



ng homes
Landlord Report
2020





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Welcome from the Chairperson

It gives me great pleasure to present you with the ng homes Landlord Report for 2020.

Our report is produced in line with the Scottish Housing Charter and will provide you with an insight into the work of the association during 2019/20.

The report highlights the standards and outcomes that all housing associations should aim to achieve when providing services to tenants and it shows you how we are performing against the Scottish average and against our results for last year. This allows us to reflect on our own performance and also to see how we compare to other Housing Associations across Scotland.

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. The report lets us share our successes whilst enabling us to assess how we can improve our services and further develop our relationship with you, our tenants. At ng homes we are committed to delivering customer service excellence and we recognise the importance of listening to and involving our tenants.

We really value your feedback on our performance and consider this to be essential for continuous improvement. There are several ways that you can provide your views including satisfaction surveys, compliments and complaints, on our website, through social media, on our ng homes app, at public meetings and community events or simply by contacting your Housing Officer.

We provide this report to the Scottish Housing Regulator and this is the second year, that we have confirmed our compliance with the regulatory standards set by the Scottish Housing Regulator (please see our 2020 Annual Assurance Statement on the right of this page).

Thank you for taking the time to read our report and I hope that you find it of interest. The Association remains committed to giving our tenants a voice and I trust that you will join me in looking forward to continuing to work together to create a community where people can flourish and prosper.

Best regards
John Thorburn, Chairperson

One Vision - New North Glasgow



Ned Donaldson House
50 Roadhouse Street, Springburn,
Glasgow G21 4LS
Telephone: 0141 560 6000
Fax: 0141 560 6005
Email: info@nghomes.net
Web: www.nghomes.net
Twitter: @ng_homes

Our Annual Assurance Statement

We confirm that ng homes complies with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:

- achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety
- comply with the Standards of Governance and Financial Management for RSLs

We confirm that we have seen and considered sufficient evidence to give us this assurance.

We approved our Annual Assurance Statement at the meeting of our Board on 24 November 2020.

I sign this statement on behalf of the Board.

Chair's signature: John Thorburn

Date: 24 November 2020



Posillpark Office: Saracen House, 139 Saracen Street, Posillpark, Glasgow G22 5AZ **Tel:** 0141 334 1300

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

Registered as a charity in Scotland No. SC 030633 VAT Reg No. 856 9766 81 Financial Conduct Authority No. 186585 Scottish Housing Regulator No. HCR187

ng homes 2020 Assurance Statement

Covid-19 Information

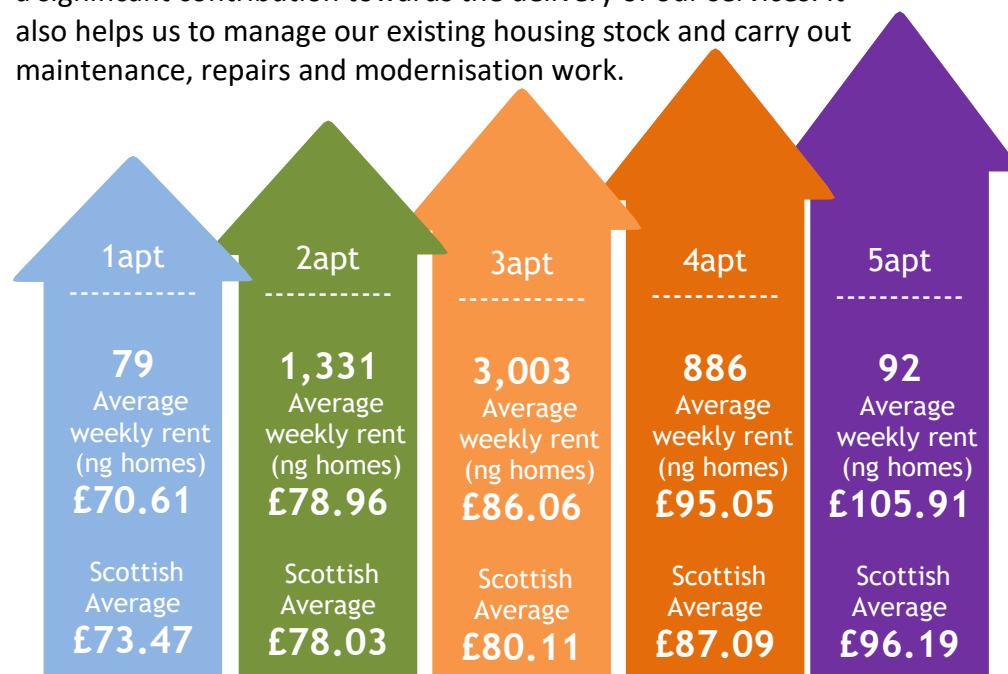
As you will be aware, Covid-19 has meant significant changes to how we deliver our services to our customers since the first national lockdown in March 2020.

