



NEW GORBALS

HOUSING ASSOCIATION

ANNUAL REPORT 24/25



Jean Miller
CHAIRPERSON
OF NGHHA

CHAIRPERSON'S FOREWORD

I am delighted to report on the significant progress made by the Association during 2024/25, particularly in light of the ongoing challenges posed by the Cost-of-Living Crisis. Despite these pressures, I am especially pleased to note record levels of tenant satisfaction—an encouraging sign that we continue to deliver high-quality housing and services for our community.

Over the past year, we have made great progress in enhancing our digital services. This includes the launch of our redesigned website and the introduction of MyNewGorbals, a self-service tenant portal. Our tenants have told us they value flexible ways to engage with us, so while we expand our digital offerings, we remain committed to providing paper communications and maintaining our presence in the office and over the phone. We look forward to extending MyNewGorbals to our factored customers in the coming year.

It has also been rewarding to see our Tenant Participation work grow from the foundations laid last year. Highlights include the launch of our Tenant Engagement Strategy, the formation of a Tenant Scrutiny Group, and another successful Tenant Conference in October. These initiatives, alongside our regular monthly participation opportunities, continue to shape positive, tenant-led changes across the Association.

Supporting tenants to sustain their tenancies remains a core priority. Our Welfare Rights team achieved record

savings of over £3.4 million for tenants this year by ensuring they received their full benefit entitlements and accessed available support. We have also been able to deliver energy advice and support via the Energy Redress Scheme. This initiative has already helped many tenants, and we look forward to supporting even more before the project concludes in 2026.

We were pleased to expand our Communities Team with two new appointments, allowing us to relaunch the Gorbals Ideas Fund and further strengthen partnerships and community activity.

Our Development Team also oversaw the safe demolition of 305 and 341 Caledonia Road—an enormous undertaking involving the evacuation and cooperation of 850 households. The successful blowdown in summer 2025 marked the end of an era for many in our community. While it was a poignant moment, we now look ahead with optimism as we prepare to redevelop the site and deliver new homes.

I would like to thank my fellow committee members and the Association's dedicated staff for their continued efforts in bringing our vision to life. I also extend my thanks to our tenants and customers for their ongoing engagement and support—especially those who temporarily left their homes to enable the safe demolition of the Caledonia Road flats.

DEVELOPMENT

Our development team oversaw the progression of several projects throughout the last year, such as the Pine Place and Coliseum developments which will see a total of 92 new homes handed over to tenants in the coming year.

In addition, the Association has been looking at retrofitting and buying back stock to increase the number of homes we're able to let to tenants.



NEW WALKWAY CONNECTING COMMUNITIES

Following extensive refurbishment works, a new walkway at Cleland Lane Arches opened in November 2024, linking the neighbourhoods of Hutchesontown and Laurieston.

The project, which received £1.2 million Regeneration Capital Grant Funding from Scottish Government and £1.4 million from Glasgow City Council, included the resurfacing of the archway and installation of lighting and CCTV as well as the installation of a toucan crossing on Laurieston Road.

Future phases of this project include widened pedestrian access at Gorbals Health Centre, allowing a direct and accessible path from Gorbals Piazza through to Laurieston.

