



# Spire View Housing Association

Annual Report 2019-2020

# Chairperson's Report



**It gives me great pleasure to present Spire View Housing Association's 2019/2020 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, Royston Youth Action 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. I am delighted to report that we concluded the development of the Roystonhill Community Hub in July 2019. This state of the art community facility is a fantastic asset for our local community and provides a modern, purpose built space for community groups and individuals to come together. We hope this building will serve as the 'hub' of the Royston community for many years to come. This project 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.

Another massive achievement during the year was the commencement of our first new build development in 15 years. This project will see the development of 24 new build flats for rent at the former social work building on Glenbarr Street, and we anticipate completion in May 2021.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards, Membership Policy and Allocation Policy 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 each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents which allow also the Association to remain financially sustainable.

Towards the end of 2019/2020, Scotland and the UK as a whole was placed in 'lockdown' as a result of the COVID-19 global pandemic. The Association was instrumental in the formation of the Royston Covid Response Group and the response delivered in the local community. I am exceptionally proud of the part we played in this partnership and the support delivered to our local community.

We have come a long way in 31 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 2019/20, 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 2020 we had healthy waiting lists with a total of 348 applicants.

We let 37 properties during 2019/20, 23 of which were let to applicants on our waiting list. A further 13 properties were let to applicants on our internal transfer list and 1 property was let to a homeless referral.

The 37 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 (**0.56%**) recorded at 31st March 2020. The level of non-technical arrears at 31st March 2020 was **1.92%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2020, **45.5%** of tenants were in receipt of housing benefit, **27.5%** full and **18%** partial Housing Benefit. We also had **2.5%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.



## 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 Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc.

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

We also carried out a full comprehensive review of our approach to estate management in consultation with the local community and as a result will be implementing a close cleaning and grass cutting service from 2020/2021.



## 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 2019/20 we received a total of 33 Anti-Social Behaviour complaints. We were able to resolve 26 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 Acceptable Behaviour Contracts (ABC's) was issued. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

# Repairs, Maintenance & Impro

## Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set. We are delighted with how we have performed against our targets as outlined below and that we continue to receive very high levels of tenant satisfaction for the repairs service we provide.

### Performance 2019/20

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	348	4 hours	1.99 hours
Non-Emergencies			
Urgent	48	1 working day	1.2 days
Routine	1,345	5 working days	2.3 days
Right to Repair 1	10	1 working day	1 day
Specialist	78	30 working days	5.6 days
On Order	61	20 working days	7.7 days
Totals	1,542		2.67 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 2019/20, 1542 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1525 of these were completed 'right first time' giving an overall performance rate of **98.9%**.



## Stage 3 Adaptations

Each year we receive request from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants. During 2019/20 we managed to secure funding of £43,390.00 which allowed us to carry out a total of 20 adaptations as listed below:

- 1 x Overbath Shower
- 9 x Level Access Showers
- 3 x Internal handrails
- 1 x External handrail
- 1 x Wet room
- 1 x External ramp
- 1 x Additional external lighting
- 1 x Hearing impairment equipment



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%

## Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year. During 2019/2020, all annual services/safety checks required, were conducted and safety certificates received within the appropriate timescale.





## 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 2019/20, we finalised a robust stock condition survey which provided us with updated data on the condition of our properties. This resulted in us updating our investment plan and asset management strategy which was published on our website.

The costs for our Cyclical Maintenance programme for 2019/2020 are given below:

Overall costs for:



Gas servicing and maintenance

**£57,938.92**



Grounds maintenance and grass cutting

**£53,900.47**

We also completed Year 6, the final year a redecoration contract with McColl Decorators. This year's programme included the painting of the external finishes on some of our 2 storey housing and tenement properties. Areas included external render, windows, external doors, fences and clothes poles. This year's programme of works was carried out in properties at 8 to 38B Tharsis Street, 223 to 257 Roystonhill and 11 & 15 James Nisbet Street. The cost for year 6 works totalled £39,355.20.