It has been a difficult time for everyone and we thank our customers for their patience during such an uncertain time. Our offices remain closed to the public in line with the Scottish Government's guidance, however, please be assured that our staff continue to work hard to support the North Glasgow community and deliver essential services to our tenants and residents. Throughout the pandemic, we have had staff working from home delivering limited services. We continued to have a 24/7 Concierge service in place who also took on the role of the emergency contact for all our tenants outwith office hours. We maintained our gas servicing and emergency repairs and continued to provide our money advice service provided by GEMAP over the phone. We have made contact with around 250 of our most vulnerable households every week and we have also worked with partners in the community to deliver shopping and cooked meals to our tenants who were shielding.

Please visit our website for the most up-to-date information regarding the services we can provide or call us on 0141 560 6000. Our staff have implemented some key changes to ensure that all our offices and workplaces are safe and Covid secure and that we will be ready to open for business as soon as the Scottish Government's guidelines allow this.

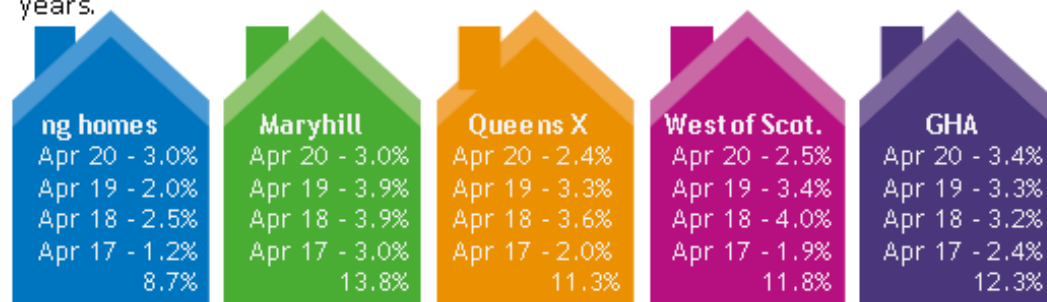
Homes and Rents

At 31 March 2020 we owned 5391 homes. The total rent due for the year was £22.6M. (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 work.



Rent Increase

This year, we increased our rents by 3%, our rent increases have been generally lower than other Housing Associations in the surrounding areas over the last 4 years.



Tenant Satisfaction

91.1%

said they were satisfied with the overall service provided, compared to the Scottish average of 89.2%

87.2%

felt that ng homes were good at keeping them informed about its services and outcomes compared to the Scottish average of 92.0%

91.3%

of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 87.2%.

89.5%

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

99.4%

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

78.5%

of tenants are satisfied with the quality of their home

81.5%

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



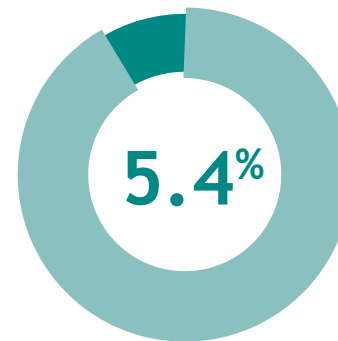
Arrears and Evictions

rent due
£22.6 million

The rent due was £22.6 Million
(2019 result: £22.3 Million)



15 tenants were evicted for not paying rent
(2019 result: 14)



Total rent arrears as % of rent due was 5.4%
(2019 result: 5.8%)



House Allocations



houses were re-let last year
(2019 results: 533)

99

lets to existing tenants (2019 result: 102)

207

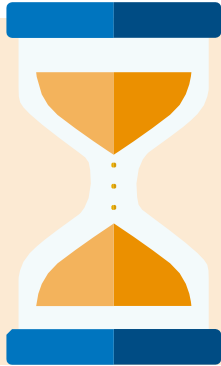
lets to waiting list applicants (2019 result: 307)

129

lets to homeless applicants (2019 result: 124)

2568

applicants on waiting list
(2019 result: 2409)



1081

new applicants added to the list
(2019 result: 926)

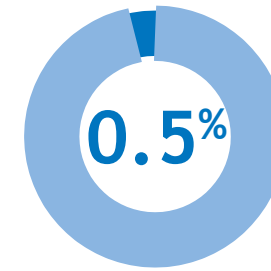
85% of new tenants last year sustained their tenancy for more than one year
(2019 result 85%)



Value For Money



The amount of money we collected for current and past rent was equal to 98.3% of the total rent due in the year, compared to the Scottish average of 99.3%
(2019 result: 97.2%)



We did not collect 0.5% of rent due because homes were empty, compared to the Scottish average of 1.2%.
(2019 result: 0.6%)



We took an average of 25.5 days to re-let homes, compared to the Scottish average of 31.8 days
(2019 result: 23 days)

Anti-Social Behaviour (ASB)

128 cases

of ASB were reported to ng homes. The types of anti-social behaviour reported include: noise nuisance, loud parties, neighbour disputes.
(2019 result: 134)

96.1%

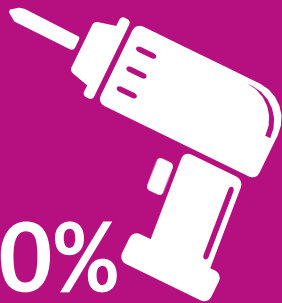
of these ASB cases were resolved within locally agreed targets, compared to the Scottish average of 94.1%
(2019 results 88.8%).