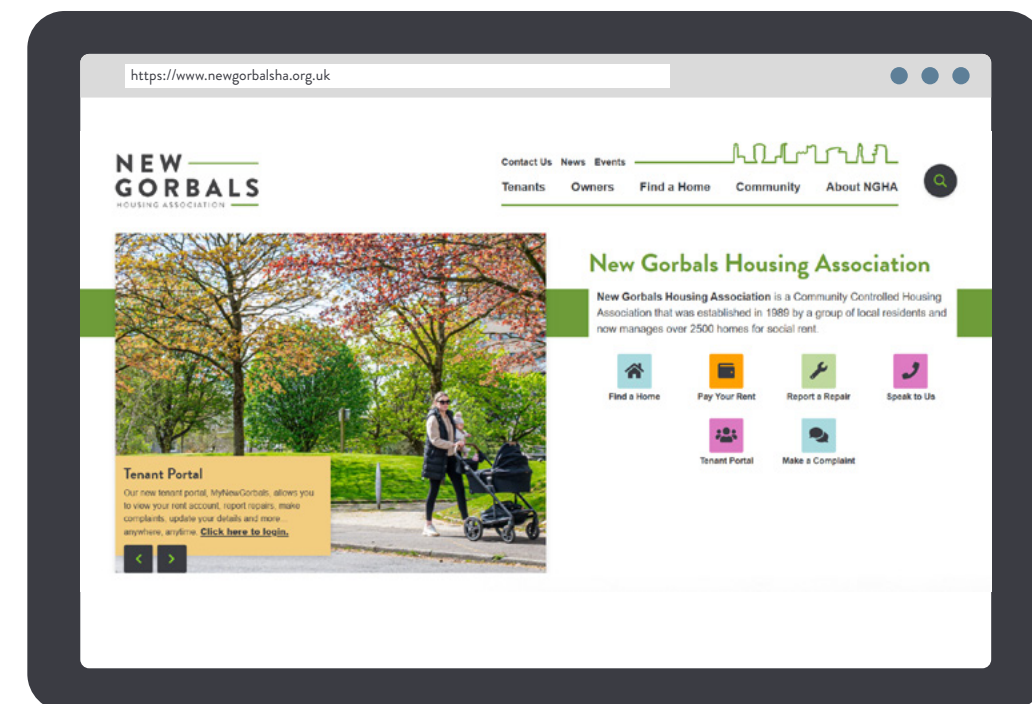
TENEMENT REFURBISHMENT

This year we undertook the sensitive restoration and enhancement of two tenement flats in Norfolk Street, bringing them back up to a lettable standard. This included making energy efficient improvements to the pre-1919 tenement, whilst preserving the B listed building's heritage features such as internal plasterwork and timber panelling.

CALEDONIA ROAD

Demolition contractor Dem-Master Demolition Limited started on-site in August 2024 working to prepare 305 and 341 Caledonia Road for demolition. The majority of the preparatory works and soft stripping of the building were completed within 2024/25, as the contractor worked towards a successful blow down on 29th June 2025.

Community consultation for the future development of the site took place in late 2024, with the initial designs further developed over the course of the year. The Association plans to build 152 homes for social rent on the site of the former blocks in January 2026, once the area has been fully cleared.



NEW ASSOCIATION WEBSITE LAUNCH

Throughout 2024/25, the Association has been working to improve the New Gorbals website, to bring it up to modern website standards whilst becoming more user friendly for our tenants and residents.

This work was undertaken in collaboration with a range of Association staff, committee members and tenants who all devoted a great deal of their time, and provided ideas and feedback throughout the process.

The new website has the same link (newgorbals.org.uk) but is now visually very different. The user journey for tenants, service users and the wider public is much smoother, with information displayed more clearly and much easier to find. In addition to the existing information and services, tenants are also able to access our new Tenant Portal and view a calendar of events through the new website.

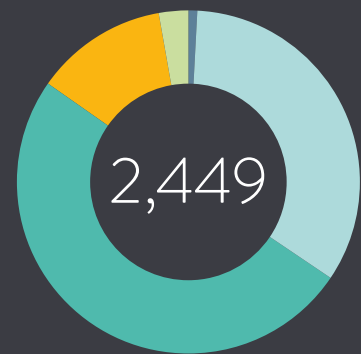
OUR HOMES

Gorbals continues to be a very popular area and at the end of 2024/25 there were over 4,000 people on our combined housing lists seeking a home with us. As is always the case, only a relatively small number of properties (164) became available for re-let over the year. Unfortunately, this means that the vast majority of those on our housing list will not receive an offer of housing.

Our allocations during 2024 continued to focus on homeless referrals from Glasgow City Council and existing Association tenants seeking a transfer within Gorbals. Three of our lets were allocated via the Ukrainian Longer Term Resettlement Scheme – these were the remainder of a project from 2023/24 for which we were granted Scottish Government funding to bring 52 previously void homes up to lettable standard for Ukrainian refugees.

OUR HOMES FOR SOCIAL RENT

As at 31st March 2025 we had 2,449 homes for social rent.



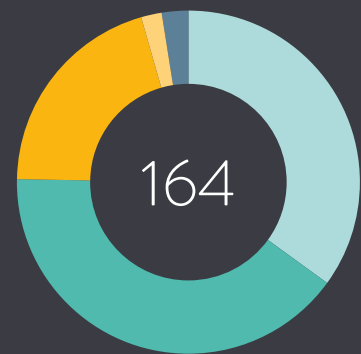
Studio flats	19
1 bedroom flats	826
2 bedroom flats	1,225
3 bedroom flats	313
4+ bedroom flats	67

TOTAL 2,449

As well as managing and maintaining our 2,449 homes for social rent we:

- Own and maintain 2 units for the needs of 16 elderly residents (managed by the Mungo Foundation)
- Own and manage 63 mid-market rent properties through our subsidiary New Gorbals Property Management
- Provide a factoring service for 1,955 privately owned properties in the Gorbals.

