Tenant participation is at the heart of everything GHA does and this year we redoubled our efforts to give tenants a greater say.

GHA is firmly rooted in the communities we serve and committed to delivering “Better homes, better lives and a better Glasgow”.

Our dedicated staff work locally with tenants to create homes and communities people feel proud to live in. We are constantly reviewing the services we provide and looking at how we can deliver more and better opportunities to help our customers get on in life.

This year we completed 248 new homes in Glasgow and work is under way on 614 more. Many of these are being built in sites identified as priority Transformational Regeneration Areas (TRAs) and are part of a partnership ‘Transforming Communities: Glasgow’ involving GHA, Glasgow City Council and the Scottish Government.

We’ve made great strides in delivering safer communities via our ground-breaking partnership that sees police and fire officers work closely with our Housing Officers. We were able to report earlier this year that we’d had no accidental fire deaths in our properties for over two and a half years as a result of the Community Improvement Partnership.

Tenant participation is at the heart of everything GHA does and this year we redoubled our efforts to give tenants a greater say. We set up new forums to complement our 27 local committees and three Area Committees and saw our followers on Facebook increase to almost 10,000.

Our commitment to customer satisfaction was recognised by tenants and it’s a great achievement we exceeded 90% overall customer satisfaction for the first time.

In recognition of our work, GHA won a prestigious EFQM award for “Leading with Vision, Inspiration and Integrity” as well as the Chartered Institute of Housing’s award for “Business Transformation of the Year”.

All in all, another busy but productive year at GHA as we continued our work to make homes and lives better.
I love my new home. It’s much warmer, there are no draughts and the rooms are much bigger. The location is great too – I’m out and about in town more than I ever was before.

Margaret Thomson
Tenant

**New-build homes**
A total of 248 new homes were built and approval was given to start work on 614 more. In total GHA has now completed 1079 homes and we aim to build many more.

Homes were completed in Duke Street/High Street near the city centre, Capelrig in the South Side, Gallowgate and Conisborough Road in Easterhouse.

Work has now started on 141 homes in Sighthill, 100 in Toryglen and 157 in Barmulloch. All three sites are in Transformational Regeneration Areas (TRAs) – areas of the city which have been identified as priorities for regeneration. GHA is working in partnership with Scottish Government and Glasgow City Council to deliver these large-scale regeneration projects.

Tenant Margaret Thomson, swapped her flat in Sighthill for her new home in Duke Street last November.

Margaret, 65, said: “I lived in Sighthill for 44 years and brought my children up there. Some of my new neighbours are from Sighthill so that helps. I love my new home. It’s much warmer, there are no draughts and the rooms are much bigger. The location is great too – I’m out and about in town more than I ever was before.”

**Home improvements**
With our £1.2billion programme to modernise 70,000 former council homes complete, our focus is now turning to making sure our homes remain warm and comfortable well into the future. This includes replacing windows, heating systems, boilers, kitchens and bathrooms as they reach the end of their lifespan. This year we invested £63.2million in home improvements.

This year we delivered:

- 478 central heating systems
- 1084 new bathrooms
- 1096 new kitchens.

We also overclad 443 homes, reroofed 473 and rewired 1093.

A total of 95% of our homes now reach Scottish Housing Quality Standard (SHQS).

**Jobs and training**
GHA continued to push ahead with its mission to help people from our communities into jobs and training. Over the past year we created 147 new training places for people in GHA homes through our Community Janitors scheme and our Modern Apprenticeships. We also supported 105 people from our homes into employment through our employability schemes and clauses in our contracts.

In addition, 60 GHA customers landed jobs or training through Wheatley Pledge, our new Group-wide initiative to encourage our contractors and suppliers to do more to help people in our communities.

Daniel Horsfield, 18, lives in a GHA home in Knightswood and is an apprentice joiner with City Building. He said: “It’s great. You learn while you earn. It makes you more independent, more able to do things for yourself – and it means you’re contributing to society too.”

**Tenant participation**
We redoubled our efforts to give more tenants a real say in shaping what happens in their communities. GHA has 27 Local Housing Organisation committees across Glasgow and three Area Committees – all led by tenants. We know sitting on committees doesn’t work for everyone. New forums for minority groups were established including a Polish Forum, an African Forum and a Deaf Forum. Our new Scrutiny Panel also gives tenants a hands-on role in assessing how we deliver our services. Our GHA Facebook page is now followed by nearly 10,000 people and gives customers, particularly younger people, another effective way to communicate with us or pass on feedback.
It’s great. You learn while you earn. It makes you more independent, more able to do things for yourself – and it means you’re contributing to society too.

Daniel Horsfield
Apprentice

Safer communities
Our ground-breaking Community Improvement Partnership (CIP) is saving lives.

The CIP sees GHA, Scottish Fire and Rescue Service and Police Scotland work side by side to keep GHA neighbourhoods safe. A team of 15 police officers and a Watch Commander from the fire service are seconded to work with us. Housing Officers identify people whose lifestyles put them at risk of having a fire in their home, and then work with the fire service to help the tenant keep safe.

Before the introduction of the CIP in 2011, GHA experienced an average of seven fire deaths a year in our homes.

There have been no accidental fire deaths in GHA properties for over two and a half years.