Quality and Maintenance of your Home



97.1% of our properties met the Scottish Housing Quality Standard compared to the Scottish average of 94.4%
(2019 result: 97.1%)

94.0%



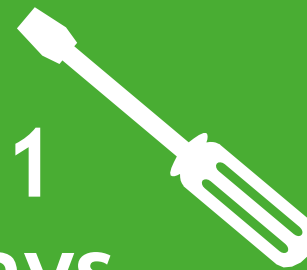
We completed 94.0% of reactive repairs 'right first time' compared to the Scottish average of 92.4%
(2019 result: 78.6%)

82.8%



82.8% of tenants who took part in Customer Satisfaction Surveys were satisfied with our repairs service, compared to the Scottish average of 91.3%
(2019 result: 83.4%)

4.1 days



The average time we took to complete non-emergency repairs was 4.1 days, compared to the Scottish average of 6.4 days
(2019 result: 3.2 days)

3.1 hours



The average time we took to complete emergency repairs was 3.1 hours, compared to the Scottish average of 3.6 hours
(2019 result: 3.6 hours)

Gas Safety



4262
houses require a Gas
Safety Certificate



100%
had the Gas Safety Certificate
renewed by the anniversary
date (2019 result: 99.98%)

Examples of Investment Works carried out in 2019/20



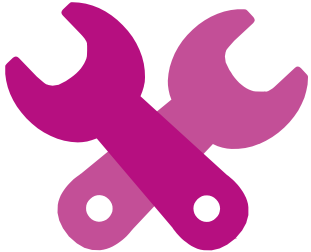
8.6m

Invested in our Homes

Which includes Door entry, Kitchen, Bathroom, Rewire, Close lighting, Structural Audit multi -storey flats, Carron multi-storey flats Foyer Work, 100 Hawthorn Internal Refurbishment & Fire Safety Works & Digital Aerial Upgrade (Investment spend 2019 £9.3m)

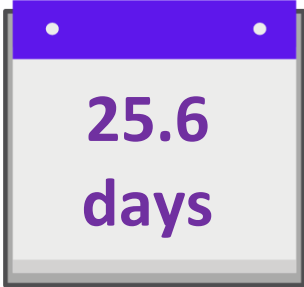


Medical Adaptations



160

medical adaptations were completed (2019 result: 144)



The average time to complete an approved application was 25.6 days (2019 result: 29 days)

Compliments 44 received

(2019 result: 42)

Examples of compliments received included:

Thankyouforgood customer service, help with moving, attending to aerial problem, help with furniture and food parcel, speedy repair, help with heating and kindness.

Complaints 279 received

(2019 result: 381)

Examples of complaints received included:

- Repairs, standard of service, customer service, Investment
- 75% 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 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 2145 of our tenants and have secured over £3.1M 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:

Andrea Campbell

- 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 & 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
- Bilisland Drive
- Hayston Crescent & Street
- Mireton Street
- Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- Stronend Street
- Sunnyslaw Place
- Ashfield Street
- Buckley Street
- Crowhill Street
- Glenhead Crescent & Street
- Kippen Street
- Liddesdale Road



Springburn Team



Lyanne Leslie
Housing Manager

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
- Bumbrae Street
- Barmulloch 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
- 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
- 100 Hawthorn Street
- Liddesdale Road
- Ashfield Street
- Buckley Street
- Crowhill Street
- Glenhead Crescent & Street
- Kippen Street



Gail Hamilton

- 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
- 8-52 Balmore Rd
- 139-221 Balmore Rd



Gordon McFarlane

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



For Housing Enquiries:

Emma Coats

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

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
- 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
- Hillhouse Street
- Langrig Road
- Lumloch Street
- Campsie Street
- Cockmuir Street



Gemma Lee

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



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



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
- Lumloch Street
- Barmulloch Road
- 3-239 Burnbrae Street



Multi-Storey Flat Team



Karen Johnson
Housing Manager

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
- Elmvale 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:

Terri McChesney

- 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



Anne Sheeran

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



Customer Services Officers



Senior Customer Services Officer: Peter Livingston



Stephen Lauder



Iona Wilson



Sinaed Callaghan



Alan Nicolson



Lucy Brown

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!

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.

Service Group

From time to time, a service group will look at how we deliver services and make recommendation for changes.

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.



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.



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