

Spire View Housing Association

Annual Report 2017-2018
Landlord Report Card 2018



Chairperson's Report

It gives me great pleasure to present Spire View Housing Association's 2017/2018 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 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 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 Equality and Diversity Policy, Rent Policy, and Maintenance Policies to name just a few. Furthermore, we published and distributed our fourth Landlord Report. This document provides valuable information for our tenants and we will continue to issue this by 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 we are delighted to report that we purchased the Rainbow Hall in April 2017 and construction of the

new Centre is well underway. Our contractor, Fleming Buildings Ltd have been on site since February 2018 and we look forward to this project being completed by April 2019. This new development would not have been possible without funding support from the Scottish Government's Regeneration Capital Grant Fund, the Scottish Land Fund, the Big Lottery Fund, Rosemount Development Trust, Copperworks Housing Association, The Hugh Fraser Foundation, Glasgow City Council, The Clothworkers Foundation and Glasgow Housing Association. We are extremely grateful to these partners for contributing to this project.

In May 2017, the Association took over key holding responsibilities for the Roystonhill Community Centre in a bid to decant the existing user groups from the Rainbow Hall during the redevelopment of this site. Royston Youth Action have now moved in to the building and continue to provide their very valuable service to the community. Once the new centre is built, Royston Youth Action will return.

We have come a long way in 29 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 2017/18, 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 2018 we had healthy waiting lists with a total of 239 applicants.

We let 47 properties during the year, 33 of which were let to applicants on our waiting list. A further 13 properties were let to internal transfer applicants and 1 property was let to the Simon Community as part of a pilot.

The 47 properties allocated varied in size and can be broken down as follows:

28 x 2 apartments
16 x 3 apartments
3 x 4 apartments

The average time taken to re-let our void properties was 10.04 days.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the year and this was reflected in the low level of technical arrears (0.49%) recorded at 31st March 2018. The non-technical arrears stood at 1.51%.

The percentage of Spire View tenants in receipt of full housing benefit remained low at 37.2% with a further 11.8% in receipt of partial housing benefit. Once again, we were very busy collecting more cash from tenants than in previous years and 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 organise regular clean up campaigns with tenants, local schools and Land & Environmental Services to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work in partnership with agencies such as Environmental Task Force, Police Scotland, local councillors and MSP's to help keep our community 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 2017/2018 we received a total of 38 Anti-Social Behaviour complaints. We were able to resolve 30 of these through 'management actions', for example advice, letter, mediation etc. and a further 8 were resolved by issuing breach of tenancy letters. We did not need to issue any Unacceptable Behaviour Notices (UBNs) or Acceptable Behaviour Contracts (ABC's), nor serve any Notice of Proceedings. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Repairs, Maintenance & Improvements

Allocations and Voids

The Association continues to provide an excellent repairs service. We believe 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:

Performance 2017/18			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	239	4 hours	2 hours
Non-Emergencies			
Urgent	43	1 working day	1.3 days
Routine	1572	5 working days	2.42 days
Right to Repair 1	13	1 working day	1 day
Specialist	60	30 working days	8.85 days
On Order	68	20 working days	8.46 days
Totals	1756		2.84 days

Right First Time

All Registered Social Landlords are required to report on the number of reactive repairs that are deemed as completed "Right First Time". During 2017/18, 1756 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1736 of these were completed 'right first time' giving an overall performance rate of 98.86%.

Voids

The Association completed 331 repairs to void properties with 100% being completed within the required timescales set.

Gas Safety Checks

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

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 the year, we managed to secure and spend £58,724 of funding from Glasgow City Council which allowed us to complete 28 x Stage 3 Adaptations which included:



- 10 x level access showers
- 1 x wet floor showering facilities
- 1 x Bio Bidet
- 1 x Carer Screens (shower)
- 3 x external handrail
- 6 x internal handrail
- 4 x over bath showers
- 1 x additional lighting
- 1 x Door Entry/Additional Handset Installations

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%



Development open event



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

Although we did not carry out any planned kitchen or bathroom replacements during the year, we completed external cladding and window replacement works to the rear elevation of 80/90/100 Roystonhill. These properties had been suffering from intermittent water penetration and the work carried out to this block has remedied this. The total spend associated with these works was approximately £446,000.

We also have a cyclical works programme in place which includes services such as gas servicing and maintenance and grounds maintenance/grass cutting.

