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R E I D V A L E  
H O U S I N G A S S O C I A T I O N

# REIDVALE HOUSING ASSOCIATION



## Annual Report 2018-19

Reidvale Housing Association  
13 Whitevale Street  
Dennistoun  
Glasgow G31 1QW

# Reidvale Housing Association: Annual Report

## CHAIRPERSON'S REPORT



As I say every year, I have thoroughly enjoyed working with all of the Reidvale Committee and Staff and I thank them all for their commitment and support to this area in which we live.

Over the past year, the Reidvale Committee have been focussing on the governance of our organisation, ensuring that many of the policies and operational procedures that the organisation uses in its day to day management are up to date, allowing us to move forward.

In November 2018, staff and committee came together to start to create a new five year strategic plan for Reidvale, led by our Director Jim McAlpine. This plan has a particular focus on good governance and community development, looking at everything that can help to make Reidvale the best place that it can be.

The Management Committee is made up entirely of people that live in the Reidvale area. They meet in full twice a month to discuss a number of items concerning maintenance, finance, community development, organisational governance and the management of our area. Our committee also regularly attend talks and events with committee members from other housing associations across the city to share ideas and to debate about things, socially and politically that have an impact within the affordable housing sector, at government level.

We were delighted to welcome new member Paul McCrudden onto the Management Committee last Autumn. Our colleagues John Lindsay and Paul Leese decided to step down from the committee and we wish them all the very best for the future.

One of the first outcomes of strategic planning was to hold a Community Meeting which was held on 7th May 2019. This meeting was crucial, allowing tenants within Reidvale to discuss key issues with representatives from Police Scotland, Glasgow City Council Community Relation Unit (CRU), local Councillors and our MSP. Whilst Reidvale Housing Association is responsible for maintaining and managing all of our 897 homes and factoring all of our buildings, we rely heavily on these external organisations to play out their role in keeping our area clean and safe.

Since holding this meeting, committee and staff can assure tenants that we will start to build stronger working partnerships with these local agencies and politicians to address all issues raised at this meeting and regularly make them aware of issues that can have an impact on the Reidvale area. I'd like to thank everyone that attended this meeting to have their voices heard and we look forward to sharing positive outcomes from this with you all soon.

Next up will be our long awaited Gala Day on the 22nd June which will be a fun event for local families and will also allow everyone to see the activities that are on offer at both RAPA and Reidvale Neighbourhood Centre on a regular basis.

Whilst working on developing our local community, future challenges and goals for Reidvale Housing Association continue to be future proofing homes in our area and making sure they are compliant with health and safety and energy efficiency targets specified by the Scottish Housing Regulator. Universal Credit was also rolled out in December 2018 and if any tenants are worried about changes to benefits and rental payments, we actively encourage you to come and chat with the staff team, who are there to help.

I hope you enjoy our AGM, the awards and meeting other people in your community. All committee members and staff will be there too, and we are always happy to chat about the work that we are doing at Reidvale.

Thank you.

*Helen Moore, Chairperson*

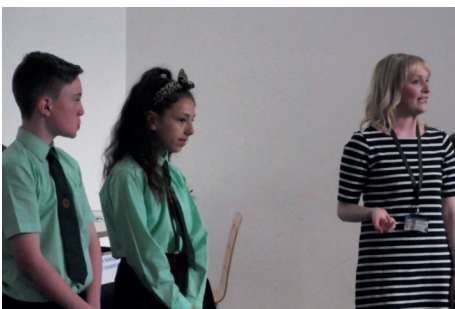
# AWARDS AND REWARDS

The Association supports community regeneration and during the year 2018/19 we again spent just over £120k. We are now into our 16th year of the Awards and Rewards. We are proud to support the local schools, young people going on to university and certain college courses and local community projects.

## THE AWARDS

At the AGM in 2018 we heard from the five local schools to whom we had given £500 to be spent by the pupils to make a difference to their school or the local community. The stories were heart warming and exciting and the pupil presentations were excellent. They were awarded a further £500 for this year and we are so looking forward to the Annual General Meeting to hear what they achieved this year. The schools involved are Alexandra Parade; Golfhill and St Denis' Primary schools and St Mungos and Whitehill Secondary schools.

