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OUR PERFORMANCE REPORT 2024/25

Each year we publish this Report to show our tenants how we are performing. We also meet with the Tenants Panel to make sure that the content and format of the Report are accessible and meaningful.

This report has some of the key performance information we report to the Scottish Housing Regulator (SHR) and provides a comparison with the Scottish average and some other social landlords. The performance information we include, and the landlords we compare with, have been agreed with tenants.

This year, we consulted with Tenants Panel from May to August 2025 on the report, its purpose and its format. As a result, we have updated this report to include our “performance at a glance” which details this year’s key figures, on page 2.

Each year we are required to provide the SHR with information on our performance, against the Scottish Social Housing Charter. Some of that information is contained in this report, however you can view the full information at scottishhousingregulator.gov.uk. Alternatively, you can request a paper copy of the full information by contacting us directly.

OUR PERFORMANCE AT A GLANCE

April 2024 – March 2025



95% of tenants satisfied with NGHAs overall performance



98% of tenants feel that NGHAs is good about keeping them informed about their services and outcomes



2.7% rent increase applied in 2024/25



99% of tenants satisfied with opportunities to participate in NGHAs decision-making



94.9% of homes meeting the Scottish Housing Quality Standard.
RSL Average: 87.2%



0.3% of rent not collected due to empty homes.
Scottish RSL average is 1.3%



93.3% of anti-social behaviour cases resolved
(up 1.5% from last year)



91.5% of reactive repairs completed right first time.
Scottish RSL average is 88%



Average time taken to complete repairs:
EMERGENCY 1.3 hours
Target 4 hours
NON-EMERGENCY 4.6 days
Target 10 days



Average time taken to respond to complaints:
STAGE 1 3.8 days
Target 5 days
STAGE 2 18.7 days
Target 20 days



Average length of time taken to re-let homes
15.5 days
Scottish RSL average is 60.6 days

TENANT SATISFACTION

We had an independent Tenant Satisfaction Survey carried out by Research Resource in the summer of 2024. Our satisfaction figures reported for 2024/25 are from that survey.

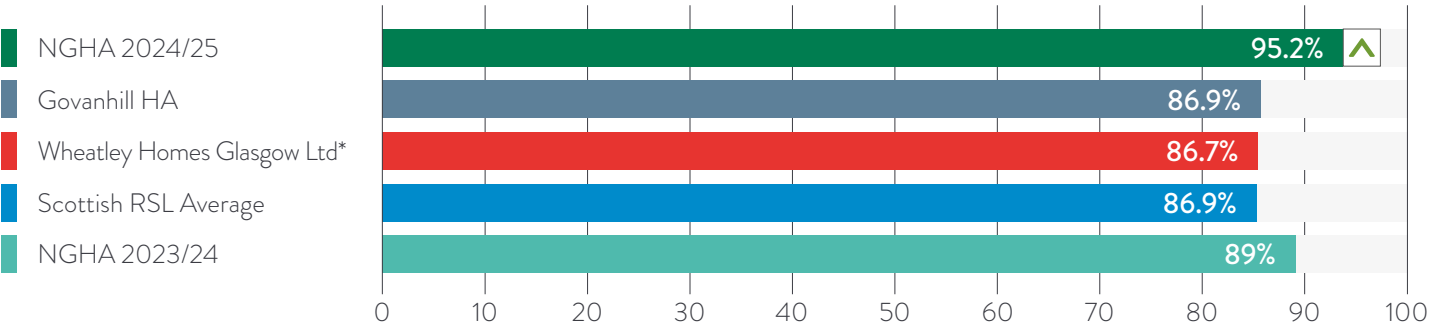
If you would like more information about how our Tenant Satisfaction Survey was carried out, please get in touch.

