

# Spire View Housing Association

Annual Report  
2018-2019

Landlord Report  
Card 2019



# Chairperson's Report



**It gives me great pleasure to present Spire View Housing Association's 2018/2019 Annual Report. I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and 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 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. We carried out a comprehensive Tenant Satisfaction Survey from which we received overwhelmingly positive feedback. The outcomes were reported in full in our newsletter and on our website. In consultation with tenants and

owners we updated a range of policies and procedures including our Complaints Handling Procedure, Privacy Policy, Anti-Social Behaviour Policy and our full suite of Maintenance Policies 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 by October of each year.

The Association has been working extremely hard over the past few years to deliver the brand new Roystonhill Community Facility (The Hub on the Hill) on the site of the former Rainbow Hall. I am delighted to report that significant progress was made throughout the course of 2018/2019 and by 31st March 2019, the project was nearing completion.

This new development would not have been possible without funding support from our numerous partners, all of whom are noted in the Community News / Partnership section of this report. We are extremely grateful to all partners for contributing to this project.

In March 2018 the Association concluded on the acquisition of the old Social Work building at Glenbarr Street. Significant progress was made during the year with demolition being imminent and to be followed by the construction of 24 new build flats for rent. We will of course continue to consult with our community about this project each step of the way. We have come a long way in 30 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 2018/19, 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 2019 we had healthy waiting lists with a total of 274 applicants.

We let 26 properties during 2018/19, 19 of which were let to applicants on our waiting list. A further 6 properties were let to applicants on our internal transfer list and 1 property was let to a homeless referral.

The 26 properties allocated varied in size and can be broken down as follows:



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



## 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 (0.35%) recorded at 31st March 2019. The level of non-technical arrears at 31st March 2019 was **1.47%**.

The percentage of Spire View tenants claiming housing benefit and housing costs through universal credit remained low and at 31st March 2019, just **33%** of tenants were in receipt of full housing benefits and **14%** in receipt of partial housing benefit. We also have **3.8%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and we still managed to keep arrears very low.



## 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.

Staff also organise regular clean up campaigns with tenants, local schools and Neighbourhoods and Sustainability to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work in partnership with partner agencies such as Neighbourhoods and Sustainability, Police Scotland, local councillors and MSP's to help to keep our community environment a place for people to be proud to live in.

## 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 2018/19 we received a total of 41 Anti-Social Behaviour complaints. We were able to resolve 34 of these through 'management actions', for example advice, letter, mediation etc and a further 6 were resolved through serving breach of tenancy letters. Only 1 Notice of Proceedings had to be issued. We did not require to issue any Unacceptable Behaviour Notices (UBNs) or Acceptable Behaviour Contracts (ABCs). We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.



# Repairs, Maintenance & Improvements



## Day to Day Repairs

The Association continues to provide an excellent repairs service. We believe that our tenants deserve the highest level of service for repairs and this is reflected in the tough timescales that we set. We are delighted with how we have performed against our targets as outlined below against our targets as outlined below:

### Performance 2018/19

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	272	4 hours	2.75 hours
Non-Emergencies			
Urgent	39	1 working day	2 days
Routine	1363	5 working days	3 days
Right to Repair 1	18	1 working day	1 day
Specialist	80	30 working days	8 days
On Order	61	20 working days	9 days
Totals	1561		2.97 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 2018/19, 1561 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1557 of these were completed 'right first time' giving an overall performance rate of **99.74%**.

## Gas Safety Checks



The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year. During 2018/2019 this applied to 548 properties and we are delighted to report that all 548 annual services/ safety checks were conducted and safety certificates received within the appropriate timescale.

