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Welcome to the 2022 Landlord Report



I am delighted to present you with the Association's 2022 Landlord Report. The 2022 report will be my last as Chair. It has been an honour to serve the Association and community in the role of Chair. I look forward to seeing the important work of the Association continue under our new Chair who will be elected this October.

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.

We are extremely proud of, and indebted to, 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 remain committed to delivering customer service excellence and are grateful to all that is done to ensure this is achieved.

I would also like to thank you, our tenants and customers, for your support and patience over the last couple of years. Sadly, we must continue to be vigilant for Covid-19. We are now faced with a new cost of living crisis where, once again, we must ensure we offer the best support we can to those living in North Glasgow.

In addition to providing 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.

Thank you for taking the time to read the report and providing us with your feedback. You can do this in a variety 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. 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,

John Thorburn

ng homes Chairperson 2021-2022

Welcoming our new Chairperson

We are delighted to introduce Catherine Rossine as the new Chairperson of ng homes. Catherine was elected to the role in October 2022. She has been a Board Member since 1995 and joined the Board to improve local housing and the environment.



Catherine previously served as the Vice Chair of the Board.

Here are a few words from Catherine - The Association has faced many unprecedented challenges since our last report. While there have been changes at the Association, our commitment to delivering customer service excellence and promoting the importance of people and remains undiminished. We recognise the importance of listening to and involving our tenants in this regard.

The health, safety and wellbeing of our tenants, customers and staff is a key priority. We are fully committed to ensuring that this is embedded in our values and ways of working 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.

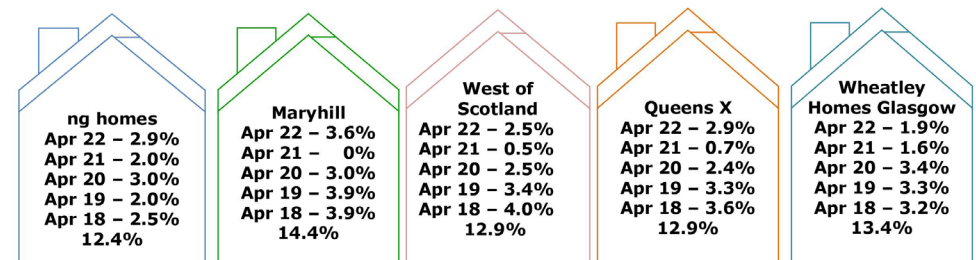
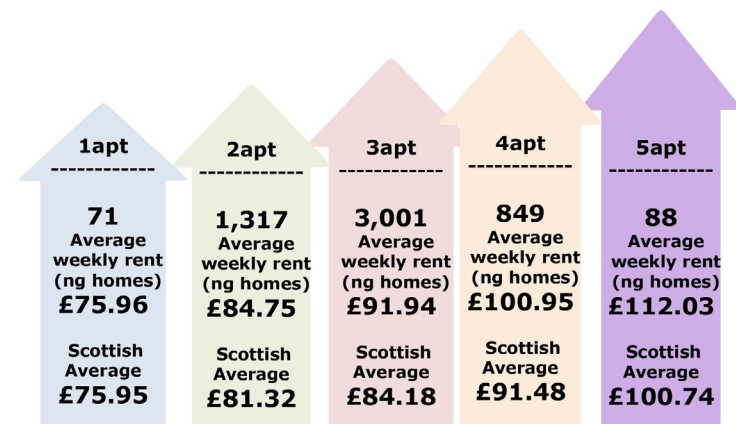
I hope you enjoy reading the Landlord Report. Please provide us with your views on our performance and the services we provide as your ideas and opinions are valued and will help inform future improvements.

Best Regards

Catherine Rossine
ng homes Chairperson

Homes and Rents

At 31 March 2022, we owned 5446 homes. The total rent due for the year was £23.8M. (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 2.9%. Our rent increases have been generally lower than other Housing Associations in the surrounding areas over the last 5 years.

Tenant Satisfaction

94.8% said they were satisfied with the overall service provided, compared to the Scottish average of 87.7%.

89.2% felt that ng homes were good at keeping them informed about its services and outcomes compared to the Scottish average of 91.2%.

92.3% of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 86.8%.

87.9% of tenants felt that the rent for their property represents good value for money.

97.5% of new tenants were happy with the standard of their home when moving in.



71.7% of tenants are satisfied with the quality of their home.

93.2% of tenants are satisfied with the management of the neighbourhood they live in.

