



# Annual Report 2016 2017

# Chairperson's Report

**It gives me great pleasure to present Spire View Housing Association's 2016/2017 Annual Report.**



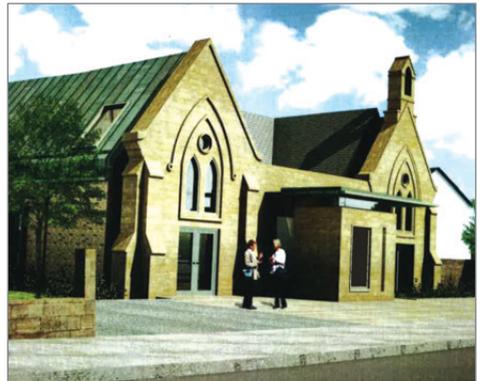
**I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and this past year has been another year of great success.**

It is important to us to deliver the services that our tenants tell us are most important to them and we continue to work tirelessly alongside our community to ensure that we do this. Our sector is continually changing and 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 Pollok Credit Union, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), 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 Service Standards, Wider Role Strategy, Factoring Policy, Membership Policy, Estate Management Policy, Maintenance Policy and Tenant Participation Strategy to name just a few. Furthermore, we published and distributed our third Landlord Report. This document provides valuable information for our tenants and we will continue to issue this in October of each year.

As you know, the Association has been working extremely hard over the past few years to provide a brand new community facility on Roystonhill and as we reported last year, we had moved some way towards achieving this goal by securing £575,000 from the Scottish Government's Regeneration and Capital Grant Fund.



During the past year, we have achieved another significant milestone and our funding bids to the Scottish Land Fund and the Big Lottery were successful. Securing this funding will allow us to progress with the project and we are also extremely grateful to all other partners who are contributing to the project such as: Rosemount Development Trust, Copperworks Housing Association, The Hugh Fraser Foundation, The Clothworkers Foundation and Glasgow Housing Association.

The next step in the process will be to complete the purchase of the Rainbowhall in April 2017. We are very excited that this project is now a reality and looking forward to moving it forward over the next year.

As many of you will know, Royston Youth Action provide a lot of valuable services from the Rainbow Hall and we are putting arrangements in place to make sure that they can continue to do so. The Association will be taking over key holding

responsibility for the Roystonhill Community Centre (Blue Roof) from May 2017 and Royston Youth Action will decant there and continue with their excellent work. Once the new centre is built, Royston Youth Action will return.

We have come a long way in 28 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

# Our Spire View Team

## Committee Members

Charlie Lunn	<i>Chairperson</i>
Tilly McIlroy	<i>Vice Chairperson</i>
Jean Lunn	<i>Secretary</i>
Alan Brown	<i>Treasurer</i>
Frances McEwan	<i>Committee Member</i>
Andrew Samson	<i>Committee Member</i>
Hannah Simpson	<i>Committee Member</i>
Billy Tibbs	<i>Committee Member</i>
Clare O'Donnell	<i>Committee Member</i>
Lynda Mulholland	<i>Committee Member</i>
Stirling Wilson	<i>Committee Member</i>
Isabel Heeps	<i>Committee Member</i> <i>(Co-opted 10/2/17)</i>
Brian Mulholland	<i>Committee Member</i> <i>(Resigned 24/05/16)</i>
Donna Tibbs	<i>Committee Member</i> <i>(Resigned 04/11/16)</i>
Adil Aziz	<i>Committee Member</i> <i>(Resigned 26/08/16)</i>
Philip McCartney	<i>Committee Member</i> <i>(Resigned 23/02/17)</i>

## Staff Members

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

## Consultants

AC Davidson & Co	<i>Finance Consultant</i>
French Duncan	<i>Auditors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Donna Ferguson	<i>Tenancy Support Officer</i>



# Housing Management

## Allocations and Voids

During 2016/17, 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 2017 we had healthy waiting lists with a total of 184 applicants, 107 of which were new additions during the year.

