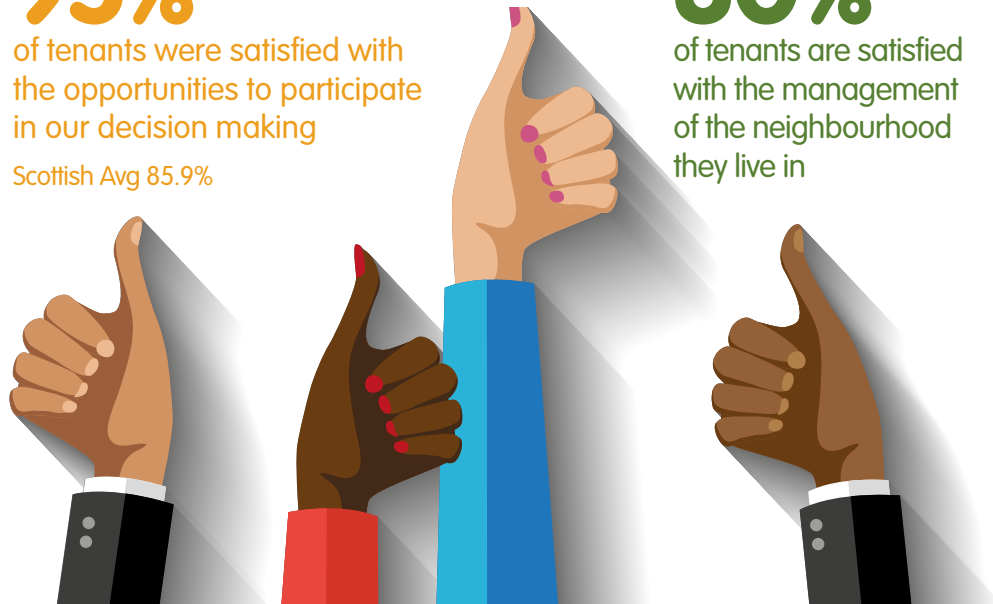
95%

of tenants were satisfied with the opportunities to participate in our decision making

Scottish Avg 85.9%

80%

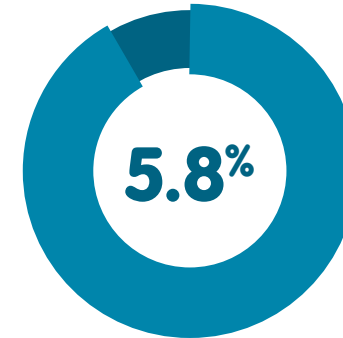
of tenants are satisfied with the management of the neighbourhood they live in



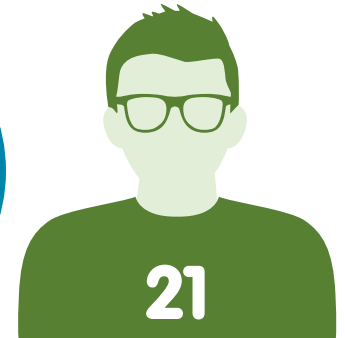
Arrears and Evictions



Total **rent due** last year was **£21.2 million**.



Total rent arrears as % of **rent due** was **5.8%**.



21 tenants were **evicted** for not paying rent.

Equalities



House Allocations



houses were re-let
last year.
(2017 result: 457)

114

lets to existing tenants

(2017 result: 103)

320

lets to waiting list applicants

(2017 result: 283)

64

lets to homeless applicants

(2017 result: 71)

2474

applicants on
waiting list
(2017 result: 2412)



963

new applicants
added to the list
(2017 result: 889)

84%

of new tenants last year sustained their tenancy for more than one year

(2017 result 85%)

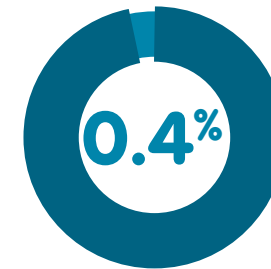


Value For Money



The amount of money we collected for current and past rent was equal to **97.9%** of the **total rent** due in the year, compared to the Scottish average of 99.4%

(2017 result: 99%)



We did not collect **0.4%** of rent due because **homes were empty**, compared to the Scottish average of 0.7%.