### April 2019 to March 2020

Kitchens (inc Extract Fans)	£162,000.00	121-185 Roystonhill; 112-140 Rhymer St,
Central Heating Source (Boilers)/Distribution	£108,000.00	42 Tharsis St & Roystonhill Place
Render Repairs/Window Replacement (front)	£100,000.00	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000.00	All properties split across two years
<b>Sub-Total</b>	<b>£470,000.00</b>	
<b>Total with VAT and Fees?</b>	<b>£587,500.00</b>	

### April 2020 to March 2021

Kitchens (inc Extract Fans)	£83,250.00	Ad-hoc replacements
Entrance Doors	£34,000.00	Ad-hoc replacements
Bathrooms	£8,000.00	Ad-hoc replacements
Bathroom Extract Fans	£14,000.00	Ad-hoc replacements
Balcony Doors	£14,300.00	Ad-hoc replacements
Door Entry Systems	£1,300.00	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£300,000.00	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000.00	All properties split across two years
<b>Sub-Total</b>	<b>£554,850.00</b>	
<b>Total with VAT and Fees?</b>	<b>£693,562.50</b>	

### April 2021 to March 2022

Kitchens (inc Extract Fans)	£193,825.00	Various phases ad-hocs
Entrance Doors	£5,720.00	91-99 James Nisbest Street
Bathrooms	£2,000.00	Ad-hoc replacements
Bathroom Extract Fans	£6,270.00	Ad-hoc replacements
Central Heating Source (Boilers)/Distribution	£100,100.00	91-99 James Nisbet Street and Ad-hoc replacements
Gutters	£6,500.00	73-85 James Nisbet Street
Balcony Doors	£28,600.00	Ad-hoc replacements, various phases
Door Entry Systems	£1,300.00	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£50,000.00	73-85 James Nisbet Street
<b>Sub-Total</b>	<b>£394,315.00</b>	
<b>Total with VAT and Fees?</b>	<b>£492,893.75</b>	
<b>Total Investment</b>	<b>£1,773,956.25</b>	





## Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2019/20

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 219 tenants who had repairs carried out during 2019/20 and asked overall how satisfied were they with the repairs service provided by the Association. 218 of those surveyed advised that they were very satisfied and the remaining tenant advised they were fairly satisfied with the overall repairs service provided.

## Development

2019/2020 saw significant progression of our first new build development for 15 years at Glenbarr Street. The demolition of the old social work building took place in December 2019 and new build construction of 24 flats commenced in January 2020. At the end of the financial year, good progress had been made. Whilst the site closed on 23rd March 2020 due to COVID 19 restrictions we are still very much focussed on moving works forward and completing the development as quickly as we can.



## Our Spire View Team for 2019/2020

### Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Jean Lunn	<i>Secretary (retired 19/9/19)</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Frances McEwan	<i>Committee Member (retired 19/9/19)</i>
Andrew Samson	<i>Committee Member (resigned 30/10/19)</i>
Isabel Heeps	<i>Committee Member (resigned 29/5/19)</i>
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Membe</i>
Mark Shannon	<i>Committee Member</i>
Rachel Cooper	<i>Committee Member</i>
Andy White	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member</i>