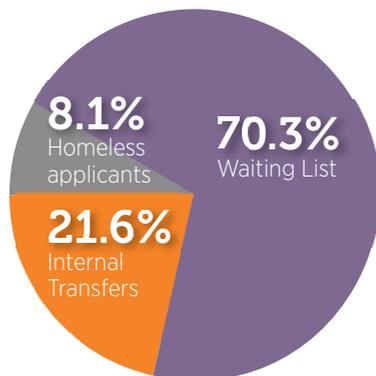
We let 37 properties during 2016/2017, 26 of which were let to applicants on our waiting list. A further 8 properties were let to applicants on our internal transfer list and the remaining 3 properties were let to homeless referrals.

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

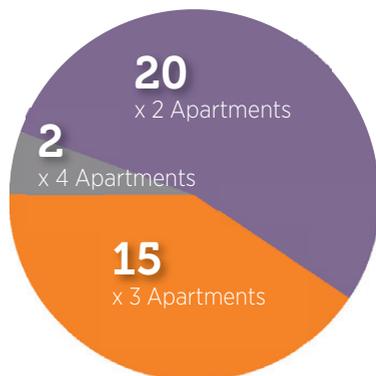
<b>20</b> x 2 apartments
<b>15</b> x 3 apartments
<b>2</b> x 4 apartments

The average time taken to re-let our void properties was just 12.70 days.

## Allocations breakdown by %



## Allocations breakdown by size





## 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 (0.44%) recorded at 31st March 2017. The level of non-technical arrears at 31st March 2017 was 1.76%.

The percentage of Spire View tenants claiming housing benefit remained low and at 31st March 2017, just 37% 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 and we still managed to keep arrears very low.

## Estate Management

Maintaining an exceptionally high standard of estate management is very important to the Association and our staff team work extremely hard to ensure this. We are pleased that the vast majority of tenants take pride in their gardens and the general condition of the common areas around their property and this is complemented by the ground maintenance programme arranged by the Association.

Our annual gardening competition took place in September 2016, 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 2016/2017 we received a total of 13 Anti-Social Behaviour complaints. We were able to resolve 10 of these through 'management actions', for example advice, letter, mediation etc, 2 through legal action and 1 Acceptable Behaviour Notice Issued. We did not require to issue any Unacceptable Behaviour Notices (UBNs). However, 2 Notice of Proceedings were 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 Right to Buy ended for all Spire View Housing Association tenants on 31st July 2016.

# 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;

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

Performance 2016/2017			
	Repairs Ordered	Repairs Completed on Time	% Completed on Time
Emergency	220	216	98.19%
Urgent	47	47	100%
Routine	1490	1469	98.59%
Right to Repair 1	36	36	100%
Right to Repair 3	1	1	100%
Void	227	276	99.64%
Specialist	135	132	97.77%
On Order	73	67	91.78%
TOTAL	2279	2244	98.5%



## 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 2016/17, 1782 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1740 of these were completed ‘right first time’ giving an overall performance rate of 97.64%.

## Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year. During 2016/17 this applied to 547 properties and we are delighted to report that all 547 annual services/safety checks were conducted and safety certificates received within the appropriate timescale.

## Stage 3 Adaptations

These are adaptations that are made to tenants homes to assist with any medical needs that require to be met. For an adaptation to be progressed, a referral from a medical professional such as an occupational therapist, doctor or other agency is required. During 2016/2017, we managed to secure and spend £39,039.39 funding from Glasgow City Council which allowed us to carry out 21 x Stage 3 Adaptations which included:

- 7 x level access showers
- 1 x ramped access
- 3 x wet floor showering facilities
- 3 x external handrail
- 2 x internal handrail
- 2 x over bath showers
- 1 x specialist taps
- 1 x additional lighting
- 1 x non-slip flooring

## Pre and Post Inspections

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 2016/17 as detailed below:

Total Number of Jobs issued	Total Number of Jobs Pre-Inspected	Total Number of Jobs Post-Inspected
<b>2279</b>	<b>448 (19.7%)</b>	<b>487 (21.4%)</b>



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:

<b>How satisfied were you with:</b>	Very Satisfied	Fairly Satisfied	Neither /Nor	Fairly Dissatisfied	Very Dissatisfied
Helpfulness of Association Staff	100%	0%	0%	0%	0%
Appointment System	100%	0%	0%	0%	0%
Length of time taken	100%	0%	0%	0%	0%
Attitude of Tradesmen	100%	0%	0%	0%	0%
Quality of Work	93.75%	6.25%	0%	0%	0%
Level of disturbance	100%	0%	0%	0%	0%
Extent to which work met needs	100%	0%	0%	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.

The Association has a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

In 2016/2017, the Association completed the next phase of bathroom replacements at 73-85 James Nisbet Street. The expenditure for these works was £74,000.

In addition, we also carried out internal and external painter work as listed below with a total spend of £59,740.80.

- 91-99 James Nisbet Street (external)
- 1, 2, 3, 4, 5, 7 Bright Street (internal and external)
- 6, 8, 10, 12 and 14 Bright Street (external)
- 5, 7 and 9 Roystonhill Place (external)
- 6 Roystonhill Place (internal and external)
- 42 Tharsis Street (internal and external)
- 43 Tharsis Street (external)
- 112-140 Rhymer Street (external)
- 121 - 185 Roystonhill (external)

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 2016/17 are given below

### Overall costs for:

Gas servicing and maintenance	<b>£66,939.80</b>
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Grounds maintenance and grass cutting	<b>£34,069.83</b>
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## Other news:

### Tenant Satisfaction with Repairs Survey Results

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 171 Tenants who had repairs carried out during 2016/17 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:

<b>97.66% (167)</b> indicated they were very satisfied
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<b>2.34% (4)</b> reported they were fairly satisfied
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# Finance

## Income & Expenditure Account for the Year Ended 31 March 2017

Per Annual Accounts		
Turnover	2,027,816	Mostly Rental Income some sundry items
Less Operating Costs	(1,597,445)	Cost of Management and Maintenance of the properties
<b><i>Operating Surplus/(Deficit)</i></b>	<b>430,371</b>	
Loss on Disposal of Housing	(3,294)	Technical loss on Component Replacement
Add Interest Receivable	1,180	Interest earned from money invested
Less Interest Payable	(70,770)	Interest paid on the loans taken out to finance the properties
<b><i>Surplus/(Deficit) for the Year</i></b>	<b>357,487</b>	Amount remaining after all expenses have been met
<b><i>Pensions Deficit</i></b>	<b>372,000</b>	
Reserves brought forward	7,621,902	Last year's balance brought forward
Reserves carried forward	<b>£8,351,389</b>	Total Revenue Reserves at the year end

# Balance Sheet as at 31st March 2017

<b>Tangible Fixed Assets</b>		
Housing Properties	9,985,813	Net Book Value of all our housing stock (after Grants & Depreciation)
Less Depreciation		
Other Fixed Assets	361,470	The office, office furniture & equipment & CCTV system
<b>Total Fixed Assets</b>	<b>10,428,045</b>	
<b>Current Assets</b>		
Debtors	480,508	Money owed to us
Cash at bank and in hand	1,520,064	Money in bank
<b>Total Current Assets</b>	<b>2,000,572</b>	
<b>Current Liabilities</b>		
Creditors due within one year	(610,448)	Money we owe in the near future
Net Current Assets	1,390,124	Current Assets less Current Liabilities
<b>Total Assets Less Current Liabilities</b>	<b>11,737,407</b>	
Creditors due after more than one year	(3,385,616)	The loans taken out to finance the newbuild & refurbished properties
<b>Net Assets</b>	<b>£8,351,791</b>	Net Value of Spire View Housing Association
<b>Capital and Reserves</b>		
Share Capital	402	This is the sum of the £1 membership fee
Revenue Reserves	8,351,389	Money built up from remaining surpluses
<b>Total Capital and Reserves</b>	<b>£8,351,791</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 2016/2017:**

## Royston's Got Talent 2016

In August 2016 and in partnership with Copperworks Housing Association, we held a hugely successful talent show / community event. We are very grateful to



Copperworks and The Youth Committee for the support and assistance given to us which enabled us to host this event.

