



Spire View Housing Association

Annual Report 2020-2021
Landlord Report 2021

Chairperson's Report



It gives me great pleasure to present Spire View Housing Association's 2020/2021 Annual Report.

I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and despite facing tremendous difficulties this year due to COVID-19.



I am pleased to say that this past year has been another year of great success. It is important to us to deliver the services that our tenants tell us are most important to them and we continue to work in partnership with our community to ensure that we do this.

Our sector is continually changing and this brings new challenges every year. The Association remains committed to organisational excellence and 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 North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Royston Youth Action and Rosemount Development Trust. 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.

I am delighted to report that our new build development is nearing completion and we hope to allocate these properties in the coming months.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Equality & Diversity Policy, Value for Money Policy and Rent 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.

During 2020/2021, Scotland and the UK as a whole was placed in 'lockdown' as a result of the COVID-19 global pandemic. The Association was instrumental in the formation of the Royston Covid Response Group and the response delivered in the local community. I am exceptionally proud of the part we played in this partnership and the support delivered to our local community.

We have come a long way in 32 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, giving up their time to provide unconditional support. I would also like to take this opportunity to thank the 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

Housing Management



Allocations and Voids

During 2020/21, we continued our close working relationship with Copperworks Housing Association and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants.

Demand for our properties remains high and at 31st March 2021 we had healthy waiting lists with a total of 197 applicants.

We allocated 40 properties during 2020/21, 25 of which were allocated to applicants on our waiting list. A further 12 properties were let to applicants on our internal transfer list and 3 properties were let to homeless referrals.

The 40 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.

In previous years 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. This was not possible in 2020 /2021 due to Covid, however, we plan to organise such events again in the near future.

We are delighted to work alongside partner agencies such as, Glasgow City Council (Neighbourhoods 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.

Following our full comprehensive review of our approach to estate management in consultation with the local community we implemented a close cleaning and grass cutting service in 2020/2021. This has been a success for both our tenants and the Association.

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 2020/21 we received a total of 62 Anti-Social Behaviour complaints. We were able to resolve 31 of these through 'management actions', for example advice, mediation etc. A further 21 were resolved through serving breach of tenancy letters and 4 received a notice of proceedings. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the past year and this was reflected in the low level of technical arrears (**0.50%**) recorded at 31st March 2021. The level of non-technical arrears at 31st March 2021 was **1.64%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2021, **33.3%** of tenants were in receipt of housing benefit, **29%** full and **4%** partial Housing Benefit. We also had **20.1%** 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.



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 especially given the difficult year we have all experienced.

We realise that, due to COVID restrictions, it was difficult at times to provide the standard of service that we pride ourselves on and that tenants have come to expect. However, the table below demonstrates that we continued to strive to provide the best service possible and this is reflected in the fact that tenant satisfaction with the overall repairs service remains high.

Performance 2020/21

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	337	4 hours	2.14 hours
Non-Emergencies			
Urgent	65	1 working day	1 day
Routine	1,237	5 working days	2.2 days
Right to Repair 1	9	1 working day	1 day
Specialist	41	30 working days	9.9 days
On Order	45	20 working days	8.7 days
Totals	1,397		2.6 days

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 disappointed to have to report that during 2020/2021, we recorded 31 failures in this legal duty. However, these failures occurred due to situations out-with our control. Initially, when the first COVID lockdown began, our Contractor ceased to provide the service whilst seeking clarification on whether they could continue under the restrictions. In addition, many tenants were reluctant to provide access. However, I am glad to say that once assurances had been given, we were able to proceed with all necessary precautions in place and as at 31st March 2021, all properties had a current safety certificate in place.



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 2020/21, 1374 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1365 of these were completed 'right first time' giving an overall performance rate of 99.34%.

Stage 3 Medical Adaptation

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 2020/21, we managed to secure £57,675 to carry out the following medical adaptations:

- 1 x Overbath Shower
- 12 x Level Access Showers
- 1 x Internal handrail
- 1 x External handrail
- 3 x Wet floor shower rooms
- 1 x External driveway modification
- 1 x WC adaptation
- 1 x Bath replacement

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.

