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Welcome from the Chairperson



I hope you and your families are keeping safe and well during these challenging times and I am delighted to present you with the Association's 2021 Landlord Report.

This is an important report produced in line with the Scottish Housing Charter, it highlights the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants and we also provide a copy of the report to the Scottish Housing Regulator to show them how we are performing.

The Covid-19 pandemic has thrown up many challenges and as you will be aware, following the UK Government directive all our offices were closed from Tuesday 24 March 2020 and have remained closed to visitors since that date. However, the Association moved quickly to ensure that our staff were equipped to continue working, whether on-site or remotely, and our tenants and other customers were supported throughout the crisis.

At ng homes we remain committed to delivering customer service excellence and we are very grateful for the excellent work that our Board, staff, and volunteers do to ensure this is achieved. We are very proud of the way our staff across the ng group have rallied round to maintain vital day-to-day services to our tenants and factored owners and have been available on-site to respond to emergency situations and provide support to vulnerable people throughout these difficult times.

I would also like to thank you, our tenants, and customers, for your support and forbearance at this challenging time.

The Covid-19 pandemic is not over, and we all need to remain vigilant however there is now hope that things are improving. The vaccine programme has been a great success and as the country emerges from the pandemic we are currently working to develop and implement measures to support the

re-opening of our offices when it is safe to do so and to ensure that they are safe places for staff and visitors alike.

In addition to providing, you with an insight into our work, our report lets you see how we are performing against the Scottish average and how we compare with our own results for last year. We want to share our successes with you, but it is equally important that we continue to learn and improve.

We recognise the importance of listening to and involving our tenants, and your views on our performance and the services we provide are vitally important to help us to improve what we do. Please take the time to read the report and provide us with your ideas and opinions. You can give your feedback in a number of ways including satisfaction surveys, compliments and complaints, on

our website, through social media, on our ng homes app, at community events or simply by contacting your Housing Officer.

We hope you find the report interesting, and we look forward to receiving your feedback. Please be assured that 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 and help us to achieve our vision of a community where people can flourish and prosper.

Stay safe!

Best regards

John Thorburn
ng homes Chairperson

Welcome from the CEO

I am delighted to have recently been appointed to the post of Chief Executive at ng homes and to be given the opportunity to lead the Association at this exciting time. At the outset I would like to recognise the excellent work and achievements of my predecessor, Robert Tamburrini during his time at the helm of the Association. Robert was an inspirational leader who made a huge contribution to North Glasgow and everyone at the Association gives him our best wishes for his well-deserved retirement.

Whilst this is a time of change at the Association, our commitment to delivering customer service excellence and promoting the importance of people and community remains undiminished and we recognise the importance of listening to and involving our tenants in this regard. As you know, the Covid-19 pandemic has been a difficult time for everyone and whilst there are many challenges ahead, the staff team will continue to focus on ensuring that we do our very best to ensure that our tenants and all of our customers receive the excellent level of service that you deserve. Our Landlord Report is an important document as it provides you with a view on how we have performed over the last year and lets you see how our performance compares with other Housing Associations and against our previous results.

Looking ahead, the health, safety and wellbeing of our tenants, customers and staff is a key priority. We are fully committed to ensuring that we have a strong health and safety culture across the ng group, and we will continue to champion equality and value diversity to ensure that North Glasgow is a place where people are treated fairly and provided with opportunities to realise their full potential. Investing in the quality of our properties is also a top priority, to meet all statutory and regulatory standards and requirements and provide our tenants with good quality homes. In addition to this, our housing and regeneration teams continue to find ways to provide services and activities that make a positive difference for people in North Glasgow, and we will work closely with the Association's Board to continue to develop and introduce new and innovative services.