(2017 result: 0.5%)



We took an average of **16.1 days** to **re-let homes**, compared to the Scottish average of 30.7 days.

(2017 result: 19.2 days)

Anti Social Behaviour (ASB)

71 cases

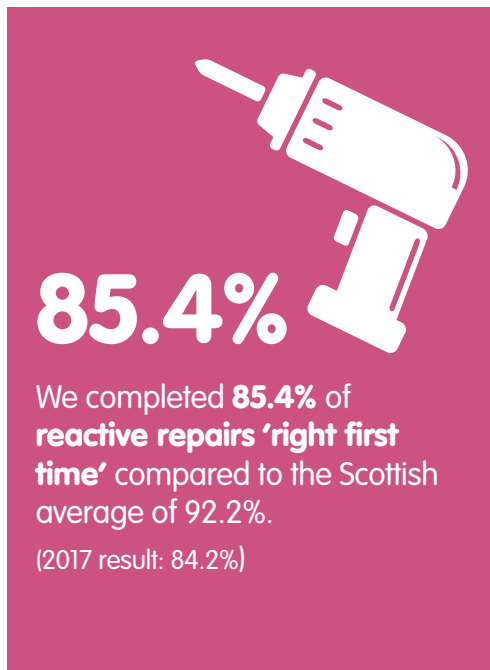
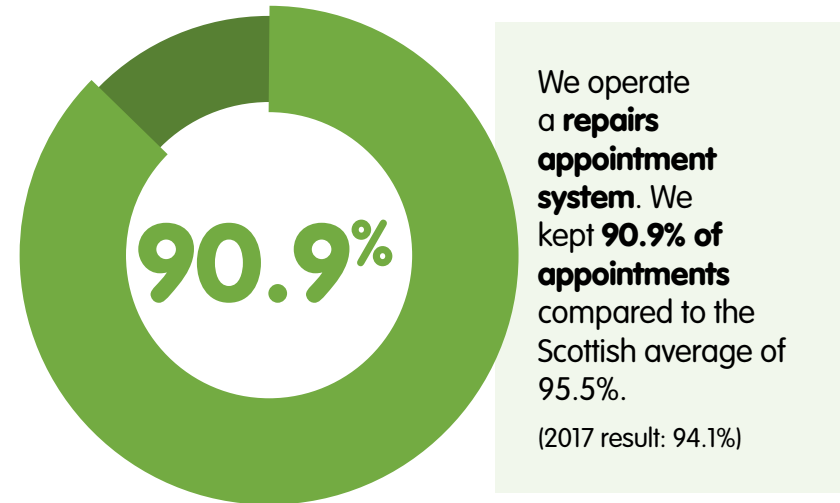
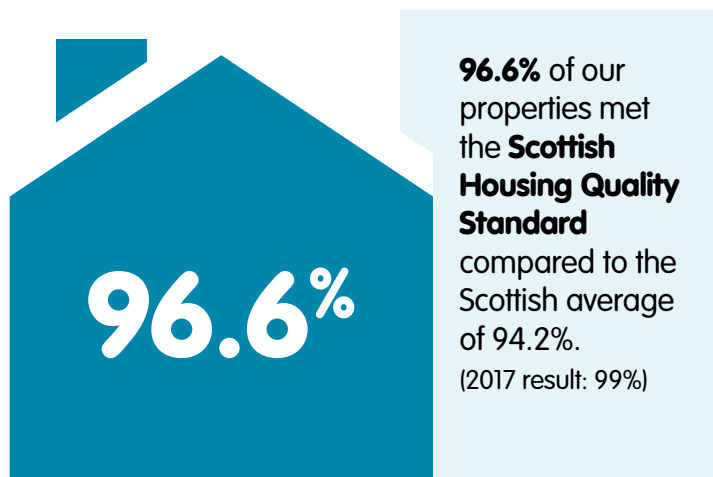
of ASB were reported to ng homes. The types of anti social behaviour reported include: noise nuisance, loud parties, neighbour disputes
(2017 result: 91)

88.7%

of these ASB **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

(2017 result: 82.4%)

Quality and Maintenance of your home



Gas Safety



4253

houses require a gas safety certificate.