## Stage 3 Adaptations

Each year we receive request from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants. During 2018/19 we secured £57,901.70 of funding which allowed us to carry out a total of 17 adaptations as listed below:

- 1 x Overbath Shower
- 1 x External Stair Lift
- 1 x Boundary Wooden Fencing
- 6 x Level Access Showers
- 1 x set kitchen lever taps
- 1 x bath (removing level access shower)
- 1x Close off kitchen re. safety issues
- 1 x Internal handrail
- 1 x Paint yellow lines on external steps (to assist poor eyesight)
- 1 x wet floor
- 2 x external handrails

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%



## Other Maintenance News:

### Tenant Satisfaction with Repairs Survey Results 2018/19

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 209 Tenants who had repairs carried out during 2018/19 and asked overall how satisfied were they with the repairs service provided by the Association. We were extremely pleased with the results as 100% of tenants advised that they were very satisfied with the overall repairs performance provided by the Association during the financial year.

## Cyclical and Planned Works

Since 1989, the Association has been committed to improving existing properties and enhancing the stock with new build projects.

In addition to this, the Association has a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

In 2018/19, we replaced 49 kitchens and 57 boilers. The total spend associated with these works was £333,580.60.

As well as planned maintenance, we also have a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting.

The costs for our Cyclical Maintenance programme for 2018/2019 are given below:

Overall costs for:



Gas servicing and maintenance

**£67,800.20**



Grounds maintenance and grass cutting

**£47,797.20**

We also completed Year 5 of a 6 year redecoration contract which involved painting at common areas such as closes, external windows, doors, fences, clothes poles and gates at 50 & 60 Roystonhill and 2 & 6 James Nisbet Street. We also completed internal close painterwork to 11 & 15 James Nisbet Street and 73-85 James Nisbet Street. The cost for year 5 works totalled £62,120.40.

## Development

Over the past year, we have also been working hard to progress our development plans at Glenbarr Street, which involves the demolition of the old Social Work Building and replacement of this with 24 new build flatted properties.

At the end of the financial year, we were very close to receiving Planning Permission and Building Warrant approval to allow the works to progress and we are very much looking forward to progressing works on site during the next financial year.

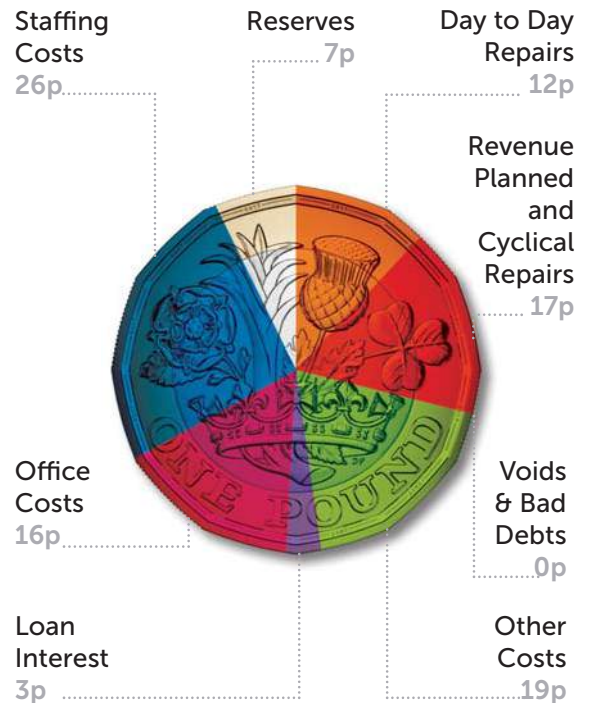




## Income & Expenditure Account for the Year Ended 31 March 2019

Per Annual Accounts		
Turnover	2,085,667	Mostly Rental Income some sundry items
Less Operating Costs	(1,653,471)	Cost of Management and Maintenance of our properties
<b>Operating Surplus/(Deficit)</b>	<b>432,196</b>	
Loss on Disposal of Housing	(15,726)	Technical loss on Component Replacement
Add Interest Receivable invested	3,425	Interest earned from money
Less Interest Payable	(53,188)	Interest paid on the loans taken out to finance the properties
<b>Surplus/(Deficit) for the Year</b>	<b>364,707</b>	Amount remaining after all expenses have been met
<b>Pensions Deficit Remeasurement</b>	<b>(262,000)</b>	Pension Adjustment
	<b>102,707</b>	
Reserves brought forward	8,751,222	Last year's balance brought forward
Reserves carried forward	<b>£8,853,929</b>	Total Revenue Reserves at the year end

