



## **Virtual AGM – Thursday 17<sup>th</sup> September 2020**

### **Chairperson's Report – 2019/2020**

Each year as part of the AGM, I usually stand up and tell you what has happened over the last year in the Association. Things are a little different this year due to Coronavirus restrictions which prevent us from holding a physical meeting. I have therefore prepared this written report which contains all the information I would normally provide but in written format.

My report generally falls as a list of things that the Association has done to help our tenants and to maintain the area as a place where we want to live.

- The successful staff service sharing arrangement with our neighbours, Copperworks Housing Association is still continuing. We share Our Director, Housing Manager, Corporate Governance Assistant, Finance Assistant and Corporate Services Assistant with Copperworks. In addition, we also purchase Depute Director and Maintenance services from Copperworks.

This arrangement has generated significant financial savings for both organisations over the past 9 years. The office sharing arrangements also continue to work exceptionally well for all concerned. We look forward to a long and successful partnership.

We are in the process of reviewing the service sharing arrangements to ensure the model we are using continues to be the best approach. This review will continue over the course of this year and we will be reporting the outcome to members in due course.

- When we carried out our most recent full tenant satisfaction survey in late 2018, a massive 94% of respondents told us they were satisfied overall with the service provided by Spire View. Full results were distributed to tenants and residents.
- Construction of our new build development at the former social work building at Glenbarr Street commenced in January 2020. This will see the creation of 24 fantastic new build flats. Although the site was closed for a few months from the end of the 19/20 financial year, we are delighted to report that this project is now underway again and should complete around May 2021.
- We completed a comprehensive exercise this year to self-assess our compliance with the Scottish Housing Regulators 'Regulatory Standards of Governance and Financial Management'. We then devised and completed an action plan to ensure we continue to comply with the standards.
- Following our last full Stock Condition Survey in 2018, we prepared and approved a detailed Investment Strategy which is published on our website.

- We comprehensively reviewed our 30 year financial projections to ensure we continue to remain financially viable in the short, medium and long term.
- We reviewed all the risks facing the organisation and the systems in place for monitoring, reporting and mitigation.
- We concluded a comprehensive review of our rent charges in order to ensure financial sustainability and continued investment in our stock.
- We continued the review of our approach to estate management services including the provision of close cleaning and grass cutting services.
- Carried out Gas Safety checks to 100% of our properties
- Checked a large proportion of smoke alarms
- Provided a new home for 37 people
- Collected over £1.8m in rent
- Inspected every close and garden at least 12 times and took action to improve the environment.
- Carried out 1,890 repairs to our properties. For example, joinery, plumbing and electrical works. And our survey showed tenants were delighted with our service.
- Since April 2017, we have been providing our own 'in-house' Money Advice service. This free service is available to all Spire View and Copperworks residents and many have already used it.

We are also using the service to help limit the impact of welfare reform including the bedroom tax and Universal Credit as much as possible.

- Secured £47,500 Wider Role funding from the Scottish Government to help Royston Youth Action. As a result, they have been able to keep staff members employed who otherwise may have been out of work.
- Successfully worked in partnership with other RSL's in securing funding of around £41,000 from the Scottish Government to allow us to provide a Financial Capability Officer and a Tenancy Support Officer.
- Completed building works at the former Rainbow Hall, now the fabulous new Roystonhill Community Hub – or 'The Hub on the Hill'. This project completed in July 2019 at a total cost of £2.1m. The end result is a spectacular facility for use by the entire community and beyond.

I would like to thank Copperworks Housing Association and the Rosemount Development Trust for their support and significant financial contributions to the project.

- Spent £43,380 providing adaptations to houses to allow people to continue to enjoy living in the properties despite illnesses and disabilities. These adaptations make a huge difference to the lives of those that have had adaptations fitted.
- Contributed over £2,050 in charitable donations to local worthy causes.
- Hosted 2 very successful events for the local community. The first in August 2019 to formally open the Roystonhill Community Hub and the second 'Family Fun Day' in September 2019. As always, we were impressed by the turn out at this event as well as the support and dedication of the local community, staff and committee.
- Finally, there is one other thing of which we are very proud. When we carried out our most recent rent review and set the rent charges for the current year, we were doing so in what continues to be a difficult economic climate. Despite this, our rents continue to be some of the lowest across the City.

Generally we believe that we offer and provide a good service for our tenants and at a very low cost in comparison with other landlords in this city, but we are always willing to learn and to take on board comments from our tenants. If anyone has suggestions about improving the service then please talk to us.

Before signing off, I feel I must make reference to recent global events. Just before the end of the 2019/20 financial year, the country was put into lockdown in response to the threat from COVID-19. The Association took immediate action to protect tenants, staff and the wider community. I am exceptionally proud of the response Spire View Housing Association provided, working in partnership with the Royston Covid Response Group. We pulled out all the stops to ensure we supported everyone in the community who needed our help, whilst adjusting the way we operate to allow us to continue to deliver a first class service and protect our Housing Association.

Wishing you all the very best.

Kind regards

Charlie Lunn  
**Chairperson**