The costs for our Cyclical Maintenance programme for 2017/18 are given below:

Gas servicing and maintenance	£69,987.20
Grounds maintenance and grass cutting	£50,285.70

We completed Year 4 of a 6 year redecoration contract which involved painting at common areas such as closes, external windows, doors, fences, clothes poles and gates at 90-96 James Nisbet Street, 101 and 103 James Nisbet Street, 100-114 James Nisbet Street and 102-132 Roystonhill. The cost for year 4 works totalled £30,853.20.

Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2017/18

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 282 Tenants who had repairs carried out during 2017/18 and asked overall how satisfied were they with the repairs service provided by the Association. The results below demonstrate that the majority of tenants continue to be satisfied with the repairs service and the quality of work provided by our Contractors:

99.6% (281) indicated they were very satisfied

0.4% (1) indicated that they were neither satisfied/nor dissatisfied

Development

The Association is excited to report that we have been progressing our first development project in a number of years. During the year, we reported progress in our Newsletter and held an open event to allow the local community to look at the proposals. The project will involve the demolition of the old Social Work Building on Glenbarr Street and replacement of this with 24 new build flats.

The acquisition of the building and surrounding land concluded in March 2018 and we are looking forward to progressing the project in the next financial year.

Finance

Income & Expenditure Account for the Year Ended 31 March 2018

Per Annual Accounts		
Turnover	1,985,833	Mostly Rental Income some sundry items
Less Operating Costs	(1,559,856)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	425,977	
Loss on Disposal of Housing	0	Technical loss on Component Replacement
Add Interest Receivable	875	Interest earned from money invested
Less Interest Payable	(30,019)	Interest paid on the loans taken out to finance the properties
Surplus/(Deficit) for the Year	396,833	Amount remaining after all expenses have been met
Pensions Deficit Remeasurement	3,000	Pension Adjustment
		399,833
Reserves brought forward	8,351,389	Last year's balance brought forward
Reserves carried forward	£8,751,222	Total Revenue Reserves at the year end

Balance Sheet as at 31st March 2018

Tangible Fixed Assets		
Housing Properties	10,238,596	Net Book Value of all our housing stock (after Grants & Depreciation)
Less Depreciation		
Other Fixed Assets	580,588	The office, office furniture & equipment & CCTV system and Community Hub costs
Total Fixed Assets	10,819,184	
Current Assets		
Debtors	202,962	Money owed to us
Cash at bank and in hand	1,785,866	Money in bank
Total Current Assets	1,988,828	
Current Liabilities		
Creditors due within one year	(729,351)	Money we owe in the near future
Net Current Assets	1,259,477	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	12,078,661	
Creditors due after more than one year	(3,327,246)	The loans taken out to finance the newbuild & refurbished properties
Net Assets	£8,751,415	Net Value of Spire View Housing Association
Capital and Reserves		
Share Capital	193	This is the sum of the £1 membership fee
Revenue Reserves	8,751,222	Money built up from remaining surpluses
Total Capital and Reserves	£8,751,415	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 during the year:

Christmas Winter Wonderland

In December 2017 and in partnership with Copperworks Housing Association, Rosemount Lifelong Learning, Play at our place, St Roch's Nursery, Royston Primary and St Roch's Primary schools we held a hugely successful Christmas Winter Wonderland community event where we were able to give a small gift to over 400 local children who visited Santa in his Grotto and took photos with his Reindeer. 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, St Roch's Primary and Community Safety Glasgow. We were absolutely delighted that these willing young people and teachers came along and took part!



Capability Officer and Tenancy Support Worker

We were successful, working in partnership with 4 other RSL's, in securing funding of around £53,880 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 2019. 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. In 2017/2018 the Association was delighted to secure £100,000 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the 6 year period 2012-2018 to around £567,000. All the money we have secured 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 a free money advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is very much in demand and has seen some great outcomes for our tenants and residents.



Royston Community Facility

For several years, (in consultation with the local community), we have been working towards the creation of a new, state of the art, community facility at the Rainbow Hall site on Roystonhill. This project moved forward significantly during the year with funding awards confirmed from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,098,748), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), GCC Area Partnership (£5,000) Hugh Fraser Foundation (£10,000) and Rosemount Development Trust (£10,000). This project is now on site and will be completed around April 2019.

Funders:



LOTTERY FUNDED



The Scottish Government



COPPERWORKS
Housing Association



THE HUGH FRASER
FOUNDATION

Scottish Land Fund
Ionmhàs Fearainn Na H-Alba



Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2017/ 2018 we donated £1,765.00 to worthy causes including Royston Youth Action, North Connections Senior Forum, Glasgow City Mission, St Roch's Lunch Club, Young @ Heart 50+ Lunch Club and local schools.