### Staff Members

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

### Consultants

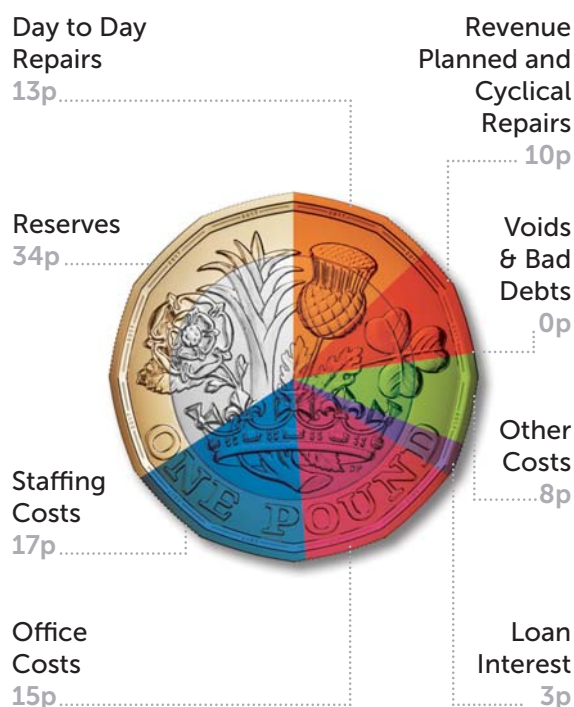
AC Davidson & Co	<i>Finance Agent</i>
French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>Tenancy Support Officer</i>
Patrick Hannon	<i>Money Adviso</i>
Frank Devaney	<i>Money Advisor</i>



## Income & Expenditure Account for the Year Ended 31 March 2020

Per Annual Accounts		
Turnover	2,171,413	Mostly Rental Income some sundry items
Less Operating Costs	(1,733,977)	Cost of Management and Maintenance of our properties
<b>Operating Surplus/(Deficit)</b>	<b>437,436</b>	
Loss on Disposal of Housing	(0)	Technical loss on Component Replacement
Add Interest Receivable	15,406	Interest earned from money invested
Less Interest Payable	(73,421)	Interest paid on the loans taken out to finance the properties
<b>Surplus/(Deficit) for the Year</b>	<b>379,421</b>	Amount remaining after all expenses have been met
<b>Pensions Deficit Remeasurement</b>	<b>(436,000)</b>	Pension Adjustment
	<b>815,421</b>	
Reserves brought forward	8,853,929	Last year's balance brought forward
Reserves carried forward	<b>£9,669,350</b>	Total Revenue Reserves at the year end

## How every pound is spent...



## Balance Sheet as at 31st March 2020

<b>Tangible Fixed Assets</b>		
Housing Properties Less Depreciation	10,688,861	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,499,436	The office, office furniture & equipment & CCTV system and Community Hub Costs
<b>Total Fixed Assets</b>	<b>13,188,297</b>	
<b>Current Assets</b>		
Debtors	246,752	Money owed to us
Cash at bank and in hand	3,143,507	Money in bank
<b>Total Current Assets</b>	<b>3,390,259</b>	
<b>Current Liabilities</b>		
Creditors due within one year	(819,657)	Money we owe in the near future
Net Current Assets	2,570,602	Current Assets less Current Liabilities
<b>Total Assets Less Current Liabilities</b>	<b>15,758,889</b>	
Creditors due after more than one year	(3,229,663)	The loans taken out to finance the newbuild, refurbished properties and Pension Deficit
Deferred Capital Grant / Grant for Community Hub and other social housing grant	2,859,665	
<b>Net Assets</b>	<b>£9,669,541</b>	Net Value of Spire View Housing Association
<b>Capital and Reserves</b>		
Share Capital	191	This is the sum of the £1 membership fee
Revenue Reserves	9,669,350	Money built up from remaining surpluses
<b>Total Capital and Reserves</b>	<b>£9,669,541</b>	Net Funds of Spire View Housing Association

# Community News and Partners

**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 2019/2020.**

## Roystonhill Community Hub (Hub on the Hill)

**After many years of hard work we were delighted to complete the creation of the new, state of the art, Roystonhill Community Hub (the Hub on the Hill). The new Hub completed during the Summer of 2019 and became fully operational over the Autumn months.**

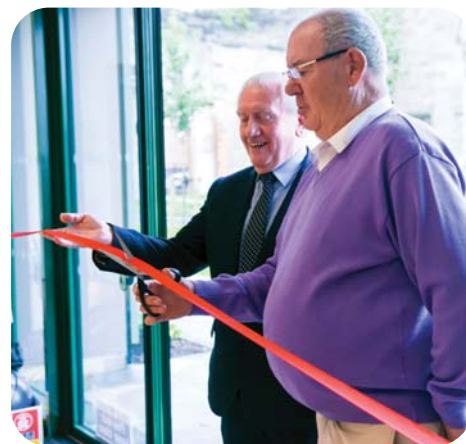
The formal opening event in August 2019 was another huge success attended by formal guests who had supported the project and countless local people who turned out in their droves to take a tour of their fabulous new building.

