



# Spire View

## Housing Association

Annual Report 2021-2022  
Landlord Report 2022

**It gives me great pleasure to present Spire View Housing Association's 2021/2022 Annual Report. It has been another extremely busy and rewarding year for the Association and this report will give you an overview of the main events.**



**I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and we continue to develop our services to meet the needs of all of our tenants and owners.**

As we emerged from the pandemic, we had to consider and manage the difficulties that the restrictions created. To do this, we have embraced the use of technology with a view to future proofing the organisation. I hope you will agree that we have risen to the challenge and had another very successful year and that you will find this report enjoyable reading.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving 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 Copperworks Housing Association, 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 our new build development was completed in March 2022. All properties were allocated and the tenants have advised that they were delighted with the finished product. During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards Policy, Rent Arrears Policy and Anti-Social Behaviour Policy and Maintenance 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.

During 2021/2022, Scotland and the UK as a whole navigated our way through the COVID-19 Route Map as we emerged from '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. This hard work has continued and we are delighted to be able to support tenants to this day with a Community Food Pantry. 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 33 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.

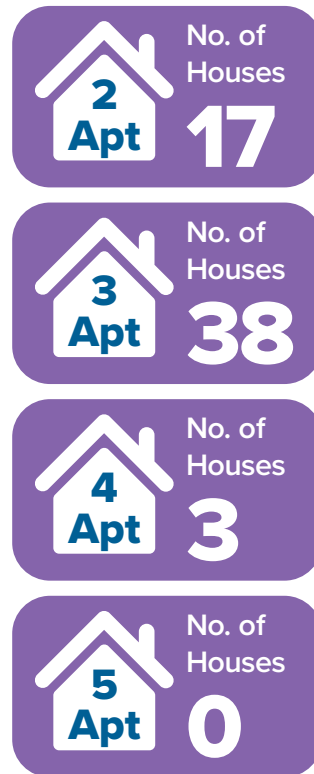
I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, for giving up their time to provide unconditional support. I would also like to take this opportunity to thank the staff team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

**Charlie Lunn** Chairperson

## Allocations and Voids

During 2021/22, 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 2022 we had a healthy waiting list with a total of 339 applicants. We allocated 58 properties during 2021/22, 35 of which were allocated to applicants on our waiting list. A further 20 properties were let to applicants on our internal transfer list and 3 properties were let to homeless referrals.

The 58 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 (**0.54%**) recorded at 31st March 2022. The level of non-technical arrears at 31st March 2022 was **1.99%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2022, **22.3%** of tenants were in receipt of housing benefit, **19.2%** full and **3.1%** partial Housing Benefit. We also had **25.3%** 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.

We host 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 (Neighbourhoods and Sustainability) Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

Following our full comprehensive review of our approach to estate management in consultation with the local community we implemented a close cleaning and grass cutting service in 2020/2021. This has been a success for both our tenants and the Association.

## 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 2021/22 we received a total of 27 Anti-Social Behaviour complaints. We were able to resolve 26 of these through 'management actions', for example advice, mediation and breach of tenancy letters. The remaining 1 case was resolved through issuing a 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 & 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 for ourselves.

We are delighted with how we have performed against our targets especially given that we were all striving to get back to normal following the difficult period during COVID.

### Performance 2021/22

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	312	4 hours	2.51 hours
Non-Emergencies	1616		3.12 days

## Gas Safety Checks



The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are delighted to report that the Association had no failures in our legal duty during the reporting year 2021/22.

## 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 2021/22, 1616 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1596 of these were completed 'right first time' giving an overall performance rate of 98.76%.

## Stage 3 Medical Adaptation

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2021/22, we managed to secure and spend £89,367.00 to carry out the following medical adaptations:

- 3x Overbath Shower
- 7 x Level Access Showers
- 1 x Internal handrail
- 4 x Wet floor shower rooms
- 1 x External/internal electronic doors
- 1 x Electronic doorbell

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%



## Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects.

We have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard. We were delighted to recommence our planned and cyclical maintenance programmes following the postponement of works during 20/21 due to the COVID pandemic.








The Association conducts a stock condition survey every 3 years and the information gained from this informs the future investment strategy. The most recent survey was completed in March 2022 and the data obtained from this will be fed into our future plans and financial projections.