HOW OUR HOMES WERE ALLOCATED



Transfer List Applicants	58
Homeless Referrals	70
Housing List Applicants	33
Mutual Exchange	4
Ukrainian Long Term Resettlement Programme	3

TOTAL 164*

General needs lets 149

Supported needs lets 15

*excluding mutual exchange

RENT & TENANCY SUPPORT

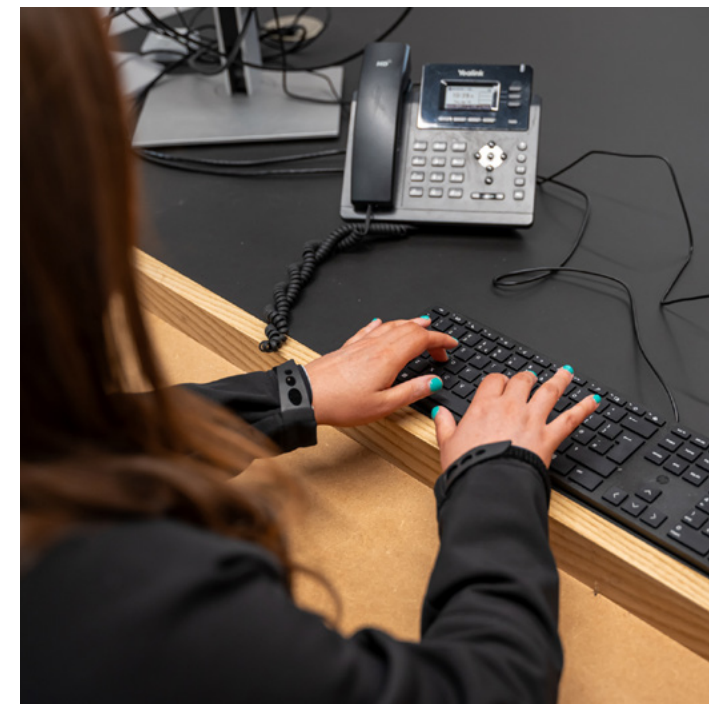
A large part of the Housing Team's role is making sure that tenancies are successfully sustained. We do this primarily through minimising rent increases as best we can and providing support to households on money and energy advice. You can find out more about how we have supported tenants with essentials like food and fuel in our Supporting Tenants and Communities section.



This year we collected
100.38%
of the rent due to us.



Our total gross rent
arrears were down from
4.3% in 2023/24 to
3.3%
in 2024/25.



WELFARE RIGHTS

Our dedicated Welfare Rights team helped local people to secure more than £3.4 million in additional welfare entitlements in 2024/25. Of this record sum secured, over two thirds was made up of Universal Credit, Adult Disability Payment and Housing Benefit payments.

In Autumn 2024, our Welfare Rights team ran a Pension Credit campaign in response to the UK government changing the entitlement criteria for Winter Fuel Payment. The team helped 42 tenants access Pension Credit and the Winter Fuel Payment last year.

£3,444,786

SECURED

RENT INCREASE

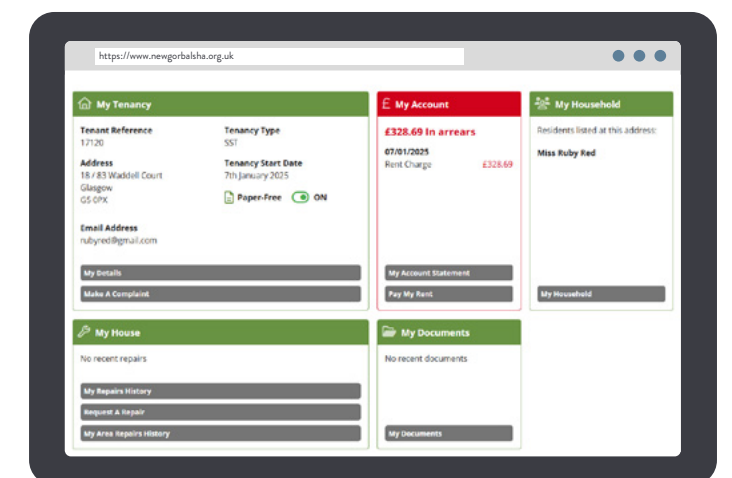
Following a consultation with tenants in late 2024, we applied a rent increase of 2.7% in April 2025. The figure we consult on is the published Consumer Price Index (CPI) figure for September 2024 plus 1%. CPI is a key measure of inflation, which looks at the average prices paid by consumers for a basket of goods and services.

