



Annual Report 2015 2016

Chairperson's Report

Welcome to Spire View Housing Association's 2015/2016 Annual Report. We have achieved a phenomenal amount since we were established in 1989 and this past year has been no different. We have continued to work tirelessly alongside our community to deliver the services that our tenants tell us are most important to them and their families.



The Association is committed to organisational excellence in a sector that is continually changing. Fundamental to achieving our aims is close partnership working with a variety of committed professional organisations, many of whom are recognised in our 'Community and Partnership News' section of this report. However, there are many other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations include Pollok Credit Union, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), Barmulloch Community Development Company and The Simon Community. 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. In consultation with tenants and owners we updated a range of policies and procedures including our Scottish Secure Tenancy Agreement, Void Policy, Complaints Handling Procedure, Wider Role Strategy and Rent Arrears Policy to name just few. Furthermore, we published and distributed our second Landlord Report. This document provides valuable information for our tenants and we will continue to issue this in October of each year.

Another significant achievement for the Association was the completion of a feasibility study exploring the possibility of a new or improved community facility in the local area. This resulted in the current Rainbowhall being identified as the preferred site for re-development. This allowed us to submit a Stage 1 Lottery bid which was successful, allowing us access to development funding to further explore our idea. We have already secured £575,000 funding towards the capital building costs and are in the process of submitting additional funding applications.

We have come a long way in 27 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to 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.

Tilly McIlroy • Chairperson

Our Spire View Team

Committee Members

Tilly McIlroy	Chairperson
Charlie Lunn	Vice Chairperson
Jean Lunn	Secretary
Alan Brown	Treasurer
Frances McEwan	Committee Member
Andrew Samson	Committee Member
Hannah Simpson	Committee Member
Billy Tibbs	Committee Member
Frank Reilly	Committee Member (Resigned 29/05/15)
Clare O'Donnell	Committee Member
Lynda Mulholland	Committee Member
Stirling Wilson	Committee Member
Brian Mulholland	Committee Member
Donna Tibbs	Committee Member (Casual Vacancy 26/06/15)
Adil Aziz	Committee Member (Casual Vacancy 26/06/15)
Philip McCartney	Committee Member (Casual Vacancy 27/11/15)

Staff Members

Fiona Murphy	Director
Margaret Brownlie	Depute Director (service sharing)
Arlene Hooks	Housing Officer
Lesley Burrows	Housing Officer (part time)
Margaret Clowes	Housing Officer (part time)
Donna Richardson	Housing Officer (service sharing)
Stephen Hughes	Housing Assistant
Jacqueline Paterson	Technical Services Officer
Paul Rocks	Technical Services Officer (service sharing)
Tracy McDonald	Finance Assistant
Gillian Spence	Corporate Services Assistant
Roddy Forrest	Customer Services Assistant

Consultants

AC Davidson & Co	Finance Consultant
French Duncan	Auditors
TC Young & Son	Solicitors
Maureen McGowan	Financial Capability Officer
Kaye McFall	Tenancy Support Officer

Housing Management

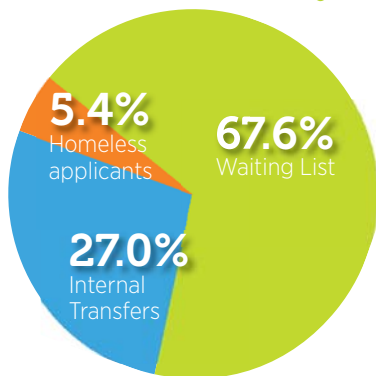


Allocations and Voids

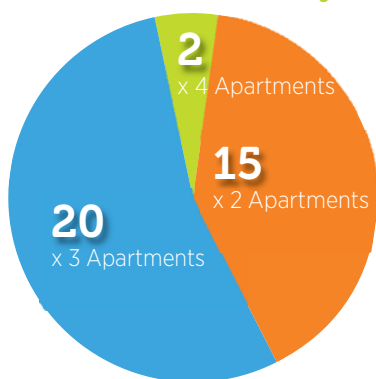
Our close working relationship with Copperworks Housing Association continued during 2015/2016 and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants.

