

Spire View

Housing
Association

Annual Report 2023-2024
Landlord Report 2024

It gives me great pleasure to present Spire View Housing Association's 2023/2024 Annual Report. It has been another extremely busy and rewarding year for the Association and this report will give you an overview of the main events.



I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and we continue to develop our services to meet the needs of all our tenants and owners.

Following a lot of hard work and determination during 2023/2024, the Association concluded a Transfer of Engagements from Copperworks Housing Association. The Transfer was completed on 1st August 2023 as planned. We were delighted to extend a warm welcome to all our new tenants and stakeholders joining us from Copperworks following a successful tenant ballot in which 93.1% of tenants voted in favour of the transfer. Spire View is now responsible for delivering the homes and services previously provided by Copperworks and the Association has already begun to start delivering on the promises made to Copperworks tenants.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving organisational excellence. We pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations

include Blochairn Housing Association, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Rosemount Development Trust and Scottish Action for Mental Health (SAMH). We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Charitable Donations Policy, Membership Policy, Equality & Human Rights Strategy, Privacy Policy, Domestic Abuse Policy, Freedom of Information Policy and Value For Money Policy to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants, and we will continue to issue this each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents, which allow also the Association to remain financially sustainable.

We have come a long way in 35 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, for giving up their time to provide unconditional support. I would also like to take this opportunity to thank the staff team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

Charlie Lunn Chairperson

Allocations and Voids

Demand for our properties remains high and at 31st March 2024 we had a healthy waiting list with a total of 728 applicants.

We allocated 42 properties during 2023/2024, 19 of which were allocated to applicants on our waiting list.

A further 16 properties were let to applicants on our internal transfer list, 6 properties were let to homeless referrals and 1 property was let to another source.



The 42 properties allocated varied in size and can be broken down as follows:



The average time taken to re-let our void properties was:



Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

We host regular clean up campaigns with tenants, local schools and Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work alongside partner agencies such as, Glasgow City Council (Neighbourhoods, Regeneration and Sustainability) Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

We have experienced another successful year with our close cleaning and grass cutting services in 2023/2024. These continue to prove to be very beneficial services for both our tenants and the Association.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Financial Services over the past year and this was reflected in the low level of technical arrears (**0.74%**) recorded at 31st March 2024. The level of non-technical arrears at 31st March 2024 was **2.30%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2024, **28%** of tenants were in receipt of housing benefit, **24%** full and **4%** partial Housing Benefit. We also had **16%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.

We have also been working in partnership with GEMAP and the Simon Community to assist tenants who are struggling financially to maximise their income and reduce their debt.



Anti-Social Behaviour

The Association continues to operate a zero-tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2023/2024 we received a total of 67 Anti-Social Behaviour complaints. We were able to resolve all 67 of these through 'management actions', eg, advice, mediation and breach of tenancy letters. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Repairs, Maintenance & Impro

Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set for ourselves.

We are delighted with how we have performed against our targets over the past year as outlined below:

Performance 2023/24			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	430	4 hours	2.19 hours
Non-Emergencies	1,952		3.31 days

Right First Time

All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2023/24, **1,950** repairs were instructed which fall within the repair categories to which Right First Time applies. We are pleased to report that **1,854** of these were completed 'right first time' giving an overall performance rate of **95.08%**.

Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are delighted to report that we were fully compliant with this requirement in 2023/24 and all properties that required a gas service, received one within the required timescales.



Stage 3 Medical Adaptations

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2023/24, we managed to secure and spend **£51,159.00** to carry out the following medical adaptations:







- 1 x Overbath Shower
- 7 x Level Access Showers
- 5 x External handrails
- 2 x Internal handrails
- 3 x wet floor shower rooms
- 1 x Intercom system
- 2x Internal Stair Lifts
- 1 x non-slip flooring to wet room
- 1 x internal gate at a stairhead
- 2 x hard of hearing smoke detection systems
- Levelling of 1 external pathway and patio area
- 1 x kitchen layout alteration

Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed. We were very pleased with the results which are detailed in the table below and especially that the works carried out have met the needs of the tenants affected and allows them to remain and live independently in their homes:

How satisfied were you with:	Very Satisfied	Fairly Satisfied	Don't Know	Neither Satisfied or Dissatisfied
Helpfulness of Association staff	100%			
Appointment system	93%	7%		
Length of time taken	79%	10%	7%	4%
Level of disturbance	89%	4%	7%	
Extent to which work met needs	96%	4%		
Attitude of Tradesmen	93%		7%	
Quality of Work	93%	7%		





Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects. During the transfer of engagement process with Copperworks, major planned investment was placed on hold to allow us to develop an integrated plan for 2024 to 2027 that allowed us to progress planned works quicker. However, we still carried out a number of replacements as detailed below:

	Kitchen Replacements £31,000
	Boiler Replacements £72,000
	Bathroom Replacements £25,000
	Upgraded Smoke & Heat Detection Systems £9,000
	Electrical Safety Checks £1,000
	Total £138,000

In addition to Planned Maintenance, the Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting, close cleaning, gutter cleaning and testing of roof anchor bolts.

The costs for our Cyclical Maintenance programme for 2023/2024 are given below:

	Gas servicing and maintenance £105,000
	Ground maintenance £87,000
	Gutter Cleaning & Roof Anchor Bolt Testing £38,000
	Close Cleaning £65,000

The Association conducts a stock condition survey every 3 years and the information gained from this helps us to develop our future investment strategy. This information was used to develop the integrated investment plan for 2024 to 2027. This was published on our website and our social media pages and is as follows:

Financial Year	Addresses	Number of properties
2024/25		
Bathrooms	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	29
	299 Roystonhill, 2 & 4 Dunolly Street	11
Kitchens	8-38B Tharsis Street, 106 Rhymer Street 2/2	19
	259-271 Roystonhill	31
Boilers	Gadshill Street & Hollybank Estate	65
	259-271 Roystonhill	7
	8-38B Tharsis Street	13
Windows	299 Roystonhill, 2&4 Dunolly Street, 290 & 288 Royston Road	31
	91-99 James Nisbet Street	45
2025/26		
Bathrooms	80/90/100 Roystonhill, 70-86 Rhymer Street and 103-115 Roystonhill	50
	290 Royston Road, 288-272 Royston Road	35
Boilers	70-86 Rhymer Street	12
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	6
	272-284 Royston Road	3
Kitchens	275-295 Roystonhill	36
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	43
Windows	272-284 Royston Road	26
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	44
2026/27		
Kitchens	299 Roystonhill, 2 & 4 Dunolly Street	19
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	40
Boilers	299 Roystonhill, 2 & 4 Dunolly Street	21
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	56
Bathrooms	270-264 Royston Road, 23-33 Tharsis Street	56
	90-110 Rhymer St, 90-96 James Nisbet Street, 101 & 103 James Nisbet Street	59
Windows	272-274 Royston Road	14
	80/90/100 Roystonhill (Front Elevation only)	24
	103-115 Roystonhill, 70-86 Rhymer Street	42

Since this plan was developed, we have been working hard to ensure that we can issue tenders and have contractors in place during 2024/25 to progress these planned works.

Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2023/2024

Throughout the year, we survey all tenants who have had repairs carried out to their property. This survey asks tenants how satisfied overall they were with the service they received. This information is used to determine if our staff and Contractors are providing a high quality repairs service for our tenants.

We received feedback from 146 tenants who had repairs carried out during 2023/24 and were delighted with the overall results.

- 130 tenants (89.04%) told us that they were satisfied with the overall service
- 7 (4.8%) told us that they were neither satisfied or dissatisfied
- 2 tenants (1.36%) told us that they were fairly dissatisfied
- 7 tenants (4.8%) told us that they were very dissatisfied

Maintenance staff contacted tenants who had expressed dissatisfaction with the service and took steps to resolve the issues identified. This allows us to learn valuable lessons and how we can improve and we are always keen to hear from tenants on any improvements they feel can be made. So please let us know if you have any suggestions or ideas.