## How every pound is spent...



## Balance Sheet as at 31st March 2019

### Tangible Fixed Assets

Housing Properties	10,413,339	Net Book Value of all our housing stock (after Grants & Depreciation)
Less Depreciation		
Other Fixed Assets	2,127,275	The office, office furniture & equipment & CCTV system and Community Hub Costs

**Total Fixed Assets 12,540,614**

### Current Assets

Debtors	188,385	Money owed to us
Cash at bank and in hand	1,800,639	Money in bank

**Total Current Assets 1,989,024**

### Current Liabilities

Creditors due within one year	(801,575)	Money we owe in the near future
Net Current Assets	1,187,449	Current Assets less Current Liabilities

**Total Assets Less Current Liabilities 13,728,063**

### Current Liabilities

Creditors due after more than one year	(2,739,668)	The loans taken out to finance the newbuild & refurbished properties
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**Net Assets £8,854,122**

### Capital and Reserves

Share Capital	193	This is the sum of the £1 membership fee
Revenue Reserves	8,853,929	Money built up from remaining surpluses
<b>Total Capital and Reserves</b>	<b>£8,854,122</b>	Net Funds of Spire View Housing Association



# Community News and Partnership Working



**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 2018/2019:**



## Christmas Winter Wonderland

In December 2018 and in partnership with Copperworks Housing Association, we held a hugely successful Christmas Winter Wonderland community event where we were able to give a small gift to over 450 local children who visited Santa in his Grotto. This event was very well received by the whole community and finished off with the decorating of the Christmas tree and the switching on of our Christmas lights.



**COPPERWORKS**  
Housing Association

## Spring Clean Up 2018

In April 2018 we held our annual Spire View and Copperworks Community clean-up day in conjunction with Royston Primary and Community Safety Glasgow. We were absolutely delighted that these willing young people and teachers came along and took part! By the end of our clean-up day our 'wee' corner of Royston looked fantastic and very well maintained.



## 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 office 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.



## Financial Capability Officer and Tenancy Support Worker

During the year working in partnership with 4 other RSL's, we received funding of £53,880 from the Scottish Government 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.



# Community News and Partners



## Royston Community Facility

Over the course of the last few years, Spire View (in consultation with the local community) has been working towards the creation of the new, state of the art, Roystonhill Community Hub (the Hub on the Hill). This project achieved a site start in February 2018 and moved forward significantly during 2018/2019. Completion is expected in July 2019. This 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)

### Funders:



## Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action. In 2018/2019 the Association was delighted to secure £95,000 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the 7 year period 2012-2019 to around £662,000.

All the money we have secured in the last few years has helped keep staff in employment at Royston Youth Action and assisted them in providing an extremely valuable service in the local community.



## Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2018/2019 we donated £2,700.00 to worthy causes including Alexandra Park Festival, Royston Primary, St Roch's Primary, St Roch's Secondary, North Connections Senior Forum, Glasgow City Mission and Young @Heart 50+ Lunch Club.

## Cash For Kids Christmas Grant

Cash for Kids operate a "Christmas Grant" whereby they provide a grant to help to alleviate some of the stresses that can be placed on families around this time of year. We assisted Cash for Kids to administer applications from our customers for this grant which offers £25 per child. This resulted in grants being awarded to 93 local children to help make Christmas day a bit more extra special for these families.





## Other news... Complaints Handling

During 2018/2019 we received a total of 25 complaints, of which 21 were resolved at stage 1. We had 4 cases that escalated to stage 2 as we required more information and had to investigate the complaints further.