We continue to enjoy high levels of demand for our properties and at 31st March 2016 we had healthy waiting lists with a total of 180 applicants, 133 of which were new additions during the year.

Allocations breakdown by %



Allocations breakdown by size



We let 37 properties during 2015/2016, 25 of which were let to applicants on our waiting list. A further 10 properties were let to applicants on our internal transfer list and the remaining 2 properties were let to homeless referrals.

The 37 properties allocated varied in size and can be broken down as follows:

15 x 2 apartments

20 x 3 apartments

2 x 4 apartments

The average time taken to re-let our void properties was just 15 days.

Rent and Arrears

Over the past year, we have continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department and this was reflected in the low level of technical arrears (0.37%) recorded at 31st March 2016. The level of non-technical arrears at 31st March 2016 was 2.76%.

The percentage of Spire View tenants claiming housing benefit remained low and at 31st March 2016, just 33% of tenants were in receipt of full housing benefit and 17% in receipt of partial housing benefit. Once again, we were very busy collecting more cash from tenants than in previous years. Despite this, we managed to keep arrears very low.

Estate Management

Our staff team work extremely hard to ensure that an exceptionally high standard of estate management is maintained throughout the area. The vast majority of tenants take pride in their gardens and this is complimented by the ground maintenance programme arranged by the Association.

The annual garden competition was judged in September 2015, with 1st, 2nd and 3rd prizes awarded to those tenants with the most impressive gardens.

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.

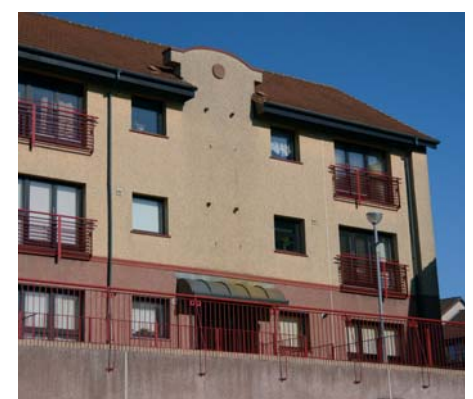
In 2015/2016 we received a total of 10 Anti-Social Behaviour complaints. We were able to resolve 9 of these through

'management actions', for example advice, letter, mediation etc. and 1 through legal action. We did not require to issue any Unacceptable Behaviour Notices (UBNs) or Acceptable Behaviour Contracts (ABC's) however, 1 Notice of Proceedings was served for anti - social behaviour. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Other Housing Management news:

Right to Buy

The Association currently has 54 tenants with preserved right to buy. All other tenants (except those commencing after 01/03/2011) have a modernised right to buy. The modernised right to buy has been suspended until 30/9/2022. Forthcoming legislative changes under the Housing Scotland Act (2014) will see the end of right to buy for all Spire View Housing Association tenants from 31st July 2016.



Repairs, Maintenance & Improvements



Day to Day Repairs

The Association continues to provide an excellent repairs service. We set ourselves some tough timescales as we feel that this is the level of service that our tenants deserve. We are delighted with how we have performed against our targets as outlined below;

Timescales	
Emergency	4 hours
Urgent	1 working day
Routine	5 working days

Performance 2015/2016			
	Repairs Ordered	Repairs Completed on Time	% Completed on Time
Emergency	208	201	97%
Urgent	35	35	100%
Routine	1451	1444	99.5%
Right to Repair 1	55	55	100%
Right to Repair 3	1	1	100%
Void	279	278	99.6%
Specialist	92	92	100%
On Order	67	64	96%
TOTALS	2188	2170	99%

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 2015/16, 1701 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1688 of these were completed 'right first time' giving an overall performance rate of 99.24%.

Gas Safety Checks 2015/16

The Association is required to ensure that all properties with gas installations receive an annual service/safety check

each year. During 2015/16, this applied to 544 properties and we are delighted to report that all 544 annual services/safety checks were conducted and safety certificates received within the appropriate timescale.

