

Annual Report 2021-2022



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

HOMES ARE OUR PURPOSE;
SERVICE AND SUSTAINABILITY
OUR PRIORITY

Chairperson's Review 2021/22



Joe Heaney,
Chairperson

After two very difficult years we are moving with caution through this phase of *learning to live with covid*, and it gives me great pleasure to deliver my report to the membership in person this year. All but very few Government restrictions have now been lifted, and this has enabled us to fully re-open our central office to the public from February 2022, and to begin the process of reinstating services that were previously suspended. We are aware it is still very early days in terms of understanding the extent and potential longer term impact of the global pandemic, and with other significant events and environmental factors bringing unprecedented risks and pressures for our business and our communities, we appreciate the support of all GW stakeholders as we prepare for the many challenges ahead.

Consistent with our role as a community anchor, we have continued to proactively seek out partnerships to ensure targeted support for the most vulnerable in our communities. With the £20k gratefully received from the Scottish Government Fuel Support Fund, we made a donation of £5,000 to the Fuelbank Foundation to support utility meter top-ups for 102 households, and we matched this with a top-up amount for 150 households with dry meters. Winter bedding items were provided to 132 households, and, in the absence of the Cash for Kids grant, our Management Committee stepped up once again to support this long standing tradition, distributing £4,650 to support 186 GW children.

Although our offices have remained closed for periods of time this last year, our team of dedicated staff have been available to ensure continuity in service delivery. We have maintained regular contact with service users, offering advice, support and assistance; and we continue to work with our strategic partners to support local services and to help alleviate homelessness and rough sleeping in our City. Responding to local external challenges, including delays to bin uplift and reduced services, we are now seeing some success with the introduced fly tipping and bulk waste collection service. By promoting a recycling and re-use mindset, our community has redirected a considerable amount of waste from landfill. This year there are plans for some new neighbourhood participation events as staff take the opportunity, post-lockdown, to be more visible in our communities.

Up to date information has been provided through our newsletters, website and social media channels; and we have welcomed many tenants and residents to Conferences and Consultative forums delivered successfully via online platforms. This year we plan to review our corporate strategy as we move towards our 50th anniversary in 2028, and we encourage tenants to take part in the survey planned for the summer months, to ensure your feedback informs our future service priorities.

Rent affordability remains a key priority for our Management Committee, with 100% of our rents assessed as affordable for our GW households. That said, with so much of the current economic uncertainty affecting our tenants, the decision to increase rents this year by an average of 3.96% was a particularly tough decision for our Management Committee Members to make, and we extend our thanks to the 241 tenants who took the time to contribute to this important consultation. Like many other businesses our costs are soaring as a consequence of Brexit, Covid, COP 26, and more recently the war in Ukraine; and it is appropriate that we provide forewarning of potentially higher than average rent and service charge increases over the next few years in order to protect our services, and to ensure investment in our properties for future generations. With this in mind we encourage anyone who may be struggling financially to seek urgent assistance from our Tenancy Services Team, as early intervention optimises

the chances for tenancy sustainment, and tenancy recovery action will always be a last resort. We also reiterate our commitment to deliver efficiencies through our rigorous procurement processes; and to reduce waste and duplication through enhanced data management systems and refined procedures.

In our other core business areas of repairs and void relet times, our costs and service delivery continue to suffer from external impacts, and we are working closely with our contractors to improve performance at an appropriate pace. Separately, the focus in our asset management services has been on progressing projects that prioritise tenant and resident safety, and ensure regulatory compliance. By the end of March 2022, 12.5% of our homes achieved the Scottish Housing Quality Standard (SHQS), with the dip in performance (from 60.7% at March 2021) reflecting the more onerous requirements around energy efficiency and fire and electrical safety; and with scheduled projects including stonework repairs, window replacements and electrical and fire safety initiatives aimed at achieving 84% SHQS compliance by March 2023. Considerable progress has also been made through 2021/22 to evaluate the issues with the glazed curtain walling at St Vincent Terrace, and we appreciate the ongoing patience and support of these residents as we plan for significant investment works this year. In terms of our development projects, the Dover Street new build is expected to complete in the Spring of 2023; planning permission has been obtained for the Burnbank House project; and the Corunna Street planning application was submitted in February 2022. Combined, these projects will provide around 90 much needed homes for social rent in our local community.