We again supported and advised Reidvale Neighbourhood Centre, Reidvale Adventure Play Association and managed the Reidvale Community Allotments. We continued to support the Youth Workers at Reidvale Neighbourhood Centre to provide first aid and money advice training to pupils in local schools.



## THE REWARDS

We are also proud of our tenants – 86% of you received a tenants reward; 72% of you received the full amount of £100. Thank you for being such good responsible tenants. We are continuing the reward at £100 for the year 2019/20. We also gave a £10 voucher to every household to use in the café. Many of you took the opportunity to visit the café and have a lovely meal.

## GEMAP

This year we funded a new project. We engaged the services of Gemap to provide our tenants with benefits and financial advice and help. They can help with many problems.

In the 6 months that this service has been running it has been very busy and a number of our tenants have benefited from this advice.

# COMMITTEE & STAFF NEWS

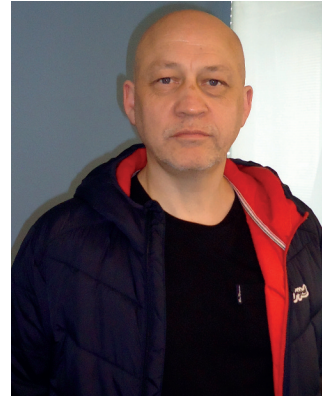
## COMMITTEE

We had four new committee members join us in December 2017, but unfortunately one of these members, Paul Leese, resigned in November 2018 due to ill health. We wish Paul well and hope he keeps better health. During the year another member, Paul McCrudden, was co-opted. Paul is enjoying his time on the committee and along with the other committee members is taking part in lots of training courses.



**Helen Moore**

**Helen Moore** *Chairperson*  
**Irene McInnes** *Secretary*  
**Jane Marley**  
**Mary Dunn**  
**Anne McKelvie**  
**Ernesto Vaz**  
**Linda McGowan**  
**Edward Marley**  
**Davina Boyle**  
**Irene Ferguson**  
**Ellen McVey**  
**Pat McComish**  
**Yvonne McGready**  
**Paul McCrudden**



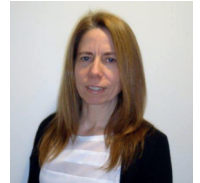
**Paul McCrudden**

## STAFF NEWS

During the year we had a number of changes, the most we have had at any one time. As you know Michael McMenamin left at the end of March 2018. We were joined by Terry McKenna as the new Maintenance Manager; Susan Tait as a Housing Officer who replaced Jacqui Anderson who was promoted to Housing Manager and Ciarán O'Gara who replaced Anna Walker when she moved to be a Housing Assistant. This post was available because Tracy Munro moved to Maintenance to replace Kathleen Wilson who retired in October 2018 after 20 years with the Association.



**Kathleen Wilson**



**Susan Tait**



**Ciarán O'Gara**



**Terry McKenna**

<b>Jim McAlpine</b>	Director
<b>Linda Scott</b>	Depute Director
<b>Gerry Shepherd</b>	Finance Manager
<b>Jenny Little</b>	Finance Officer
<b>Terry McKenna</b>	Maintenance Manager
<b>Colin McCreadie</b>	Maintenance Officer
<b>Lucy Reid</b>	Assistant Maintenance Officer
<b>Ciarán O'Gara</b>	Maintenance Assistant
<b>Tracy Munro</b>	Maintenance and Factoring Assistant
<b>Jacqui Anderson</b>	Housing Manager
<b>Pat Devlin</b>	Housing Officer
<b>Susan Tait</b>	Housing Officer
<b>Angela Brown</b>	Senior Housing Assistant
<b>Sheila Rae</b>	Housing Assistant
<b>Anna Walker</b>	Housing Assistant
<b>Ann Dundas</b>	Senior Receptionist
<b>Catherine Cameron</b>	Retirement Manager
<b>Ellen Conwell</b>	Relief Retirement Manager
<b>Phyllis Holmes</b>	Cleaner