The Association's Business Plan assumption is that rent increases should be based on September CPI + 1%. Over the last few years we have felt that we could not pass on the very high costs in full and so the association absorbed these rising costs. We cannot continue to do this as it would directly affect the quality of the services we know tenants value, like repairs, landscaping and close cleaning.

We will continue to provide as much support as we can to tenants through our welfare rights service and cost of living initiatives, to try and reduce financial hardship as much as we can.

TENANT PORTAL

In 2024/25, the Association undertook preparations to launch our Tenant's Portal in April 2025. As part of this work, Tenants were invited to test the portal platform in December 2024 with a feedback session held in January 2025. The new tenant portal allows tenants to check their rent accounts and make payments, report repairs, make complaints and access documents we have sent to them.



REPAIRS AND MAINTENANCE



This year we carried out
7,840 repairs
and asked tenants how satisfied they were with our service.

91.5%
of reactive repairs were carried out right first time

Of the 1,387 tenants who responded,
97.9%
told us that they were satisfied with our repairs service.

Our average timescale for completion of emergency repairs in 2024/25 was
1 hour 29 minutes
and 4.6 days for non-emergency repairs.

ADAPTATIONS

This year we carried out
48 adaptations
so that our tenants could live in homes suited to their individual needs.

£107,107
was spent on adaptations

£48,035
Association funded

£59,072
funded by the Scottish Government through Glasgow City Council.



CYCLICAL MAINTENANCE WORK

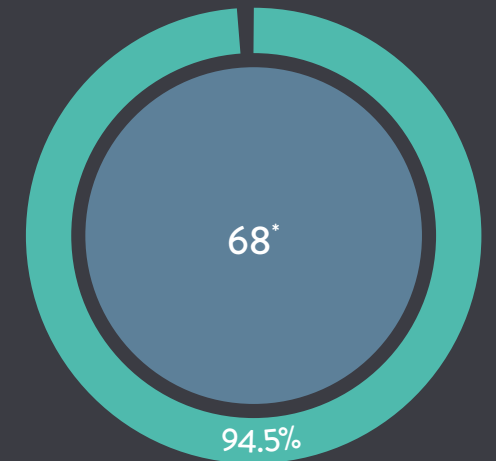
Throughout the year we carry out a programme of regular annual maintenance work which included:

- Mandatory electrical testing (EICR) within 355 properties
- Annual Gas Safety servicing to 2,684 properties (100% of homes with a gas supply)
- Gutter cleaning undertaken within 9 developments
- Assessing 25% of our stock condition

LEARNING FROM COMPLAINTS

Our complaints summary shows how your complaints made a difference in the past year. You can read this on our website from the end of October 2025, or you can ask us to send you a copy.

- Total complaints received in the past year
- Complaints responded to within Scottish Public Service Ombudsman timescales in the past year



Average time to respond to Stage 1 complaints

3.8 days

(SPSO target time 5 days)

Average time to respond to Stage 2 complaints

18.74 days

(SPSO target time 20 days)

EMPTY HOMES PROJECT

Over the past year, the Association received grant funding of £300,000 from Glasgow City Council's Empty Homes Project, to modernise 14 previously empty homes.

These previously void properties were brought up to a suitable condition for occupation, and in line with grant conditions, they will be allocated to homeless households during 2025.



HELPING YOUNG PEOPLE INTO WORK

Our continued partnership with WorkingRite saw 20 young people engaged in their youth employability programme in 2024/25. This involves an initial 10-week induction which helps prepare a young person for work and either a mentored work placement or on-the-job training with a local firm.

Of the 20 young people who took part last year, nine are now in employment, eight moved into further education and one person is still working through the programme. Only two people disengaged. Some of the placements and employment opportunities provided over the year were with our contractors Dem-Master who were working on the demolition of 305 and 341 Caledonia Road.