Stage 3 Adaptations

Each year the Association receives a number of requests for medical adaptations from occupational therapists or other agencies on behalf of our tenants. During 2015/2016, we managed to secure and spend £52,081.89 funding from Glasgow City Council which allowed us to carry out 20 x Stage 3 Adaptations which included:

- 9 x level access showers
- 2 x ramped accesses
- 1 x specialist WC
- 2 x wet floor showering facilities
- 1 x additional door entry handset
- 1 x grip rails
- 1 x toilet reconfiguration and handrails
- 1 x external handrail
- 1 x internal handrail
- 1 x overbath showers

Pre and Post Inspections 2015/16

The Association aims to pre and post inspect a minimum of 10% of repairs. This allows us to monitor the service provided and the quality of workmanship of our contractors. We are pleased to report that we exceeded this target in 2015/16 as detailed below:

Total Number of Jobs issued	Total Number of Jobs Pre-Inspected	Total Number of Jobs Post-Inspected
2188	448 (20%)	489 (22%)



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	Fairly Satisfied	Neither /Nor	Fairly Dissatisfied	Very Dissatisfied
Helpfulness of Association Staff	93.75%	6.25%	0%	0%	0%
Appointment System	100%	0%	0%	0%	0%
Length of time taken	87.5%	6.25%	6.25%	0%	0%
Attitude of Tradesmen	100%	0%	0%	0%	0%
Quality of Work	100%	0%	0%	0%	0%
Level of Disturbance	100%	0%	0%	0%	0%
Extent to which work met needs	87.5%	6.25%	6.25%	0%	0%



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 2015/2016, the Association progressed plans for the next phase of bathroom replacements at 73-85 James Nisbet Street and awarded the contract to CCG (Scotland) Ltd in March 2016. The committed expenditure for these works is £86,744.95. In addition, we also completed internal and external painterwork to 80, 90 and 100 Roystonhill, 3 and 7 James Nisbet Street, 2 Earlston Place, 91 Roystonhill and external painterwork to properties at 121-149 Rhymer Street (odds), 1-9 Earlston Avenue, 1-11 Earlston Place and 93-101 Roystonhill (odds) with spend on these works totalling £45,068.40.

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 2015/16 are given below:

Overall costs for:

Gas servicing and maintenance	£64,719.81
Grounds maintenance and grass cutting	£21,816.06

Other News:

Tenant Satisfaction with Repairs Survey Results 2015/16

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% each month of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 160 Tenants who had repairs carried out during 2015/16 and

asked overall how satisfied were they with the repairs service provided by the Association. We were extremely pleased with the results as they demonstrated that the majority of tenants continue to be satisfied with the repairs service and the quality of work provided by our Contractors as broken down below:

89.17% (143) indicated they were very satisfied

8.92% (14) indicated that they were fairly satisfied

1.91% (3) indicated that they were neither satisfied or dissatisfied





Income & Expenditure Account for the Year Ended 31 March 2016

Per Annual Accounts		
Turnover	1,690,532	Mostly Rental Income some sundry items
Less Operating Costs	(1,232,834)	Cost of Management and Maintenance of the properties
Operating Surplus/(Deficit)	457,698	
Loss on Disposal of Housing	nil	Technical loss on Component Replacement
Add Interest Receivable	1,690	Interest earned from money invested
Less Interest Payable	(97,417)	Interest paid on the loans taken out to finance the properties
Surplus/(Deficit) for the Year	361,971	Amount remaining after all expenses have been met
Transfer from Revaluation Reserve	-	Property Revaluation Reserve
Transfer (to)/from Designated Reserve	nil	Money (put into)/drawn from a special major repairs fund
Retained in Revenue Reserve	361,971	Balance left at the end of the year
Pensions Deficit	(857,000)	
Revenue Reserve brought forward	8,468,999	Last year's balance brought forward
Revenue Reserve carried forward	7,973,970	Total Revenue Reserves at the year end

Balance Sheet as at 31st March 2016

Tangible Fixed Assets		
Housing Properties	10,030,119	Net Book Value of all our housing Less Depreciation stock (after Grants & Depreciation)
Other Fixed Assets	397,926	The office, office furniture & equipment & CCTV system
Total Fixed Assets	10,428,045	
Current Assets		
Debtors	240,512	Money owed to us
Cash at bank and in hand	1,892,521	Money in bank
Total Current Assets	2,133,033	
Current Liabilities		
Creditors due within one year	(647,019)	Money we owe in the near future
Net Current Assets	1,486,014	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	11,914,059	
Creditors due after more than one year	(3,939,629)	The loans taken out to finance the newbuild & refurbished properties and Pension Deficit
Net Assets	7,974,430	Net Value of Spire View Housing Association
Capital and Reserves		
Share Capital	460	This is the sum of the £1 membership fee
Revenue Reserves	7,973,970	Money built up from remaining surpluses
Total Capital and Reserves	7,974,430	Net Funds of Spire View Housing Association