### Joined the Association

**1991**  
**1976**  
**1980**  
**1989**  
**2018**  
**2016**  
**2014**  
**2018**  
**1997**  
**1995**  
**2005**  
**2018**  
**1977**  
**1991**  
**1979**  
**1985**  
**2008**  
**2014**  
**2015**

# MANAGEMENT REPORT

## STOCK PROFILE

The Association had a total of 897 units as at 31st March 2019. This comprised of 172 new build properties (including 44 retirement housing units), 708 rehabilitated properties, 16 flats in a converted school building and one converted shop. The breakdown of the stock by apartment size was as follows:

2 APT	3 APT	4 APT	5 APT	TOTAL
483	309	86	19	897

## RENT ARREARS AND VOID LOSS

The Association recognises the importance of keeping arrears to a minimum – both for the Association and for individual tenants – and will take all reasonable measures to ensure that arrears are efficiently and effectively recovered while taking full cognisance of individual circumstances.

During 2018/19 the Association was due to collect a total of £2,984,513 in rental income. Non-technical arrears at the end of March 2019 totalled £78,070, which represented 2.6% of the annual rent debit and was above the Association's target of 2.3%. Former tenants owed a total of £23,236 in arrears as at 31st March 2019 which represents 0.78% of the annual rent charge. In addition to this a total of £16,805 of former tenant arrears was written off at the end of the financial year.

The Association makes every effort to allocate its properties as quickly as possible in order to minimise both the rental income that is lost and the time that our properties are lying empty. Total void loss during 2018/19 amounted to £12,317 which represented 0.41% of the annual rent debit.

## FACTORING

The Association provides factoring services to 231 owners in its area. A total of £107k for common repairs, cyclical maintenance, major repairs, property insurance and management fees was invoiced to owners in the past year. Ten owners were in arrears at 31 March 2019 and the arrears outstanding amounted to £13,224.

## ADAPTATIONS

During 2018/19 the Association received a total grant of £48,000 from Glasgow City Council to enable it to carry out adaptation work within tenants' homes. The installation of adaptations such as level access showers have helped tenants who have been experiencing difficulties in their home due to changed circumstances in their health. The adaptation work has met with a high level of satisfaction from the tenants involved and the tenants have gained greater mobility and enhanced enjoyment of their homes.

## ALLOCATIONS

The Association has continued to enjoy high demand for its stock, with a total of 415 application forms issued during the past year to people seeking to be housed within Reidvale. The Association took an average 18.1 days to process the new applications received, from the initial receipt to the formal letter being sent to applicants advising them of the outcome, which was over our target of 14 days. At the end of the year there were a total of 311 applicants on our external housing list, which comprised of 221 applicants on the 2 apartment list, 57 on the 3 apartment list, 28 on the 4 apartment list and five on the 5 apartment list.

During 2018/19 the Association allocated a total of 68 properties on the basis of its allocations policy. Details of the allocations made are listed below:

Type of Housing List	No. of Allocations	% of Total Allocations	Quota Targets %
Reidvale Housing List	37	54	51
Homeless Persons Referrals	12	18	19
Transfer List	18	26.5	27
Referrals	1	1.5	3
<b>TOTAL</b>	<b>68</b>	<b>100</b>	<b>100</b>

## OVERVIEW OF ANTISOCIAL BEHAVIOUR

The Association has demonstrated its commitment to dealing with anti-social behaviour within our community by continuing with our 'platinum level' service agreement with the Community Relations Unit. We believe this partnership enhances community safety and reassurance as well as enforcing the message that anti-social behaviour will not be tolerated within Reidvale.

The Association received a total of 126 complaints of anti-social behaviour, all of which were resolved within our locally agreed resolution targets.

## COMPLAINTS

The Association received a total of 33 complaints during 2018/19. A total of 22 out of the 33 complaints were found to be valid. 30 of the 33 complaints were investigated within the required timescales of the Scottish Public Services Ombudsman, with apologies given to the complainants where appropriate.

