



# ng homes Landlord Report

# 2024



# TABLE OF CONTENTS

<b>Chair's Welcome</b>	P3
------------------------	----

## **Communities**

• Quality and Maintenance of your home	P4
• House Allocations / Anti-Social Behaviour (ASB)	P5
• Gas Safety / Medical Adaptations	P6
• Investment Works 2023/24	P6

## **Financial**

• Homes and Rents	P7
• Arrears and Evictions / Financial Support (GEMAP)	P8
• Value for Money	P9

## **Services**

• Tenant Satisfaction	P10
• Compliments and Complaints	P11
• Communication/ Tenant Voice - Have Your Say	P12
• Tenant Voice - Get Involved	P13



# Welcome to the 2024 Landlord Report

I am delighted to present you with the Association's 2024 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 2023-2024.

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.

This report lets you see how we are performing against the Scottish average and how we compare with our own results from last year (2022-2023). 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 for all that is done to ensure this is achieved.

The cost-of-living crisis continues to present challenges which have affected almost every part of 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 North Glasgow and to you, our tenants, for your support and patience whilst we work through each of these challenges.

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.

I also want to extend a thank you to our tenants who took the time to share feedback on previous Landlord Reports and helped us shape this report.

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

**Have your say - you could win £100!**

Let us know your thoughts on this Landlord Report by **Friday 29 November 2024** and you could win a voucher worth £100!

Scan the QR code here or visit **[www.nghomes.net](http://www.nghomes.net)**.



# Quality and Maintenance of Your Home



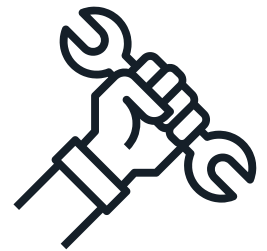
**92.9%**

**of our properties** met the Scottish Housing Quality Standard compared to the **Scottish average of 84.4%.**

2022/23 result: 76.2%

We completed **84.2% of reactive repairs** 'right first time' compared to the **Scottish average of 88.4%.**

2022/23 result: 88.2%



**82.2% of tenants** who took part in Customer Satisfaction survey were satisfied with our repair service, compared to the **Scottish average of 87.3%.**

2022/23 result: 83.8%

The average time we took to complete **non-emergency repairs was 6.1 days**, compared to the **Scottish average of 9.0 days.**

2022/23 result: 5.2 days



The average time we took to complete **emergency repairs was 4.0 hours**, compared to the **Scottish average of 4.0 hours.**

2022/23 result: 3.3 hours

## House Allocations

**98** lets to existing tenants

2022/23 result: 104

**148** lets to waiting list tenants

2022/23 result: 172

**165** lets to homeless tenants

2022/23 result: 148



Applicants on Waiting List

**5509**

2022/23 result: 4400



New tenants sustaining tenancy for more than one year

**92%**

2022/23 result: 91%



## Anti-Social Behavior (ASB)

**57**

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

The type of anti-social behaviour included:

- Noise nuisance
- Loud parties
- Neighbour disputes

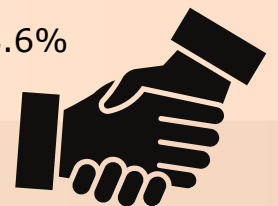
2022/23 result: 44



**84.2%**

**of these ASB cases were resolved within locally agreed targets,** compared to the Scottish average of 94.3%.

2022/23 result: 88.6%



# Safety and Investment

**Gas Safety**  
**100%**

**4345** houses require a Gas Safety Certificate

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

2022/23 result: 99.98%



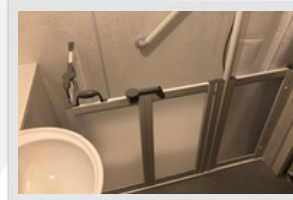
**Medical Adaptations**

In 2023/24

**121**

adaptations were completed.