KEY

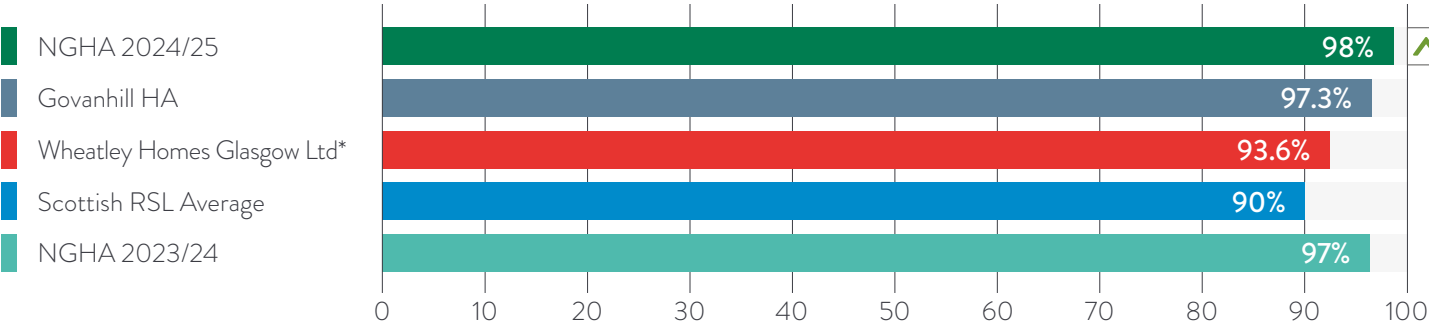
applies to all graphs throughout the report

- ▲ increase from last year
- ▬ same as last year
- ▼ decrease from last year
- ▲▲ positive change
- ▼▼ negative change

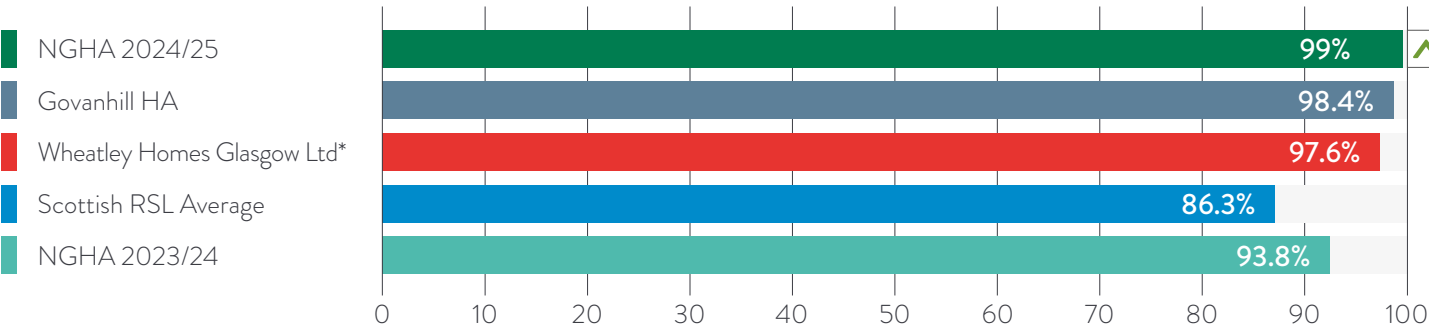
Percentage of tenants satisfied with the overall service provided by their landlord:



Percentage of tenants who felt their landlord is good about keeping them informed about their services and outcomes:



Percentage of tenants satisfied with the opportunities to participate in the landlord’s decision-making:

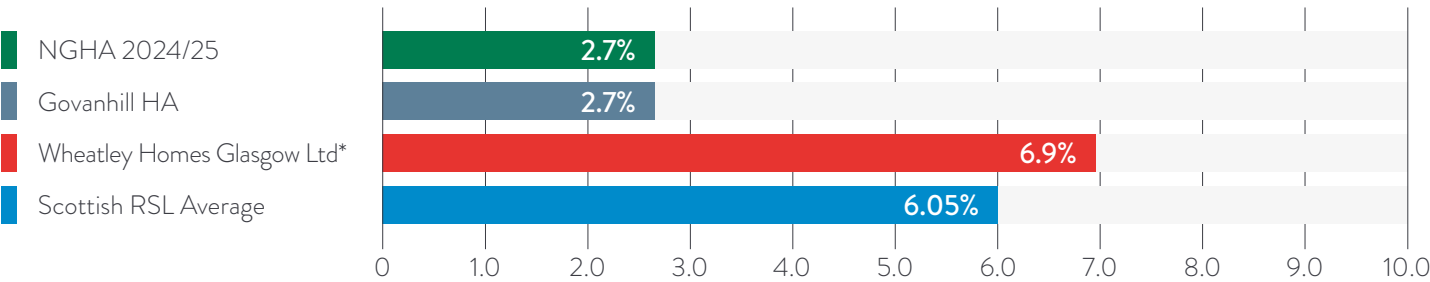


*(formerly GHA)

VALUE FOR MONEY

We work to keep our rents affordable whilst providing the highest possible quality of housing, environment and services to our tenants.

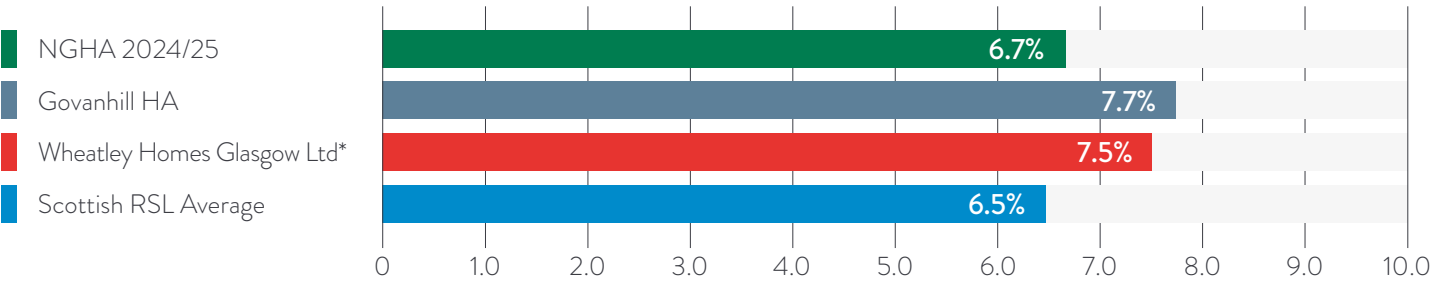
Percentage weekly rent increase applied in April 2025



Average Weekly Rent 2024/25

	NGH A	Govanhill HA	Wheatley Homes Glasgow Ltd*	Scottish RSL Average
1 apartment	£69.79	£92.13	£82.93	£87.12
2 apartment	£95.17	£107.59	£94.69	£93.27
3 apartment	£106.23	£115.99	£101.71	£96.00
4 apartment	£118.22	£131.81	£118.24	£104.51
5+ apartment	£134.95	£151.26	£129.75	£115.58

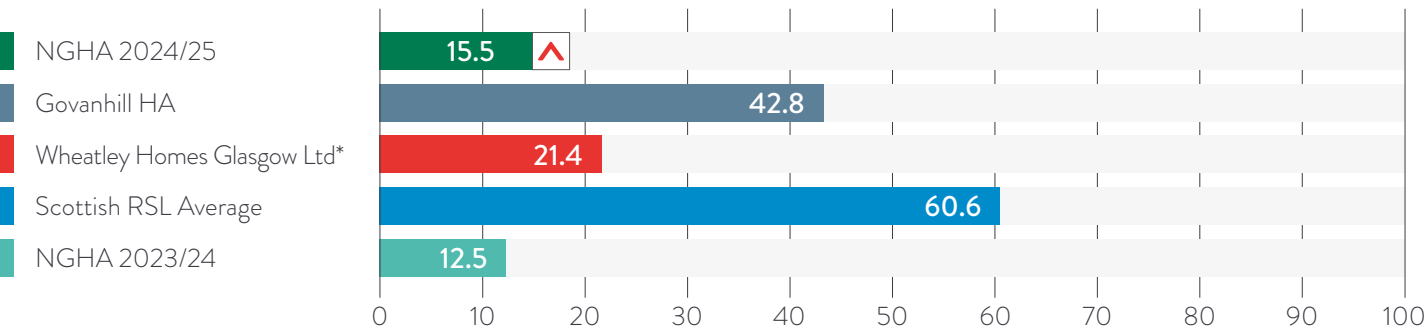
Percentage weekly rent increase applied in April 2024