All complaints were resolved within the appropriate timescale. 40% 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 and 12% of complainants indicated they were dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 40 % of complainants were satisfied with the way the complaint was handled, 48% (5 complainants) were neither satisfied nor dissatisfied and 12% of complainants indicated they were dissatisfied with the handling of the complaint.

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, Flickr 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.

## Fruit Barra

This fantastic service operated by the North Glasgow Community Food Initiative continues to operate from our office every Thursday morning, providing good quality, affordable fruit and veg to the local community.

[www.spireview.org.uk](http://www.spireview.org.uk)

## Our Spire View Team for 2018/2019

### Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Jean Lunn	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Frances McEwan	<i>Committee Member</i> (co-opted 3/12/18)
Andrew Samson	<i>Committee Member</i>
Billy Tibbs	<i>Committee Member</i> (deceased April 18)
Clare O'Donnell	<i>Committee Member</i>
Isabel Heeps	<i>Committee Member</i> (resigned 27/11/17)
Louise Irving	<i>Committee Member</i> (resigned 5/2/19)
Eddie Heron	<i>Committee Member</i> (resigned 3/12/18)
Thomas Boyle	<i>Committee Member</i> (resigned 3/12/18)
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i> (co-opted 30/5/18)
Ross Love	<i>Committee Member</i> (co-opted 30/5/18)
Mark Shannon	<i>Committee Member</i> (co-opted 26/11/18)
Rachel Cooper	<i>Committee Member</i> (co-opted 25/3/19)
Andy White	<i>Committee Member</i> (Co-opted 25/3/19)
Andrew Wilkie	<i>Committee Member</i> (co-opted 25/3/19)

### Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Lesley Burrows	<i>Housing Officer</i> (part time)
Margaret Clowes	<i>Housing Officer</i> (part time)
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 Assistant</i>
Gillian Spence	<i>Corporate Governance Assistant</i>
Tracy McDonald	<i>Finance Assistant</i>
Roddy Forrest	<i>Corporate Services Assistant</i>

### Consultants

AC Davidson & Co	<i>Finance Consultant</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>



# Spire View publishes 6th 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 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](http://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 will publish each year.

In 2017, 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, 66% 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 72% 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.

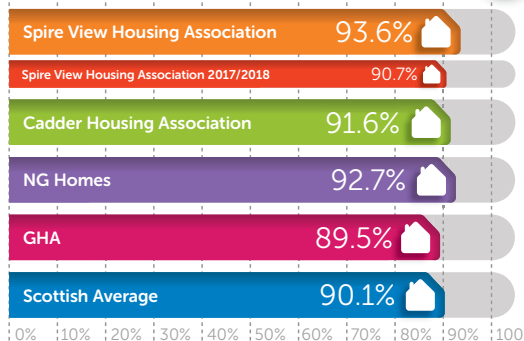
Better than the Scottish Average

Worse than the Scottish Average

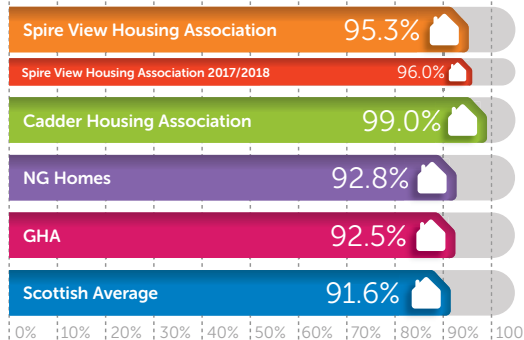
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£54.40	£75.55	£76.71	£76.91	£76.10
3 apt	£61.02	£82.86	£83.73	£81.84	£77.70
4 apt	£71.85	£95.28	£93.30	£95.68	£84.44
5 apt	£72.65	£106.84	£103.69	£104.80	£93.49