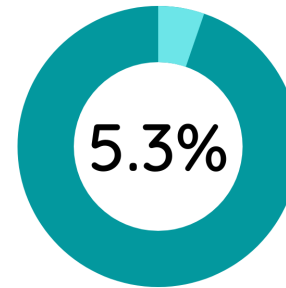
Arrears & Evictions



The rent due was £23.8 million.
(2021 result: £23.3million)



4 tenants were evicted for rent arrears
(2021 result: 1 evicted due to anti-social behaviour)



Total rent arrears as % of rent due was 5.3%
(2021 result: 5.8%)



House Allocations



houses were re-let last year.

(2021 result: 429)

124 lets to existing tenants

(2021 result: 109)

182 lets to waiting list tenants

(2021 result: 210)

132 lets to homeless tenants

(2021 result: 110)

3579

applicants on waiting list

(2021 result: 3043)



984

new applicants added to the list

(2021 result: 957)

89% of new tenants last year sustained their tenancy for more than one year.

(2021 result: 89%).



Value For Money

0.5%

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

(2021 RESULT: 0.9%)

18.1 DAYS

We took an average of 18.1 days to re-let homes, compared to the Scottish average of 51.6.

(2021 RESULT: 36.4 days)

98.9%

The amount of money we collected for current and past rent was equal to 98.8% of the total rent due in the year, compared to the Scottish average of 99.3.

(2021 RESULT: 98.0%)

Anti-Social Behaviour

71 cases

of ASB were reported to ng homes. The type of anti-social behaviour includes:

- Noise nuisance
- Loud parties
- Neighbour Disputes

(2021 result: 99)

94.4% of these ASB cases were resolved within locally agreed targets, compared to the Scottish Average of 94.7%.

2021 RESULT: 97.0%

Quality and maintenance of your home



66.1% of our properties met the Scottish Housing Quality Standard compared to the Scottish average of 73.2%.

(2021 result: 88.4%)

We completed 91.9% of reactive repairs 'right first time' compared to the Scottish average of 88.3%.

(2021 result: 88.4%)

 **91.9%**

78.8% 

78.8% of tenants who took part in Customer Satisfaction Surveys were satisfied with our repairs service, compared to the Scottish average of 88.0%.

(2021 result: 88.1%)

The average time we took to complete non-emergency repairs was 5.6 days, compared to the Scottish average of 8.9 days.

(2021 result: 4.7 days)

5.6 days 

3.0 hours 

The average time we took to complete emergency repairs was 3.0 hours, compared to the Scottish average of 4.2 hours.

(2021 result: 2.6 hours)

Gas Safety



4272 houses
require a Gas Safety
Certificate



100% had a Gas
Safety Certificate
renewed by the
anniversary date

(2021 result: 99.8%)

Investment Works carried out in 2021/22

£18.4m

This year's investment work included:

- kitchen, bathroom and rewire upgrades
- smoke alarm upgrades
- door entry system upgrades for the multi-storey flats
- fire door upgrades
- CCTV installation,
- roof replacement
- boiler installs
- backcourt and drainage upgrades.

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

(Investment spend 2021 £15.3m).



Medical Adaptations



106 adaptations
were completed

(2021 result: 105)



The average time to
complete an approved
adaptation was 17.3 days.

(2021 result: 15.36 days)

Compliments



34 received

(2021 result: 31)

- High praise to the ng2 cleaning staff who did a great job cleaning back courts and car park area which was an unpleasant job.
- Thanks for mid-market rent property.
- Thanks for help and assistance in getting a replacement fence erected. It is really good to know there are caring people like you working hard for all of us. The men that carried out the job were excellent, hard-working, polite and tidy. Nothing but high praise from start to finish.

Complaints

217 received

(2021 result: 153)

Repairs, standard of service, customer service, investment, landscaping and garden maintenance, close cleaning, and backcourt maintenance.

77% in SPSO timescales of 5 days for Stage 1 and 20 days for stage 2.



Retirement Housing

ng homes provide Retirement Housing services across 5 complexes. Retirement Housing tenants receive enhanced housing and property management services, delivered by skilled local staff with knowledge and experience of tenancy 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.

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.

Our top tips

1. 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.
2. Set up an email account.
3. Open a bank account and start saving - at your local bank, building society or credit union.
4. Get access to the internet - visit your local library to get online.
5. Make a budget plan - e.g. visit www.moneyadvicescotland.org.uk.

Support and advice is available. If you have difficulties in managing your UC claim please get in touch with your Housing Officer.

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

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

Financial Assistance

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:

By phone - 0141 560 6000

By email - info@nghomes.net

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:

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

During this year GEMAP Advisors have worked with 1164 of our tenants and have secured over £3.2M in additional income for our tenants.

To make an appointment please call 0141 560 6000.

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 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 accounts
- Low cost loans

To make an appointment please call 0141 336 6570.