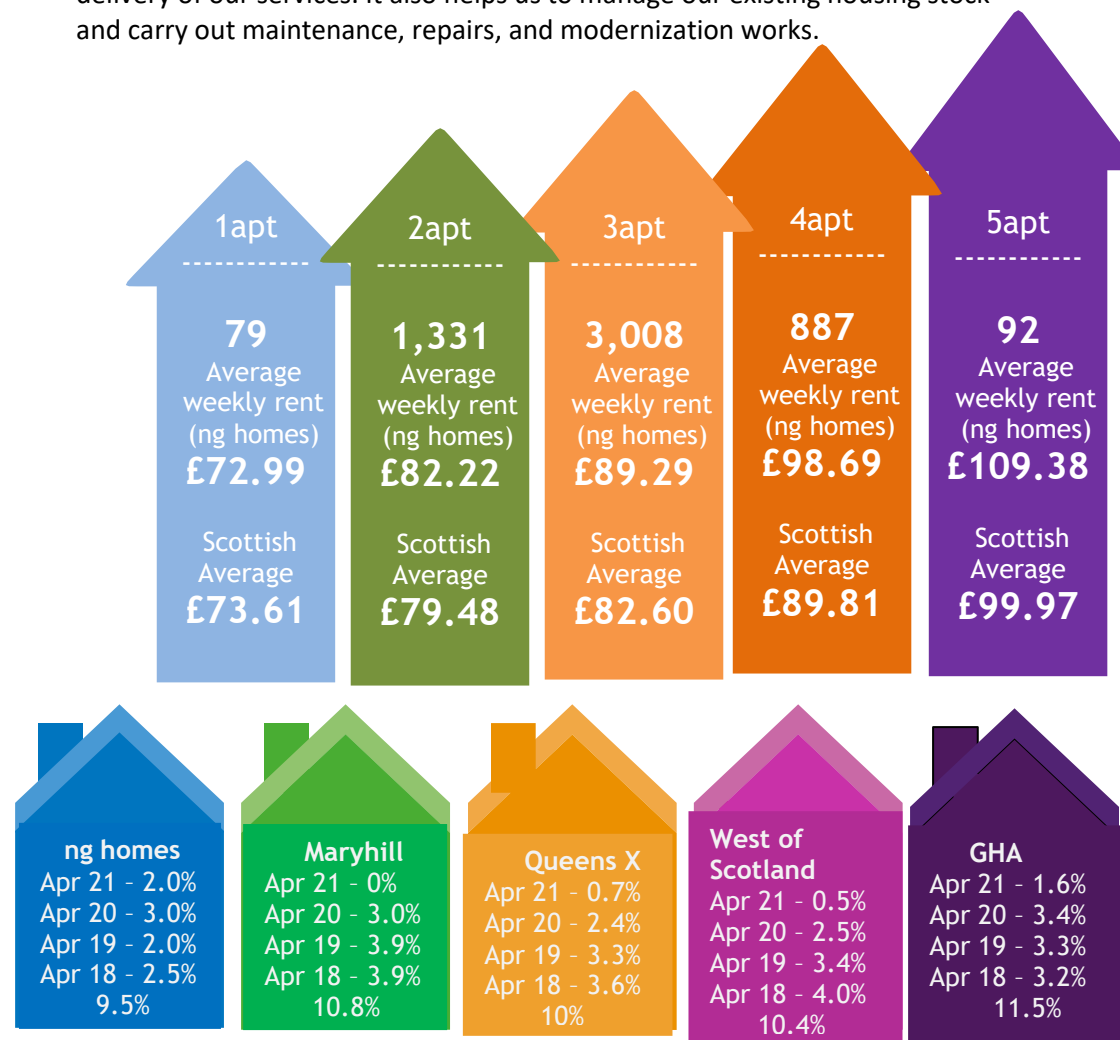
I hope you enjoy reading the Landlord Report, please provide us with your views on our performance and the services we provide as your ideas and opinions are valued and will help to inform any future improvements.

Best regards

John Devine
ng homes Chief Executive

Homes and Rents

At 31 March 2021 we owned 5397 homes. The total rent due for the year was £23.3M. (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 modernization works.