## Tenant Satisfaction...

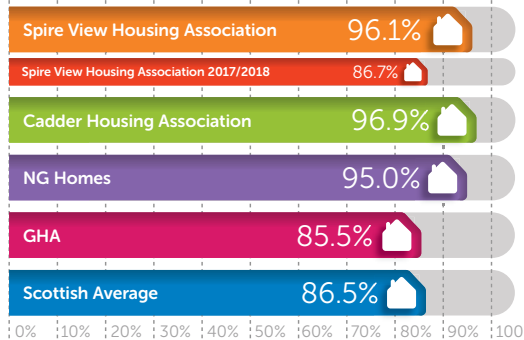
### Percentage of tenants satisfied with the overall service provided



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



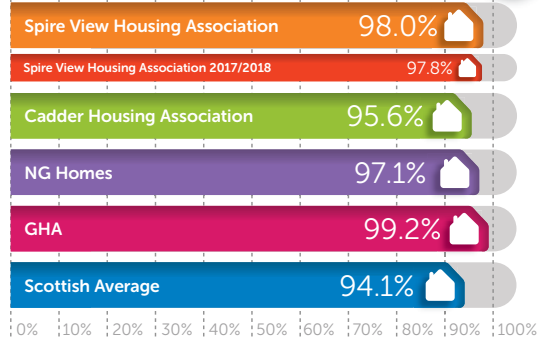
### Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making



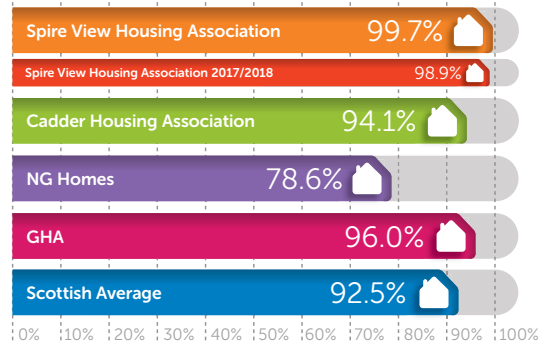


## Quality and Maintenance of Homes...

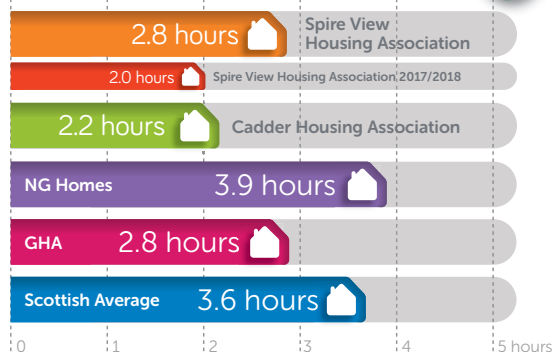
### Percentage of homes meeting the Scottish Housing Quality Standard



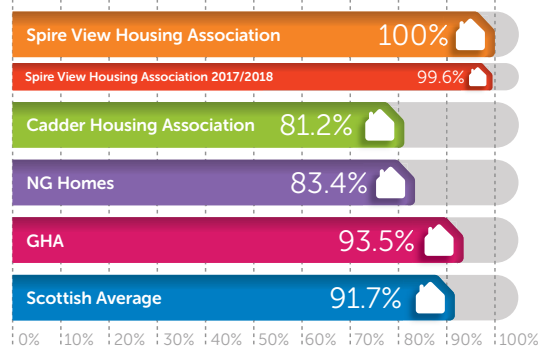
### Percentage of reactive repairs carried out in the last year completed right first time



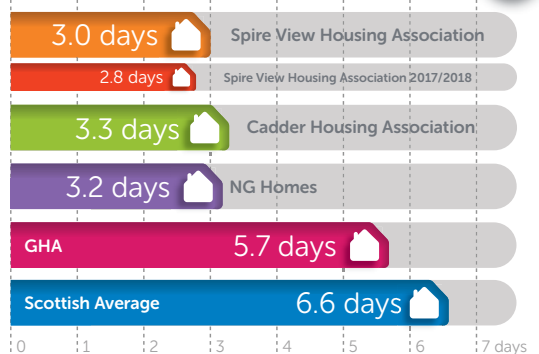
### Average number of hours taken to complete emergency repairs