2022/23 result: 127



**Medical Adaptations**

The average time to complete an approved adaptation was **30.7 days.**

**30.7 DAYS**

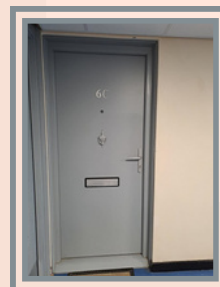
2022/23 result: 36.7 days



## Investment Works 2023/24: £7.3m

Investment spend 2022/23: £8.2m

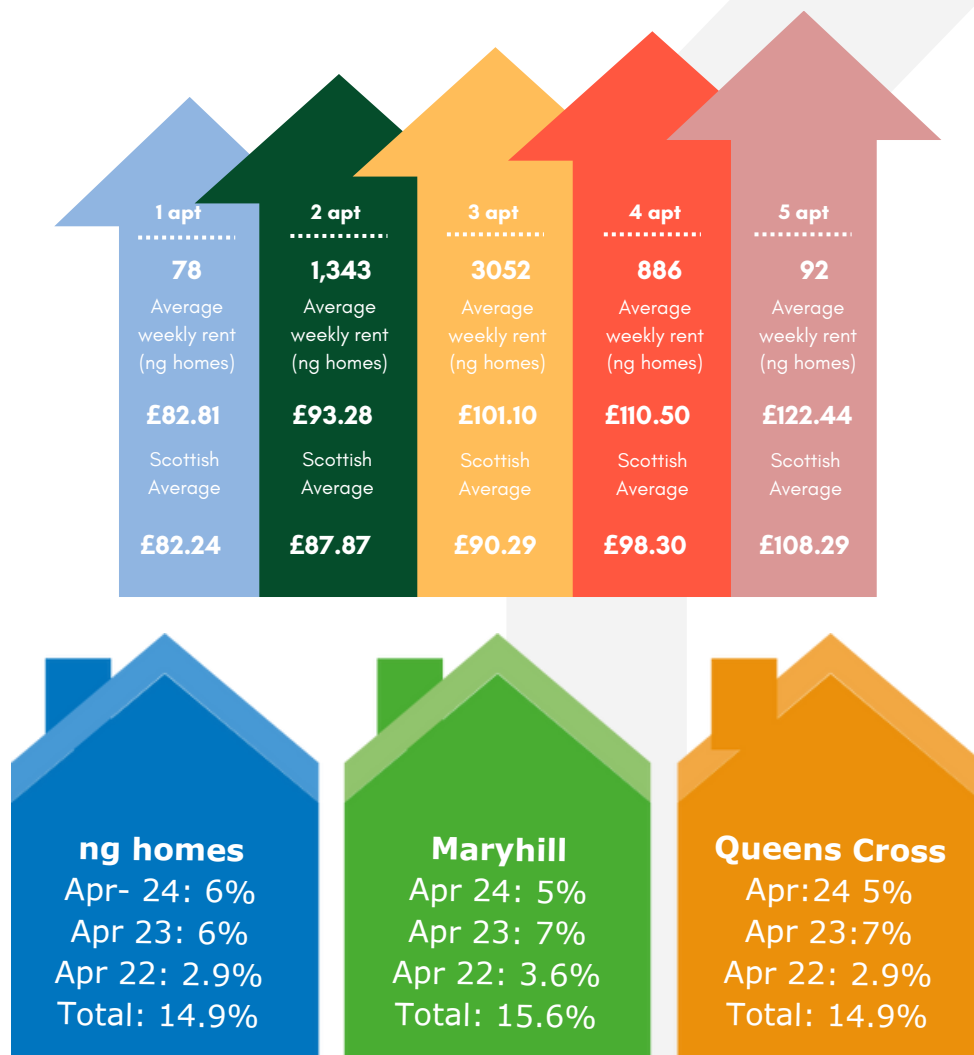
- Kitchens
- Bathrooms
- Rewire upgrades
- Boiler installs
- Lift replacement
- Fire Safety upgrades
- Structural repairs
- Door Replacements



## Homes and Rents

At 31 March 2024, we owned 5451 homes. The total rent due for the year was £26.3M. (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.




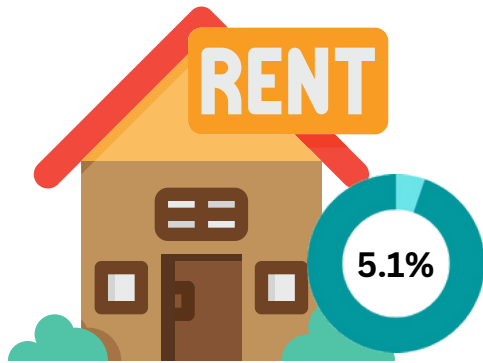

## Rent Increase

This year, we increased our rents by 6%. Our rent increases have been comparable with other Housing Associations in the surrounding areas over the last 3 years.