As Management Committee Members we were keen to retain the online meeting structure introduced during the lockdown period, and our meetings now adopt a hybrid format, which has been beneficial in optimising attendance, and in widening accessibility for Members; ensuring robust governance arrangements and progress of the scheduled business. You are aware of our engagement with the Scottish Housing Regulator this last year over our management of the H&S issues at St Vincent Terrace, and I am pleased to report that our regulatory status has been reinstated to "compliant": a testament to the diligence, commitment and resilience of my fellow Management Committee Members. I am absolutely confident that our organisation and governance are stronger as a result of this process, and I take this opportunity to thank the Management Committee for their energy, and for their unwavering commitment and support during this time. Our focus this forthcoming year will be the completion of initiatives impacted by two years of service restrictions, with the aim thereafter of resetting the balance with a comprehensive review of our corporate strategy to ensure it remains ambitious and fit for purpose.

To remain effective and representative of the communities we serve, we need the continued support of our membership and I would encourage you to consider volunteering as a Management Committee Member: a role that is both challenging and rewarding.

In closing, I extend my thanks to all Glasgow West staff for their commitment to delivering the highest standards of service. My thanks also to everyone attending our AGM; and to those of you who have participated in our consultative events throughout the year, and/or have taken the time to contact us with feedback. We look forward to continuing to work with you in our journey towards our vision of shaping thriving communities.



Joe Heaney
Chairperson 2021-22

Management Committee



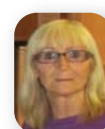
Nicola Adams
Committee member
Area: Outwith area
Served from: 2021



Anila Ali
Committee member
Area: City west
Served from: 2020



Steve Bruce
Committee Member
Area: Outwith area
Served from: 2021



Anne Campbell
Committee Member
Area: Anderston
Served from: 2019



Isobel Gracie
Committee Member
Area: Anderston
Served from: 2019



Joe Heaney
Chairperson
Area: Hillhead
Served from: 2017



Nina MacNeill
Secretary
Area: Hillhead
Served from: 2017



Joginder Makar
Treasurer
Area: Outwith area
Served from: 2009



Susan Mosedale
Vice Chair
Area: Anderston
Served from: 2019-2021
Previous Service 2017-18



Amy Robertson
Committee member
Area: Outwith area
Served from: 2021



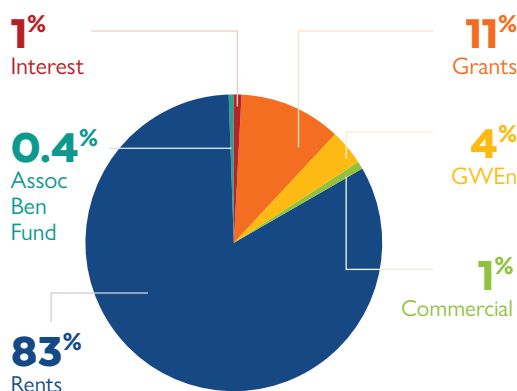
Billy Robertson
Committee member
Area: Hyndland
Served from: 2020



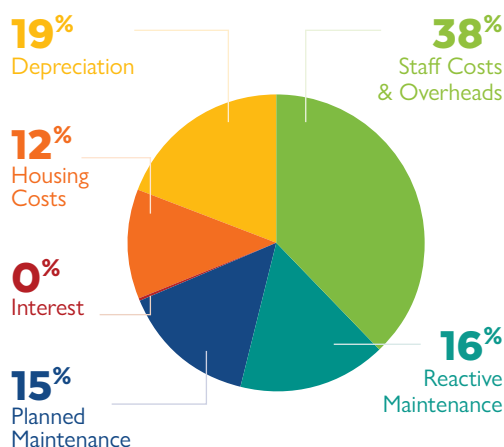
Yushin Toda
Vice Chair
Area: Burnbank
Served from: 2007

INCOME & EXPENDITURE: £000'S

Income Received:



What Income Received is spent on:



COMMITTEE TRAINING FORUM

GWAH's Committee Training Forum (CTF) is a unique, flexible, in-house programme for prospective committee members and an opportunity for existing members to acquire or refresh their skills and understanding of the housing association sector and the work of GWAH.