Our Spire View Team for 2023/2024

Staff Members

Fiona Murphy	Director
Margaret Brownlie	Depute Director
Donna Richardson	Housing Manager
Jordan Henderson	Finance Manager
Adele McGarth	Housing Officer
Margaret Clowes	Housing Officer (part time)
Stephen Hughes	Housing Assistant
William Cassidy	Maintenance Officer
Paul Rocks	Maintenance Officer
Jacqueline Paterson	Maintenance Officer
Mary Dunsmore	Maintenance Admin Assistant
Gillian Spence	Corporate Governance Officer
Margaret Gillespie	Finance Assistant
Emily Muir	Corporate Services Assistant
Angela Fraser	Volunteer Co-ordinator
Jolanta Dolewska	Energy Advisor
Katie Clark	Energy Assistant
Steven Miles	Energy Assistant
Catriona Donald	Volunteer Assistant
Fiona McLean	Digital Engagement Officer

Committee Members

Charlie Lunn	Chairperson
Maureen Flynn	Vice Chairperson
Clare O'Donnell	Secretary
Alan Brown	Treasurer
Craig Allan	Committee Member
Drew Collier	Committee Member
Rachel Cooper	Committee Member
Florence Dioka	Committee Member
Mary Gibson	Committee Member
Angela Heaney	Committee Member
Geraldine McLaughlin	Committee Member
Alan Shute	Committee Member
Osman Lamin Sidiqie	Committee Member
Peter Kane	Committee Member (resigned 31/7/23)
Caitlin Heaney	Committee Member (resigned 31/7/23)
Stephen Penrice	Committee Member (resigned 31/7/23)
Luis Paulino	Committee Member (resigned 19/9/23)
Allan Stewart	Committee Member (resigned 27/8/24)

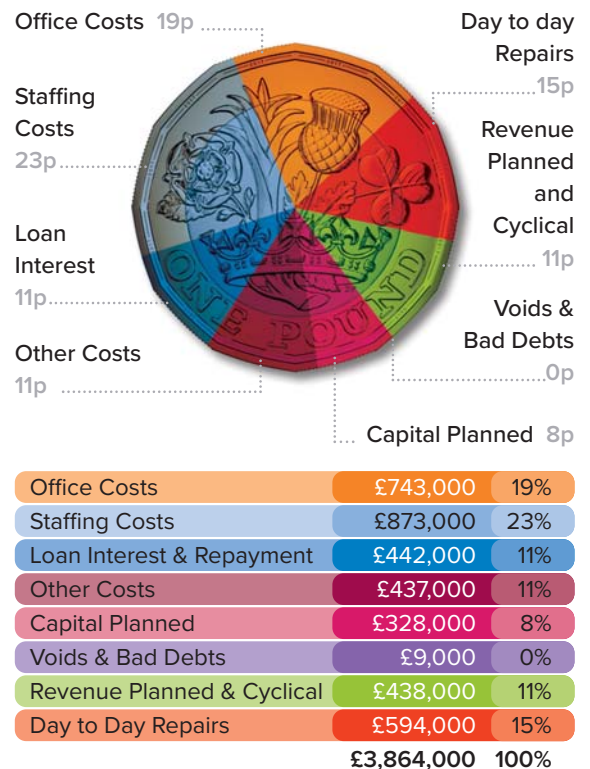
Consultants

AAB formerly French Duncan	Auditors
TC Young & Son / Harper MacLeod	Solicitors
Maureen McGowan	Financial Capability Officer
Tracy Blair	Tenancy Support Officer
Matthew Horsley	Money Advisor

Statement of Comprehensive Income for the Year Ended 31st March 2024

Per Annual Accounts		
Turnover	4,239,184	Mostly Rental Income some sundry items
Less Operating Costs	(3,843,142)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	396,042	
Loss on Disposal of Component Replacement	(17,123)	Technical loss on Component Replacement
Interest Receivable and other similar income	21,428	Interest earned from money invested
Interest Payable and other similar charges	(169,125)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(19,000)	Net interest and expenses on defined benefit pension scheme
	(183,820)	
Surplus/(Deficit) for the Year	212,222	Amount remaining after all expenses have been met
Actuarial loss in respect of pension scheme	(209,000)	Pension Adjustment
Total Comprehensive Income	3,222	
Reserves brought forward	16,143,846	Last year's balance brought forward
Reserves carried forward	£16,147,068	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2024

Non-Current Assets		
Housing Properties – depreciated cost	20,874,947	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,505,807	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	23,380,754	
Current Assets		
Debtors	327,797	Money owed to us
Cash at bank and in hand	1,308,721	Money in bank
Total Current Assets	1,636,518	
Current Liabilities		
Creditors: amounts falling due within one year	(615,208)	Money owed out within one year
Net Current Assets	1,021,310	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	24,402,064	
Creditors: amounts falling due after more than one year: Housing Property Loans	(2,637,535)	Loans taken out to finance the newbuild and refurbished properties
Provisions for Liabilities		
Pension – defined benefit liability	(407,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,454,480)	Deferred Social Housing Grant
Other Grants	(2,755,709)	Deferred Community HUB Grant and other social grants
Net Assets	16,147,340	Net Value of Spire View Housing Association
Equity		
Share Capital	272	Sum of the £1 membership fee
Revenue Reserve	16,147,068	Money built up from remaining surpluses
	£16,147,340	Net Funds of Spire View Housing Association

Community News and Partne

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our aims and objectives at Spire View.