Rent Increase

This year, we increased our rents by 2%, our rent increases have been generally lower than other Housing Associations in the surrounding areas over the last 4 years

Tenant Satisfaction

90.1%

said they were satisfied with the overall service provided, compared to the Scottish average of 89.0%

86.6%

felt that ng homes were good at keeping them informed about its services and outcomes compared to the Scottish average of 91.7%

90.5%

of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 86.6%.



85.6%

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

100%

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

73.9%

of tenants are satisfied with the quality of their home

85.7%

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

Arrears and Evictions



The rent due was £23.3 Million
(2020 result: £22.6 Million)



1 tenant was evicted for anti-social behaviour
(2020 result: 15 Evicted due to Rent Arrears)



Total rent arrears as % of rent due was 5.8%
(2020 result: 5.4%)



House Allocations



houses were re-let last year
(2020 results: 435)

109

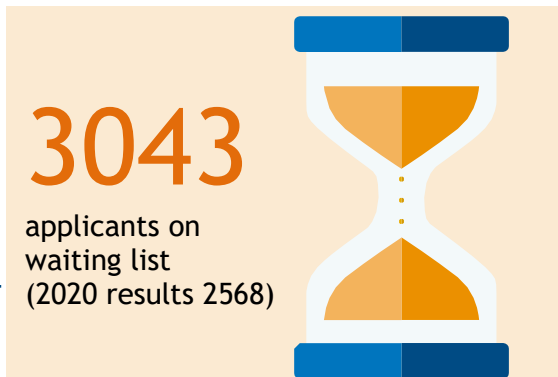
lets to existing tenants (2020 result: 99)

210

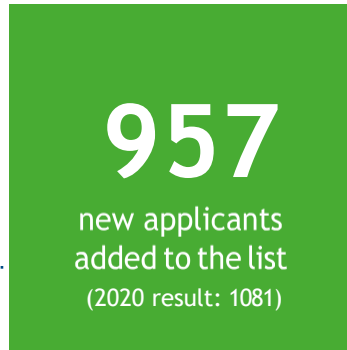
lets to waiting list applicants (2020 result: 207)

110

lets to homeless applicants (2020 result: 129)

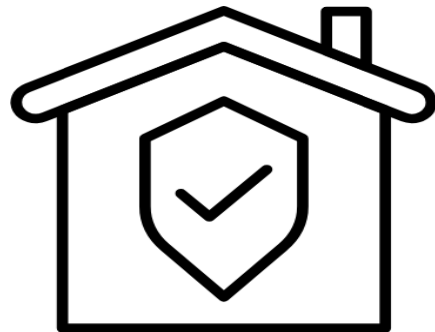


applicants on waiting list
(2020 results 2568)



new applicants added to the list
(2020 result: 1081)

89% of new tenants last year sustained their tenancy for more than one year
(2020 result 85%)

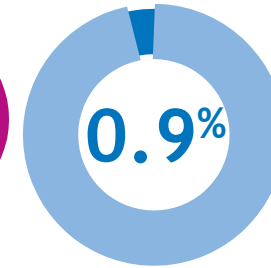


Value For Money



The amount of money we collected for current and past rent was equal to 98.0% of the total rent due in the year, compared to the Scottish average of 99.1%

(2020 result: 98.3%)



We did not collect 0.9% of rent due because homes were empty, compared to the Scottish average of 1.4%.

(2020 result: 0.5%)



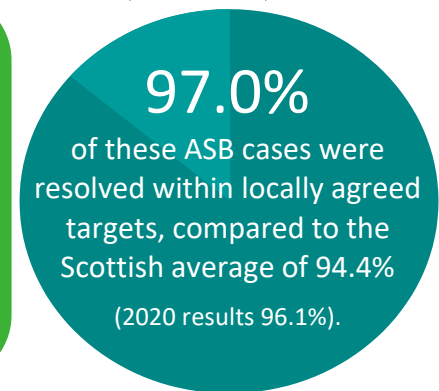
We took an average of 36.4 days to re-let homes, compared to the Scottish average of 56.3 days

(2020 result: 25.5 days)

Anti-Social Behaviour(ASB)



Of ASB where reported to ng homes. The type of anti-social behaviour reported includes: Homes. Noise nuisance, loud parties, neighbour disputes
(2020 result: 128)



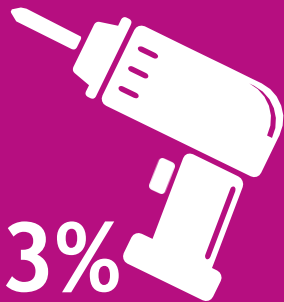
of these ASB cases were resolved within locally agreed targets, compared to the Scottish average of 94.4%
(2020 results 96.1%).