SUPPORTING TENANTS AND COMMUNITIES



FOOD AND FUEL

As the cost of living continued to rise, the Association maintained our efforts to support tenants with finding routes to food and fuel support. This included:

OVER 1,500 HOT MEALS

via 23 community meal events throughout the year and 35 community breakfast events since November 2024.

100 WINTER WARM PACKS DISTRIBUTED

to tenants in need, containing a choice of appliances and devices to keep warm

Work undertaken to fit out and

SET UP GORBALS COMMUNITY PANTRY

– a Gorbals Ideas Funded project which will open later in 2025 at 12 Commercial Court.



TENANT PARTICIPATION

Our Tenant Participation officer has had a busy year working with the Tenant Panel to produce and launch the new Tenant Participation Strategy and Action Plan. The Panel has overseen the delivery of the strategy. Amongst their successes has been the development of a new Tenant Scrutiny Group and the co-production of the 2024 Tenant Conference which saw almost 100 tenants attend.

In addition to the regular tenant and resident group meetings a number of other platforms for tenant engagement have been developed, including online meetings and the Your Views list, which provides opportunities to get involved in the Association's work and regular updates on tenant participation and community events by email or post.

NGHA colleagues from across the Association are committed to collaborating with tenants; identifying and implementing tenant led changes.

ENERGY REDRESS SCHEME

As part of our food and fuel support, the Association entered into a joint Energy Redress Scheme partnership with Southside, Craigdale and Cathcart & District Housing Associations. This partnership sees two Fuel Advisors work from our office three days per week to offer tenants a range of advice and support when it comes to energy use and fuel debt.

The partnership runs until 2026 and 149 tenants had already been supported by the end of March 2025. The scheme aims to help 1,100 people across the four Associations by the end of the project.

BIG GORBALS FAIR

We were delighted to host another successful Gorbals Fair with the help of our partners in the community. Once again, over 1,000 local people came together to enjoy music, food, entertainment, sports and of course the Big Gorbals Parade which encouraged people to "bring their broly" to make a sea of colour for climate change.

Following an evaluation of the 2024 Fair, which received over 350 responses, the Association and partners used community feedback to inform the planning for the 2025 Fair.



EVENTS

The **Halloween Spooktacular** welcomed 350 ghoulish Gorbals guisers to the St Francis Centre for a fun fancy dress disco.

Our **Light up the Gorbals** Christmas celebration took place on the 6th of December 2024, spreading Christmas cheer, even in the stormy weather, to over 500 local people. The Association provided hot drinks, mince pies, sweets, music, and a visit from Santa for families to enjoy.

We continued to provide fun activities and meals to primary-school aged children during the Easter, summer and October school holidays, thanks to funding from **Children's Holiday Food Programme** via Glasgow City Council.

The year was rounded off on 29th March with the first **G5 Community Cinema event** held in Gorbals Parish Church. Over 50 locals joined us for a screening of Gregorys Girl, with drinks and snacks provided. The cinema is another Gorbals Ideas Fund initiative which takes place on the last Friday of the month, with screenings scheduled to move to the Citizens Theatre when it reopens later in 2025.

GORBALS IDEAS FUND

Following the appointment of our new Participatory Budgeting Officer in September, the Gorbals Ideas Fund was relaunched with a community event held in St Francis Centre on 5th December.

The event gave insight into Participatory Budgeting and gave local people the chance to add new ideas to the 'Your Priorities Platform'. Following this, the Participatory Budgeting Officer has been working with the local volunteer community advocates to prepare for the voting launch at the 2025 Gorbals Fair. This will give local people the opportunity to vote on what ideas they'd like to see funded in 2025/26.