100%

had certificate renewed by anniversary date.

(2017 result: 100%)

Examples of Investment works carried out in 2017/18

Before



During



After

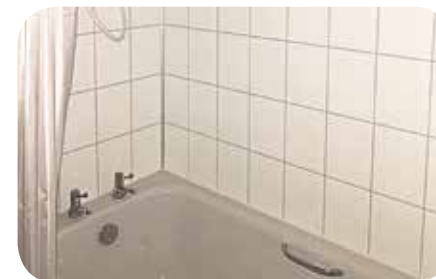


£7.5m

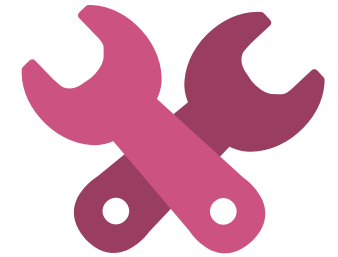
Invested in our homes

which include Backcourt/Environmental work, Door entry upgrades, close painting and lighting upgrades and Kitchen, Bathroom and Re-wire upgrades

(Investment spend 2017 £5.6m)



Medical Adaptations



140

140 medical adaptations were completed

(2017 result: 170)

25 days

Average time to **complete** approved applications was **25 days**

(2017 result: 27)

Compliments

57 received

(2017 result: 76)

Thank you for:

- Help with transfer to new home, swift attention to resolve repair, help with anti social behaviour, help with housing benefit claim, care and compassion during bereavement, excellent service from Handy person, keeping backcourts clean and tidy.

Complaints

- 368 Complaints for the year – repairs, standard of service, customer service, Investment
(2017 result: 283)
- 78% responded to within SPSO timescales

Retirement Housing

ng homes provide Retirement Housing services across 5 complexes. Retirement Housing tenants receive enhanced housing and property management services, delivered by highly skilled local staff with knowledge and experience of tenancy and property maintenance services. Staff will offer tenants locally based advice and information and signpost them to other agencies as required.

This Retirement Housing service is provided across 5 complexes named below:-

- Hawthorn Street
- Carron Crescent
- Kemp Street
- Gourlay Street
- Barloch Street

The Retirement Housing properties are available

to older people and allow tenants to live independently. Retirement Housing staff work a flexible model of service known as Hub and Cluster. This allows the service to be provided when required across the sites Monday to Friday and concierge services carry out security patrols out of hours and at weekends. The service partners with our Regeneration Team to support existing social activities and to develop new activities, on and off site.

Universal Credit

Universal Credit (UC) Replaces the following benefits and tax credits with one single monthly payment:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Housing Benefit
- Working Tax Credits
- Child Tax Credit

Your responsibilities

- You **must** make an online claim for UC. You will be allocated a Work Coach. Your Work Coach will help support you into work.
- You **must** report immediately any change of circumstances online.
- You **must** advise your Work Coach of your current housing situation.
- You **must** keep in touch with your Work Coach at the Job Centre online.
- You **must** do all the things agreed with your Work Coach.
- You **must** keep your claimant commitment and job search up to date (you don't want to be sanctioned).
- You **must** keep up to date and manage your online account (this is called your journal).
- You **must** make a separate claim to Glasgow City Council for your council tax reduction



Advice on claiming

- You can only apply for Universal Credit at **www.gov.uk/universalcredit** - if you do not have internet access at home, your local Job Centre Plus will be able to help you make your claim. You can also visit your local library or community hub to get online.
- **Make sure you have your own email address** - this is essential before you apply online.
- **Include details of your rent when you claim** so that your housing costs are included.
- **UC can only be paid directly into a bank, building society or credit union account.**
- UC will be **paid monthly in arrears** - payments will not be backdated to take into account any delays in you making your claim.
- **Support and advice is Available.** If you have difficulties in managing your UC claim please get in touch with your Housing Officer.

Our top tips

- Remember, if you are a tenant **you must** tick the box on the UC form confirming that you have housing costs to pay otherwise they **will not be included** in your claim.
- Set up an email account.
- Open a bank account and start saving - at your local bank, building society, credit union.
- Get access to the internet - e.g. visit your local library to get online.
- Make a budget plan - e.g. visit **www.moneyadvicescotland.org.uk**.