Quality and Maintenance of your Home



88.4% of our properties met the Scottish Housing Quality Standard compared to the Scottish average of 91.0%
(2020 results: 97.1%)

94.3%



We completed 94.3% of reactive repairs 'right first time' compared to the Scottish average of 91.5%
(2020 result: 94.0%)

77.5%



77.5% of tenants who took part in Customer Satisfaction Surveys were satisfied with our repairs service, compared to the Scottish average of 90.1%
(2020 result: 82.8%)

4.7
days



The average time we took to complete non-emergency repairs was 4.7 days, compared to the Scottish average of 6.7 days
(2020 result: 4.1 days)

2.6
hours



The average time we took to complete emergency repairs was 2.6 hours, compared to the Scottish average of 4.2 hours
(2020 result: 3.1 hours)

Gas Safety



4266

houses require a Gas Safety Certificate

Investment Works carried out in 2020/21

15.3m

This year we have carried out Kitchen, Bathrooms & rewire and upgrading Smoke Alarm in our empty properties. We have completed the upgrade works to the foyers and external façade works to the Carron Multi Story Flats. We have upgraded lighting created loft walkways in tenements to provide a safe walkway for our contractors. We are in the process of Installation of environmentally friendly heating system in our Multi storey Flats (Investment spend 2020 8.6m)



Medical Adaptations



105

adaptations were completed
(2020 result: (160))

New homes will soon be available at 50 Keppochhill Road

The new build will bring a total of 49 homes (28 for social rent and 21 for mid market rent) to North Glasgow, and is perfectly situated only miles from the city centre. ng homes will manage both the social housing and mid-market rented units.

If you would like more information on these properties please contact us with your enquiries via email info@nghomes.net or by calling us on 0141 560 6000



15.3 Days

The average time to complete an approved application was 15.3 days (2020 result: 25.6 days)

99.8%

had the Gas Safety Certificate renewed by the anniversary date (2020 result: 100%)

Compliments

31 received

(2020 result: 44)

Examples of compliments received included:

Thanks for being helpful and understanding
Close cleaners doing a fantastic job during Covid 19
Cutting the grass promptly, it looks fantastic
Thanks for North News which was interesting, informative and very well produced.
Assistance in applying for Universal Credit



153 received

(2020 result: 279)

1 of the complaints we received was that there was nowhere on our website that allowed you to leave a compliment, and from this complaint we have since updated our website to allow you to leave a compliment.

Examples of complaints received included:

Repairs, standard of service, customer service, investment, landscaping and garden maintenance
77% in SPSO timescales of 5 days for Stage 1 and 20 days for Stage 2

Retirement Housing

Retirement 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 applicants over 50 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 back dated 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 or 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.

Financial Assistance

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

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 contact us:
0141 560 6000
info@nghomes.net

GEMAP

Gemap can provide assistance with the following:

- Universal Credit
- Rent Arrears
- Debt Management Plan
- Tax Credits
- Fighting Sanctions
- Claiming Personal Independence Payments
- Council Tax Reduction
- Living with debt
- The Scottish Welfare Fund
- Housing Benefit
- Managing money
- Representation at Appeals

During this year GEMAP Advisors have worked with 1343 of our tenants and have secured over £3.4M in additional income for our tenants. GEMAP Advisors are currently following Scottish Government guidelines and are working from home due to Covid-19 carrying out phone consultations with our tenants. To make an appointment please call 0141 773 5850.



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
- Working 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 an 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 an appointment please call 0141 336 6570.

