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# Welcome from the Chairperson

I am pleased to present you with the ng homes landlord report for 2019.

At ng homes we are committed to

delivering customer service excellence and recognise the importance of listening to and involving our tenants. Our report is produced in line with the Scottish Social Housing Charter and it provides you with an insight into the work of the Association.

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 last year's results. This is very important as it allows us to reflect on our performance and see how we measure up against other similar housing associations. 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.

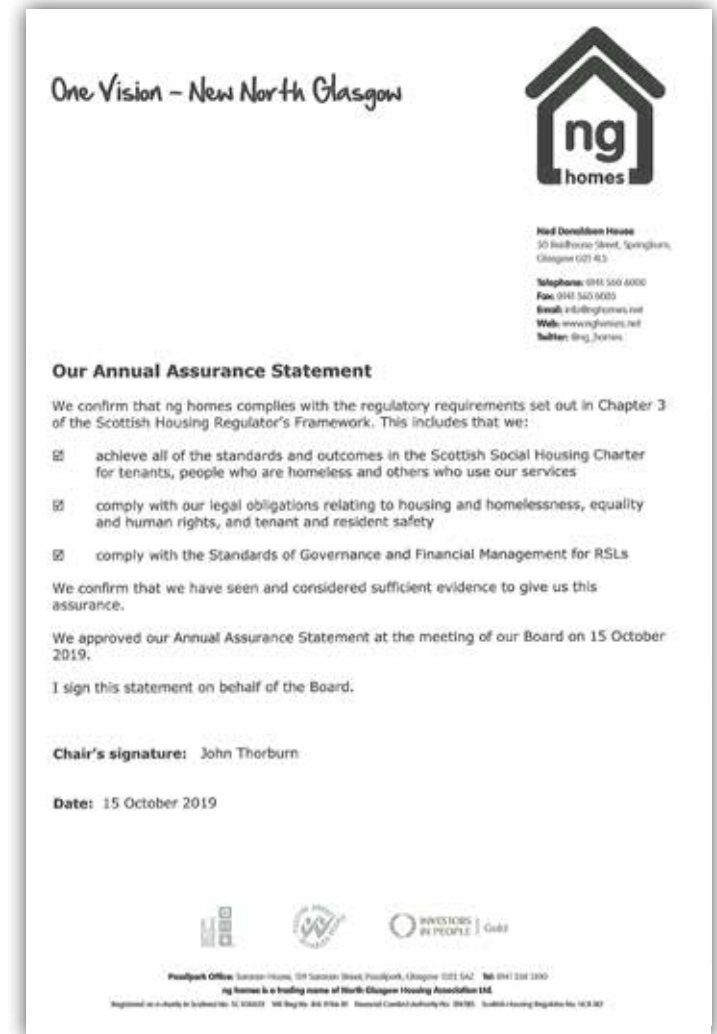
We value your feedback on our performance and consider this to be essential for continuous improvement. There are several ways that you can provide your views including satisfaction surveys, compliments and complaints, on our website, through social media, at public meetings and community events or simply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

We provide this report to the Scottish Housing Regulator and from this year, the Scottish Housing Regulator has set governance standards for Housing Associations. I am delighted to confirm that we are able to advise the Regulator that we comply with the standards. (see letter 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**



## ng homes 2019 Assurance Statement

# Thank You To Our Tenants

We would like to thank the following tenants who have worked with the staff at ng homes to produce the landlord report for 2019.