Community News and Partnership Working



We are delighted to continue to work in partnership with various agencies to achieve many of our objectives at Spire View. Detailed below is just some of what we achieved in 2015/2016:

Royston's Got Talent 2015

In August 2015 and in partnership with our neighbours at Copperworks and Royston Youth Action, we held a hugely successful talent show / community event. We are very grateful to Royston Youth Action and North Glasgow Community Food Initiative for the support and assistance given to us which enabled us to host this event.



Spring Clean Up 2016

In March 2016 we held our annual Spire View and Copperworks Community clean-up day in conjunction with Royston Primary, St Roch's Secondary and Community Safety Glasgow. We were absolutely delighted that these willing young people and teachers braved the cold to come along and take part! By the end of our clean-up day our 'wee' corner of Royston looked fantastic and very well maintained.



Financial Capability Officer and Tenancy Support Worker

During the year we were successful, working in partnership with 4 other RSL's, in securing funding of around £55,943 from the Scottish Government to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Kaye McFall) for a further one year period until March 2017. These services are well underway and we will continue to provide updates on progress in our newsletters throughout the year.

Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action and we are fortunate that they provide us with vital support when we organise community events. In 2015/2016 the Association was delighted to secure £119,379 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the 4 year period 2012-2016 to around £360,000. In addition to this, we have already managed to secure a further £107,431 of funding for 2016/2017. 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.

Music Industry Made Accessible (M.I.M.A.)

Thanks to funding of £14,220 from the Scottish Government People and Communities Fund, we were able to continue to support this project during 2015/2016. The project was run in the local area and managed by singer/songwriter Maeve O'Boyle. This music related employability project is aimed at those aged between 16 and 25 who are unemployed, between education and who have a keen interest in music. We are delighted with the outcomes achieved by this project including young people gaining employment, recording deals and college places.



Money Advice Service

We continued to offer this free service to our tenants and the local community throughout the year. Thanks to the support of the Glasgow Advice Agency, North Glasgow Advice Centre and Barmulloch Community Development Company.



Royston Community Facility

Over the course of the last few years, Spire View has been exploring the possibility of a new or refurbished community facility in the local area. Thanks to funding from GHA (£4,000), GCC (£3,000) and The Big Lottery Awards for All (£6,000), along with a contribution from ourselves, we were able to produce a robust needs and demand analysis along with a business plan. The Rainbow Hall was also identified as the preferred site for this development. We used the information gathered from this study to support funding applications to further develop this idea in full consultation with the local community and other service users. We were delighted to be awarded £68,734 in lottery development funding to allow us to explore our proposal more fully.



LOTTERY FUNDED



Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2015/ 2016 we donated £1,900.00 to worthy causes including Teenage Cancer Trust, Mary Barbour Trust, Young @ Heart 50+ Club, Shelter Scotland, The Stroke Association and local schools.



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 for this grant which offers £25 per child. This resulted in grants being awarded to 84 local children to help make Christmas day a bit more extra special for these families.



Other News... Complaints Handling

During 2015/2016 we received a total of 13 complaints, of which 10 were resolved at stage 1. We had 3 cases that escalated to stage 2 as we required more information and had to investigate the complaint further.

All complaints were resolved within the appropriate timescale. 69% of complainants were either very or fairly satisfied with the outcome of the complaint. The remaining complainant's were neither satisfied nor dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 61 % of complainants were satisfied with the way the complaint was handled, and 38% (5 complainant's) 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. We now regularly use Facebook and Twitter to communicate with our tenants and other service users. We have also upgraded and redesigned our website which we use regularly to update the wider community with local news, community events, photos and much more.

Glasgow Living Wage

During 2015/2016 we were awarded 'Glasgow Living Wage' Status in recognition of our commitment to pay the 'living wage' to all our employees.



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.



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