Digital inclusion
GHA is challenging historically low levels of broadband take-up among social housing tenants in Glasgow and this year launched a number of projects to help tenants get online.

Working with the Scottish Government, BT, Power Ethernet and other partners, we carried out pilot projects in Pollok and Knightswood which saw tenants in tenement flats and in a multi-storey block given computer and broadband access. Our ultimate aim is to find a way of providing affordable internet access in all our homes for social rent.

A innovative partnership with Glasgow Kelvin College has also created 24 ‘Click & Connect’ computer learning centres to help tenants get online.

A great start for younger people
We also introduced projects to help younger people get on in life. This included supporting 347 GHA tenants or people in their families through their college and university studies through Better Futures bursaries of up to £1500.

We also worked with pupils from St Roch’s in Royston and Smithycroft Secondary in Riddrie to help them gain a CIH Level 2 Community Action in Housing qualification and supported young people through a range of youth projects in local areas. One example in the South Side saw 14 people offered training for careers in fitness – from Zumba and yoga to outdoor fitness. The project was a partnership with Glasgow Life and will see the young people provide free training sessions to others in their community.
Thanks to the Home Comforts service, I now have a sofa, a wardrobe, table and chest of drawers. It really helped me get started in my new home. When you haven’t got anything, anything you do get means so much.

Alan Popowicz
Tenant

Supporting people
Welfare reform, together with the on-going economic climate, has left many of our customers struggling to make ends meet. We have supported them in a wide range of ways over this year including:

// working with others in Wheatley to launch a new furniture recycling scheme which has seen 182 GHA tenants get help to furnish their home

// launching a pilot ‘Eat Well’ project in the East End of Glasgow which gives people in real need free deliveries of surplus supermarket food and support to get their finances back on track

// offering tailored benefits and money advice through our team of specialist advisors

// providing fuel advice to help tenants cut the costs of heating their home.

Alan Popowicz, 48, a British Army veteran with the Royal Signals Corp, had no furniture when he moved into a GHA home. He said: “Thanks to the Home Comforts service, I now have a sofa, a wardrobe, table and chest of drawers. It really helped me get started in my new home. When you haven’t got anything, anything you do get means so much.”

Extra help for older people
We know our older people often need a bit of extra support to live independently. Our Handyperson Services continued to prove popular, with 1495 people accessing the free service in the past year. Tenants over 60 and those with a disability get odd jobs done around the home such as putting up shelves, hanging curtains or changing plugs.

More than 300 people over 60 took part in fitness and arts and crafts classes through Silver Deal Active. The classes are delivered in partnership with Glasgow Life and Glasgow City Community Health Partnership and run in sheltered housing complexes and community venues.

And we carried out 4483 free WinterReady home checks for our older tenants to make sure their home was in good shape to deal with the cold weather. The home check is carried out by a plumber who tests the boiler, pipes and taps and bleeds the radiators.

Legacy projects
GHA played its part in helping create a legacy for the people of Glasgow from the 2014 Commonwealth Games.

We supported a range of projects designed to involve local people in the buzz of the Games and encourage them to lead more active lives. This included The FARE Mini Olympics for 920 primary pupils from the East End and the Gold Medal Programme which provided funding for sport or cultural projects in schools and nurseries.
GHA is an organisation that is of iconic significance in Scotland and its extraordinary levels of customer and staff satisfaction are a substantial achievement.

Sir Peter Housden
Permanent Secretary to the Scottish Government

Area Committees
Our Area Committees, made up of tenants and other local representatives, took decisions about what their communities needed to make them better places to live. Each of the three committees, in the North East, North West and South, had £1.5million to spend on local environmental projects identified as priorities. Projects ranged from replacing fencing and paths to creating new community gardens and allotments.

They also supported local grass-roots projects through their £150,000 Community Funds.

Customer satisfaction
GHA exceeded 90% overall customer satisfaction for the first time.

Other highlights in performance included:

// more than 90% of anti-social behaviour cases were resolved in full and to agreed timescales
// 95% of repairs completed right first time
// 87% customer satisfaction with repairs

However, satisfaction with the way we handled complaints is an area we will focus on in the year ahead.

Awards
It was a great year for GHA in gaining external recognition for the work we do.

We won one of Europe’s most prestigious prizes for business excellence and a top UK award for our staff campaign, “Think Yes”.

The European Foundation for Quality Management (EFQM) recognised GHA as an international industry leader with a track record of continuous improvement, awarding GHA the “Leading with Vision, Inspiration and Integrity” prize at the 2013 EFQM Finals in Austria.

We won the award for “Business Transformation of the Year” for the ground-breaking “Think Yes” staff campaign at the UK Housing Awards, organised by the Chartered Institute of Housing to recognise excellence across the housing sector.

There was more success for GHA at the Association of Gas Safety Managers’ inaugural Gas Safety Awards, where we won the award for “Gas Safety Initiative of the Year” and “Safety / Training Skills Initiative”.
The Glasgow Housing Association Limited is a not-for-profit housing association and a registered society under the Co-operative and Community Benefit Societies Act 2014 with registration number 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish Charity (SC034054) and is registered with the Scottish Housing Regulator under the Housing (Scotland) Act 2010 as a registered social landlord, number 317. VAT registration number 135 5317 26. Registered office: Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL.