

Spire View Landlord Report Card 2024



In April 2012, the Scottish Government introduced The Scottish Social Housing Charter. The Charter contains a set of standards and outcomes which the Association aims to achieve. We are required to report each year to the Scottish Housing Regulator, our performance in achieving the outcomes and standards in the Charter. This is done through completion and submission of the Annual Return on the Charter (ARC). This is submitted to the Scottish Housing Regulator by 31st May each year.



Scottish Housing Regulator



Scottish Government
Riaghaltas na h-Alba
gov.scot

In August each year, the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSLs at www.scottishhousingregulator.gov.uk. This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we publish each year.

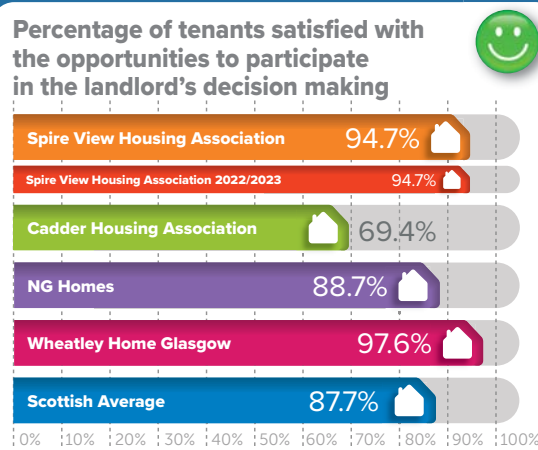
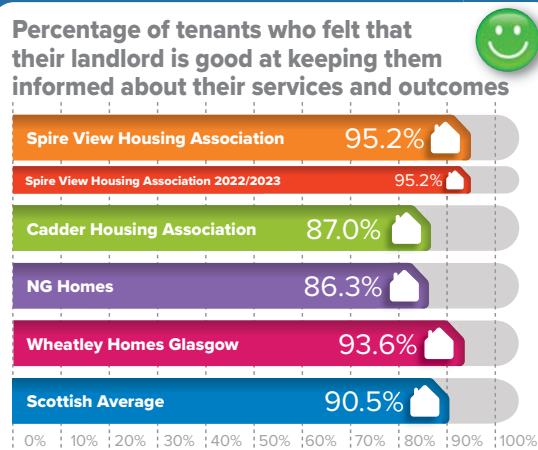
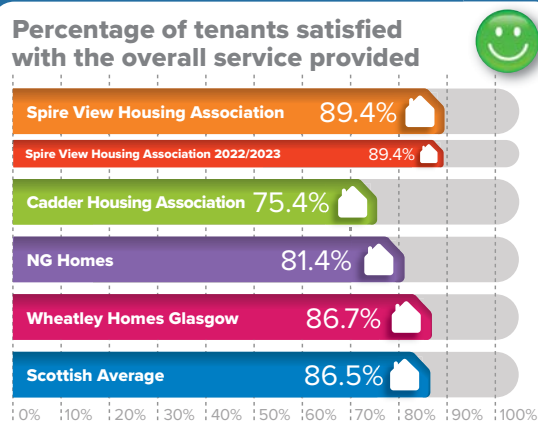
Our 3-yearly tenant satisfaction survey was carried out in July 2024 and 84% of tenants told us that their preferred method of reporting information about the Association was through our newsletter.

We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences. We also continue to provide information and measure our performance by issuing regular surveys to tenants via a variety of methods such as text messaging, on-line surveys, phone surveys and face to face visits. As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; Cadder Housing Association (a similar sized local organisation), NG Homes (a larger local organisation) and Wheatley Homes Glasgow, (a larger City wide organisation). We have also included last year's performance figures to give a comparison and the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

- Better than the Scottish Average
- Similar to the Scottish Average
- Worse than the Scottish Average

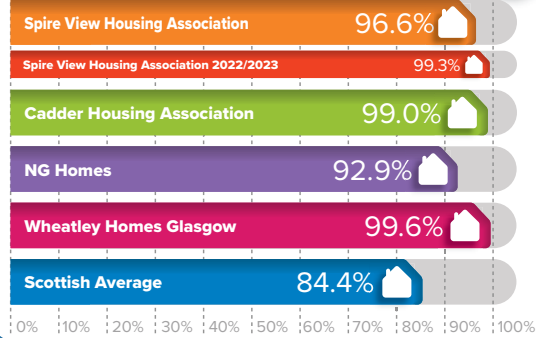
Average Weekly Rents					
House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£68.50	£89.29	£93.28	£88.06	£87.87
3 apt	£80.26	£95.87	£101.10	£94.57	£90.29
4 apt	£90.60	£110.10	£110.50	£109.91	£98.30
5 apt	£91.67	£124.81	£122.44	£120.58	£108.29

Tenant Satisfaction...

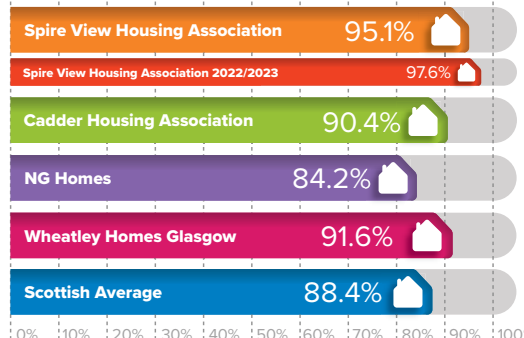


Quality and Maintenance of Homes...

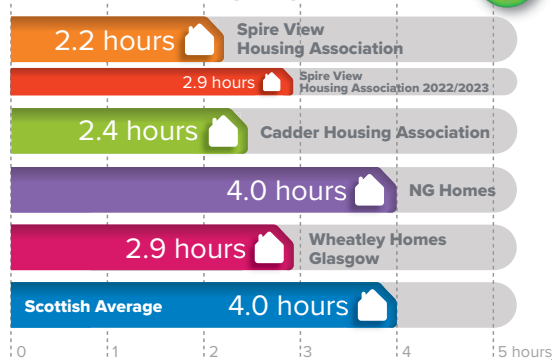
Percentage of homes meeting the Scottish Housing Quality Standard



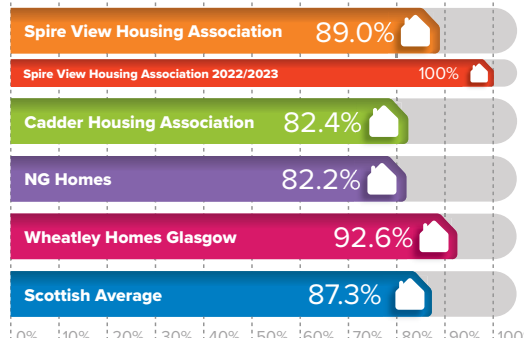
Percentage of reactive repairs carried out in the last year completed right first time



Average number of hours taken to complete emergency repairs



Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service

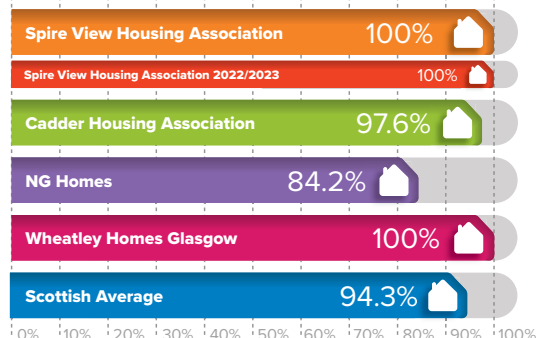


Average number of days taken to complete non-emergency repairs



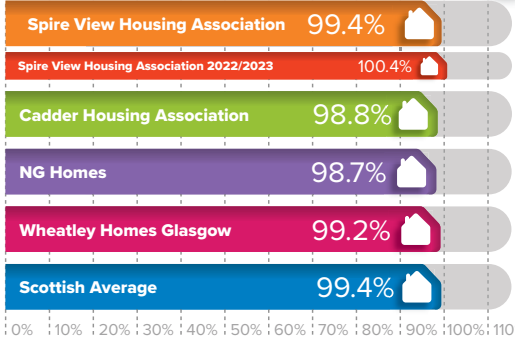
Neighbourhoods...

Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year

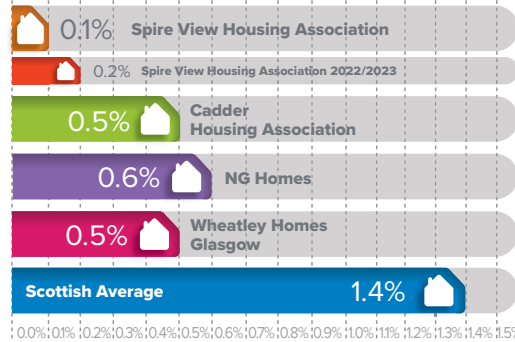


Value for money...

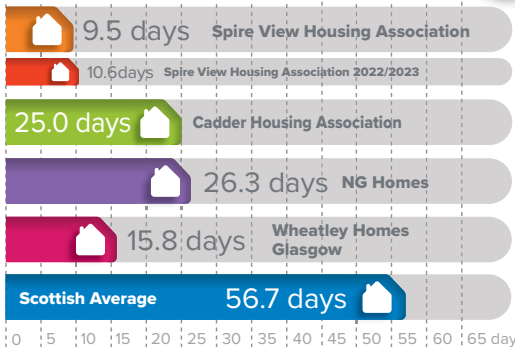
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



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



As you can see, we are exceeding the Scottish average performance in every category with the exception of one where we equal it. Furthermore, we exceed the performance of the landlords we have compared ourselves against in the majority of categories. We believe we have managed to provide an excellent service whilst keeping our rents extremely affordable. We are absolutely delighted with this performance. However, we are by no means complacent and firmly believe there is always room for improvement.

Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation and your community and we value your views, thought and comments.

Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Director fionamurphy@spireview.org.uk or telephone **0141 559 5648**.