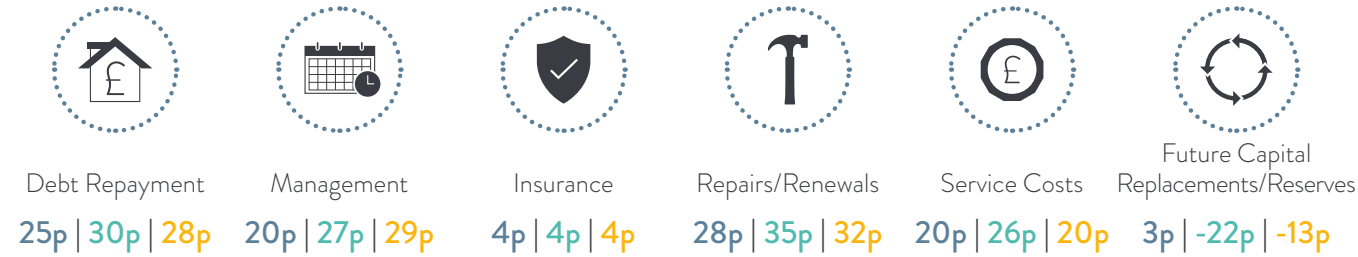


FINANCE

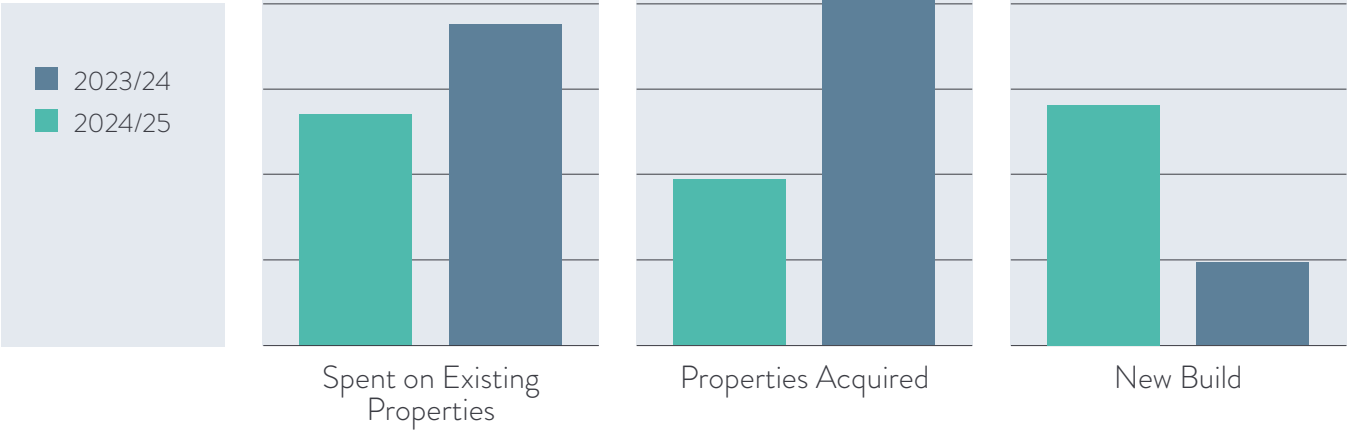
MONEY SPENT

The following table shows how we spent each £1 of rented income received during the year 2024/25, 2023/24 and 2022/23.