### 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

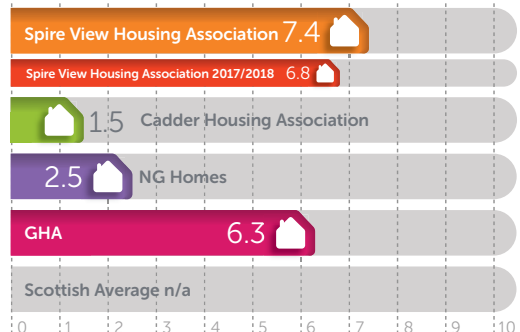


### Average number of days taken to complete non-emergency repairs

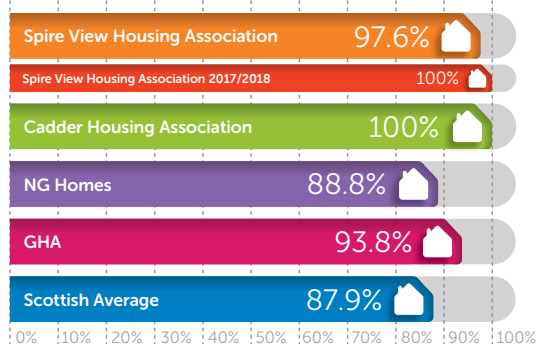


## Neighbourhoods...

### Cases of anti-social behaviour, per 100 homes, reported in the last year

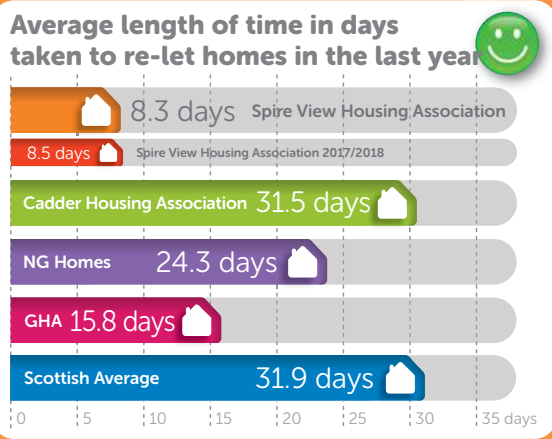
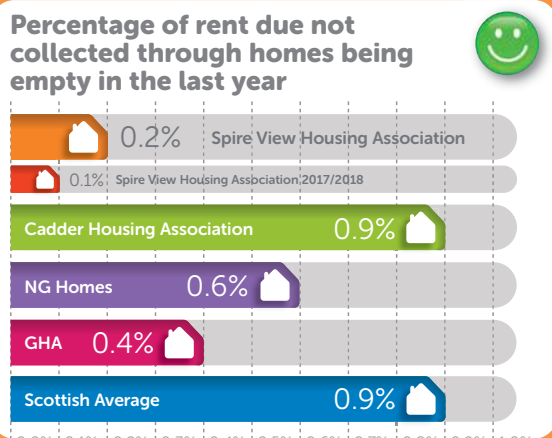
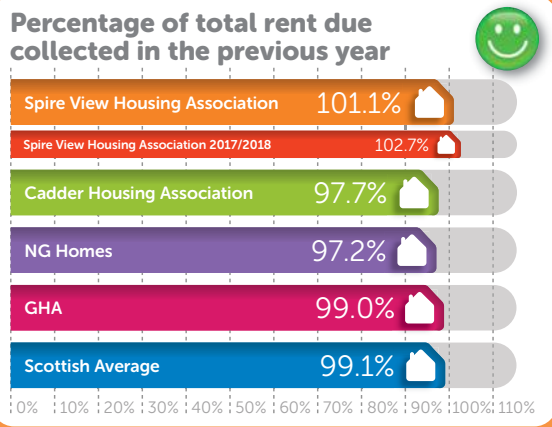


### Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year





### Value for money...



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](mailto:fionamurphy@spireview.org.uk) or telephone **0141 559 5648**.

