

AWARDS AND REWARDS

The Association supports community regeneration and during the year 2020/21 we spent just under £114k on Awards and Rewards.

This is the 18th year of the Awards and Rewards. We support the local schools, young people and school leavers and some mature students going on to university and certain college courses through the tenancies held by Reidvale Housing Association (ask for more information if you are interested). We also continued our Tenant Rewards.

We also support local support local projects such as Reidvale Neighbourhood Centre (RNC), Reidvale Adventure Play Association (RAPA) and the Reidvale Community Allotments.

We are all aware of the difficulties our community has faced over the last year with the impact of Covid-19. The local projects have provided crucial services and support to the community throughout the pandemic and we were delighted to continue our support.

AWARDS

Education Awards

The five local schools were each awarded £500 to be used by the pupils in whatever way they wished for the benefit of the school, the pupils or the community.

The schools are Alexandra Parade; Golfhill and St Denis Primary Schools and St Mungo and Whitehill Secondary Schools.

Further Education Awards

We have continued to support young people and mature students going to college or university.

Awards

We continue to support the Youth Project at the RNC and we provide support to the RNC with management advice and occasionally small grants.

At RAPA we provide bookkeeping and accounting services, management advice and occasionally small grants.

Rewards

We are proud of our tenants and 87% of you will receive a tenants reward.

78% will receive the full reward of £100, 9% will receive between £25 and £75. Thank you for being such good and responsible tenants.

We also again gave a gift to every household of a £10 voucher to be used in the Reidvale Centre's Café. We know many of you enjoyed your meal whether it was sit in or take away because of the letters and cards we received thanking us.

GEMAP

We continued to fund the Gemap project which provides our tenants with benefits and financial help. They are available through an appointment system which can be made by contacting our office. Many of you have used this service in 2020/21 and found it to be very helpful.

COMMITTEE AND STAFF NEWS

COMMITTEE

This year 2 of our committee members resigned due to personal reasons. They are Anne McKelvie and Ernesto Vaz. We were sorry to lose these members and thank them for their time, commitment and effort while they were here.

- Eddie Marley**
- Helen Moore**
- Irene McInnes**
- Jane Marley**
- Mary Dunn**
- Davina Boyle**
- Paul McCrudden**
- Ellen McVey**
- Linda McGowan**
- Catherine Lowe**
- Alastair Firth**
- Gail Sherriff**

- Chairperson
- Vice Chair
- Secretary
- Committee Member
- Committee Member
- Committee Member
- Committee Member
- Casual Member
- Casual Member
- Co-optee
- Co-optee
- Co-optee



STAFF

Both Jim McAlpine (Director) and Linda Scott (Depute Director) retired at the end of 2020. Jim had been with the Association for 29 years and Linda for an outstanding 45 years and both made a substantial contribution to the Association. We wish them well in their retirement.

Susan McDonald was appointed as our Interim Director at the beginning of December and has been working with the Management Committee and Senior Management Team to improve our governance arrangements as well as managing the day to day activity of the Association.

STAFF

Susan McDonald	Interim Director	2020
Gerry Shepherd	Finance Manager	1980
Jenny Little	Finance Officer	1989
Terry McKenna	Maintenance Manager	2018
Colin McCreadie	Maintenance Officer	2016
Lucy Reid	Assistant Maintenance Officer	2014
Ciarán O'Gara	Maintenance Assistant	2018
Tracy Munro	Maintenance and Factoring Assistant	1997
Jacqui Anderson	Housing Manager	1995
Pat Devlin	Housing Officer	2005
Susan Tait	Housing Officer	2018
Angela Brown	Senior Housing Assistant	1977
Sheila Rae	Housing Assistant	1991
Anna Walker	Housing Assistant	1979
Ann Dundas	Corporate Support Officer	1985
Catherine Cameron	Retirement Manager	2008
Ellen Conwell	Relief Retirement Manager	2014
Phyllis Holmes	Cleaner	2015

Joined The Association



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



Creating a Community - For our Community

ANNUAL REPORT 2020/21

CHAIRPERSON'S REPORT



My name is Eddie Marley. This is my first year as Chair of Reidvale Housing Association. It has been a year of change and challenge as we are now well into our second year of the Covid pandemic.