## EQUAL OPPORTUNITIES

The Association strives to ensure that all applicants for housing are treated in a fair and equitable manner. An analysis of the housing list for 31st March 2019 shows that of 311 applicants on our housing list 231 described themselves as white Scottish, 76 from other ethnic background and 4 unknown. In addition, of the 311 applicants, 88 declared that they had some form of disability, 58 applicants had a physical disability, 20 mental health issues, 4 hearing impairment and 6 had learning difficulties.

Of the 68 allocations made during the year 63 were white Scottish applicants and 5 from other ethnic backgrounds.

52 of the new tenants declared they had no disability, with another 12 declaring a physical disability, 2 having mental health issues and 2 visually impaired.

## TENANT PROFILE

The Association had a total of 893 tenants as at 31st March 2019. The overall household composition of our tenants was as follows:

DESCRIPTION	NUMBER	%
Single Persons (Non Retired)	348	39%
Single Persons (Retired)	147	16.5%
Couples (Non Retired)	33	3.7%
Couples (Retired)	29	3.2%
Families	336	37.6%
<b>TOTAL</b>	<b>893</b>	<b>100%</b>

## HOW YOUR RENT IS SPENT

The average annual rent charged by the Association in 2018/19 was £3,242.

This was spent in the following way:

Staff and Office Overheads	: £	1,525
Day to Day Maintenance	: £	483
Cyclical Maintenance	: £	376
Major Repairs	: £	425
Sundry Housing Costs	: £	62
Loan Repayments	: £	0
Voids, Property Insurance etc	: £	56
Community Regeneration	: £	127
Funded from other sources	: £	-88
Contribution to reserves	: £	276
<b>Total Expenditure</b>	<b>: £</b>	<b>3,242</b>

# MAINTENANCE REPORT

The Association continued with its long term commitment to offer tenants a high quality same day maintenance service. This resulted in the Association spending over £482K on routine repairs, £394K on cyclical maintenance and £434K on major repairs.

An analysis of our complete maintenance programme for 2018/19 is noted below.

## DAY TO DAY REPAIRS

The Association has always given a high priority to its repairs service and this was demonstrated last year by a total of £434K being spent on day to day repairs. We continue to have this work carried out by our dedicated repair teams who ensure that all emergency and reactive repairs are carried out within the timescales set out by the Association. During the year a total of 2275 reactive and emergency repairs were carried out and we achieved response times as outlined in the table below.

Category	Repairs Completed	Completed on Target	% Repairs Completed on Target
Emergency	211	198	93.83
Reactive	2275	2142	94.15

## REPAIRS COMPLETED RIGHT FIRST TIME

The Tenant's Charter requires landlords to publish information on the number of repairs that are carried out Right First Time. Detailed below are the Association's figures.

Number of Repairs	Number of Repairs Completed Right First Time	Total Number of Repairs Not Completed Right First Time	% Repairs Completed Right First Time
2275	2198	77	96.62

## REPAIRS SATISFACTION

It is important for the Association to measure what our tenants think about the quality of our repairs service including the helpfulness of staff and the conduct of our contractors. Consequently, we issue a Repairs Service and Satisfaction Survey Card on completion of repairs. During the year a total of 466 forms were returned.

The table below summarises tenants' satisfaction with the service.

<b>Total No. Repairs Logged</b>	<b>2275</b>
Total No. Forms Returned	466
Return Rate	20.48%

## CYCLICAL MAINTENANCE

As part of the Association's ongoing commitment to maintaining its properties to the highest standard we invested over £394K on our cyclical maintenance programmes.

Details of the programmes and their value are noted below.