The results are listed below:

How satisfied were you with:	Very Satisfied
Helpfulness of Association staff	100%
Appointment system	100%
Length of time taken	100%
Attitude of Tradesmen	100%
Quality of Work	100%
Level of Disturbance	100%
Extent to which work met needs	100%



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.

We have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

Unfortunately, the COVID restrictions placed on the type of repair works that could be carried out during financial year 2020/21, impacted upon The Association's ability to deliver our planned investment programme for the year. As a result, no planned maintenance works were progressed in 2020/21. We appreciate this was disappointing for tenants, but we will carry these works forward into the next financial year and look forward to being able to deliver these replacements as soon as we are permitted to do so.

The revised investment plan as a result of this is detailed below:

Planned Investment Works April 2021 - March 2022	Total Anticipated Spend	Locations
Kitchen Replacements (including Extract Fans)	£228,750.00	121-185 Roystonhill; 112-140 Rhymer St, 42 Tharsis St & Roystonhill Place
Boiler Replacements	£137,500.00	
Kitchen Replacements (including Extract Fans)	£71,250.00	223-257 Roystonhill
Boiler Replacements	£55,000.00	
Smoke Detector upgrades	£63,600.00	All properties
Partial Render Repair/Replacement & Window Replacement	£946,700.00	73-85 James Nisbet Street
Total Planned Investment	£1,502,800.00	

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 and close cleaning.

As with other services, our ability to provide this full service at times was impacted upon by COVID. However, we made every effort to ensure that services were continued wherever possible.

The costs for our Cyclical Maintenance programme for 2020/2021 are given below:



Gas servicing and maintenance

£54,007.40



Grounds maintenance and grass cutting

£46,378.00



Close Cleaning

£20,128.76





Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2020/2021

Each month we contact a percentage of our tenants to assess how satisfied they are with our repairs service. We aim to survey a minimum of 10% of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 197 tenants who had repairs carried out during 2020/21 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that all of those surveyed were very satisfied with the overall repairs service provided.

Development

Just as we were beginning to see some real progress on site, we were plunged into lockdown and unfortunately the site had to close down. We were delighted when restrictions on construction sites were lifted in June 2020 and our Contractor was able to return to progress works. Since then, works have been going well and we are anticipating overall completion by October 2021.



Our Spire View Team for 2019/2020

Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Member</i>
Mark Shannon	<i>Committee Member</i>
Rachel Cooper	<i>Committee Member</i>
Andy White	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member</i>
Susan Costly	<i>Committee Member (resigned 29/03/21)</i>

Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Lesley Burrows	<i>Housing Officer (part time)</i>
Margaret Clowes	<i>Housing Officer (part time)</i>
Adele McGarth	<i>Housing Officer</i>
Stephen Hughes	<i>Housing Assistant</i>
Jacqueline Paterson	<i>Maintenance Officer</i>
Paul Rocks	<i>Maintenance Officer</i>
Mary Dunsmore	<i>Maintenance Admin Assistant</i>
Gillian Spence	<i>Corporate Governance Officer</i>
Alistair MacPhee	<i>Finance Assistant</i>
Roddy Forrest	<i>Corporate Services Assistant</i>
Angela Fraser	<i>Volunteer Co-ordinator</i>
Catriona Donald	<i>Volunteer Assistant</i>
Fiona McLean	<i>Digital Engagement Officer</i>

Consultants

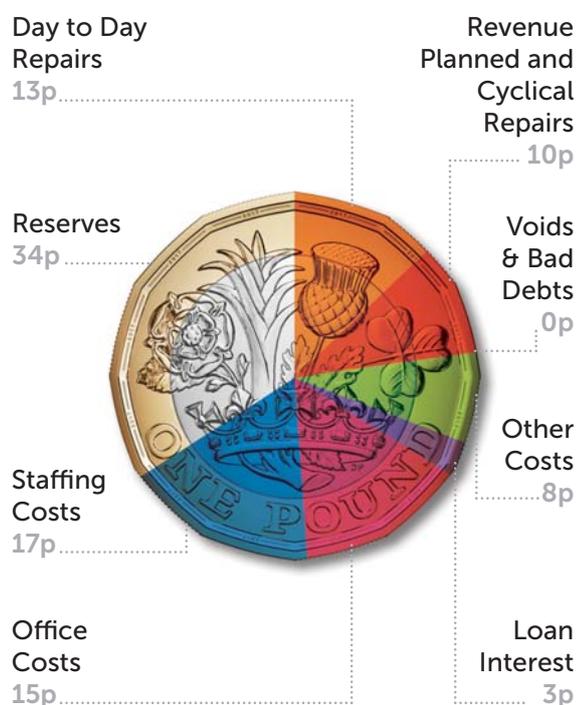
AC Davidson & Co	<i>Finance Agent</i>
French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>Tenancy Support Officer</i>
Patrick Hannon	<i>Money Advisor</i>
Frank Devaney	<i>Money Advisor</i>