Cash For Kids Christmas Grant

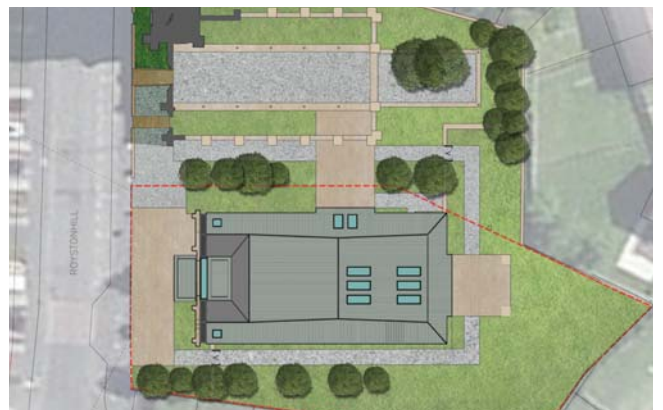
Cash for Kids operate a "Christmas Grant" whereby they provide a grant to help to alleviate some of the stresses that can be placed on families around this time of year. We assisted Cash for Kids to administer applications for this grant which offers £25 per child. This resulted in grants being awarded to 96 local children to help make Christmas day a bit more extra special for these families.

Other news...

Complaints Handling

We received a total of 16 complaints, of which 10 were resolved at stage 1. We had 6 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. 31 % of complainants were either very or fairly satisfied with the outcome of the complaint. 56% were neither satisfied nor dissatisfied and 13% of complainants indicated they were dissatisfied with the outcome of the complaint. In relation to how the complaints were handled, 50 % of complainants were satisfied with the way the complaint was handled, 37.5% were neither satisfied nor dissatisfied and 12.5% 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 and now also Flickr to communicate with our tenants and other service users. 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.

Pollok Credit Union

This great service continued to run from our office on Wednesday mornings, Staff from Pollok Credit Union assisted customers to open accounts, complete loan applications and provided advice on savings.



Our Spire View Team

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>
Andrew Samson	<i>Committee Member</i>
Billy Tibbs	<i>Committee Member</i>
Clare O'Donnell	<i>Committee Member</i>
Stirling Wilson	<i>Committee Member</i> (resigned 27/11/17)
Tilly McIlroy	<i>Committee Member</i> (retired 30/10/17)
Isabel Heeps	<i>Committee Member</i>
Louise Irving	<i>Committee Member</i>
Eddie Heron	<i>Committee Member</i>
Thomas Boyle	<i>Committee Member</i>
Allan Stewart	<i>Committee Member</i> (Co-opted 26/3/18)

Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Arlene Hooks	<i>Housing Officer</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>
Tracy McDonald	<i>Finance Assistant</i>
Gillian Spence	<i>Corporate Governance Assistant</i>
Roddy Forrest	<i>Customer Services Assistant</i>
Mary Dunsmore	<i>Maintenance 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>
Donna Ferguson	<i>Tenancy Support Officer</i>
Patrick Hanlon	<i>Money Advisor</i>
Maddie Ross	<i>Money Advisor</i>

Spire View publishes 5th 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



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.

This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we publish each year.

In 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.

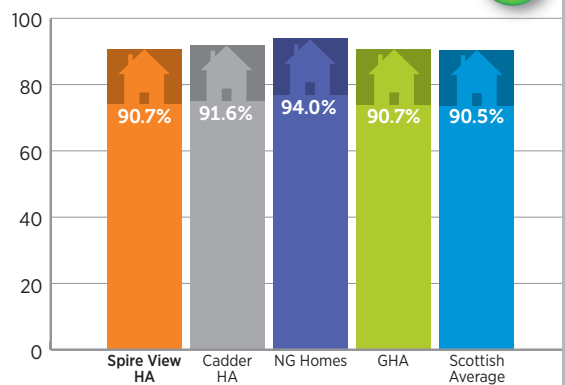
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; 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 the Scottish Average figures to enable you to see exactly how Spire View compares at a national level.



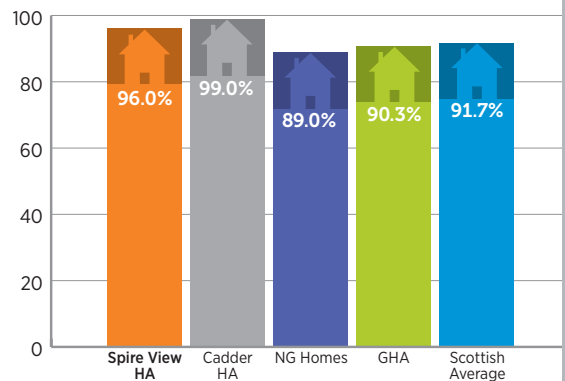
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£52.51	£72.64	£74.63	£73.40	£73.33
3 apt	£58.94	£79.64	£80.86	£79.19	£74.94
4 apt	£69.47	£90.34	£91.08	£92.71	£81.37
5 apt	£70.30	£101.63	£100.65	£101.72	£90.39

Tenant Satisfaction...