## Arrears and Evictions



**Rent Due**  
**£26.3 million**  
2023/24 result: £24.7 million

**Evictions**  
**2023/24: 7** (6 tenants evicted for rent arrears, 1 other)  
**2022/23: 10** (9 tenants evicted for rent arrears, 1 other)

**Total rent arrears as a percentage of rent due was 5.1%.**  
2022/23 result: 5.8%

## 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.



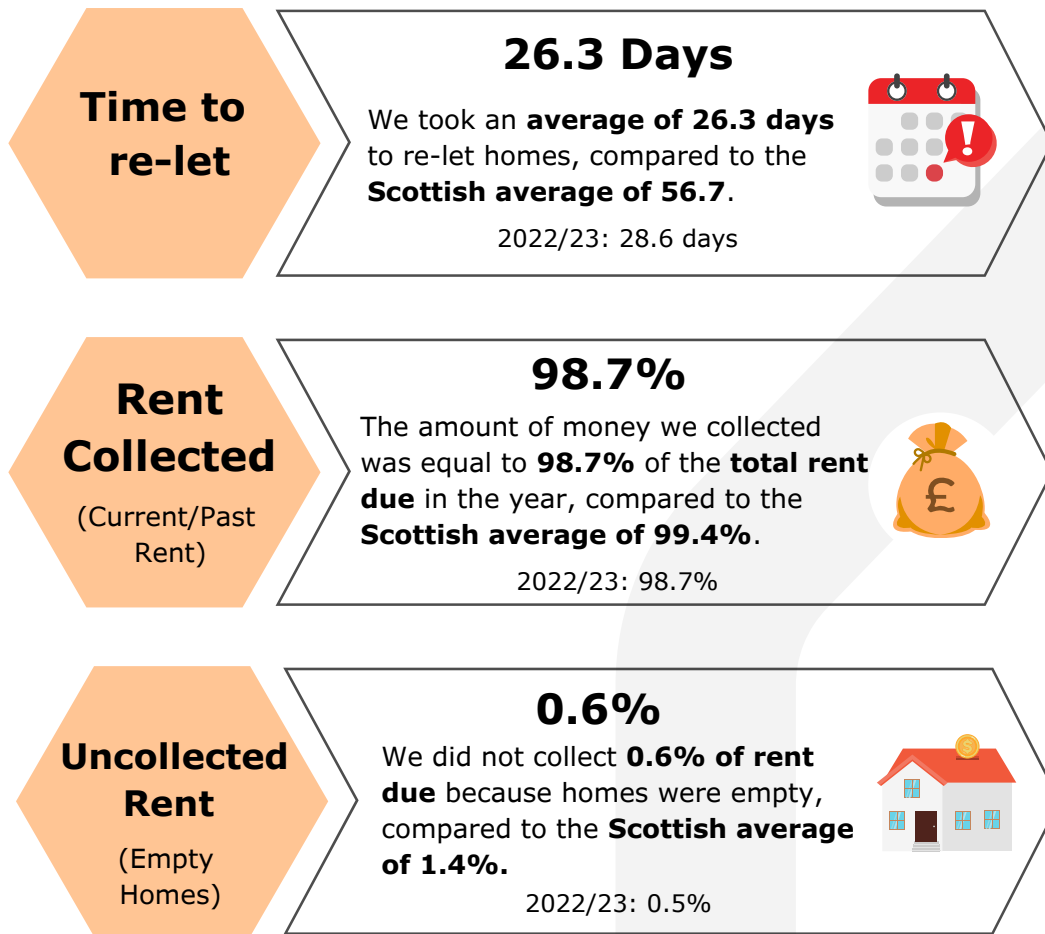
If you have applied for any of the benefits above and have been refused, GEMAP can help and represent you through the appeal process.

GEMAP Advisors have worked with 1716 of our tenants and have secured over **£2.9M in additional income** for our tenants.

