

Spire View

Housing Association

glenbarri street

Annual Report 2022-2023
Landlord Report 2023

It gives me great pleasure to present Spire View Housing Association's 2022/2023 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 our tenants and owners.

Following a lot of hard work and determination during 2022/2023, the Association recently concluded a Transfer of Engagements from Copperworks Housing Association. The Transfer was completed on 1st August 2023 as planned and we extend a warm welcome to all our new tenants and stakeholders joining us from Copperworks. We were delighted with the outcome of the tenant ballot in which 93.1% of tenants voted in favour of the transfer and this overwhelming support was echoed by Copperworks members at two Special General Meetings. Spire View is now responsible for delivering the homes and services previously provided by Copperworks and following the positive outcome above, the Association is now ready to start delivering on the promises made to Copperworks tenants.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving organisational excellence. 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 Blochairn 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.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards, Business Continuity & Disaster Recovery Plan, Safeguarding Policy and Domestic Abuse 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.

We have come a long way in 34 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 2022/2023, we continued our close working relationship with Copperworks Housing Association as we progressed the Transfer of Engagements to bring the two organisations together. We hope that our joint housing application form and literature has made the process of applying for housing simpler for applicants during this period of transition.

Demand for our properties remains high and at 31st March 2023 we had a healthy waiting list with a total of 475 applicants.

We allocated 44 properties during 2022/2023, 28 of which were allocated to applicants on our waiting list. A further 13 properties were let to applicants on our internal transfer list, 2 properties were let to homeless referrals and 1 property was let to another source.

The average time taken to re-let our void properties was:



The 44 properties allocated varied in size and can be broken down as follows:



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, Regeneration 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.

We have experienced another successful year with our close cleaning and grass cutting services in 2022/2023. These continue to prove to be very beneficial services for both our tenants and the Association.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Financial Services over the past year and this was reflected in the low level of technical arrears (**0.67%**) recorded at 31st March 2023. The level of non-technical arrears at 31st March 2023 was **2.23%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2023, **28%** of tenants were in receipt of housing benefit, **24%** full and **4%** partial Housing Benefit. We also had **16%** 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.

We have also been working in partnership with Gemap and the Simon Community to assist tenants who are struggling financially to maximise their income and reduce their debt.



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 2022/2023 we received a total of 42 Anti-Social Behaviour complaints. We were able to resolve all 42 of these through 'management actions', eg, advice, mediation and breach of tenancy letters. 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 over the past year as outlined below:

Performance 2022/23

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	335	4 hours	2.93 hours
Non-Emergencies	1,458		3.13 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 2022/23, 1,458 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1,423 of these were completed 'right first time' giving an overall performance rate of 97.6%.

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). Unfortunately, due to an administrative error, we had one failure during 2022/23. This was rectified as soon as we became aware and all properties now have a valid Gas Safety Certificate.



Stage 3 Medical Adaptation

Each financial year, the Association receives requests from medical specialists such as nurses, doctors, and occupational therapists etc. to install medical adaptations for our tenants to allow them to continue to live independently in their homes.



We received a funding allocation of £45,000 from Glasgow City Council for the financial year 2022/23 and were delighted to spend £41,295 of this allocation on the much-needed medical adaptations listed below:

- 1 x Overbath Shower
- 3 x Level Access Showers
- 2 x External handrails
- 2 x Internal handrails
- 5 x Wet floor shower rooms
- 3 x Additional Door Entry Handsets
- 1 x Internal Stair Lift
- 2 x External Ramps
- 1 x Reduced Door Threshold

Surveys were issued to all tenants who received an adaptation to ask how satisfied they were with the processes involved, the way in which works were conducted and completed and how the adaptation carried out met their needs.

The results are listed below:

How satisfied were you with:	Very Satisfied	Fairly Satisfied
Helpfulness of Association staff	100%	
Appointment system	100%	
Length of time taken	88%	12%
Attitude of Tradesmen	94%	6%
Quality of Work	88%	12%
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.

The Association conducts a stock condition survey every 3 years and the information gained from this informs the future investment strategy. It was decided by the Management Committee to place planned investment on hold until the outcome of the Transfer of Engagements of Copperworks Housing Association was known. Upon conclusion of the Transfer the Association will publish a 3-year Combined Investment Plan for the period 1st April 2024 to 31st March 2027.







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 2022/2023 are given below:

	Gas servicing and maintenance	£64,000
	Grounds maintenance	£81,000
	Gutter Cleaning & Roof Anchor Bolt Testing	£4,000
	Close Cleaning	£36,000



During financial year 2022/23, we carried out the following:

	Kitchen Replacements	£32,000
	Boiler Replacements	£62,000
	Bathroom Replacements	£23,000
	Upgraded Smoke & Heat Detection Systems	£4,000
	Electrical Safety Checks	£8,000
	Total	£129,000



Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2022/2023

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 150 tenants who had repairs carried out during 2022/23 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that 100% of those surveyed were very satisfied with the overall repairs service provided.