Meet the Housing Services Team

Possilpark Team



Sharon Hazlett
Housing
Manager

For Rent Enquiries:

Gail Hamilton

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street

- 2-8 Hawthorn Court
- 100 Hawthorn Street
- Hamiltonhill Crescent & Road
- Killearn Street
- Rednock Street
- 98-110 Saracen Street
- Stonyhurst Street
- Broadholm Street
- Bracken Street
- Claddens Quadrant & Street
- Coltmuir Street
- Gadloch Street

- Lamb Street
- Haywood Street
- Knapdale Street



Danielle Quinn

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 172-294 Saracen Street
- 139-221 Balmore Road
- 139-162 Barloch Street
- Denmark Street
- 313-483 Hawthorn Street
- Chestnut, Cypress & Spruce Street
- Mansion Street
- 138, 148, 156 Saracen Street
- Hawthorn Quadrant
- Walnut Crescent, Place & Road
- Closeburn Street



Lesley McLeish

- 134 Allander Street
- Ardoch Street
- Balglass Gardens/Street
- Balgair Place/Gardens/Street
- Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- Bardowie Street
- Bilsland Drive
- Mireton Street
- Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- Stronend Street
- Sunnynlaw Place
- Ashfield Street
- Buckley Street
- Crowhill Street



For Housing Enquiries:

Alison McLean

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- Carbeth Street
- 2-8 Hawthorn Court
- 100 Hawthorn Street
- Hamiltonhill Crescent
- Hamiltonhill Road
- Killearn Street
- Rednock Street
- 98-110 Saracen Street
- Stonyhurst Street



Lynn Bennett

- Broadholm Street
- Bracken Street
- Claddens Quadrant & Street
- Coltmuir Street
- Gadloch Street
- Lamb Street
- Haywood Street
- Knapdale Street
- Liddesdale Road
- Ashfield Street
- Buckley Street
- Crowhill Street
- Glenhead Crescent & Street
- Kippen Street



Daniella Sprott

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 139-221 Balmore Road
- 139-162 Barloch Street
- Closeburn Street
- Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- Hawthorn Quadrant
- Mansion Street
- 138-294 Saracen Street
- Walnut Crescent, Place & Road
- Chestnut, Cypress & Spruce Street
- 8-52 Balmore Rd
- 139-221 Balmore Rd



Gordon McFarlane Susan McAllister

- 134 Allander Street
- Ardoch Street
- Balgair Place, Gardens & Street
- Balglass Gardens & Street
- Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- Bardowie Street
- Bilsland Drive
- Hayston Crescent & Street
- Mireton Street
- Panmure Street
- Redmoss Street
- 185-277 Saracen Street
- Stronend Street
- Sunnynlaw Place
- 41-83 Balmore Rd



Terri McChesney

- 72 Balmore Road
- 4-40 Hawthorn Street



Customer Services Officers



Senior Customer Services
Peter Livingston



Stephen Lauder



Sinead Callaghan



Shannon Doherty



Michael Anderson



Alan Nicolson

Springburn Team

For Rent Enquiries:



Lyanne Leslie
Housing
Manager

Danielle McErlane

- 104-138 Balgrayhill Road
- Mosesfield Street
- Bagnell Street
- Broomfield Place
- 2-60 Broomfield Road
- 721-745 Broomfield Road
- Crichton Street
- Gourlay Street
- Morrin Path
- Auchinloch Street
- Auchentoshan Terrace
- Angus Street
- Ayr Street
- Hillkirk Street
- Kemp Street
- Atlas Road
- Carlestone Street
- Cowlairs Road
- Springburn Way
- Vulcan Street
- 77-163 Petershill Rd
- 237-251 & 312 Springburn Road
- Valleyfield Street
- St Joseph View
- Zena Street
- Broomfield Crescent
- Drive
- Southloch Gardens
- Laverockhall Street
- Midton Street



