

Spire View Housing Association

Annual Report 2024-2025
Landlord Report 2025

Chairperson's Report

It gives me great pleasure to present Spire View Housing Association's 2024/2025 Annual Report. This has been another incredibly busy and rewarding year for the Association, and this report highlights many of the key events and achievements over the past 12 months.



I am extremely proud of how far we have come since our establishment in 1989. Over the years, we have continued to evolve and enhance our services to meet the needs of our tenants and owners.

One of the most significant milestones this year has been the continued delivery of the **Transfer Promises** made to former Copperworks tenants following the **Transfer of Engagements from Copperworks Housing Association**. Spire View is now fully responsible for delivering the homes and services previously managed by Copperworks, and we remain committed to honouring every promise made during the transfer process.

As always, we recognise that the housing sector is constantly evolving. We remain focused on achieving organisational excellence and pride ourselves on being responsive and adaptable in the face of change. As in previous years, strong partnership working continues to be at the heart of what we do.

The '**Community and Partnership News**' section of this report showcases many of the excellent organisations we collaborate with. In addition to these, we are grateful to work alongside partners such as **North Glasgow Community Food Initiative**, **Greater Easterhouse Money Advice Project (GEMAP)**, **The Simon Community**, **Rosemount Lifelong Learning**, **Rosemount Development Trust**, **local schools** and **SAMH**. These partnerships are essential to delivering the ambitious

and creative initiatives that support and enhance life in Royston – and we truly value them.

Through these partnerships, along with the hard work and dedication of our staff and committee, we have achieved everything we set out to do this year.

In consultation with our tenants, we also undertook significant policy updates. These included:

- Standing Orders, Remits and Delegated Authorities
- Committee Recruitment Policy
- Risk Management Policy
- Prevention of Fraud & Anti-Bribery Policy
- Communication Tools Policy
- Tenant Participation Strategy
- Dignity at Work Policy

...and many more.

We also published and distributed our **Landlord Report Card**, which continues to provide our tenants with valuable insight into the services we deliver. This remains a key communication tool, and we will continue to issue it annually in October each year.

Additionally, we completed a comprehensive review of our rent charges to ensure that our rents remain **affordable, comparable** and **financially sustainable** for the Association going forward.

As we reflect on 36 years of service, we remain grounded in our original values. Our tenants are at the heart of every decision we make, and we are committed to continuously improving the quality and standard of the services we provide.

I would like to express my sincere thanks to my fellow Management Committee members – several of whom have dedicated many years of service – for their time, commitment, and unwavering support.

Finally, a heartfelt thank you to the incredible staff team at Spire View. Their ongoing dedication and professionalism ensure that the Association continues to perform at the highest standards and that our tenants receive the very best service.

Charlie Lunn Chairperson

Housing Management

Allocations and Voids

During 2024/2025, Demand for our properties remains high and at 31st March 2025 we had a healthy waiting list with a total of 652 applicants.

We allocated 46 properties during 2024/2025, 21 of which were allocated to applicants on our waiting list. A further 15 properties were let to applicants on our internal transfer list and 10 properties were let to homeless referrals.



The 46 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 2024/2025. 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 (**0.84%**) recorded at 31st March 2025. The level of non-technical arrears at 31st March 2025 was **2.60%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2025, **27%** of tenants were in receipt of housing benefit, **22%** full and **5%** 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 2024/2025 we received a total of 85 Anti-Social Behaviour complaints. We were able to resolve all 85 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 & Improvement

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 2024/2025

| Repair Categories | Repairs Ordered | Target Timescales | Average Actual Completion Time |
|-------------------|-----------------|-------------------|--------------------------------|
| Emergencies | 550 | 4 hours | 2.21 hours |
| Non-Emergencies | 1,974 | | 2.78 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 2024/25, **1,904** repairs were instructed which fall within the repair categories to which Right First Time applies. We are pleased to report that **1,879** of these were completed 'right first time' giving an overall performance rate of **98.69%**.