Development

The Association completed its new build development at Glenbarr Street in March 2022 and we have been monitoring defects during the financial year 2022/23. A list of all defects outstanding has been presented to the Contractor to remedy and they are in the process of progressing these.

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 2022/2023



Roystonhill Community Hub *The Hub on the Hill*

The Hub on the Hill has gone from strength to strength following lockdown and we are delighted to report that we are almost at full capacity! It really has become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, Bingo, Youth Drama, Dance, British Sign Language Classes, Community Meals, Health and Wellbeing, 50+ Lunch Club, Digital Skills Classes, a Community Pantry and lots of children's birthday parties. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Energy Advice.



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. However, we are delighted to report that in typical Spire View style we rose to the challenge and are delighted to see so many activities now taking place on a daily basis.

Thanks to funding secured from the Scottish Government's Investing in Communities Fund and the National Lottery Community Led Fund, we have been able to continue to employ 3 local people at the Hub who deliver a wide range of services and support for the wider community.

Our Volunteer Co-ordinator and Volunteer Assistant continue to deliver a very successful volunteering programme, offering a wide range of opportunities with excellent outcomes for participants who move onto further education and / or employment, after having gained valuable skills during their time volunteering at the Hub. Our Digital Engagement Officer continues to deliver a range of training and support to complement this work, increasing the confidence and skills of participants across the community. The establishment of partnerships with organisations such as Access Technology Scotland and New College Lanarkshire have also contributed significantly to the success of this programme.

Collectively the staff at the Hub ensure the successful day to day operation of the building and provide invaluable support to local individuals and community groups as well as other service providers and let holders.



Scottish Government
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Scottish Land Fund

Bonnas Fuarain Na H-Alba

THE HUGH FRASER
FOUNDATION



COPPERWORKS
Housing Association

THE CLOTHWORKERS'
FOUNDATION

ROSEMOUNT
DEVELOPMENT TRUST



Financial Capability and Money Advice

Working in partnership with 3 other RSL's, we secured funding of £208,800 to allow us to continue to deliver a Financial Capability service and Money Advice service for a further 3 year period. Both these services are delivered by our partners at the Greater Easterhouse Money Advice Project and have proven to be very popular and successful.



Tenancy Support Services

Throughout the year, we continued to offer a free Tenancy Support service to our tenants, thanks to successful partnership working between Spire View, Copperworks, Blochairn and Cadder Housing Associations. This service is provided by Simon Community Scotland and continues to be very well used, supporting those people most in need.



Energy Industry Voluntary Redress Scheme

A successful joint funding bid in partnership with Copperworks and Blochairn Housing Associations resulted in funding of £212,358 being secured over two years from the Energy Industry Voluntary Redress Scheme. As a result, we have been able to recruit a full time Energy Advisor and three part time Energy Support Assistants. This has allowed us to provide much needed energy advice and practical support to our tenants during a very difficult energy crisis and cost of living crisis.



Social Housing Fuel Support Fund

In partnership with our neighbours at Blochairn and Copperworks, as well as Ardenglen Housing Association in Castlemilk, we were successful in securing £52,000 from the Scottish Government's Social Housing Fuel Support. This allowed us to support over 300 people across the Royston community by distributing fuel vouchers, air fryers, slow cookers and electric blankets.

The National Lottery - Community Anchor Funding

A further generous Lottery award of £15,000, this time from the Community Anchor Fund allowed us to further support tenants across the Royston community during the cost of living crisis by providing food vouchers, pantry memberships, thermal flasks, hot water bottles and fleece blankets.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2022/23 we donated £1550.00 to worthy causes including Glasgow East Arts, Rosemount Development Trust, Cancer Research, St Roch's Juniors Football Club, Royston Nursery, St Roch's Lunch Club and the Young at Heart Group to name just a few.

Our Partners:



Scottish Government
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Other news...

Complaints Handling

During 2022/2023 we received a total of 27 complaints and 1 complaint carried forward from 2021/22. 21 of which were resolved at stage 1. We had 8 cases that escalated to stage 2 as we required more information and had to investigate the matter further. We also had 1 open complaint that we carried into 2023/2024.

On average the association took 3 days to respond in full to all stage 1 complaints and 12 days for stage 2 complaints.

All complaints were resolved within the appropriate timescales. 12 of the 21 Stage 1 complaints were upheld (57.1%) and 4 of the 7 stage 2 complaints were upheld (50%). 51% of complainants were very / fairly satisfied with the outcome of the complaint. 42% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint and 7% of complainants advised that they were fairly dissatisfied.