What you will need to make a claim for Universal Credit

- Your tenancy agreement or a rent statement showing your rent
- Your landlord's name and address
- Your postcode
- Your (and your partner's) National Insurance number, passport or photo driving licence
- Details of anyone who lives with you
- Your bank account details
- Details of any savings
- Your expected monthly salary (if working)
- Details of any other income you receive.
- Your email address and landline or mobile phone number.

If you have any questions or concerns with regards to Universal Credit please call into the housing office to speak to a member of staff.

Financial Assistance

We work in partnership with various agencies to provide help and support to our tenants affected by welfare reform.

GEMAP



Gemap can provide assistance with the following:

- Fighting Sanctions
- Claiming Personal Independence Payments
- The Scottish Welfare Fund
- Tax Credits
- Housing Benefit
- Council Tax Reduction
- Universal Credit
- Living with debt
- Managing money

- Debt Management Plan
 - Representation at appeals
- GEMAP advisors work from our Possilpark and Springburn Offices.

During this year GEMAP advisors have worked with 1487 of our tenants and have secured over £3.2M in additional income for our tenants. To make a appointment please call 0141 560 600 or 0141 336 1300.

Case Study

Tenant attended ng homes office for advice on benefits as she has recently had a baby and has just secured her own tenancy. She is a lone parent and currently has no income.

The GEMAP advisor assisted the tenant with claims for Income Support, Housing Benefit, Council Tax Benefit, Child Tax Credits, Child Benefit, Scottish Welfare Fund, Sure Start Maternity Grant and Sure Start Vouchers. Total award over 52 weeks £17,709.

Scotcash



Scotcash can help you make the most of your money by providing a range of financial support, guidance and other services.

They can assist on:

- Opening a basic bank account
- Advice on savings
- Work in partnership with Glasgow Furniture Initiative and Spruce Carpets to help furnish your home. If you cannot afford the upfront costs they can help by providing the finance for what you need and arrange a manageable repayment plan which can be tailored to your budget.

To make a appointment please call 0141 276 0525.

Pollok Credit Union



Pollok credit union has an office in Saracen street. They offer a range of services to our tenants which include:

- Basic bank accounts
- Savings account
- Low cost loans

To make a appointment please call 0141 336 6570.

Meet the Housing Services Team

Possilpark Team



Sharon Hazlett
Housing Manager



Karen Edgar
Senior Housing Officer

For all other housing enquiries – please contact Lynn Bennett, Emma Coats, Gail Hamilton, Gordon McFarlane or Lauren McPhee

Lynn Bennett

- 102-173 Ashfield Street
- 24 – 326 Broadholm Street
- Buckley Street
- 28-30 Bracken Street
- 11-61 Claddens Quadrant
- 26-84 Claddens Street
- 16-34 Coltnuir Street
- 5 – 233 Crowhill Street
- 26-36 Gadloch Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street
- 54-160 Glenhead Street
- 5 – 81 Kippen Street
- 23-43 Lamb Street
- 82-209 Haywood Street



- 105 Knapdale Street
- 144 Liddesdale Road

Gordon McFarlane Lauren McPhee

- 134 Allander Street
- 4-50 Ardoch Street
- 1-27 Balgair Place
- 1-39 Balgair Gardens
- 25-41 Balgair Street
- 1-22 Balglass Gardens
- 24-41 Balglass St
- 3-39 Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- 100-149 Bardowie Street
- 184-248 Bardowie Street
- 772-802 Bilsland Drive
- 8-48 Hayston Crescent



- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnyslaw Place



Danielle Quinn

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 – 221 Balmore Road
- 139 – 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



Emma Coats

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Court
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 96, 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killearn Street
- 56-251 Killearn Street



- 1-23 Rednock Street
- 98-110 Saracen Street
- 67-102 Stonyhurst Street
- 106-116 Stonyhurst Street
- 217 – 231 Stonyhurst Street

Gail Hamilton

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 – 221 Balmore Road
- 139 – 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



Pamela Hutchison

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Court
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 96, 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killearn Street
- 56-251 Killearn Street