This new community facility quickly became a hub of activity for local groups offering activities including Kids Disco, Karate, The Hub on the Hill Café, Tots 'n' Carers, Bingo, Youth Drama, Dance, Keep Fit, Health and Wellbeing, 50+ Lunch Club and Digital Skills Classes. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Credit Union.

The Hub 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).

Making a success of the Hub has not been without challenge, including the emergence of the restrictions associated with the Coronavirus pandemic. As activities were suspended, a very swift change of direction was required and the Roystonhill Community Hub became a focal point from which support was offered to the entire Royston Community. Thanks to additional funding support of £63,040 from The National Lottery Communities Fund, the Association was able to lead and support the Royston Covid Response ensuring delivery of thousands of food parcels and hot meals to vulnerable residents across Royston and beyond.



### Funders:







## Aspire Digital Space

Working in partnership with Power Up through the Good Things Foundation and with funding from JP Morgan, the Association was awarded over £75,000 funding to deliver digital skills workshops in the local community from November 2019 until April 2021.

The project aims to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery includes a digital learning programme to enable local community members to get online, improve their digital skills and confidence, access economic benefits and improve employability through peer mentoring, upskilling of staff and local advisory group to embed the project within the locality.

The Aspire Digital Space project is being delivered in partnership with Rosemount Lifelong Learning who provide Digital Engagement Officer services and Access Technology Scotland who deliver classes each week.

Good progress was made in the early stages of the project during 2019/2020 and whilst Coronavirus restrictions have impacted on delivery, the pandemic has emphasised the importance of digital engagement within our community.

## Spring Clean Up 2019

In May 2019 we held our annual Spire View and Copperworks Community clean-up day in conjunction with Royston Primary and Glasgow City Council - Neighbourhoods and Sustainability. 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 community looked fantastic and very well maintained.

## Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action. In 2019/2020 the Association was delighted to secure £47,500 of funding from the Scottish Government for Royston Youth Action, bringing total funding for the 8 year period 2012-2020 to over £700,000. 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.



### Our Partners:



Scottish Government  
Riaghaltas na h-Alba  
gov.scot





## Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £41,000 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.

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

## Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2019/2020 we donated £2,050.00 to worthy causes including Alexandra Park Festival, Royston Primary, St. Roch's Primary, St. Roch's, Glasgow City Mission and Young@Heart 50+ Lunch Club to name just a few.

## Cash For Kids Christmas Support

Cash for Kids operate a "Christmas Grant" whereby they provide financial support 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 local community for this grant which offers £25 per child. This resulted in grants being awarded to 62 local children to help make Christmas day a bit more extra special for these families.

## North Glasgow Community Food Initiative - Fruit Barra

Thanks to Scottish Government funding through our partners at Copperworks, this fantastic service continued to operate from our office and the Roystonhill Community Hub over the course of 2019/20. The Barra provides great quality affordable fruit and veg to the local community.

## Other news... Complaints Handling

During 2020/2020 we received a total of 16 complaints, 15 of which were resolved at stage 1. We had 1 case that escalated to stage 2 as we required more information and had to investigate the matter further.

All complaints were resolved within the appropriate timescale and 44 % of complainants were very / fairly satisfied with the outcome of the complaint. The remaining 56% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 44 % of complainants were satisfied with the way the complaint was handled and 56% (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, Twitter 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.