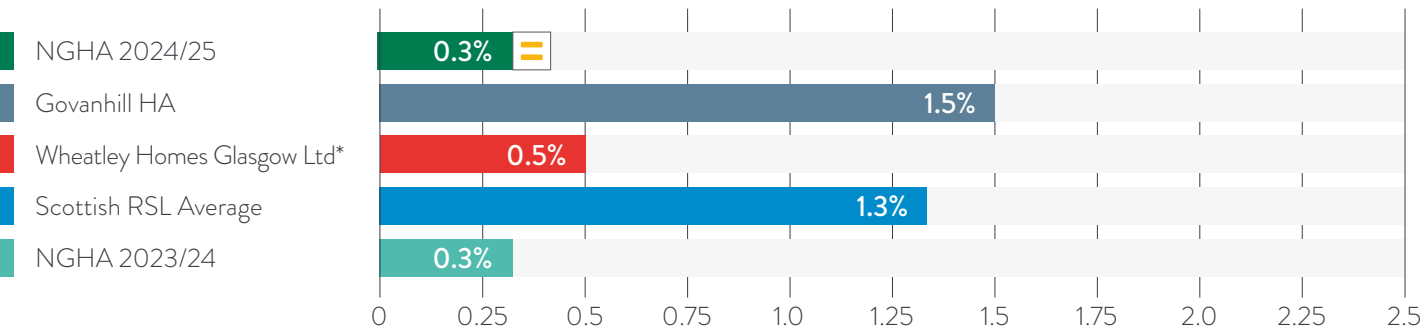
VALUE FOR MONEY (cont.)

We work hard to make sure that homes are not sitting empty for long between tenancies. This means that we can offer people tenancies quicker. It also means the Association is not losing rent money which can be spent on our services. We continue to outperform the Scottish average and those we compare to in this area.

Average length of time in days taken to re-let homes



Rent not collected due to homes being empty

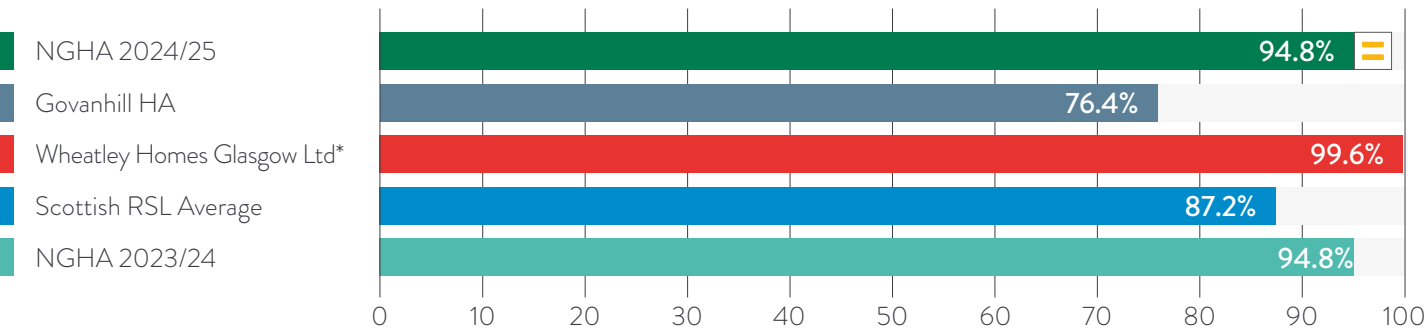


HOUSING STANDARDS

Housing quality is measured against the Scottish Housing Quality Standard (SHQS). This means we must make sure that our tenants' homes are energy efficient, safe and secure, not seriously damaged, and have kitchens and bathrooms that are in good condition. We reported to the Housing Regulator that **94.8%** of our homes meet the standard. Most of the remaining 5% have inadequate kitchen storage, which is physically impossible to change, so these properties have been determined as exempt.