Detailed below is just some of what we achieved in 2023/2024.



Roystonhill Community Hub *The Hub on the Hill*

The Hub on the Hill has gone from strength to strength! It really has become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, Bingo, Toon Speak Youth Drama, Dance, British Sign Language Classes, Health and Wellbeing, 50+ Lunch Club, Digital Skills Classes, a Community Pantry and lots of children's birthday parties. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Energy Advice.



The Hub project would not have been possible without the funding support received from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000).

Making a success of the Hub has not been without challenges, including the introduction of the restrictions associated with the Coronavirus pandemic. However, we are delighted to report that in typical Spire View style we rose to the challenge and are delighted to see so many activities now taking place on a daily basis.

Thanks to funding secured from the Scottish Government's Investing in Communities Fund and the National Lottery Community Led Fund, we have been able to continue to employ local people at the Hub delivering a wide range of services and support for the wider community. Our Volunteer Co-ordinator and Volunteer Assistant continued to deliver a very successful volunteering programme, offering a wide range of opportunities with excellent outcomes for participants who move onto further education and / or employment, after having gained valuable skills during their time volunteering at the Hub. Our Digital Engagement Officer delivered a range of training and support to complement this work, increasing the confidence and skills of participants across the community. The establishment of partnerships with organisations such as Access Technology Scotland and New College Lanarkshire have also contributed significantly to the success of this programme.

Collectively the staff at the Hub ensured the successful day to day operation of the building and provide invaluable support to local individuals and community groups as well as other service providers and let holders.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scottish Land Fund

Comhais Fuarain Na H-Alba



THE CLOTHWORKERS' FOUNDATION

ROSEMOUNT DEVELOPMENT TRUST

THE HUGH FRASER FOUNDATION

GLASGOW CITY COUNCIL
COPPERWORKS Housing Association



Financial Capability and Money Advice

Working in partnership with 3 other RSL's, we secured funding of £208,800 to allow us to continue to deliver a Financial Capability service and Money Advice service for a further 3 year period. Both these services are delivered by our partners at the Greater Easterhouse Money Advice Project and have proven to be very popular and successful.

Tenancy Support Services

Throughout the year, we continued to offer a free Tenancy Support service to our tenants, thanks to successful partnership working between Spire View, Blochairn and Cadder Housing Associations. This service is provided by Simon Community Scotland and continues to be very well used, supporting those people most in need.

Energy Industry Voluntary Redress Scheme

A successful joint funding bid in partnership with Blochairn Housing Association resulted in funding of £212,358 being secured over two years from the Energy Industry Voluntary Redress Scheme. As a result, we were able to recruit a full time Energy Advisor and three Energy Support Assistants. This allowed us to provide much needed energy advice and practical support to our tenants during a very difficult energy crisis and cost of living crisis.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2023/24 we donated £2,150 to worthy causes including Royston Youth Action, Rosemount Lifelong Learning, Glasgow East Arts, Royston Primary, Crafts 4 Laffs and Young @ Heart to name just a few.

Other news...

Complaints Handling

During 2023/2024 we received a total of 42 complaints and 1 complaint carried forward from 2022/23, 41 of which were resolved at stage 1. We had 2 cases that escalated to stage 2 as we required more information and had to investigate further.

On average the association took 3 days to respond in full to all stage 1 complaints and 17 days for stage 2 complaints.

41 of the 43 complaints were resolved within the appropriate timescales and 2 complaints were resolved outwith timescales. 30 of the 43 complaints were upheld (69.7%) and 51% of complainants were very / fairly satisfied with the outcome of the complaint. 48% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint. No complainants advised that they remained dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 53% of complainants were satisfied with the way the complaint was handled and 46% were neither satisfied nor dissatisfied. No complainants indicated that they remained dissatisfied with the way their complaint was handled.

We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter, Snapchat, You Tube and Instagram to communicate with our tenants and other customers. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.

Our Partners:



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