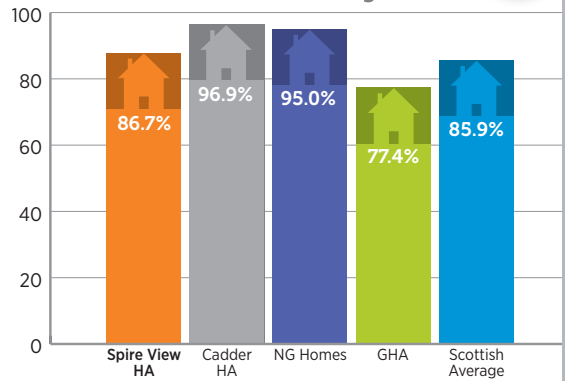
Percentage of tenants satisfied with the overall service provided



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

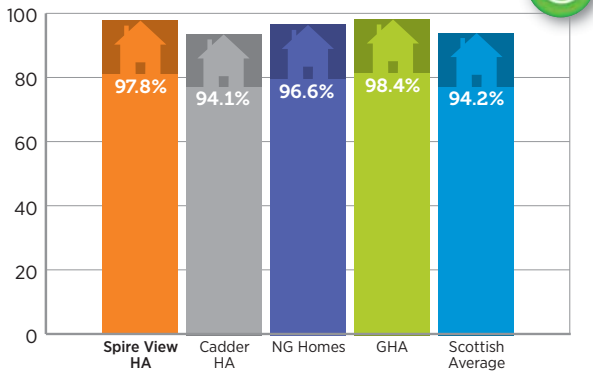


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

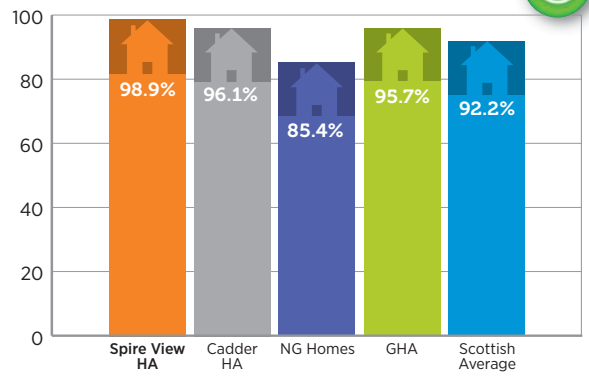


Quality and Maintenance of Homes...

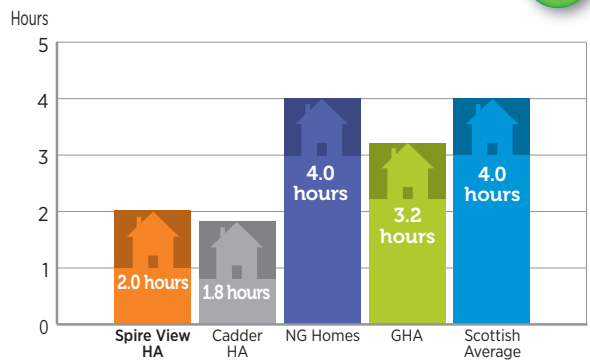
Percentage of homes meeting the Scottish Housing Quality Standard



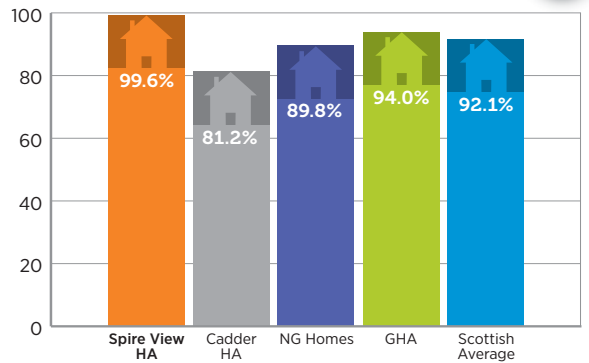
Percentage of reactive repairs carried out in the last year completed right first time