Laura Sharkey/ Lauren McPhee

- 256-356 Broomfield Road
- Mansel Street
- St Monance Street
- Downs Street
- Gartferry Street
- Drumbottie Road
- Balgraybank Street
- Hillhouse Street
- Eastburn Road
- Wallacewell Crescent/ Place/Road
- Syriam Gardens/Street/Place
- Boghead Road
- Cardarrach Street
- Lumloch Street
- Cockmuir Street
- Hillhouse Street
- Langrig Road
- Campsie Street



Linda Forrester

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



For Housing Enquiries:

Ashleigh McIntyre

- 104-138 Balgrayhill Road
- Mosesfield Street
- Bagnell Street
- Broomfield Place
- 2-60 Broomfield Road
- 256-346 Broomfield Road
- Mansel Street
- St Monance Street
- Syriam Gardens, Street
- Downs Street
- Gartferry Street
- Drumbottie Road
- Balgraybank Street



Emma Coats

- Crichton Street
- Gourlay Street
- Morrin Path
- Auchinloch Street
- Auchentoshan Terrace
- Zena Crescent
- Atlas Road
- Ayr Street
- Carlestone Street
- Angus Street
- Cowlairs Road
- Hillkirk Street
- Kemp Street
- Vulcan Street
- Southloch Gardens
- Laverockhall Street
- Atlas Road
- Midton Street
- 77-163 Petershill Road
- Valleyfield Street
- Springburn Way
- St Joseph's View
- 237-251 & 312 Springburn Road



Andy Wilson

- Young Terrace
- Oatfield Street
- Barnhill Drive
- Petershill Road
- Red Road
- Avonspark Gardens, Place & Street
- Foresthall Crescent & Drive
- Dykemuir Street & Place



Joy Henderson

- Hillhouse Street
- Eastburn Road
- Wallacewell Crescent, Place, Road
- 356 Broomfield Road
- Broomfield Crescent & Drive
- 721-745 Broomfield Road
- Boghead Road
- Cardarrach Street
- Langrig Road



Multi-Storey Flat Team



Karen Johnson
Housing
Manager

For Housing Enquiries:

Gemma Lee

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



For Rent Enquiries:

Bola Akintoye

- Carron Crescent
- 1292-1330 Springburn Road
- Balgrayhill Road
- Stobhill Road
- Viewpoint Gate, Place & Road



Yvonne Kinnear

- Galloway Street
- Lenzie Terrace
- Carron Crescent



Liz McMillan

- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horne Street
- Memel Street
- Carron Street
- Carbisdale Street
- Eccles Street
- Fernbank Street
- Hickory Street
- Carron Place



Catherine Mather

- Galloway Street
- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horne Street
- Memel Street
- Carron Street
- Carbisdale Street
- Eccles Street
- Fernbank Street
- Hickory Street
- Carron Place



Anne Sheeran

- Broomknowes Road
- Croftbank Street
- Edgefauld Road
- 623-700 Hawthorn



Pamela Hutchison

- Lenzie Terrace
- Broomknowes Road
- Croftbank Street
- Edgefauld Road
- 623 - 700 Hawthorn Street



Terri McChesney

- 151, 157 & 163 Balgrayhill Road



Tenant Participation and Engagement

Tenant participation and engagement is very important to ng homes. There are different ways for you to get involved, which include:

Consultation Register

Join the Consultation Register and we will consult you on policies or changes to services. This is the easiest way to engage. We contact you and you decide if you want to take part. It is your choice! All we need is an up-to-date phone number or email address.

Focus Groups

This is where we discuss local issues with tenants. This ensures tenant's suggestions for improving services are put in place as soon as possible and staff hear tenants' views. Find out where and when your closest focus group meet and come along!

Resident Improvement Group

The Residents Improvement Group will investigate service delivery and make recommendations for changes to achieve best practice. This groups will meet every 6 weeks and will be supported by TPAS Scotland.

To add your name to the Consultation Register or to join one of our groups, please contact Eileen McGovern, Team Support Officer, on 0141 336 1342.



Have your say!

Tenant Rewards

Tenant 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 60 and over or who have a disability can apply to receive FREE contents insurance cover. To apply for this cover please contact your 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.



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: nghacomunity

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

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