Statement of Comprehensive Income for the Year Ended 31 March 2021

Per Annual Accounts		
Turnover	2,599,874	Mostly Rental Income some sundry items
Less Operating Costs	(2,004,375)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	595,499	
Loss on Disposal of Housing	(3,436)	Technical loss on Component Replacement
Add Interest Receivable	7,029	Interest earned from money invested
Less Interest Payable	(37,783)	Interest paid on the loans taken out to finance the properties
Other Finance Charges	(3,000)	
Surplus/(Deficit) for the Year	558,309	Amount remaining after all expenses have been met
Pensions Deficit Remeasurement	(435,000)	Pension Adjustment
Total Comprehensive Income	123,309	
Reserves brought forward	9669,350	Last year's balance brought forward
Reserves carried forward	£9,792,6590	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2021

Tangible Fixed Assets		
Housing Properties Less Depreciation	12,056,858	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,483,204	The office, office furniture & equipment & CCTV system and Community Hub Costs
Total Fixed Assets	14,540,062	
Current Assets		
Debtors	323,543	Money owed to us
Cash at bank and in hand	3,450,268	Money in bank
Total Current Assets	3,773,811	
Current Liabilities		
Creditors due within one year	(1,115,769)	Money we owe in the near future
Net Current Assets	2,658,042	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	17,198,104	
Creditors due after more than one year	(2,810,286)	The loans taken out to finance the newbuild, refurbished properties and Pension Deficit
Pension defined benefit liability	(355,000)	
Deferred Capital Grant / Grant for Community Hub and other social housing grant	(4,239,974)	
Net Assets	£9,792,844	Net Value of Spire View Housing Association
Capital and Reserves		
Share Capital	185	This is the sum of the £1 membership fee
Revenue Reserves	9,792,659	Money built up from remaining surpluses
Total Capital and Reserves	£9,792,844	Net Funds of Spire View Housing Association

Community News and Partners

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our objectives at Spire View. Detailed below is just some of what we achieved in 2020/2021.

Roystonhill Community Hub (Hub on the Hill)



This new community facility has quickly become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, , Bingo, Youth Drama, Dance, Keep Fit, Health and Wellbeing, 50+ Lunch Club and Digital Skills Classes. Other services on offer include Tenancy Support, Money Advice and Financial Capability.

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 challenge, including the introduction of the restrictions associated with the Coronavirus pandemic. As activities were

suspended, a very swift change of direction was required and the Roystonhill Community Hub became a focal point from which support was offered to the entire Royston Community. Thanks to additional funding support of £63,040 from The National Lottery Communities Fund, the Association was able to lead and support the Royston Covid Response ensuring delivery of thousands of food parcels and hot meals to vulnerable residents across Royston and beyond.



Funders:





Aspire Digital Space

Working in partnership with Power Up through the Good Things Foundation and with funding from JP Morgan, the Association was awarded over £75,000 funding to deliver digital skills workshops in the local community from November 2019 until June 2021.

The project aims to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery includes a digital learning programme to enable local community members to get online, improve their digital skills and confidence, access economic benefits and improve employability through peer mentoring, upskilling of staff and local advisory group to embed the project within the locality.

The Aspire Digital Space project is being delivered in partnership with Rosemount Lifelong Learning who provide Digital Engagement Officer services and Access Technology Scotland who deliver classes each week.

Good progress was made in the early stages of the project during 2019/2020 and whilst Coronavirus restrictions have impacted on delivery, the pandemic has emphasised the importance of digital engagement within our community.

Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £26,000 to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Geraldine Burgess). These services are very well used and provide excellent outcomes for our customers.