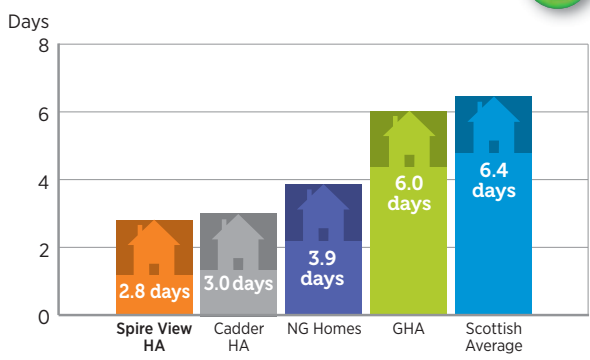
Average number of hours taken to complete emergency repairs



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

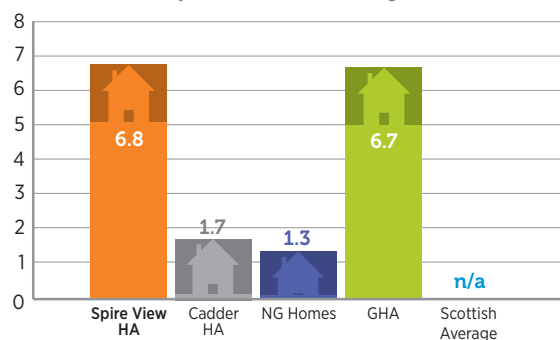


Average number of days taken to complete non-emergency repairs

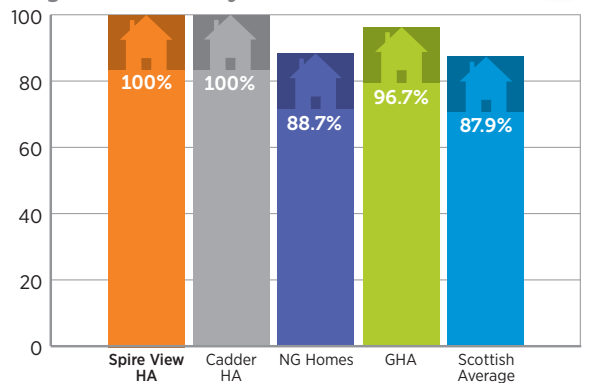


Neighbourhoods...

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

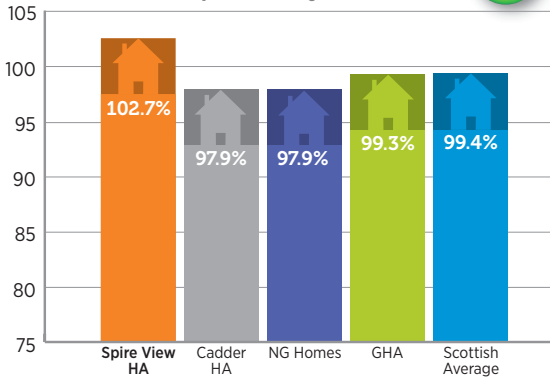


Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year

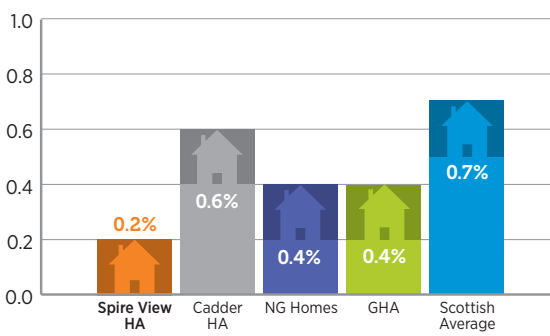


Value for Money...

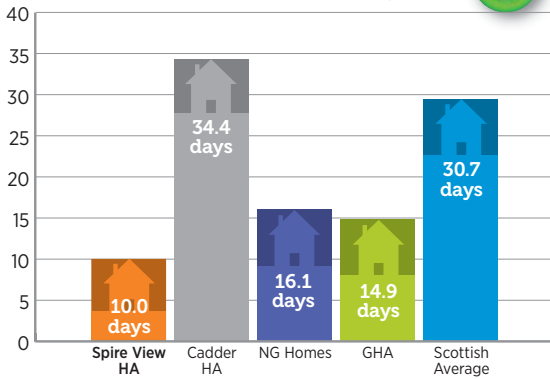
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



Average length of time in days taken to re-let homes in the last year



As you can see, we are exceeding the Scottish average performance in every category (where available). Furthermore, in the majority of categories we match or exceed all the other RSL's that we have drawn comparisons with. We believe we have managed to provide an excellent service whilst keeping our rents extremely affordable. We are absolutely delighted with this performance. However, we are by no means complacent and firmly believe there is always room for improvement.

Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation and your community and we value your views, thought 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 **fiomurphy@spireview.org.uk** or telephone **0141 559 5648**.