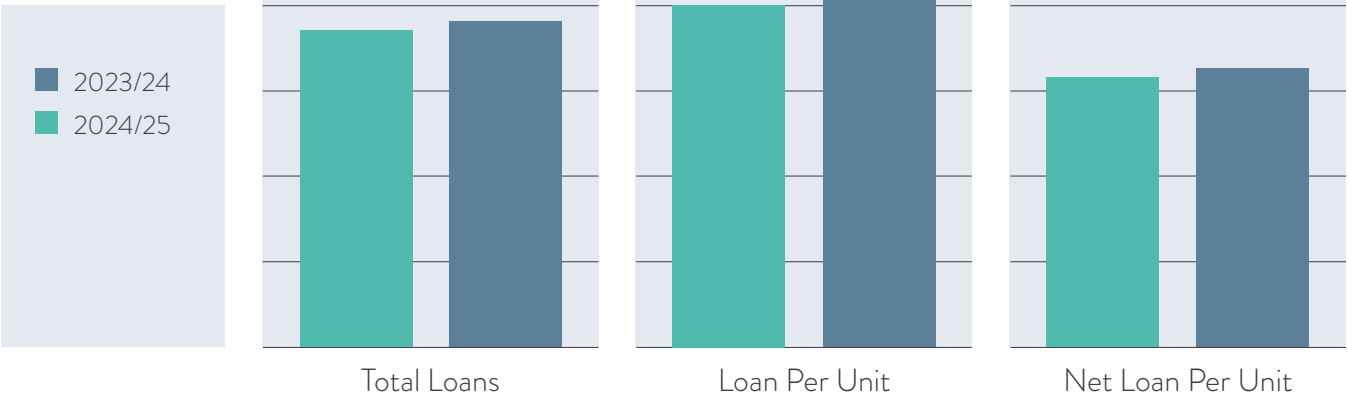
BREAKDOWN OF £1.00 OF RENT



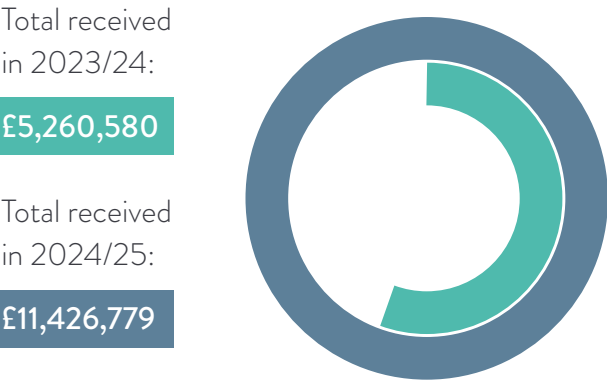
ASSETS



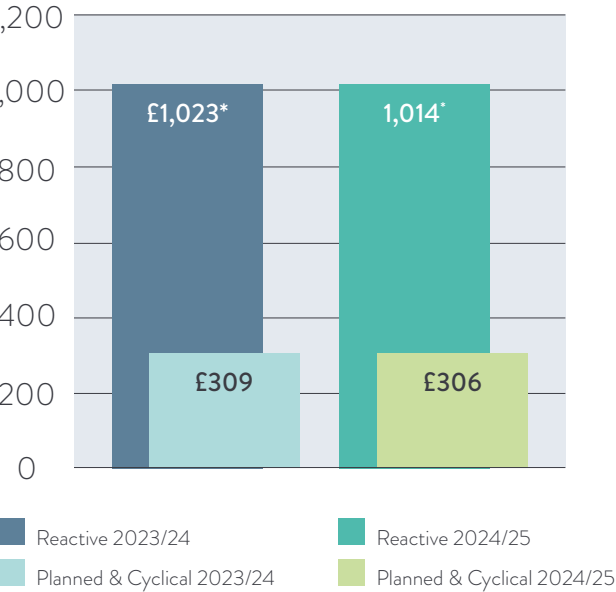
LOANS



GRANTS RECEIVED



REPAIRS SPEND PER UNIT



SURPLUS AND RESERVES

Our surplus for the year to 31st March 2025 was:

£1,700,630

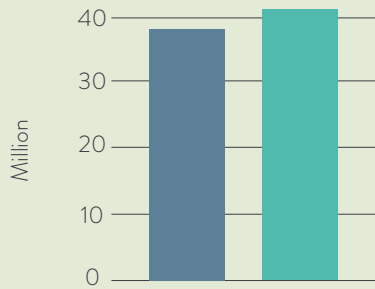
vs.

£1,465,061*

*2024



The Association's reserves have increased from £39,505,909 to £41,206,561.



INCOME AND EXPENDITURE

The tables below summarise the Association's income and expenditure for the year ended 31st March 2024 and 31st March 2025.

Income	2025 (£)	2024 (£)
Rent	16,171,396	15,809,753
Factoring	1,617,014	1,289,405
Other Income	975,061	1,021,834
Interest Receivable	592,889	574,166
Gain/loss on Sale of Fixed Assets	(8,074)	(114,808)
Pension Gain	641,000	45,000
Total Income	19,989,286	18,625,350

Expenditure	2025 (£)	2024 (£)
Rented Accommodation	13,727,429	12,715,413
Factored Accommodation	1,660,455	1,317,742
Loan Costs/Other interest	2,024,260	2,047,441
Other Costs	876,512	1,079,693
Pension loss	-	-
Total Expenditure	18,288,656	17,160,289

Total comprehensive income for year	1,700,630	1,465,061
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GET INVOLVED

WANT TO PLAY YOUR PART IN THE GORBALS?

Support your community controlled Housing Association by becoming a member.

If you are 16 or over and live in the Gorbals, you can join for a one-off payment of £1.

We encourage you to join us as a member of New Gorbals Housing Association to have your say.

MEMBERSHIP BENEFITS INCLUDE:

- Attend and vote at General Meetings
- Elect the members of the Management Committee
- Stand for the Management Committee and nominate members for election



HAPPY TO **TRANSLATE**

If you require this report in another language or format, such as large print or braille, please contact us using the details below.

Contact us for an application form and help shape the future of your neighbourhood.

CONTACT US

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Glasgow, G5 9AY

CALL US AT:

0141 429 3900

EMAIL US AT:

admin@newgorbalsha.org.uk

NEW
GORBALS
HOUSING ASSOCIATION

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