In relation to how the complaints were handled, 54% of complainants were satisfied with the way the complaint was handled and 46% were neither satisfied nor dissatisfied. No complainants indicated that they 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, Snapchat, You Tube and Instagram 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 Spire View Team for 2022/2023

Committee Members

Charlie Lunn	<i>Chairperson</i>
Rachel Cooper-Morris	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Drew Collier	<i>Treasurer</i>
Alan Brown	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member (resigned 25/4/22)</i>
Ahmed Sharif	<i>Co-optee (resigned 24/4/22)</i>
Angela Heaney	<i>Committee Member</i>
Lynda Mulholland	<i>Committee Member (resigned 30/5/22)</i>
Craig Allan	<i>Committee Member</i>
Allan Stewart	<i>Committee Member</i>
Walter McFarlane	<i>Committee Member (resigned 31/10/2022)</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>
Jolanta Dolewska	<i>Energy Advisor</i>
Katie Clark	<i>Energy Assistant</i>

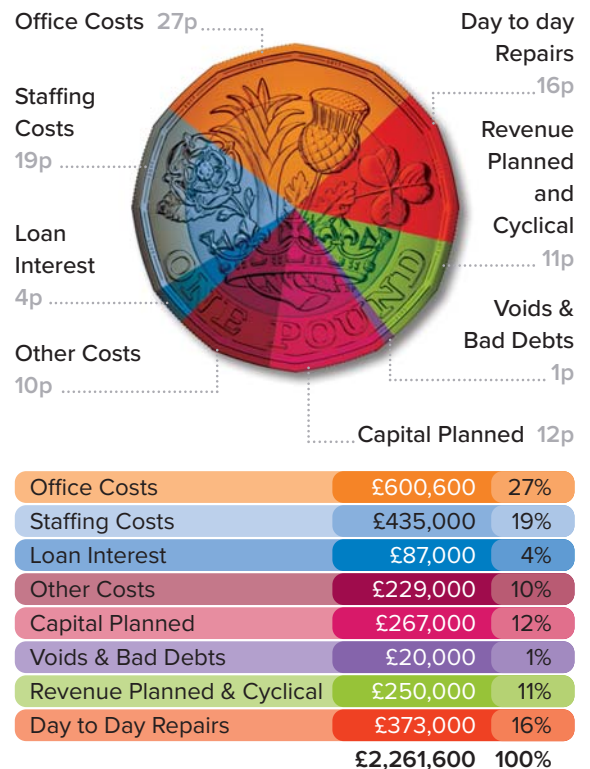
Consultants

French Duncan	<i>Auditors</i>
TC Young & Son / Harper MacLeod	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Tracy Blair	<i>Tenancy Support Officer</i>
Matthew Horsley	<i>Money Advisor</i>

Statement of Comprehensive Income for the Year Ended 31st March 2023

Per Annual Accounts		
Turnover	2,928,095	Mostly Rental Income some sundry items
Less Operating Costs	(2,495,384)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	432,711	
Loss on Disposal of Component Replacement	(6,908)	Technical loss on Component Replacement
Interest Receivable and other similar income	3,083	Interest earned from money invested
Interest Payable and other similar charges	(87,027)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(3,000)	Net interest and expenses on defined benefit pension scheme
	(93,852)	
Surplus/(Deficit) for the Year	338,859	Amount remaining after all expenses have been met
Actuarial loss in respect of pension scheme	(117,000)	Pension Adjustment
Total Comprehensive Income	221,859	
Reserves brought forward	10,169,744	Last year's balance brought forward
Reserves carried forward	£10,391,603	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2023

Non-Current Assets		
Housing Properties – depreciated cost	14,486,277	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,492,097	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	16,978,374	
Current Assets		
Debtors	213,528	Money owed to us
Cash at bank and in hand	399,306	Money in bank
Total Current Assets	612,834	
Current Liabilities		
Creditors: amounts falling due within one year	(508,489)	Money owed out within one year
Net Current Assets/(Liabilities)	104,345	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	17,082,719	
Creditors: amounts falling due after more than one year	(2,262,245)	Loans taken out to finance the newbuild and refurbished properties
Provisions for Liabilities	(114,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,363,593)	Deferred Social Housing Grant
Other Grants	(1,951,095)	Deferred Community HUB Grant and other social grants
Net Assets	10,391,786	Net Value of Spire View Housing Association
Equity		
Share Capital	183	Sum of the £1 membership fee
Revenue Reserve	10,391,603	Money built up from remaining surpluses
	£10,391,786	Net Funds of Spire View Housing Association