10 Members completed the CTF sessions in May 2021, three of whom were elected onto the Management Committee at the AGM 2021: Nicola Adams, Steve Bruce and Amy Robertson.

GLASGOW WEST ENTERPRISES LTD

- ✓ Wholly owned subsidiary of GWAH established in 2010
- ✓ A vehicle for GWAH non-charitable activities eg factoring
- ✓ Supports GWAH planned enterprise and growth
- ✓ Managed over £1.16m investment works to owners properties since 2015
- ✓ Continuity of staff: GWAH staff supply services to GWEn
- ✓ Profits donated to GWAH to 2022: £95.5k
- ✓ Manages service provision to GW rented properties in mixed tenure developments

FACTORING SERVICES		2021/22	2020/21	2019/20	2018/19	2017/18
Factoring Invoice Issued Quarterly		100%	100%	100%	100%	75% ¹
Annual Statement of Account Issued May		100%	100%	0% ²	100%	100%
Annual Cyclical Statements Issued May		100%	100%	100%	100%	100%
Written Statement of Services Issued to new owners		93%	100%	100%	100%	100%
Factoring Invoices paid within 14 days		41%	33%	43%	30%	30%
Factoring Invoice paid in full at year end		85%	76%	90%	85%	84%
On-Site Factoring Surgeries (number)		0 ³	0 ³	8	8	8
Early Repayment Rewards	Commercial	£1,000	£660	£2,235	£1,450	£1,595
	Domestic	£2,400	£1,485	£640	£1,680	£945
Annual Information Statements Issued April		100%	Revised timescale July	Revised timescale May	100%	75% ¹
Homeowners Receiving correspondence by email		31%	21%	26%	24%	23%
Homeowners paying Direct Debit		34%	33%	33%	31%	27%
Direct Debit incentive paid out		£4,740	£4,560	£4,720	£800	£3,120
Homeowners Conference		Oct 2021	Oct 2020	Oct 2019	Oct 2018	Oct 2017
Disputes referred to the First-tier Tribunal for Scotland (Housing and Property Chamber).		1	1	—	2	2

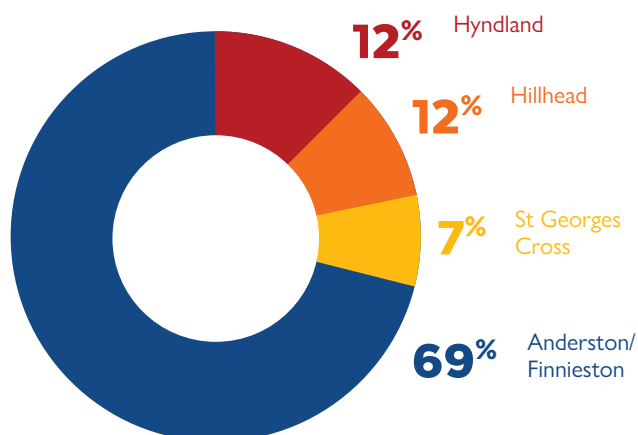
¹ Adverse weather impacting issue

² Delayed due to new Homemaster software and COVID-19 restrictions

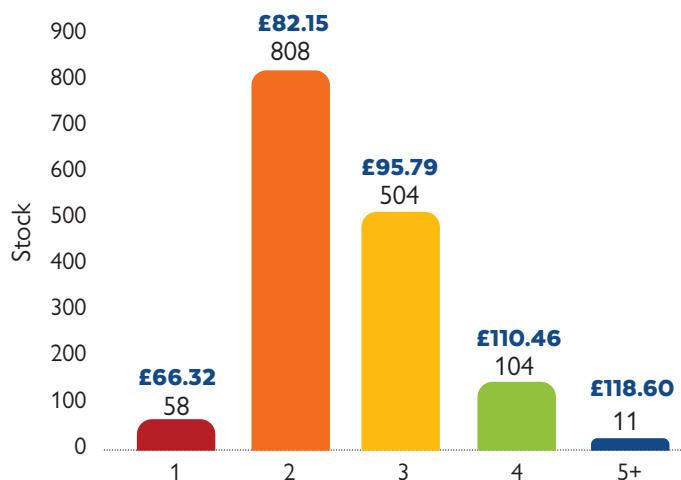
³ Did not take place due to COVID-19 restrictions

Tenancy Services

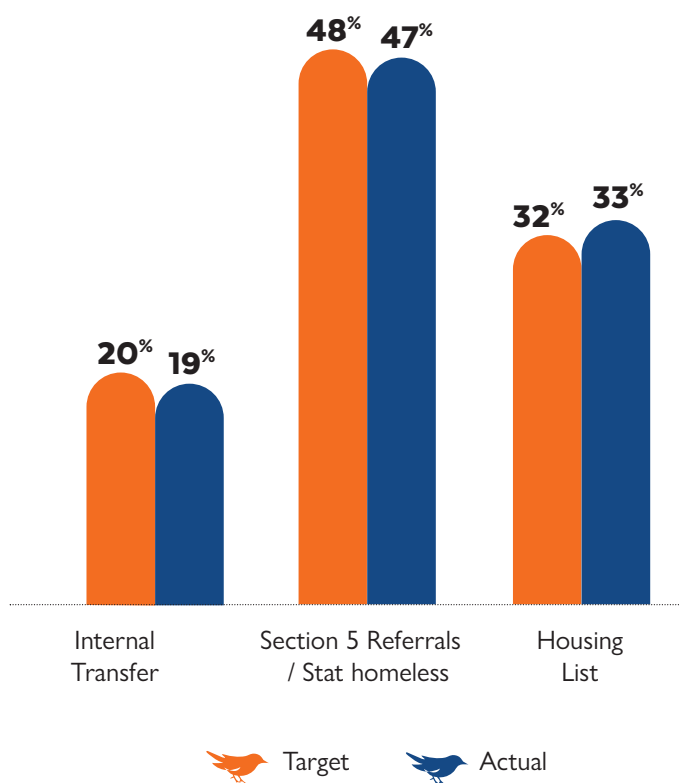
STOCK BY AREA



STOCK BY APARTMENT SIZE/ WEEKLY RENT



SOURCE OF LETS



Stock changes from EOY 2020/2021

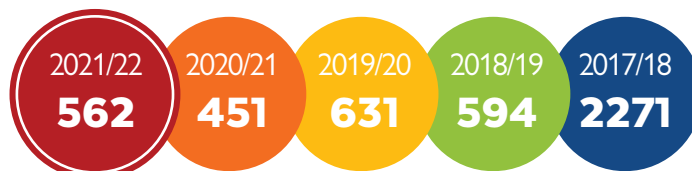
- 2 unlettable units – returned to lettable stock.

Total stock: 1485 (1485 lettable)

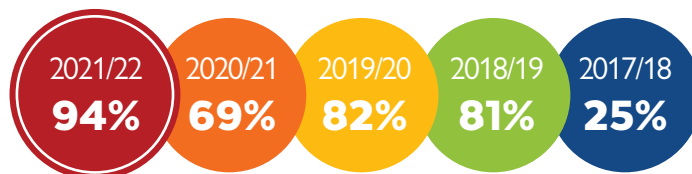
The rent increase for 2021/22 was an average of 3.96%

HOUSING ALLOCATIONS

Number of applications



% processed within target



The PI for this changed from 10 working days to 8 in year 2020/21.

RENTS/VOID PERFORMANCE

Rents/Voids	TARGET	2021/22	2020/21	2019/20	2018/19	2017/18
Rent Collection	100%	99.5%	98.5%	99.8%	99.42%	100.3%
Void Rent Loss (all voids)	0.60%	1.13%	1.18%	0.31%	0.64%	1.6%
Void Re-let times	11 days	52.6 days	78.9 days	10.72 days	22.5 days	14 days

Void re-let times reflect the ongoing Covid-19 restrictions throughout the year.

Tenancy Services

RENT COLLECTION

Notice periods for rent arrears remained at 6 months (from previous 28 days) due to the Coronavirus (Scotland) 2020 Act, during the entire year. Continued team focus on tenancy sustainment, and on promotion of a positive payment culture, which helped reduce the need for legal action. Recovery of a tenancy is always a last resort.

	Number of Cases				
	2021/22 ¹	2020/21	2019/20	2018/19	2017/18
Legal Action Initiated	11	0	12	11	15
Cases subject to Repayment Arrangement	3	0	1	0	2
Tenancies terminated	2	2	2	1	0
Case sisted for monitoring	2	0	4	4	2
Cases due to call @ court	6	0	2	6	10
Eviction granted but case Re-called	1	0	1	0	0
Eviction decree granted	5	1	6	5	2
Payment received Post Decree	3	1	1	0	0

¹2021/22 figures now include actions for anti-social behaviour and other material tenancy breaches.

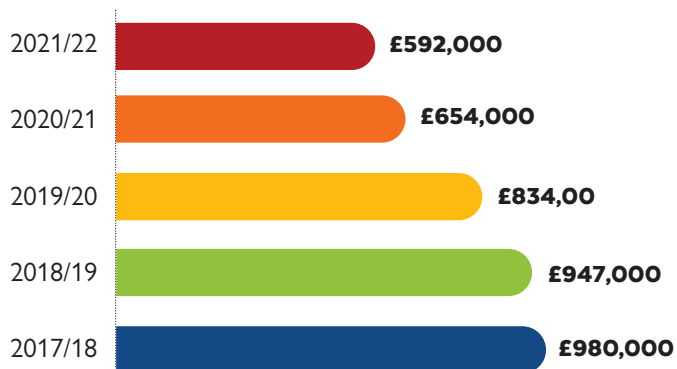
WELFARE BENEFITS

A hybrid service was provided to reflect the complexity of cases and Covid-19 restrictions. We continued to work in partnership with the Fuelbank Foundation, the Trussel Trust, the Sikh Foodbank, the Pyramid in Anderston, DMAC, CAB and G-HEAT to ensure that residents within our communities received help and support.

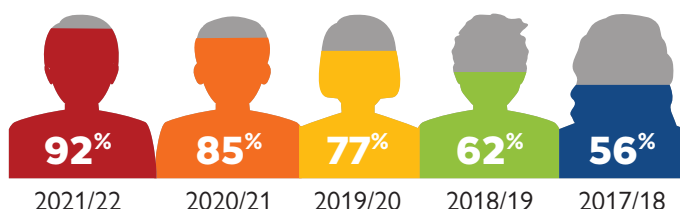
Residents receiving a benefit check



Additional income generated



Financial gains direct to residents in increased benefits



CONSUMER PANEL

Consumer Panels were conducted through telephone, paper and online surveys in July and November 2021 and March 2022; providing valuable feedback on our Welfare Benefits Service, Save with Rent scheme and Tenancy Sign-up packs for new tenants.

22nd ANNUAL TENANT CONFERENCE

Our virtual conference was a great success with many new tenants joining in for the first time. Tenants in attendance provided valued feedback about our services, including overall support for our proposed rent increase for 2022/23.

95% of attendees agreed with our vision and plans.

84% of attendees understood why it's important for Glasgow West to gather their views.

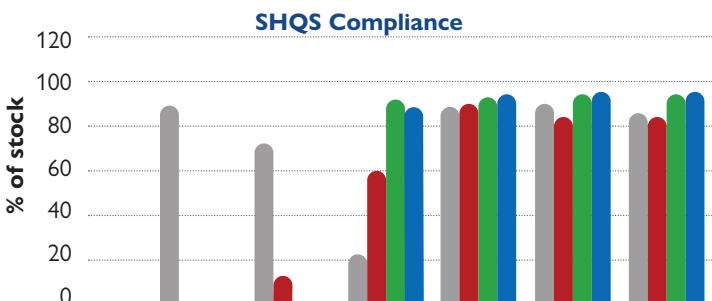


Nicola Carrigan, Tenancy Services Manager, setting up for the meeting.

Property Services

SCOTTISH HOUSING QUALITY STANDARD

Plans are in place for recovery of SHQS performance during 2022/23. Projects include electrical and fire safety works; full height common area windows; kitchen/ bathroom renewals; window replacements; and stone fabric works.

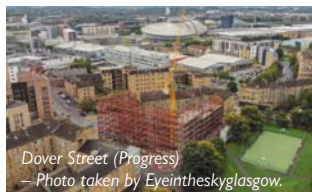


		2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
●	Target	84.1	72.8	22	89	90	85
●	Actual		12.7	60	90	84	84
●	QEF			92	93	94	93
●	All RSLs			88.6	94	95	95

NB: 2020/21 All RSL Performance amended to reflect amended performance published 06/04/22

DEVELOPMENT AND REGENERATION

The new build development at Dover Street is due for completion Spring 2023 and consists of one commercial unit and 55 self-contained flats for social rent. A Planning Application for 15 flats has been submitted for the Corunna Street site; and plans are progressing in partnership with Queenscross Housing Association for the redevelopment of the derelict hostel in Burnbank Gardens.