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 2024/25 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 2024/25, we managed to secure and spend **£39,629.00** to carry out the following medical adaptations:

- 1 x Closomat Toilet
- 3 x Overbath Shower
- 4 x Level Access Showers
- 6 x External handrails
- 4 x Internal handrails
- 2 x wet floor shower rooms
- 1 x Lever Taps
- 1 x External Ramp



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 | 91% | 9% | | |
| Length of time taken | 82% | 5% | | 13% |
| Level of disturbance | 100% | | | |
| Extent to which work met needs | 100% | | | |
| Attitude of Tradesmen | 100% | | | |
| Quality of Work | 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. In this financial year, we carried out the following works:

| | | |
|---|---------------------------------|-----------------|
|  | Kitchen Replacements | £208,000 |
|  | Boiler Replacements | £208,000 |
|  | Bathroom Replacements | £124,000 |
|  | Electrical Safety Checks | £29,645 |
|  | Total | £569,645 |

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 2024/2025 are given below:

| | | |
|---|---|-----------------|
|  | Gas servicing and maintenance | £130,000 |
|  | Ground maintenance | £145,000 |
|  | Gutter Cleaning & Roof Anchor Bolt Testing | £32,000 |
|  | Close Cleaning | £49,000 |



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 is used to develop our future investment plans and this information was published on our website and our social media pages and was 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 |

At times, this investment plan can be subject to change due to rising costs, unforeseen issues arising, or changes in legislation. This year, updated guidance in relation to fire regulations and increased tender costs resulted in us having to make some changes. We aim to keep tenants informed should this happen and publish an updated investment plan annually.

Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2024/2025

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

We received feedback from 150 tenants who had repairs carried out during 2024/25 and were delighted with the overall results.

- 139 tenants (92.66%) told us that they were satisfied with the overall service
- 2 (1.33%) told us that they were neither satisfied or dissatisfied
- 5 tenants (3.33%) told us that they were fairly dissatisfied
- 4 tenants (2.66%) 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 2024/2025

Staff Members

| | |
|--------------------|--|
| Fiona Murphy | Chief Executive Officer |
| Margaret Brownlie | Depute Chief Executive Officer |
| Donna Richardson | Housing Manager |
| Jordan Henderson | Finance Manager |
| Tracey Dargan | Housing Officer (part time) |
| Alana Park | Housing Officer (part time) |
| Sharon Mearns | Housing Officer (part time) |
| Adele McGarth | Housing Officer |
| Stephen Hughes | Housing Assistant |
| William Cassidy | Maintenance Officer |
| Paul Rocks | Maintenance Officer |
| Mary Dunsmore | Maintenance Admin Assistant (resigned 30/05/25) |
| Gillian Spence | Corporate Governance Manager |
| Margaret Gillespie | Finance Assistant |
| Emily Muir | Corporate Services Assistant |
| Angela Fraser | Volunteer Co-ordinator |
| Jolanta Dolewska | Energy Advisor (until 31/10/24) |
| Katie Clark | Energy Assistant (until 31/10/24) |
| Steven Miles | Energy Assistant (until 31/10/24) |
| Surbhi Sachdeva | Energy Assistant |
| Elena Mary Harris | Heritage Engagement Officer |
| Fiona McLean | Heritage Engagement Assistant |

Committee Members

| | |
|----------------------|-------------------------------------|
| Charlie Lunn | Chairperson |
| Maureen Flynn | Vice Chairperson |
| Clare O'Donnell | Secretary |
| Alan Brown | Treasurer |
| Drew Collier | Committee Member |
| Angela Heaney | Committee Member (resigned 29/4/25) |
| Craig Allan | Committee Member |
| Allan Stewart | Committee Member (resigned 27/8/24) |
| Alan Shute | Committee Member |
| Geraldine McLaughlin | Committee Member |
| Rachel Cooper-Morris | Committee Member |
| Osman Lamin Sidique | Committee Member |
| Florence Dioka | Committee Member |
| Mary Gibson | Committee Member |
| Elizabeth Wedlock | Co-optee (joined 25/2/25) |

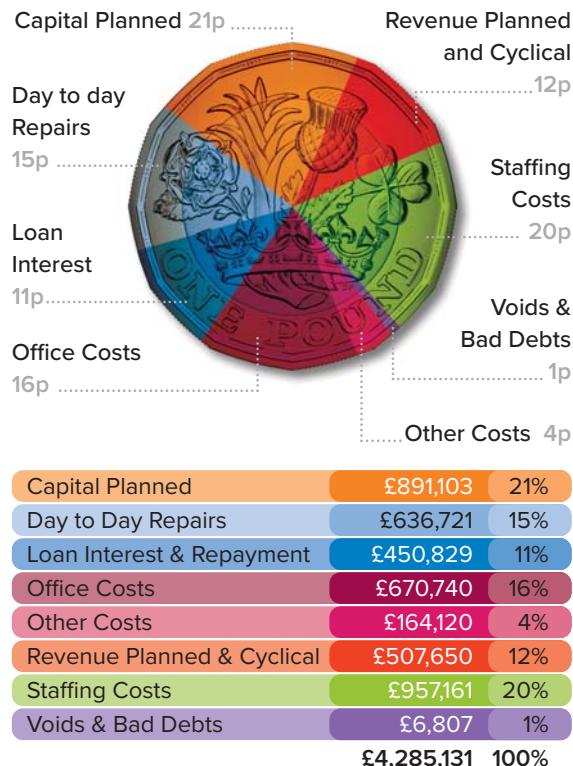
Consultants

| | |
|---------------------------------|------------------------------|
| CT Audit Limited | 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 2025

