

NGHA BUSINESS PLAN YEAR 1 REVIEW

The Association launched our five-year Business Plan in 2025, outlining our plans and ambitions until 2030.

This review documents the achievements we accomplished during the first year of the plan and details the projects we look to deliver this year. We continue to strive to improve Gorbals by being **big enough to make a difference, but small enough to care.**

In 2025/26 we completed a number of projects which fit into our four key aims:

Great Services – Efficient, High-Quality Service Delivery

- Launched a new website – www.newgorbalsha.org.uk
- Launched a digital portal for tenants – MyNewGorbals
- Developed Customer Service Standards
- Delivered Financial Golden Rules
- Developed and implemented an Annual Visit Programme



Great Homes & Assets – Maintaining and Improving Stock

- Introduced e-trading for stock control
- Introduced electric vehicles
- Improved tenant communication and collaboration in Asset Management
- Continued to foster relationships with Glasgow City Council
- Delivered a new Asset Management Strategy



Great Community & Regeneration – Delivering Place-Based Impact

- Completed Pine Place development of 28 homes
- Completed safe demolition of Caledonia Road and cleared site
- Launched a Community Cinema
- Strengthened our Tenant Participation vehicles

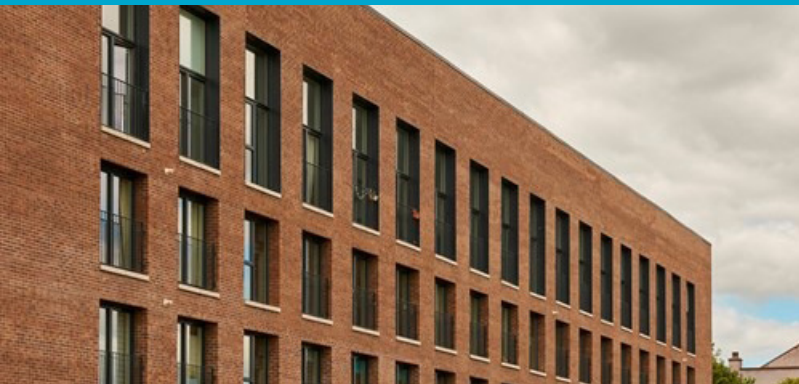


Great People – Culture, Leadership and Staff

- Introduced SharePoint as a staff intranet
- Reviewed Staff 121 templates
- Reviewed employee Terms & Conditions
- Implemented a Volunteer Programme

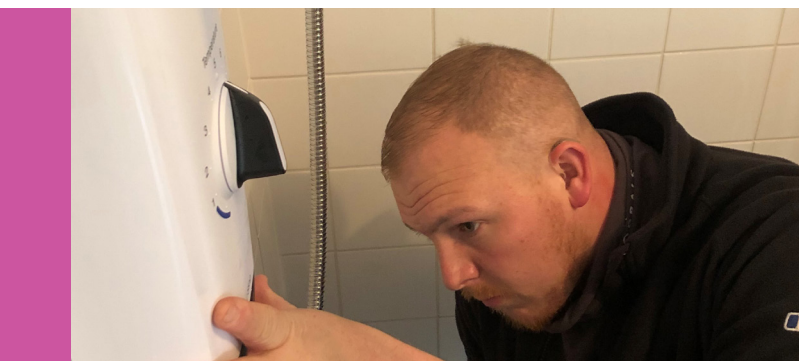
BUSINESS PLAN YEAR 2 PRIORITIES

As we move into the second year of our five-year plan, we have a number of priority projects we seek to deliver. Again, they fall under our four key aims, which feed into the Association's visions and values:



Great Services – Efficient, High-Quality Service Delivery

- Increase qualified staff to manage our Mid-Market Rent
- Deliver an ICT & Cyber Security Strategy
- Carry out a rent and service charges review
- Launch a factored owner's digital portal
- Develop a Value for Money Strategy
- Introduce AI tools to automate routine tasks
- Improve tenant insight and engagement
- Create a digital committee platform
- Develop a Performance Management Framework

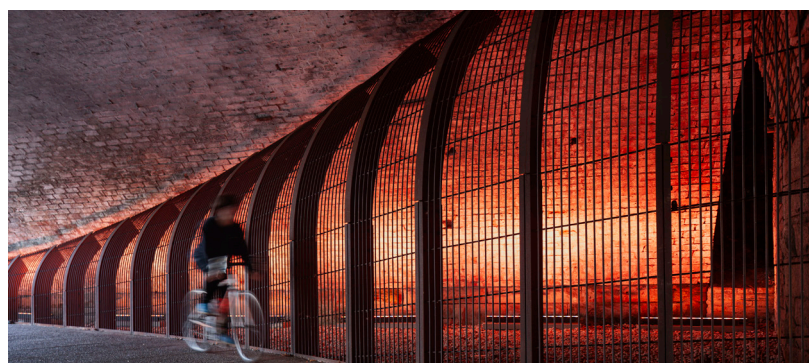


Great Homes & Assets – Maintaining and Improving Stock

- Carry out environmental improvements to Riverside foyers
- Introduce a new procurement framework
- Update reinstatement values across all stock
- Review component replacement programmes (kitchens, bathrooms etc)
- Deliver a best-value review of Reactive Repairs

Great People – Culture, Leadership and Staff

- Carry out succession planning for Management Committee and senior staff
- Deliver our People Strategy
- Review the Association's organisational structure to ensure it is fit for purpose
- Update our HR policies to ensure compliance and consistency
- Deliver staff engagement workshops
- Continue to promote Association membership and tenant participation opportunities
- Reviewed the Association's Governance structure



Great Community & Regeneration – Delivering Place-Based Impact

- Develop and deliver a Wider Action Strategy
- Progress the North Laurieston Masterplan
- Begin new build construction as part of Caledonia Road redevelopment
- Review and improve our existing community facilities
- Complete the Archway and Piazza development



To read the full 2025-30 Business Plan, please scan the QR code or visit our website here:
www.newgorbalsha.org.uk/access-to-information/our-policies/

Alternatively, please get in touch if you would like a paper copy: 0141 429 3900