- 772-802 Bilsland Drive
- 8-48 Hayston Crescent
- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnyslaw Place
- 102-173 Ashfield Street
- Buckley Street
- 5 – 233 Crowhill Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street



- 54-160 Glenhead Street
- 5 – 81 Kippen Street
- 144 Liddesdale Road

For rent enquiries – please contact Lesley McLeish, Pamela Hutchison or Danielle Quinn

Springburn Team



Caroline Wilson
Housing Manager

For all other housing enquiries – please contact Gemma Lee, Terri McChesney or Amanda Milne

Amanda Milne

- Balgraybank, Boghead, Cardarroch, Cockmuir Street
- 256-356 & 426-488 Broomfield Road
- Eastburn Road
- Craigenbay, Gartferry, Hillhouse & Lumloch Street
- Drumbottle & Lanrig Road
- 2-60 Wallacewell Crescent
- 5-9 Wallacewell Place



- 91-144 Wallacewell Road
- Campsie, Downs, Mansel & St Monance Street
- Syriam Gardens, Place & Street

Gemma Lee

- Barmulloch Road
- Burnbrae & Oatfield Street
- 459-463 Petershill Road
- Young Terrace
- Avonspark Gardens, Place & Street
- Dykemuir Place & Street
- Red Road





Geri Anderson
Senior Housing Officer



Terri McChesney

- Angus, Bagnell, Carlestone, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
- Atlas & Cowlares Road
- 104-138 Balgrayhill Road
- Broomfield Place
- Mossesfield Street
- 2-60 Broomfield Road
- Hillkirk Place
- Morrin Path & Springburn Way
- Auchentoshan Terrace
- Auchinloch, Laverockhall, & Midton Street
- 721-745 Broomfield Road
- Broomfield Crescent & Broomfield Drive
- 237-251 & 310-318 Springburn Road
- 77-163 Petershill Road

For rent enquiries – please contact Danielle McErlane, Emma Dunn, Andrea Campbell or Laura Sharkey



Andrea Campbell/Laura Sharkey

- Barmulloch Road
- Burnbrae & Oatfield Street
- 459-463 Petershill Road
- Young Terrace
- Avonspark Gardens, Place & Street
- Dykemuir Place & Street
- Red Road



Emma Dunn

- Angus, Bagnell, Carlestone, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
- Atlas & Cowlares Road
- 104-138 Balgrayhill Road
- Broomfield Place
- Mossesfield Street
- 2-60 Broomfield Road
- Hillkirk Place
- Morrin Path & Springburn Way
- Auchentoshan Terrace
- Auchinloch,
- Laverockhall, & Midton Street
- 721-745 Broomfield Road
- Broomfield Crescent & Broomfield Drive
- 237-251 & 310-318 Springburn Road
- 77-163 Petershill Road



Danielle McErlane

- Balgraybank, Boghead, Cardarroch, Cockmuir Street
- 256-356 & 426-488 Broomfield Road
- Eastburn Road
- Craigenbay, Gartferry, Hillhouse & Lumloch Street
- Drumbottie & Lanrig Road
- 2-60 Wallacewell Crescent
- 5-9 Wallacewell Place
- 91-144 Wallacewell Road
- Campsie, Downs, Mansel & St Monance Street
- Syriam Gardens, Place & Street



Multi-Storey Flat Team



Karen Johnson
Housing Manager



Lyanne Leslie
Senior Housing Officer

For all other housing enquiries please contact Yvonne Kinnear, Anne Sheeran, Alison McLean or Liz McMillan

Alison McLean

- 1292-1330 Springburn Road
- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Place
- Viewpoint Road



Liz McMillan

- 771-783
- Springburn Road
- Blackthorn Street
- Elmvale Street
- Horne Street
- Memel Street
- 10-73 Carron Street
- 3, 4, 10, 16, 22, 28, 34, 40, 46, 52, 58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 185 195 200 Fernbank Street



Yvonne Kinnear

- 37 – 107 Galloway Street
- 1-217 Lenzie Terrace
- 9/19/29 Carron Crescent



Anne Sheeran

- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



For rent enquiries – please contact Catherine Mather, Bola Akintoye or Linda Forrester