Meet the Housing Services Team

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Gail Hamilton



Danielle Quinn



Lesley McLeish



Alison McLean



Lynn Bennett



Daniella Sprott



Terri McChesney

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
Carbeth Street
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
72 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
138,148,156 Saracen Street
172-294 Saracen Street
Walnut Crescent, Place & Road
Chestnut, Cypress & Spruce Street

Lesley McLeish

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
Sunnylaw Place
Ashfield Street
Buckley Street
Crowhill Street
Glenhead Crescent & Street
Kippen Street
Liddesdale Road

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
Hawthorn Court
100 Hawthorn Street
Hamiltonhill Crescent & 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
72 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

Terri McChesney

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
Sunnylaw Place

Springburn

Housing Manager: Lyanne Leslie



Lyanne Leslie



Linda Forrester



Danielle McLane



Laura Sharkey



Lauren McPhee



Andy Wilson



Ashleigh McIntyre



Liz McMillan



Susan McAllister



Gordon McFarlane

For Rent Enquiries:

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

Danielle McLane

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
Atlas Road
Ayr Street
Carlestone Street
Cowlairs Road
Hillkirk Street
Kemp Street
Southloch Gardens
Laverockhall Street

Midton Street
Atlas Road
Springburn Way
Vulcan Street
77-163 Petershill Road
237-251 & 312 Springburn Road
Valleyfield Street
St Joseph's View
Zena Crescent
Broomfield Crescent & Drive

Laura Sharkey / Lauren McPhee

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

For Housing Enquiries:

Andy Wilson

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

Ashleigh McIntyre

Crichton Street
Gourlay Street
Morrin Path
Auchinloch Street
Auchentoshan Terrace
Angus Street
Atlas Road
Ayr Street
Carlestone Street
Cowlairs Road
Hillkirk Street
Kemp Street
Southloch Gardens
Laverockhall Street
Midton Street
Vulcan Street
77-163 Petershill Road
237-251 & 312 Springburn Road
Springburn Way
Valleyfield Street
St Joseph's View
Zena Crescent
50 Keppochhill Road
7 & 9 Millarbank Street

Liz McMillan

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 & Place
Downs Street
Gartferry Street
Drumbottie Road
Balgraybank Street

Susan McAllister/ Gordon McFarlane

Hillhouse Street
Eastburn Road
Wallacewell Crescent,
Place & Road
356 Broomfield Road
Broomfield Crescent, Drive
721-745 Broomfield Road
Boghead Road
Cardarrach Street
Langrig Road
Lumloch Street
Burnbrae Street
Barmulloch Road
Craigdenbay Street
Campsie Street
Cockmuir Street

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Gemma Lee



Pamela Smith



Emma Coats



Yvonne Kinnear



Anne Sheeran

For Rent Enquiries:

Bola Akintoye

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

Catherine Mather

Galloway Street
771-783 Springburn Road
Blackthorn Street
Elmvalle Street
Horne Street
Memel Street

Carron Street
Carbisdale Street
Eccles Street
Fernbank Street
Hickory Street
Carron Place

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee/Pamela Smith

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

Yvonne Kinnear

Galloway Street
Lenzie Terrace
Carron Crescent

Emma Coats

771-783 Springburn Road
Blackthorn Street

Elmvalle 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 Street

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.

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.

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!

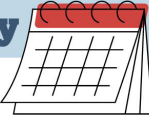
RESIDENT IMPROVEMENT GROUP

The Residents Improvement Group will investigate service delivery and make recommendations for changes to achieve best practice.

Community Events

Dates for your diary

Various community events are held throughout the year. Full details are published on our website.

Dates for your diary 

Weekly Activities

Activity	Venue	Date/Time
Oriental Gym Exercise	Tron St Mary's 128 Red Road Barmulloch G21 4PJ	Fridays 10am -12noon
Tai Chi /Yoga / Lunch	Chinese Recreation Centre St Matthews Centre Balmore Road G22 6LJ	Wednesdays
Parkrun	Springburn Park Meet at centre monument	Saturdays 9 am start

Monthly Activities

Activity	Venue	Date/Time
Community Networking Breakfast	Saracen House 139 Saracen Street Possilpark G22 5AZ	Fridays 10am -12noon See website for dates
Song Shimmy	Petershill Football Club Adamswell Street Springburn G21 4DD	Fridays 1pm -4pm See website for dates
Meet and Eat	Hawthorn Bowling Club Spruce Street, Springburn, G22 6HE	Fortnightly on Wednesdays 1pm – 4pm
Family Breakfast Club	Possibilities 74 Closeburn Street, Possilpark, G22 5ST	Monday - Friday 8.45 am

Seasonal/festive events - details will be published on our website.

Tenant Rewards

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.

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:NGHACOMMUNITY

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 139 SARACEN STREET,
 POSSILPARK,
 GLASGOW G22 5AZ
 TEL: 0141 336 1300