Money Advice Service

Throughout the year we continued to offer a free Money Advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is available from the Roystonhill Community Hub 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2020/2021 we donated £700.00 to worthy causes including CHAS, Ashfield's 2009's Football Club, Shelter and Positive Action in housing to name just a few.

Other news... Complaints Handling

During 2020/2021 we received a total of 23 complaints, 20 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 the matter further.

All complaints were resolved within the appropriate timescale and 74% of complainants were very / fairly satisfied with the outcome of the complaint. The remaining 26% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 74% of complainants were satisfied with the way the complaint was handled and 26% (6 complainants) were neither satisfied nor dissatisfied.

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 and Snapchat 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:



Scottish Government
Riaghaltas na h-Alba
gov.scot



J.P.Morgan



Spire View publishes 8th Landlord Report Card



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 (November in 2020 due to COVID-19) 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 RSL's 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.

In 2020, as part of our Tenant Participation Strategy Review, we asked our tenants some specific questions in relation to how they wished to be involved in the scrutiny of our performance (if at all). Of those responding, 10% said they were interested in getting involved in measuring our performance. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Surveys. Furthermore, the most popular method of reporting Spire View's performance is through our quarterly newsletters which 86% of respondents favoured. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

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 GHA (a larger City wide organisation). We have also included last years 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.

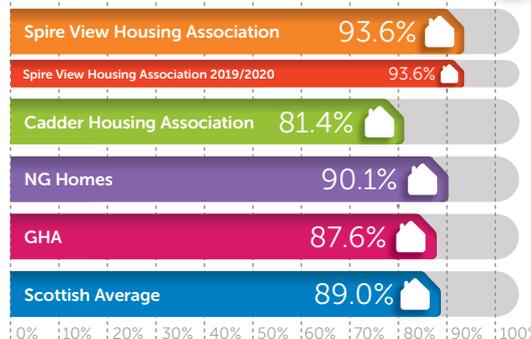
Better than the Scottish Average

Worse than the Scottish Average

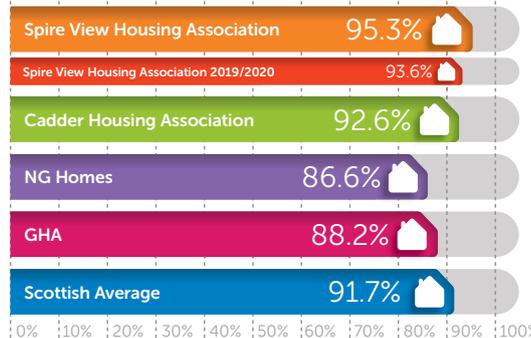
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£59.88	£82.91	£82.22	£81.95	£79.48
3 apt	£66.92	£89.03	£89.29	£87.41	£82.60
4 apt	£78.99	£102.29	£98.69	£102.20	£89.81
5 apt	£80.13	£115.96	£109.38	£112.01	£99.97

Tenant Satisfaction...

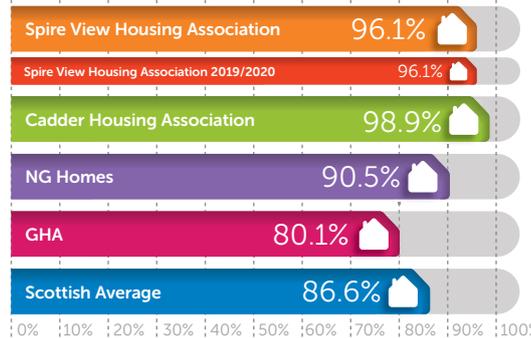
Percentage of tenants satisfied with the overall service provided



Percentage of tenants who felt that their landlord is good at keeping them informed about their services and outcomes