**To make an appointment, please contact your Housing Officer.**



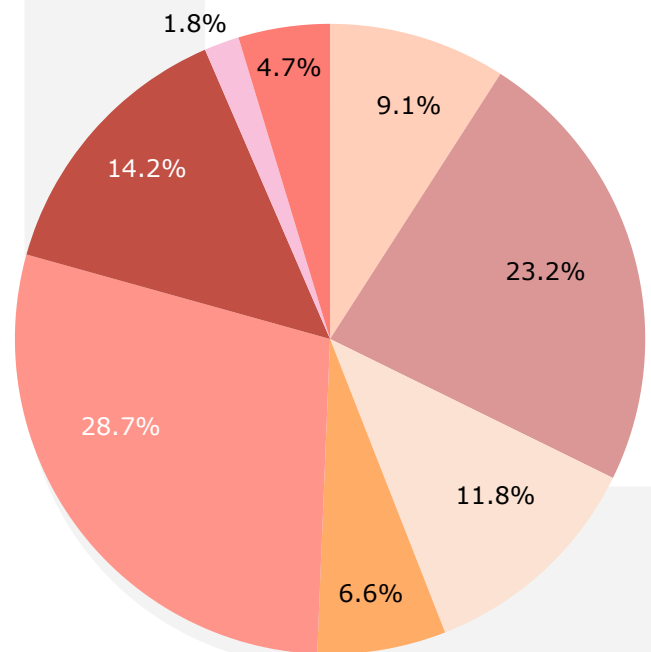
## Value for Money



## Top areas of spend for 2023/24

A breakdown of how/where rent (money) has been spent over 2023/24.

Services	9.1%
Management & Maintenance Overheads	23.2%
Day-to-Day Repairs	11.8%
Cyclical Maintenance	6.6%
Major Repairs	28.7%
Depreciation & Debts	14.2%
Other Costs	1.8%
Interest	4.7%



# Tenant Satisfaction



Overall service provided by ng homes



said they were satisfied with the **overall service** provided by **ng homes**, compared to the Scottish average of **86.5%**.



Keeping you informed about services and decisions



felt that ng homes was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **90.5%**.



Opportunities given to participate in decision-making processes



said they were satisfied with the **overall service** provided by **ng homes**, compared to the Scottish average of **87.7%**.

## Compliments and Complaints



**48 received**

2022/23 result: 36

- "Thank you for help with my garden cut."
- "Thanks for helping me update my Universal Credit when i moved into my home."
- "Like to thank Concierge for their help and kindness."
- "Thank you for the help with my rent."
- "Thanks for listening and taking the time to help me out as much as possible."
- "Compliments for getting additional controlled entry handset fitted."



**317 received**

2022/23 result: 293

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

**259 Stage 1 complaints** were responded to in an average of **5.6 days**, against the **SPSO target of 5 days**.

**56 Stage 2 complaints** were responded to in an average of **17 days** against the **SPSO target of 20 days**.

## Learning from Complaints

During the course of the year (2023/24), the Association received 317 complaints. This year we identified some improvements through learning from complaints. This included:



Review of our customer service centre telephone system



Review of our contractor appointment procedure



Review of our contractor communication with the Association

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.

## 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:



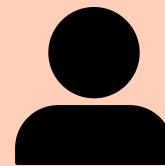
**Telephone**  
including calls  
and texting.



**Electronically**  
by email or  
using our  
website and  
social media  
channels.



**Written  
format** such  
as newsletters  
and letters.



**Face to face**

## Tenant Voice - Have Your Say

**“Tell us what you think!**  
What are we doing well? How we can change the services we provide to suit you better?

getting to know you 

Have your say! → 

### Getting to Know You

We are looking for your feedback on the services we provide to help ng homes to 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/](http://www.nghomes.net/getting-to-know-you/)

## Tenant Voice: Get Involved

### Join the ng homes Board

We are looking for tenants to join our Board! If you live in North Glasgow and are looking to get involved to make it better, this could be the perfect opportunity for you!

To join as a community Board Member, you need to be shareholder and live in the Association's local area.



**Already a member?** If you would like to get involved or to learn more, please speak with your Housing Officer, get in touch by email via [info@nghomes.net](mailto:info@nghomes.net) or call us on **0141 560 6000**.

**Not a shareholder yet?** It's easy – simply fill out and return a membership application form to us along with £1.

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

### 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.



DO YOU HAVE ...

## the ng homes app?

24 Contact us. Anywhere, Anytime.

Apply for a home or pay your rent

Report a repair.

Read the latest updates in our newsletter ... and more!

LEARN MORE

Download on the App Store

GET IT ON Google Play



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

**email:** info@nghomes.net  
**website:** www.nghomes.net  
**X(Twitter):** @ng\_homes  
**Instagram:** ng\_homes  
**Facebook:** @nghacomunity

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



ng homes is the trading name of North Glasgow Housing Association Ltd.  
This document is available in other formats.