In addition to Planned Maintenance, The Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting, close cleaning, gutter cleaning and testing of roof anchor bolts.

The costs for our Cyclical Maintenance programme for 2020/2021 are given below:

	<b>Gas servicing and maintenance</b>	<b>£61,000</b>
	<b>Grounds maintenance</b>	<b>£76,000</b>
	<b>Gutter Cleaning &amp; Roof Anchor Bolt Testing</b>	<b>£20,000</b>
	<b>Close Cleaning</b>	<b>£37,000</b>

During financial year 2021/22, we carried out the following:

	<b>73 Kitchen Replacements</b>	<b>£293,000</b>
	<b>73 Boiler Replacements</b>	<b>£158,000</b>
	<b>6 Bathroom Replacements</b>	<b>£15,000</b>
	<b>73-85 James Nisbet Street Render and Window Replacement</b>	<b>£951,000</b>
	<b>Upgraded Smoke &amp; Heat Detection Systems</b>	<b>£37,000</b>
	<b>Electrical Safety Checks</b>	<b>£15,000</b>
	<b>Total</b>	<b>£1,469,000</b>



## Other Maintenance News:

### Tenant Satisfaction with Repairs Survey Results 2020/2021

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 197 tenants who had repairs carried out during 2020/21 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that all of those surveyed were very satisfied with the overall repairs service provided.

## Development

The Association were delighted to complete our new build development at Glenbarr Street during the financial year. The development which consists of 24 new flatted properties was fully occupied by March 2022 and all of the tenants who were allocated one of the new properties were delighted.



## Our Spire View Team for 2021/2022

### Committee Members

Charlie Lunn	<i>Chairperson</i>
Rachel Cooper	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Allan Stewart	<i>Treasurer</i>
Alan Brown	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Member (resigned 28/02/21)</i>
Mark Shannon	<i>Committee Member (resigned 16/09/21)</i>
Andy White	<i>Committee Member (resigned 25/10/21)</i>
Andrew Wilkie	<i>Committee Member (resigned 25/04/22)</i>
Ahmed Sharif	<i>Co-optee (resigned 24/04/22)</i>
Angela Heaney	<i>Committee Member</i>
Lynda Mulholland	<i>Committee Member (resigned 30/05/22)</i>
Craig Allan	<i>Committee Member</i>
Drew Collier	<i>Committee Member</i>
Walter McFarlane	<i>Committee Member</i>

### Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Jordan Henderson	<i>Finance 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>
Margaret Gillespie	<i>Finance Officer</i>
Roddy Forrest	<i>Corporate Services Assistant</i>
Angela Fraser	<i>Volunteer Co-ordinator</i>
Catriona Donald	<i>Volunteer Assistant</i>
Fiona McLean	<i>Digital Engagement Officer</i>

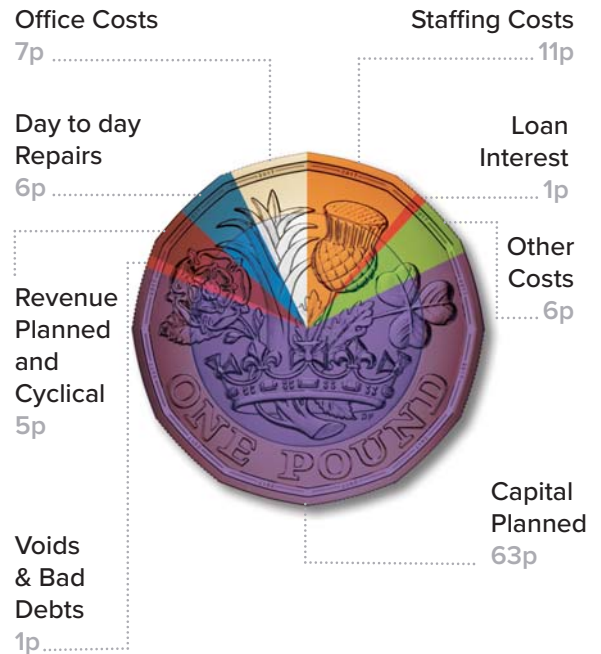
### Consultants

French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>nancy Support Officer</i>
Matthew Horsley	<i>Money Advisor</i>