If we did not include these properties in our report, **99.4%** of our homes would meet the SHQS, with the remaining properties falling below the energy efficiency rating.

Percentage of homes, including exempt stock, meeting the Scottish Housing Quality Standard

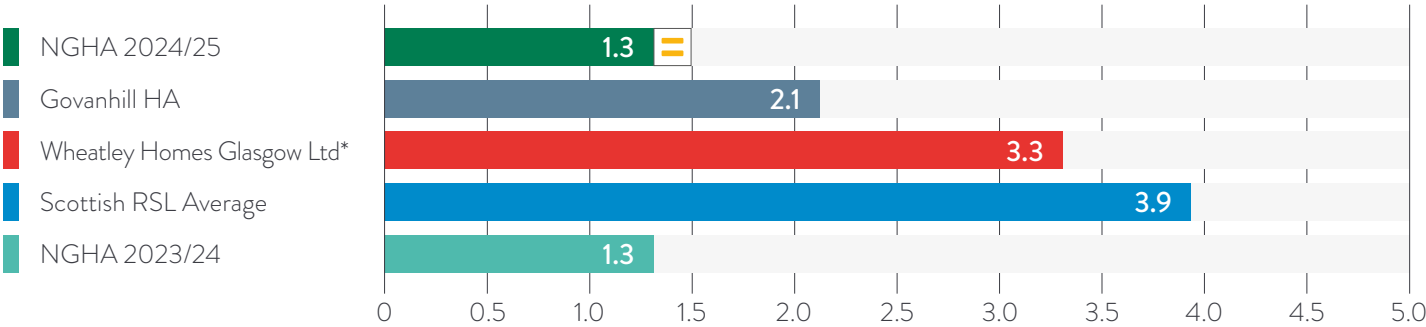


*(formerly GHA)

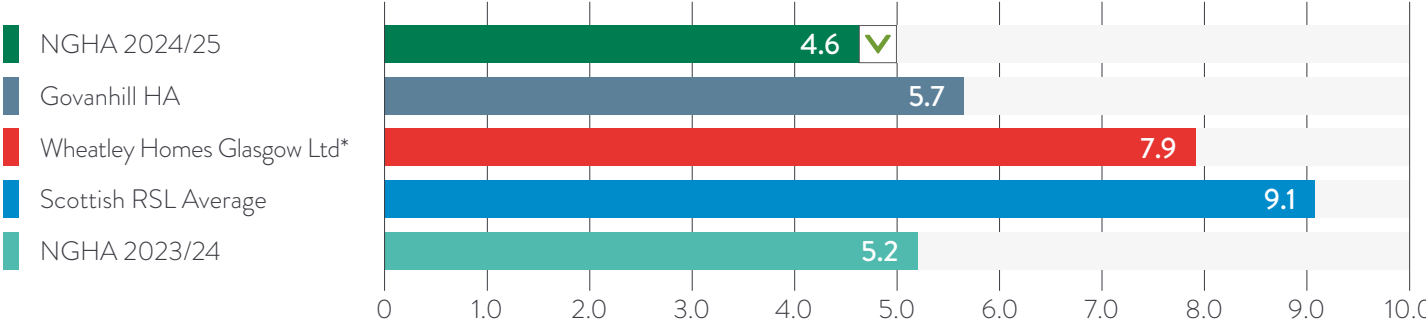
REPAIRS

We have continued to perform well across our repairs indicators, above the Scottish average on all counts. There has been a positive decrease in average time taken to complete non-emergency repairs when compared to 2023/24 as we aim to complete repairs swiftly.