| Per Annual Accounts | | |
|--|--------------------|--|
| Turnover | 4,300,529 | Mostly Rental Income some sundry items |
| Less Operating Costs | (3,770,428) | Cost of Management and Maintenance of our properties |
| Operating Surplus/(Deficit) | 530,101 | |
| Interest Receivable and other similar income | 30,187 | Interest earned from money invested |
| Interest Payable and other similar charges | (170,157) | Interest paid on the loans taken out to finance the properties and pension deficit |
| Other Finance Charges | (24,000) | Net interest and expenses on defined benefit pension scheme |
| | (163,970) | |
| Surplus for the Year | 366,131 | Amount remaining after all expenses have been met |
| <i>Actuarial loss in respect of pension scheme</i> | 61,000 | Pension Adjustment |
| Total Comprehensive Income | 427,131 | |
| Reserves brought forward | 16,147,340 | Last year's balance brought forward |
| Reserves carried forward | £16,574,499 | Total Revenue Reserves at the year end |

How every pound is spent...



Statement of Financial position as at 31st March 2025

| Non-Current Assets | | |
|--|--------------------|---|
| Housing Properties – depreciated cost | 21,632,781 | Net Book Value of all our housing stock (after Depreciation) |
| Other Fixed Assets | 2,442,908 | The office, office furniture & equipment and Community Hub Costs |
| Total Non-Current Assets | 24,075,689 | |
| Current Assets | | |
| Debtors | 336,067 | Money owed to us |
| Cash at bank and in hand | 1,016,869 | Money in bank |
| Total Current Assets | 1,352,936 | |
| Current Liabilities | | |
| Creditors: amounts falling due within one year | (576,864) | Money owed out within one year |
| Net Current Assets | 776,072 | Current Assets less Current Liabilities |
| Total Assets Less Current Liabilities | 24,851,761 | |
| Creditors: amounts falling due after more than one year: Housing Property Loans | (2,351,688) | Loans taken out to finance the newbuild and refurbished properties |
| Provisions for Liabilities | | |
| Pension – defined benefit liability | (365,000) | Revised Pension Deficit Liability |
| Deferred Income | | |
| Social Housing Grants | (2,412,146) | Deferred Social Housing Grant |
| Other Grants | (3,148,428) | Deferred Community HUB Grant and other social grants |
| Net Assets | 16,574,499 | Net Value of Spire View Housing Association |
| Equity | | |
| Share Capital | 300 | Sum of the £1 membership fee |
| Revenue Reserve | 16,574,199 | Money built up from remaining surpluses |
| | £16,574,499 | Net Funds of Spire View Housing Association |

Community News and Partne



Roystonhill Community Hub

The Hub on the Hill



The Hub on the Hill continues to go from strength to strength, becoming a true centre of activity and connection within the Royston community. The Hub now plays host to a vibrant and diverse range of services and activities, including:

- Karate
- The Hub on the Hill Café
- Bingo
- Toon Speak Youth Drama
- Dance Classes
- Young & Heart 50+ Lunch Club
- Community Pantry
- Children's Birthday Parties and Community Events

In addition, essential support services are delivered from the Hub, including:

- Tenancy Support
- Money Advice
- Financial Capability Workshops
- Energy Advice
- Heritage Project

Funding and Support

The success of the Hub would not have been possible without the generous funding and support from the following organisations:

- Scottish Government 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**
- Glasgow City Council Area Partnership **£5,000**
- Hugh Fraser Foundation **£10,000**
- Rosemount Development Trust **£10,000**
- The Lottery Heritage Project **£78,584**
- Energy Redress Project **£95,977**

Despite the challenges posed in earlier years, particularly by the restrictions of the Coronavirus pandemic, we're proud that the Hub has emerged as a thriving, inclusive space with activities taking place daily.

Staffing and Volunteering at the Hub

Thanks to funding from the National Lottery Community Led Fund, we have been able to continue to employ a local staff member who plays a vital role in delivering a wide range of community services and supporting the ongoing success of the Hub.

Our Volunteer Co-ordinator has led a thriving volunteer programme, creating meaningful opportunities for local residents to build skills, contribute to their community, and progress into further education or employment.