Frank  
Spence



Agnes  
Cameron



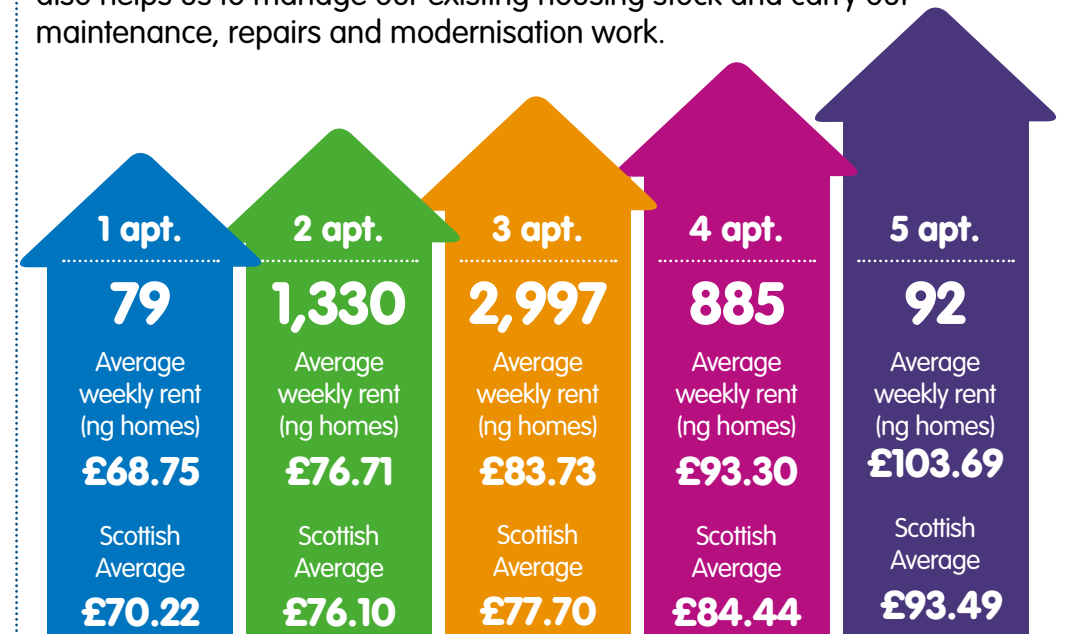
John  
MacLeod

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

If you would like to be involved in next year's report please contact **Eileen McGovern on 0141 336 1342.**

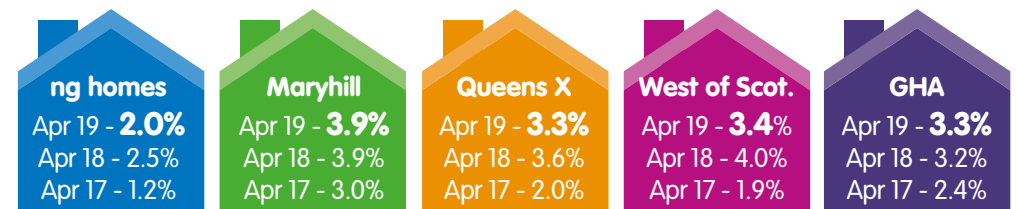
## Homes and Rents

At 31 March 2019 we owned 5383 homes. The total rent due for the year was £22.3M. (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 work.



## Rent Increase

This year, we increased our rents by 2%, this compares favourably and has been constantly lower than other Housing Associations in the surrounding area over the last 3 years.





## Tenant Satisfaction

**92.7%**

said they were satisfied with the overall service provided, compared to the Scottish average of 90.1%

**92.8%**

felt that ng homes was good at keeping them informed about its services and outcomes compared to the Scottish average of 91.6%.

**95.0%**

of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 86.5%.

**93.5%**

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

**97.5%**

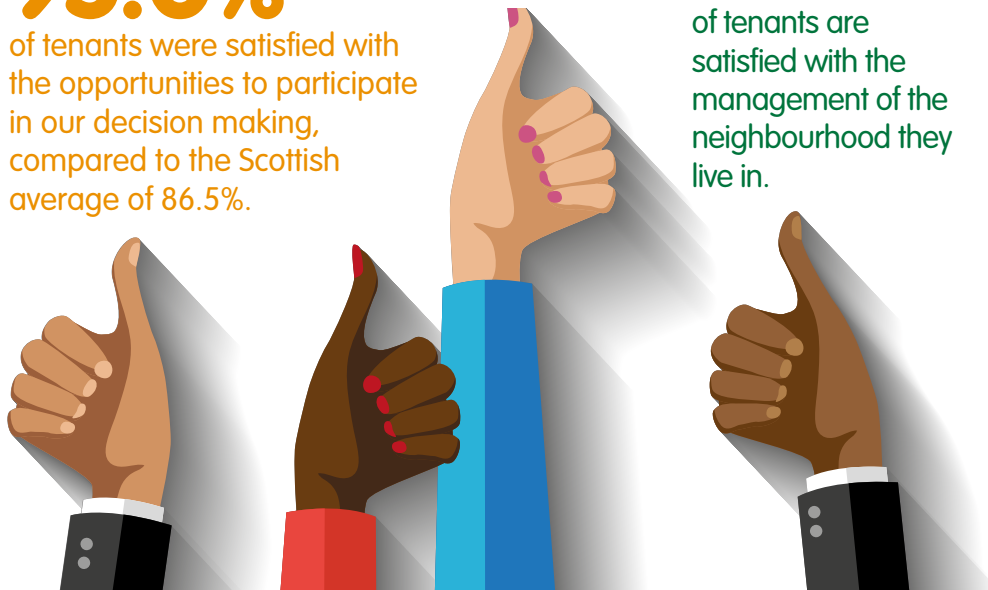
of new tenants were happy with the standard of their home when moving in.