## Spring Clean Up 2017

In March 2017 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.





## 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 £55,000 from the Scottish Government to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Donna Ferguson) for a further one year period until March 2018. These services are very well used and provide excellent outcomes for our customers.

## 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 2016/2017 the Association was delighted to secure £107,431 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the

5 year period 2012-2017 to around £467,000. In addition to this, we have already managed to secure a further £100,000 of funding for 2017/2018. 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.

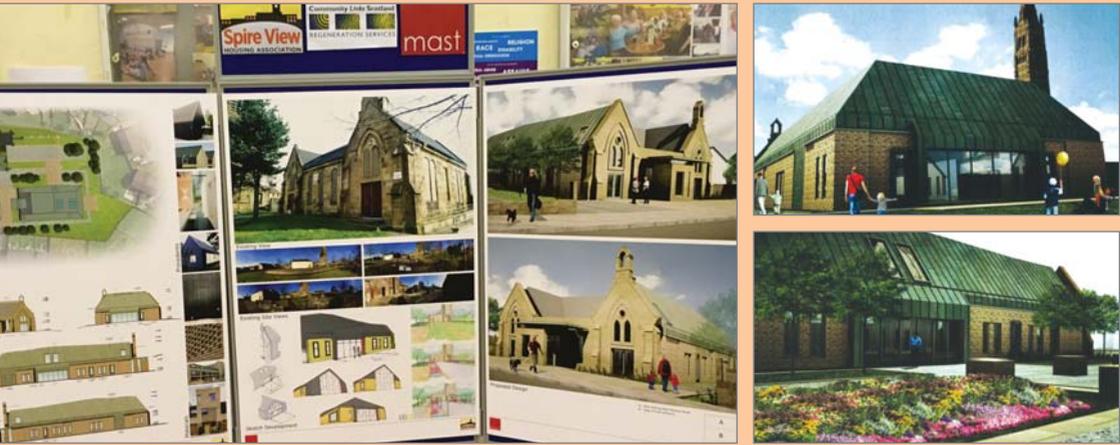


## Money Advice Service

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.

Moving forward we are looking towards a more formal partnership with the Greater Easterhouse Money advice Project (GEMAP) to provide this service to our customers.





## 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, community facility at the Rainbow Hall site on Roystonhill. This project moved forward significantly during 2016/2017 with funding awards confirmed from the Scottish Government's Regeneration and Capital Grant Fund (£575,000), Big Lottery Fund (£1,098,748), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£20,000) and Rosemount Development Trust (£10,000). This project will become a reality when work commences in November / December 2017.

## Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2016/ 2017 we donated £1,500 to worthy causes including Marie Curie, The Beatson, Shelter Scotland, Glasgow City Mission, St Roch's Lunch Club 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 111 local children to help make Christmas day a bit more extra special for these families.





*Santa and his reindeer visited us again in December 2016*

## Other News: Complaints Handling

During 2016/2017 we received a total of 19 complaints, of which 10 were resolved at stage 1. We had 9 cases that escalated to stage 2 as we required more information and had to investigate the complaint further.



88.89% of complaints were resolved within the appropriate timescale. 52.6% 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, 52.6% of complainants were satisfied with the way the complaint was handled, and 47.4% (9 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 and Twitter to communicate with our tenants and other service users. We also continue to frequently update our fully upgraded and redesigned website. 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.





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