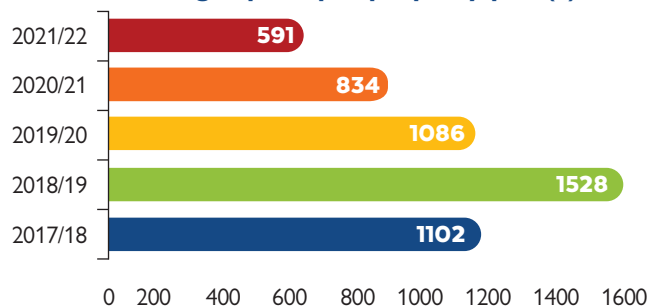


INVESTMENT

- ✓ Stonework Fabric Preparation Works (x 56)
- ✓ Space Heating / boiler replacement (x 41).
- ✓ Replacement Kitchens, Bathroom, (x 14).
- ✓ Common Asbestos Surveys.
- ✓ Fire Safety (LD2 alarms) upgrades (x 103).
- ✓ Electrical Safety (EICR) certificates (x 103).
- ✓ Domestic Asbestos Surveys (x 80).
- ✓ Consultant appointment for Window Replacement programme.
- ✓ Consultant appointment for Fire Alarm upgrade / Electrical Safety programme.
- ✓ Design Team appointment for replacement of Full Height Common Area Windows.



Average Spend per property p/a: (£)



CYCLICAL MAINTENANCE

- ✓ 100% of properties with current Annual Gas Safety (AGS) certificate and 100% of services carried out before annual due date.
- ✓ Annual roof anchor inspections 100% complete.
- ✓ Annual roof inspection and gutter cleaning 100% complete.

REACTIVE REPAIRS

Covid19 further impacted contractor resources in 2021/22. Normal service resumption in 2022/23.

		2021/22	2020/21	2019/20	2018/19	2017/18
Total Repairs	Reported Jobs	3822	3664	5363	5101	4679
	Completed On Time	3077	3132	5147	4953	4403
Average No. of Repairs per property	GWAH	2.6	2.5	3.6	3.5	3.3
	All RSLs	Not avail	Not avail	Not avail	3.4	Not avail
Performance Indicators (PI)	Target					
Completed within Target Response Time (%)	96	81	83	96	97	93
Right 1st Time (%)	97	74.9	72.5	98.4	97.5	94
Emergency Repairs (hours)	2.5	3.9	4.2	2.9	2.9	3.5
Non-Emergency Repairs (days)	4	7.9	7.0	4.1	3.4	4
Pre-Inspections (%)	5	0	0	6	5	4
Post Inspections (%)	5	0	0	4	1	1

Property Services

MEDICAL ADAPTATIONS

23 adaptations were completed, improving the quality of life for residents. A further 8 adaptations are in progress.

		2021/22	2020/21	2019/20
Budget	Total £	£71,000	£51,000	£51,500
	GCC funded	74	59	59
	GWAH funded	26	41	41
% Budget Expenditure		95	68	81
No. of adaptations completed		23	9	23
% of total applications processed		37	56	82
% of all GWAH properties adapted		21	19	19

G3 GROWERS

The annual G3 Growers event routinely supported by GWAH did not proceed this year in line with national restrictions, however the gardeners were still able to make use of the valuable outdoor space during lockdown. Annual event scheduled for August 2022.



ESTATE SERVICES

Estate Services initiatives successfully achieved :

- 1000+ Estate Inspections.
- Over 550 services requests actioned.
- 512 communal repairs reported.
- Bi-Annual Tree Maintenance Programme commenced

Working with Total Homes to improve our neighbourhoods, key achievements through 2021/22 include the collection and redirection from landfill of 1535 items including furniture, white goods and electronics. Promoting reuse of items and circular economy has saved the equivalent of 77kg of CO² waste emissions.

GOOD GARDEN & BEST CLOSE

Good Garden Close Award recognised the efforts our residents make to improve communal areas.