## Statement of Comprehensive Income for the Year Ended 31 March 2022

Per Annual Accounts		
Turnover	2,474,090	Mostly Rental Income some sundry items
Less Operating Costs	(2,237,068)	Cost of Management and Maintenance of our properties
<b>Operating Surplus/(Deficit)</b>	<b>237,022</b>	
Loss on Disposal of Component Replacement	(47,330)	Technical loss on Component Replacement
Interest Receivable and other similar income	1,080	Interest earned from money invested
Interest Payable and other similar charges	(37,687)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(10,000)	Net interest and expenses on defined benefit pension scheme
	(93,937)	
<b>Surplus/(Deficit) for the Year</b>	<b>143,085</b>	Amount remaining after all expenses have been met
Actuarial gain in respect of pension scheme	234,000	Pension Adjustment
<b>Total Comprehensive Income</b>	<b>377,085</b>	
Reserves brought forward	9,792,659	Last year's balance brought forward
Reserves carried forward	<b>£10,169,744</b>	Total Revenue Reserves at the year end

## How every pound is spent...



## Statement of Financial position as at 31st March 2022

<b>Non-Current Assets</b>		
Housing Properties Less Depreciation	14,630,848	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,539,365	The office, office furniture & equipment and Community Hub Costs
<b>Total Non-Current Assets</b>	<b>17,170,213</b>	
<b>Current Assets</b>		
Debtors	249,154	Money owed to us
Cash at bank and in hand	576,250	Money in bank
<b>Total Current Assets</b>	<b>825,404</b>	
<b>Current Liabilities</b>		
Creditors: amounts falling due within one year	(950,668)	Money owed out within one year
Net Current Assets/(Liabilities)	(125,264)	Current Assets less Current Liabilities
<b>Total Assets Less Current Liabilities</b>	<b>17,044,949</b>	
Creditors: amounts falling due after more than one year	(2,512,471)	Loans taken out to finance the newbuild, refurbished properties
<b>Provisions for Liabilities</b>		
Pension – defined benefit liability	(46,000)	Revised Pension Deficit Liability
<b>Deferred Income</b>		
Social Housing Grants	(2,323,136)	Deferred Social Housing Grant
Other Grants	(1,993,405)	Deferred Community HUB Grant and other social grants
<b>Net Assets</b>	<b>10,169,937</b>	Net Value of Spire View Housing Association
<b>Equity</b>		
Share Capital	193	Sum of the £1 membership fee
Revenue Reserve	<b>£10,169,744</b>	Money built up from remaining surpluses
	<b>£10,169,937</b>	Net Funds of Spire View Housing Association

# Community News and Partne

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our aims and objectives at Spire View. Detailed below is just some of what we achieved in 2021/2022.

## Roystonhill Community Hub (Hub on the Hill)

This new community facility has quickly become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, 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 and Financial Capability.

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 challenges, including the introduction of the restrictions associated with the Coronavirus pandemic. As activities were



**Roystonhill Community Hub**  
*The Hub on the Hill*

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 June 2021.

The project aimed to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery included 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.



## Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £25,000 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 2021/22 we donated £550.00 to worthy causes including CHAS, Ashfield's 2009's Football Club, Shelter and Positive Action in Housing to name just a few.

## Other news... Complaints Handling

During 2021/2022 we received a total of 44 complaints and 1 complaint carried forward from 2020/21, 38 of which were resolved at stage 1. We had 7 cases that escalated to stage 2 as we required more information and had to investigate the matters further. Unfortunately, 3 of these complaints were not responded to within timescales and this resulted in staff training to avoid this happening again in the future. All other complaints were resolved within the appropriate timescales. 73% of complainants were very / fairly satisfied with the outcome of the complaint. 25% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint and 2% of complainants advised that they were fairly dissatisfied.

In relation to how the complaints were handled, 73% of complainants were satisfied with the way the complaint was handled and 25% were neither satisfied nor dissatisfied and 2% of complainants remained dissatisfied with the way their complaint was handled.

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.

### Our Partners:



Scottish Government  
Riaghaltas na h-Alba  
gov.scot



COPPERWORKS  
Housing Association



J.P.Morgan

ROSEMOUNT  
DEVELOPMENT TRUST



gemap  
Enable | Inspire | Transform



Good Things  
Foundation

Access  
Technology  
Scotland