Catherine Mather

- 37-107 Galloway Street
- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horne Street
- Memel Street
- 10-73 Carron Street
- 3, 4, 10, 16, 22, 28, 34, 40, 46, 52, 58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 195 Fernbank Street



Bola Akintoye

- 9, 19, 29 Carron Crescent
- 1292-1330 Springburn Road
- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Place
- Viewpoint Road



Linda Forrester

- 1-217 Lenzie Terrace
- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



Tenant Liaison Officers



Michelle Donnelly



Christine Calder

Customer Services Team



Kelly Burns



Peter Livingston



Stephen Lauder



Connor Hazlett



Iona Wilson

Tenant Participation

Tenant Participation and engaging with our tenants is very important to our homes. There are different ways that tenants can be involved, which include:

Focus Groups

- Discuss local issues
- Meet with partnering agencies – Police Scotland, Scottish Fire & Rescue Service, Glasgow City Council cleaning and land services etc.
- Estate walkabout

Tenants Service Group

- Look at how we deliver our services
- Opportunity to discuss the services delivered
- Make recommendations for change.

Get Involved!

We are keen for more tenants to get involved. If you are interested in joining the Focus Groups or the Tenants Service Group, please contact your local office for further information.



Tenant Rewards

Tenants Rewards are designed to acknowledge responsible tenants who pay their rent on time, help sustain investments in their homes and contribute to making North Glasgow a community where people can flourish and prosper.

Benefits include:

Quarterly and Annual prize draws

We will offer quarterly prize draws for a £50 gift voucher for tenants and additional annual prize draws specifically for over 60's and long standing tenants (10 years+). If you are selected as a winner, your housing officer will contact you and the results of all draws will be reported in North News.

Free Insurance

Tenants aged over 60 years or who have a disability can receive FREE contents insurance cover. This is still available to tenants who qualify and anyone not already taking advantage should contact their Housing Officer.

End of Tenancy Reward

This reward of £50 is for tenants who are giving up their tenancy and comply with ng homes end of tenancy procedure. See our website to check if you qualify for this award.

Dates for your diary

We hold various community events throughout the year. The following events are held on a regular basis:

Weekly Activities: – October – November 2018

Activity	Venue	Date and time
Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30am – 11.00am
Chancers (Link Up)	Possilpoint Community Centre	Tuesdays 12 noon – 3pm Wednesdays 9.30am - 2.30pm
Inner Circle Men's Group (Link Up)	Possilpoint Community Centre	Mondays: 2pm - 4pm Thursdays: 12 noon - 3pm
Wednesday Social Event	Possilpark Parish Church Saracen Street	Wednesdays 9.30am - 2pm
Oriental Gym Exercise	Tron St Mary's Red Road Barmulloch	Fridays 10am – 12 noon
Family Breakfast Clubs	Possibilities	Monday to Fridays 8am – 8.45am
Family Breakfast Clubs	Salvation Army Halls Fernbank Street	Mondays to Fridays (except Tuesdays) 8am – 8.45am
Chatty Cafe	Salvation Army Halls	Mondays 1pm – 3pm

Monthly Activities/One off events/Workshops: October – November 2018

Activity	Venue	Date and time
Community Networking Breakfast	Saracen House	9 November 10am – 12 noon 7 December 10am – 12 noon
Song Shimmy Event	Petershill Football club Adamswell Street	23 November 1pm – 4pm 14 December 1pm – 4pm
Welcome to the Community Event	Venue to be confirmed	Tuesday 21 November 12 noon - 3pm
Swap Shop	Possibilities Closeburn Street Possilpark	15 November 11am – 2pm
Afternoon Vintage Tea	Petershill Football Club Adamswell Street	Thursday 8 November 12 noon – 2pm



Springburn office
Ned Donaldson House,
50 Reidhouse Street,
Springburn, Glasgow G21 4LS
Tel: 0141 560 6000



email: info@nghomes.net
web: www.nghomes.net
Twitter: @ng_homes
Facebook: ngsportslegacy



Possilpark office
Saracen House,
139 Saracen Street,
Possilpark, Glasgow, G22 5AZ
Tel: 0141 336 1300

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This document is also available in other languages. This document is available in braille.