Best Close
63 Kent Road



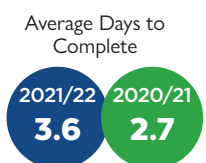
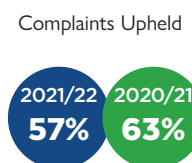
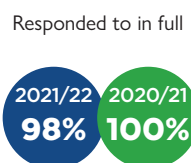
Good Garden Winners: Joint Best Communal Garden
20-28 Napierhall Street & 36/38 Burnbank Gardens



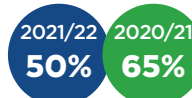
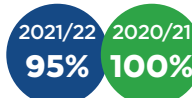
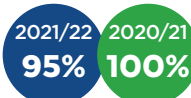
Best
Newcomer
213-219
Berkeley Street

COMPLAINTS HANDLING

Stage 1: Front Line Resolution 5 Working Days



Stage 2: Investigation 20 Working Days



A total of 113 compliments from our service users were formally recorded within the same period.

SERVICE SATISFACTION

Rents/Voids	2021/22	2020/21	2019/20
Overall satisfaction with services	82	86	89
Kept Informed	90	93	94
Contribution to management of neighbourhood	79	78	85
Opportunities to Participate	94	95	94
Repairs and Maintenance in last 12 months	83	83	86
Rent Value for Money	86	89	86
Quality of Home	76	84	82
Standard of Home at Date of Entry (new tenants)*	37	77	81

- Independent surveys conducted on a quarterly basis
- Telephone surveys throughout 2021/22 as per Covid-19 guidelines.
- A hybrid approach of both face-to-face surveys and phone interviews will be adopted for 2022/23.
- Prompt GW response and follow-up where dissatisfaction expressed.

* Satisfaction levels have improved with the relaxation of Covid restrictions.

STOCK PROFILE



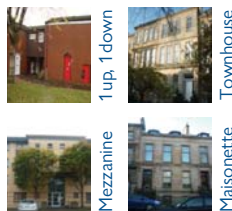
Tenement Flats
(exc main door flats)
671, 45.2%



Deck Access
325, 21.9%



Multi-Storey
315, 21.2%



Other Flats
117, 7.9%



High Rise
(not multi-storey)
55, 3.7%



Houses
2, 0.1%

CHARITABLE ACTIVITIES

- ✓ A festive draw was held in place of the annual delivery of chocolates to our older residents, with 14 lucky winners receiving a £25 gift card.
- ✓ From the £20k received from the Scottish Government Fuel Support Fund, a donation of £5,000 was made to the Fuelbank Foundation to support utility meter top-ups for 102 households, and we matched this with a top-up amount for 150 households with dry meters. Winter bedding items were also provided to 132 households.
- ✓ In the absence of the Cash for Kids grant, our Management Committee stepped up once again to support this long standing tradition, distributing £4,650 to support 186 GW children.
- ✓ 31 fantastic entries for our Christmas Colouring Competition. Congratulations to our winners!



Bahar (7 and over winner) and Oliver (6 and under winner)



RENT REWARD SCHEME

Applications are welcome from all GWA tenants. Following this year's promotional campaign, 23 new members joined the scheme.

	2021/22	2020/21	2019/20	2018/19	2017/18
New members	23	29	40	53	75
Total members	282	280	266	251	215
% of Tenants	19%	19%	18%	17%	15%
Incentives	£13,968	£13,577	£12,806	£11,554	£8,358

HEALTHY WORKING LIVES

This award represents our ongoing commitment to supporting a safer, healthier and more united workforce. GWA have held the Gold Award since 2012.



ANNE GOULD AWARD WINNER 2022

Well done to all of this year's nominees and congratulations to Rachel Black, Governance and HR Manager; Nicola Carrigan, Tenancy Services Manager and Ali Dowlatshah, Services Officer; the winners of the 2022 award.

Congratulations also to the Allocations Team (Jen McCann, Laura Clapperton, Elaine Giles) winners of the 2022 Team Awards.



Nicola Carrigan
and Ali Dowlatshah



The Allocations Team: Jen McCann,
Laura Clapperton and Elaine Giles

JIM MICHAEL AWARD

This award was introduced in 2008, our 30th Anniversary Year, to recognise the commitment of the exceptional people who make a difference to our lives. The winner for 2020-21 was Catherine Ryan.



Jim Michael