

Maryhill Housing Annual Review 2024/25



In 2024/2025, our focus has been on improving services to customers.

We have also continued to invest in our homes, spending £2.8m including installing new boilers, windows, stonework repairs and foyer upgrades at our mini multis. We also completed 16 new homes at Smeaton Street.

Overall Tenant Satisfaction

Every 3 years, as a minimum, the Association surveys all tenants to seek views on customer satisfaction on the services that we provide.

However, from 2026/27, we will be moving to annual satisfaction surveys.

The Association carried out a Tenant Satisfaction Survey in 2024.

Our current satisfaction level from the 2024 survey was 75%, which was only a very slight increase from 74% in 2021.

This is lower than other similar associations at 87%.

We recognise that customer satisfaction is an area we need to improve on, and our new Corporate Plan 2025-2030 sets out how we will do this.

Repairs

Last year: Our average time to complete emergency repairs was 2.2 hours.

This year: It has increased at 3.4 hours.

This was similar to other associations at 3.3 hours.

Last year: Our average time to complete non-emergency repairs was 10.5 working days.

This year: This has decreased to 6.7 working days.

This is slower than other associations at 5.5 working days.

Customer/Landlord Relationship

Last year: Average 4.5 working days to respond to frontline customer complaints.

This year: This has reduced to 4.2 working days.

This is quicker than other associations: 5.1 working days.

Most of the complaints we received this year were about our repairs service. We moved to a new contractor, Bell Group, on 1st October 2025 and hope to see improved satisfaction for customers.

Neighbourhood & Community

Last Year: 98% of anti-social behaviour cases were resolved.

This year: This has reduced slightly to 97%

Other associations: 95%

Rent Collection

Last year: rent arrears owed to the association were 5.9%

This year: amount owed has reduced to 5.2%

This was more than other associations at 3.6%

During this year, we introduced a new Income Maximisation Manager role to try to reduce the amount of rent that is owed to the Association. As you can see, there has already been a reduction this year following the appointment of this role.

Access to Housing and Support

Last year: Average of 36 days to re-let empty properties.

This year: This has reduced significantly to 17 days.

This is shorter than other associations: Average 25 days.

During the year, we introduced Find My Home, a choice-based lettings system. We also introduced a dedicated Void Property Officer and improved our processes. These measures have significantly improved the time taken to re-let our properties.

How each £1 of rent was spent

- Staff – 28p
- Overheads & office costs – 14p
- Investment in housing properties – 28p
- Reactive repairs – 12p
- Estate management – 10p
- Housing loan repayments – 7p
- Empty property repair costs – 7p
- Property insurance – 3p
- Money lost due to unpaid rent/empty properties - 1p

Supporting the Maryhill and Ruchill Communities

The Association worked in partnership with various organisations and individuals in 2024/2025 to support our customers.

This included:

- Delivering £206,000 of community benefits, funded by our contractors.
- Our Financial Support Team working with 1691 tenants to generate £1.7m in benefits due.
- Continuing our £50,000 hardship fund which supported households with a range of household items and food vouchers and support to the YoMo food pantry.
- Continued our Maryhill Helps fund (which we introduced when Cash For Kids stopped) which supported 440 children at Christmas time 2024.
- Continuing the delivery of our Energy Advice service jointly with Queens Cross Housing Association, through funding from the Energy Saving Trust. This service has reached 2035 households, delivering £180,000 in financial gains for tenants.
- Continuing the third year of the three-year Tenancy Sustainment service, supporting our most vulnerable tenants to remain in their homes, funded through Glasgow City Council's Communities Fund.
- Allocated £36,000 from our Community Fund to support 14 local projects.
- Allocated £10,000 through our Customer Kitty to support 211 individuals, for items such as children's clothing, education costs, IT equipment and training.

We are particularly proud of our continuing partnership with Young Movers (YoMo) for their services available to Glenavon residents – one of the most ethnically diverse areas in Scotland. Through this partnership, Glenavon residents benefit from a youth facility, a food pantry, a bike workshop and classes for adults.

The other associations, referred to in this publication, considers the performance average across a benchmark group of the following housing associations of a similar size and activity:

- Govanhill Housing Association
- New Gorbals Housing Association
- North Glasgow Housing Association
- Partick Housing Association
- Queens Cross Housing Association
- Southside Housing Association

You can find out more about our performance on our website:

www.maryhill.org.uk/about-us/how-we-are-performing

If you would like to give us any feedback, or if you have any questions, please email corporatesupport@maryhill.org.uk