**79.1%**

of tenants are satisfied with the quality of their home.

**83.4%**

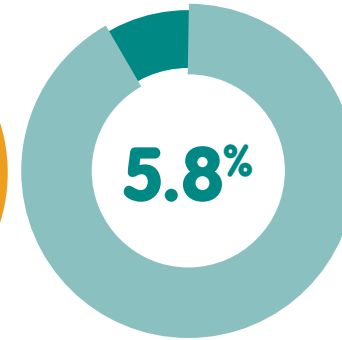
of tenants are satisfied with the management of the neighbourhood they live in.



## Arrears and Evictions



The rent due last year was £22.3 Million  
(2018 result: £21.4 Million)

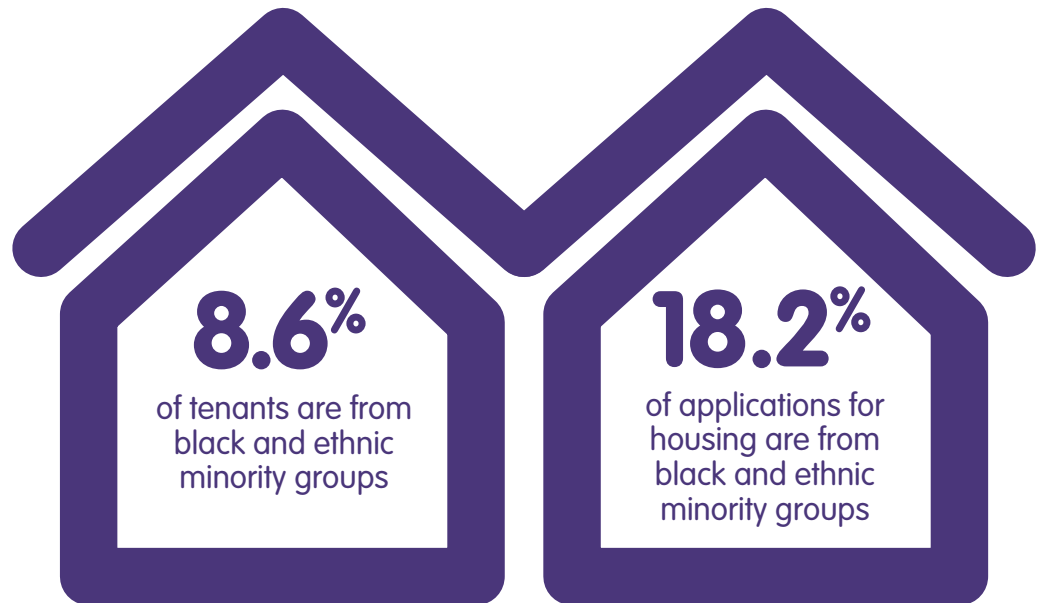


Total rent arrears as % of rent due was 5.8%.  
(2018 result: 5.8%)



14 tenants were evicted for not paying rent.  
(2018 result: 21).

## Equalities



# House Allocations



houses were re-let last year.  
(2018 result: 498)

**102**

lets to existing tenants

(2018 result: 114)

**307**

lets to waiting list applicants

(2018 result: 320)

**124**

lets to homeless applicants

(2018 result: 64)

**2409**

applicants on waiting list  
(2018 result: 2474)



**926**

new applicants added to the list  
(2018 result: 963)

**85%**

of new tenants last year sustained their tenancy for more than one year  
(2018 result 84%)

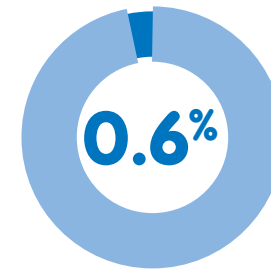


# Value For Money



The amount of money we collected for current and past rent was equal to 97.2% of the total rent due in the year, compared to the Scottish average of 99.1%

(2018 result: 97.9%)



We did not collect 0.6% of rent due because homes were empty, compared to the Scottish average of 0.9%.

(2018 result: 0.4%)



We took an average of 23 days to re-let homes, compared to the Scottish average of 31.9 days.

(2018 result: 16.1 days)

# Anti Social Behaviour (ASB)

**134 cases**

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

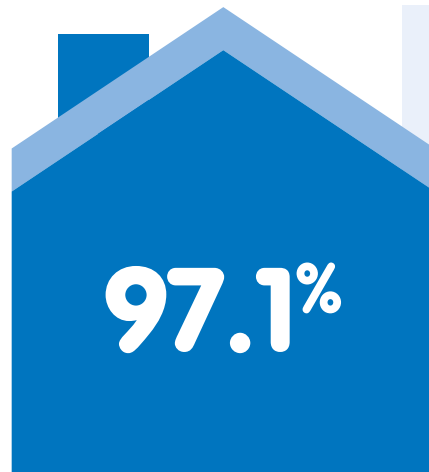
(2018 result: 71)

**88.8%**

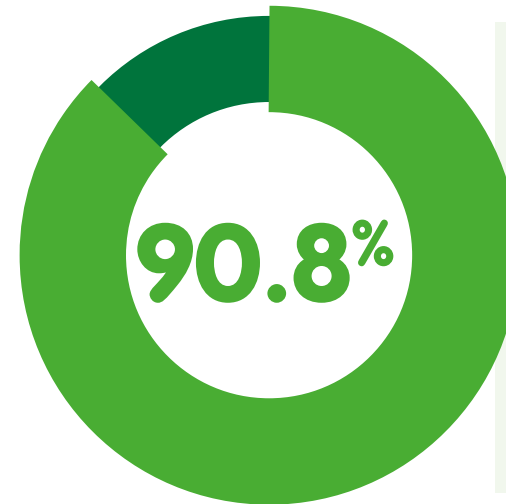
of these ASB cases were resolved within targets agreed locally, compared to the Scottish figure of 87.9%.

(2018 results 88.7%).

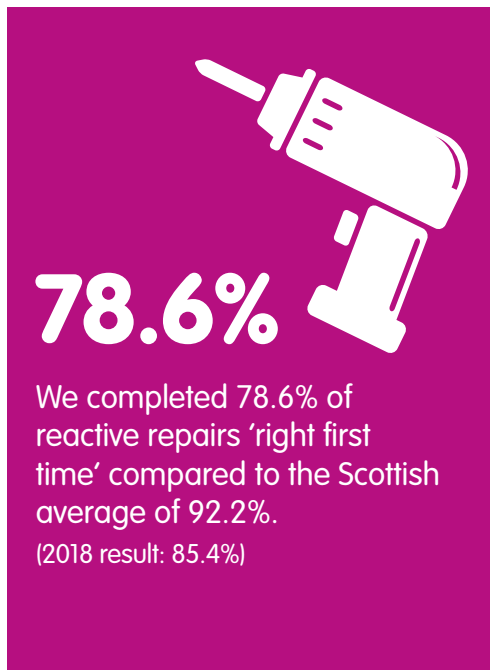
# Quality and Maintenance of your home



97.1% of our properties met the Scottish Housing Quality Standard compared to the Scottish average of 94.1%.  
(2018 result: 96.6%)



We operate a repairs appointment system. We kept 90.8% of appointments compared to the Scottish average of 95.6%.  
(2018 result: 90.9%)



## Gas Safety



**4254**

houses require a Gas Safety Certificate



**99.98%**

had the Gas Safety Certificate renewed by the anniversary date. (2018 result: 100%)

## Examples of Investment works carried out in 2018/19



Before



After

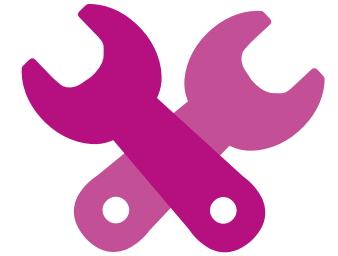
**£9.3m**

**Invested in our homes**

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

(Investment spend 2018 £7.5m)

## Medical Adaptations



**144**

medical adaptations were completed  
(2018 result: 140)

**29 days**

The average time to complete approved application was 29 days  
(2018 result: 25)



## Compliments

**42 received**

(2018 result: 57)

### Examples of compliments received included:

Thank you for my new home, swift attention to resolve repair, help with anti social behaviour, help with Rent Issues, care and compassion during bereavement, excellent service from Handyman, keeping backcourts clean and tidy.

## Complaints

**381 received**

(2018 result: 368)

### Examples of complaints received included:

- Repairs, standard of service, customer service, Investment
- 74% 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](http://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](http://www.moneyadvicescotland.org.uk).

## What you will need to make a claim for Universal Credit

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

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

## Financial Assistance

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

### GEMAP



Gemap can provide assistance with the following:

- Fighting Sanctions
- Claiming Personal Independence Payments
- The Scottish Welfare Fund
- Tax Credits
- Housing Benefit

- Council Tax Reduction
- Universal Credit
- Living with debt
- Managing money
- Debt Management Plan
- Representation at appeals

GEMAP Advisors work from our Possilpark and Springburn Offices.

During this year GEMAP Advisors have worked with 1383 of our tenants and have secured over £2.2M in additional income for our tenants.

To make an appointment please call 0141 560 6000 (Springburn) or 0141 336 1300 (Possilpark).

### 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
- Bilsland 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



### 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



#### 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
- Bilsland Drive
- Hayston Crescent & Street
- Mireton Street
- Panmure Street
- Redmoss Street
- 185-277 Saracen Street
- Stronend Street
- Sunnyslaw Place
- 41-83 Balmore Rd



## Springburn Team

### For Rent Enquiries:



**Lyanne Leslie**  
Housing Manager

#### Linda Forrester

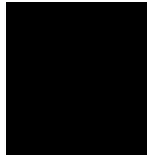
- Avonspark Gardens, Place & Street
- Dykemuir Street & Place
- Oatfield Street
- 459 -463 Petershill Road
- Red Road
- Young Terrace
- Foresthall Crescent & Drive
- Bamhill Drive
- Bumbrae Street
- Barmulloch Road



### 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
- Garffery 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

**Amanda Milne**

- 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
- Garffery 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****Aimi Kerr****Andrew Wilson****Lucy Brown**

# Tenant Participation - Have your say, how it suits you!

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 Consultation Register or to join one of our groups, please contact Eileen McGovern 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 receive FREE contents insurance cover. This is still available to tenants who qualify and anyone not already taking advantage should contact their Housing Officer.

### End of Tenancy Reward

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

## Dates for your diary

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

### Weekly Activities: – November '19 - January '20

Activity	Venue	Date and time
Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30am – 11.30am
Chancers (Link Up)	Possilpoint Community Centre	Wednesdays 11am -2.30pm
Breaky Clubs	The Grove	Mondays 9.00am – 12pm
Inner Circle Men's Group (Link Up)	Possilpoint Community Centre	Mondays: 1pm - 4pm Thursdays: 12pm - 4pm
Carpet Bowls	Possilpoint Community Centre	Fridays: 12pm – 2pm
Womens Health and Wellbeing group	The Den Possilpoint Community Centre	Fridays 12.30pm – 2.30pm.
Wednesday Social Event	Possilpoint Parish Church Saracen Street	Wednesdays 9.30am-2pm
Oriental Gym Exercise	Tron St Mary's Red Road Barmulloch	Fridays 10am – 12pm
Friday night Club	Springburn Leisure Centre	Fridays 4pm - 5.45pm
Family Breakfast Clubs	Possibilities	Monday to Fridays 8am – 8.45 a.m.
Family Breakfast Clubs	Salvation Army Halls Fernbank Street	Mondays to Fridays (except Tuesdays) 8am – 8.45 a.m.
Parkrun	Springburn Park/ meet at centre monument	Saturday mornings 9.30a.m. start

### Monthly Activities/One off events/Workshops: November '19 - January '20

Activity	Venue	Date and time
Community Networking Breakfast	Saracen House 139 Saracen Street	Friday 8 November 10am – 12pm Friday 13 December 10am – 12pm Friday 17th January 2020 10am – 12pm
Swap Shop	Springburn Community Hub Springburn Shopping Centre	Thursday 7 November 11am – 2 pm.
Song Shimmy Events	Petershill Football Club Adamswell Street Springburn	Fridays 1pm – 4pm 22nd November, 13th December, 24th January 2020
Welcome to the Community Event	Saracen House 139 Saracen Street	December – to be confirmed

Possilpark Festive Celebrations/Christmas Lights – Saturday 7th December - details will be published on our website. This will consist of open day events including at Saracen House.



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

**email:** info@nghomes.net  
**web:** www.nghomes.net  
**Twitter:** @ng\_homes  
**Facebook:** ngsportslegacy

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

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