• Painting	£ 90K
• Central Heating Servicing	£ 94K
• Extractor Fan Servicing	£ 14K
• Lift Servicing	£ 8.9K
• Close Lighting Maintenance	£ 31K
• Landlord Electricity Supply	£ 8.4K
• Streetscape Maintenance	£ 4.8K
• Backcourt Maintenance	£ 15.7K
• Gutter Cleaning	£ 26.2K
• Window Cleaning	£ 10.2K
• Stair Cleaning	£ 79.3K
• Veitchi Cleaning	£ 12K

## MAJOR REPAIRS

During the year over £434K was committed to our Major Repairs programme.

Details of how it was spent are as follows:

• Central Heating Renewal	£ 90.2K
• Kitchen Renewal	£ 97.3K
• Bathroom Renewal	£ 40K
• Fabric Repairs	£ 42.5K
• Close Stair Finish	£ 10.5K
• Planter Renewal	£ 10K
• Electrical Upgrading	£ 56.6K
• EESSH	£ 23K
• Bin Stores	£ 15K
• Conversions	£ 46.4K
• Window Replacement	£ 2.7K

# FINANCE REPORT

## STATEMENT OF HOUSING INCOME AND EXPENDITURE FOR YEAR TO 31ST MARCH 2019

£

<b>NET RENTAL INCOME</b>		2894000
<b>GRANT INCOME</b>		48000
<b>OTHER INCOME</b>		195000
		3137000
<b>LESS</b>	<i>MANAGEMENT COSTS</i>	1368000
	<i>MAINTENANCE DAY TO DAY (net)</i>	482000
	<i>CYCLICAL MAINTENANCE (net)</i>	337000
	<i>MAJOR REPAIRS (inc. office buildings)</i>	381000
	<i>REGENERATION INITIATIVE</i>	114000
	<i>OTHER HOUSING COSTS</i>	92000
	<i>TOTAL</i>	2774000
<b>HOUSING SURPLUS/DEFICIT</b>		363000
<b>NON HOUSING SURPLUS</b>		52000
<b>OPERATING SURPLUS/DEFICIT</b>		415000
<b>GAINS ON SALES</b>		12000
<b>INTEREST RECEIVABLE</b>		5000
<b>LOAN REPAYMENTS</b>		0
<b>SURPLUS FOR YEAR</b>		432000

## BALANCE SHEET (RESTATED) AS AT 31ST MARCH 2019

£

£

<b>RESERVES</b>		
<b>REVENUE RESERVES B/FWD</b>	3363000	
<b>SURPLUS FOR YEAR</b>	432000	3795000
<b>PROPERTY COSTS (NBV)</b>	-20923000	
<b>OTHER FIXED ASSETS (NBV)</b>	-301000	
<b>SOCIAL HOUSING GRANT</b>	18319000	
<b>SHAPS DEFICIT</b>	782000	
<b>TOTAL "FREE" RESERVES</b>		1672000

### REPRESENTED BY:

<b>CASH AT BANK</b>		1964000
<b>DEBTORS</b>	325000	
<b>LESS CREDITORS</b>	-617000	
<b>NET CURRENT LIABILITIES</b>	-292000	
<b>TOTAL CASH AND NEAR CASH</b>		1672000

A FULLY AUDITED SET OF ANNUAL ACCOUNTS IS AVAILABLE AT THE ASSOCIATION'S OFFICES.

### INCOME

Rental Income

90.3%

Grant Income

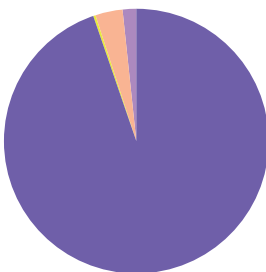
1.5%

Gain on Sales

0.4%

Other

7.9%



### EXPENDITURE

Maintenance Day to Day

17.4%

Cyclical Maintenance

12.1%

Major Repairs

13.7%

Regeneration Initiative

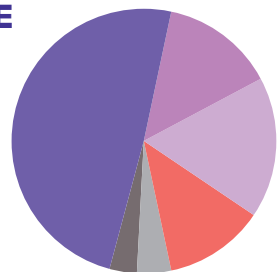
4.1%

Other Housing Costs

3.3%

Management Costs

49.3%



Loan Repayments

0%