In addition, our Energy Project and Heritage Project have delivered valuable activities that continue to build confidence and develop new skills across the community.

The combined efforts of our dedicated team ensure that the Hub remains a well-managed, welcoming, and accessible space. Their ongoing support for individuals, local groups, service providers, and external let holders has helped make the Hub on the Hill a true community asset for Royston.



Ministry of THE NATIONAL LOTTERY COMMUNITY FUND

W12

British Government

THE HUGH FRASER FOUNDATION



Partnership Working

Financial Capability and Money Advice

Working in partnership with three other Registered Social Landlords (RSLs), we successfully secured funding of £286,800 to continue delivering both Financial Capability and Money Advice services for a further three-year period.

These essential services are delivered by our trusted partners at the Greater Easterhouse Money Advice Project (GEMAP) and have continued to be both popular and highly effective among our tenants and the wider community.

This support enables residents to build financial confidence, manage debt, access entitlements, and make informed decisions about their money – contributing to greater financial stability and wellbeing across our communities.



Tenancy Support Services

Throughout the year, we continued to provide a free Tenancy Support service to our tenants, made possible through successful partnership working between Spire View and Cadder Housing Associations.

This vital service is delivered by our partners at Simon Community Scotland and remains highly valued and well used, offering practical, person-centred support to tenants who need it most.

The service plays a crucial role in helping individuals maintain their tenancies, access essential services, improve wellbeing, and build resilience – ensuring they have the tools and support necessary to thrive in their homes and community.



Energy Industry Voluntary Redress Scheme

We are delighted to report that a successful funding bid secured £95,977.00 over two years from the Energy Industry Voluntary Redress Scheme.

This funding has enabled us to recruit a full-time Energy Advisor, allowing us to deliver much-needed energy advice and practical support to our tenants during an extremely challenging period marked by the ongoing energy crisis and cost of living pressures.

The service has already had a meaningful impact, helping tenants better understand their energy usage, reduce bills where possible, access financial support, and implement energy-saving measures in their homes.

This project has been made possible through the collaboration and support of Spire View Housing Association, Energy Redress Fund and Roystonhill Community Hub and we are proud to continue delivering real, positive change for our community.



Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2024/25 we donated £2,000 to worthy causes including Glasgow Street Aid, St Rochs Secondary School, Royston Youth Action, Positive Action in Housing, Glasgow City Mission, and Royston Nursery to name just a few.



Our Partners:



Scottish Government
Riaghaltas na h-Alba
gov.scot

BLOCHAIRN
housing association
LIMITED
Scottish Charity No. SC00966

cadder
HOUSING ASSOCIATION

gemap
Enable | Inspire | Transform



Simon Community
Scotland

North Glasgow Community Food Initiative
NGCFI

sfha
Scottish Federation of
Housing Associations

Other news...

Complaints Handling

During 2024-2025, we received a total of **29 complaints**, broken down as follows:

- **27 Stage 1 complaints**
- **2 Stage 2 complaints**

Of these, two Stage 1 and one Stage 2 complaints were responded to outwith the target timescales. All other complaints were handled within the required timescales.

Response Times (Average):

- **Stage 1 complaints:** 3 days
- **Stage 2 complaints:** 34 days

This Stage 2 complaint was outside the target of 20 days. This reflects a complex case where an extension was requested by the complainant. Therefore, we could not progress until complainant was available. There is no allowance within SPSO model to allow us to reduce the number of days in this situation and therefore we have reported in line with the requirements.

Resolution Overview:

- **26 out of 29 complaints were resolved within timescales**
- **15 of the 29 complaints were upheld (52%)**

Customer Satisfaction:

- **62%** of complainants were very or fairly satisfied with the **outcome** of their complaint
- **38%** were neither satisfied nor dissatisfied
- In terms of how complaints were **handled**,
 - 62% were satisfied
 - 38% were neither satisfied nor dissatisfied

We remain committed to learning from complaints and improving our services. We will continue to publish complaint statistics and any resulting actions in our quarterly newsletters and future annual reports.

Website / Social Media

We continue to embrace technological advancements to enhance how we communicate with our tenants and the wider community. Throughout the year, we have made regular use of popular social media platforms including Facebook, Twitter (X), Snapchat, YouTube, and Instagram to share updates, promote services, and engage with our audience.

Our website and social media channels are updated frequently with:

- Local news and announcements
- Community events
- Photographs and videos
- Important service information
- And much more!

These platforms play a vital role in ensuring that our tenants stay informed, connected, and involved with what's happening at Spire View and in the wider Royston area.