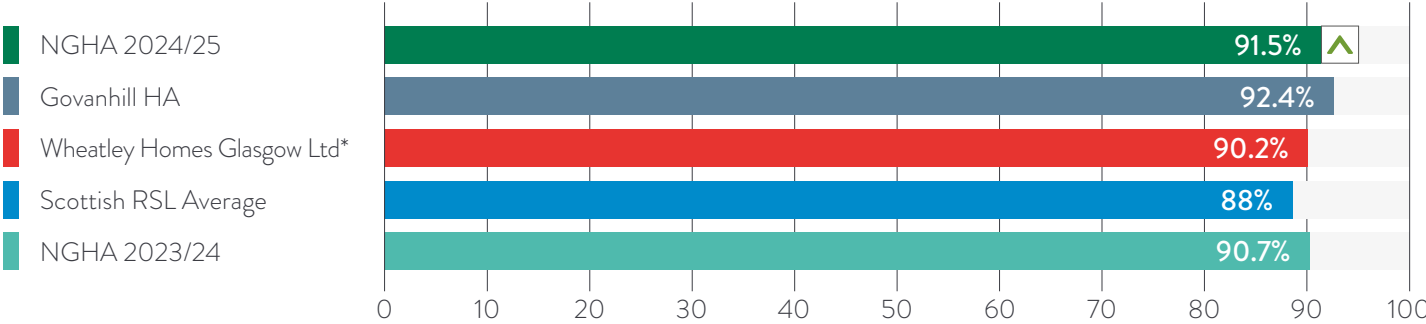
Average time, in hours, taken to complete emergency repairs



Average time, in days, to complete non-emergency repairs



Reactive repairs carried out in the last year, completed right first time

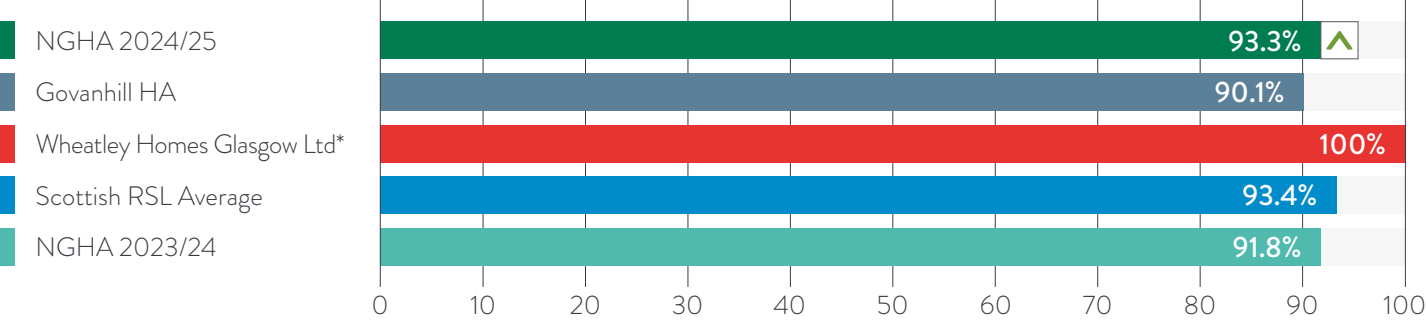


NEIGHBOURHOODS

The total number of anti-social behaviour (ASB) cases we have in the area remains low. In 2024/25 we received 42 ASB complaints for every 1,000 units we own.

We have also continued to improve the resolution rate of ASB complaints, with 93.3% resolved in 2024/25, compared with 91.8% in 2023/24 and 88.6 in 2022/23.