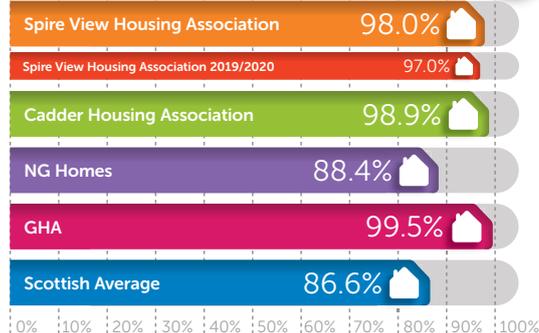


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

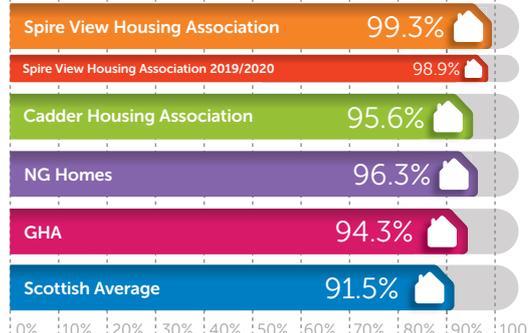


Quality and Maintenance of Homes...

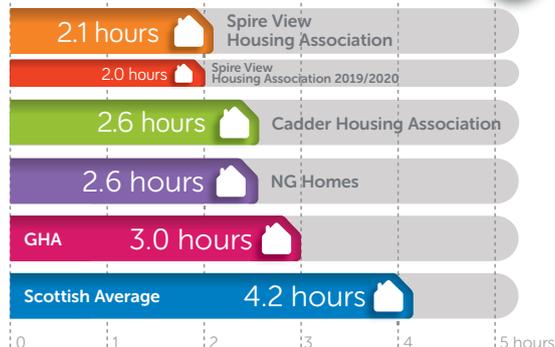
Percentage of homes meeting the Scottish Housing Quality Standard



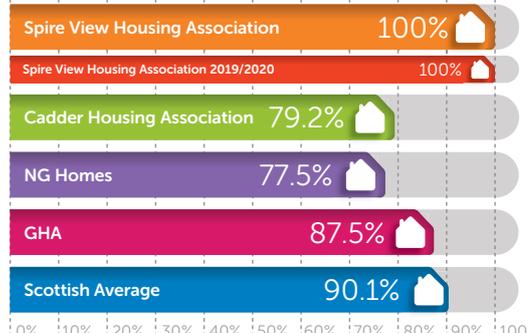
Percentage of reactive repairs carried out in the last year completed right first time



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

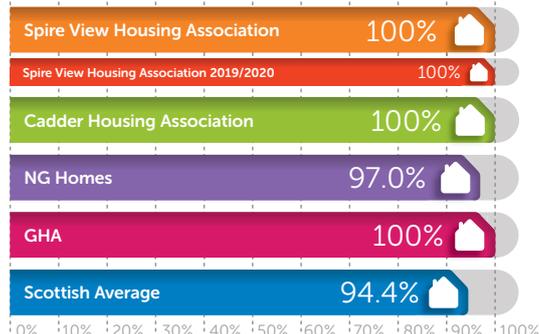


Average number of days taken to complete non-emergency repairs



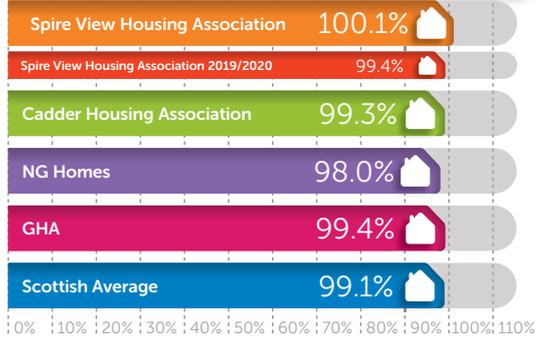
Neighbourhoods...

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

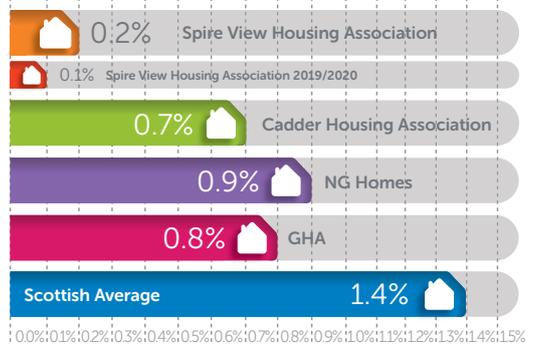


Value for money...

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 (where available). Furthermore, in the majority of categories we match or exceed all the other RSL's that we have drawn comparisons with. 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, thoughts 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**.