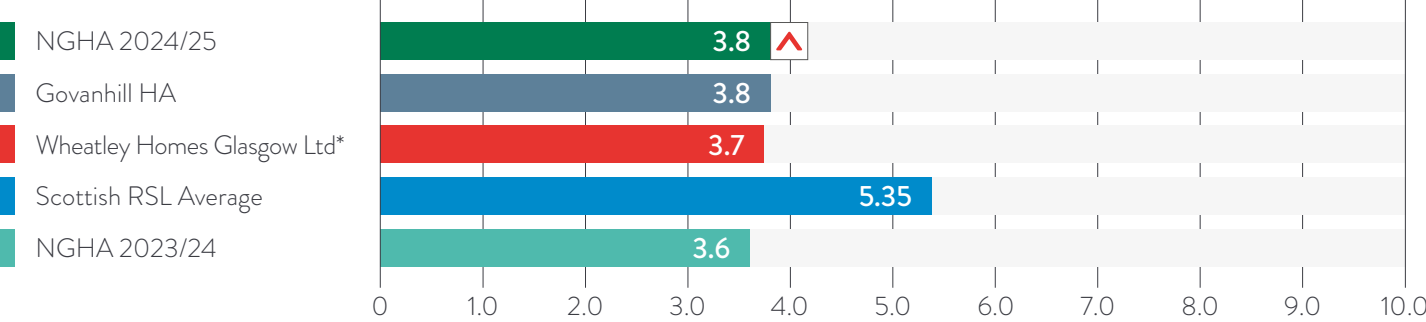
Percentage of anti-social behaviour cases resolved



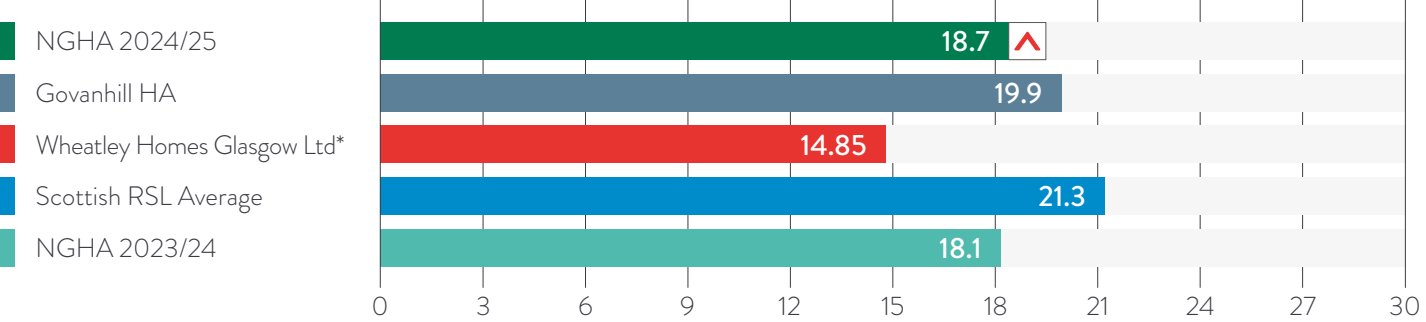
COMPLAINTS

When something goes wrong, we do our best to resolve it as quickly as possible. Stage 2 complaints are more complex complaints that need to be investigated by a senior member of staff, which is why the average time to respond to these is higher.

Average number of days to respond to Stage 1 complaints



Average number of days to respond to Stage 2 complaints



*(formerly GHA)

WHAT DO YOU THINK OF OUR PERFORMANCE?

We want to know what you think about our performance. If you have any comments or suggestions about our annual report and performance information, please fill in the box below and return this tear-off slip to us. Please use the pre-paid envelope provided to return your form.

Name:

Address:

Postcode:

Telephone:

Email:

Comments:

Your comments help us to set our priorities and make service improvements that are important to you and your family. If you return feedback to us, you will be entered into a prize draw to win £50. The lucky winner will be picked at random. You can also contact us by email or phone to give your feedback:

Call – 0141 429 3900

Email – admin@newgorbalsha.org.uk

GET INVOLVED

There are several ways you can become more involved in the work of New Gorbals Housing Association. You can join our Scrutiny Panel, our “Your Views” email register or one of our local tenants and residents’ groups across the Gorbals, to tell us what you think and make an impact on our decision-making processes.

Would you like us to get in touch about these opportunities, using your contact details above?

☐ Yes

☐ No

Thank you for taking the time to let us know what you think. You can post your replies to us using the envelope provided, or alternatively you can email us at admin@newgorbalsha.org.uk, call us on **0141 429 3900** or write to us at **200 Crown Street, Gorbals, Glasgow, G5 9AY**