Changes include two of our Senior Management Team retiring at the end of 2020, Jim McAlpine (Director) after 29 years of service and Linda Scott (Depute Director) with 45 years of experience, being the first person hired by the newly formed Reidvale Housing Management Committee back in 1976. Firstly, I would like to wish them both every happiness and good health in their retirement. Secondly, on behalf of the committee I extend my gratitude for their service and commitment to the community, often going above and beyond the call of duty. Personally, I would like to thank them both for their help and encouragement,

as well as their support given to other chairs and the wider committee over a substantial number of years.

To counter these retirements we appointed Susan McDonald as our Interim Director, taking up her post at the beginning of December. Susan hit the ground running and with the Management Committee and Senior Management Team made some beneficial changes to the running of our committee meetings.

We also made changes on how we do business by setting up working groups involving staff and committee such as; digital strategy, asset management and rent affordability.

Together we updated our Governance Improvement Plan and work plan to include stonework and stock condition surveys and a strategic options appraisal. We are waiting on the results of these pieces of work and the biggest challenge as an association is how we move forward when we have this information. The membership will be kept abreast of these outcomes through our website and we also hope to be able to hold community meetings in the future.

At our Special General Meeting in June we adopted our new rules based upon the model rules set out by the Scottish Federation of Housing Associations (SFHA) and approved by the Scottish Housing Regulator. The most significant change in the rules is extending our membership to include people from outwith the Reidvale area. This may help attract new committee members who may work in the housing sector, or have other skills and knowledge that would benefit our committee, but who do not live in the area.

Attracting new committee members is another challenge we face as regulation requires committees to have appropriate skills and knowledge throughout the committee. We have added another co-optee, Gail Sherriff who brings her asset management skills from Linthouse Housing Association to add to the skills, knowledge and experience of Catherine Lowe and Alistair Firth who we co-opted last year. However we are keen to attract new members to our Management Committee and have spaces available. So, if you have skills, knowledge or experience in governance, finance, housing, asset management or community development and are willing to give up a minimum of 20 hours a year (10 x 2 hour meetings on the last Wednesday of the month at 5.30pm) get in touch. There are sub-committees and working groups that you can take part in also, if you have the time and the inclination to do so. If you want to know more or are interested in joining the committee you can contact me via a.dundas@reidvale.org.uk. There is also training available to add new skills and knowledge or to enhance those you already possess.

Challenges we have overcome include, operating through Covid restrictions, having meaningful meetings through zoom with unreliable Wi-Fi, getting our website up and running (should be launched soon) and improving our telephone system. However, other challenges remain, including getting staff back into the office and visible in the community, as well as, opening the office when appropriate as Covid restrictions are relaxed. Re-engaging with our local partners and agencies to get our estate up to scratch (e.g. overgrown weeds, graffiti, bulk uplift and fly tipping) is another priority of ours.

Other challenges are making sure we are compliant with Scottish Housing Quality Standards and Energy Efficiency Standards for Social Housing (EESH). The targets set out for (EESH2) 2032 in particular will be difficult for all tenemental properties - not just Reidvale Housing Association - to achieve. This will require us to work alongside other housing associations with tenemental stock, the Glasgow and West of Scotland Forum, the SFHA and the local government to find solutions to the problems.

There have been some changes and there are challenges ahead, and a plan is in place to tackle these. However, having two or three new members join our committee would help us move forward. Let's be hearing from you!

Finally, I would like to thank all the Reidvale staff and committee for their commitment and support to the Reidvale area. I would also like to thank all committee and staff members for their patience, advice and support in my transition to chairperson. In particular, my fellow office bearers Helen Moore (vice-chair) and Irene McInnes (secretary) whose help and support has been invaluable. Thank you one and all.

Eddie Marley (Chairperson)

MANAGEMENT REPORT

STOCK PROFILE

The Association had a total of 897 units as at 31st March 2021. 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:

2APT	3APT	4APT	5APT	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 2020/2021 the Association was due to collect a total of £3,171,686 in rental income. Non-technical arrears at the end of March 2021 totalled £80,035, which represented 2.5% of the annual rent debit and was above the Association's target of 2.3%. Former tenants owed a total of £28,919 in arrears as at 31st March 2021 which represents 0.91% of the annual rent charge.

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 2020/2021 amounted to £59351 which represented 1.87% of the annual rent debit.

FACTORING

The Association provides factoring services to 231 owners in its area. A total of £103,800 for common repairs, cyclical maintenance, major repairs, property insurance and management fees was invoiced to owners in the past year. Sixteen owners were in arrears at 31 March 2021 and the arrears outstanding amounted to £18,553.

ALLOCATIONS

The Association has continued to enjoy high demand for its stock, with a total of 159 application forms issued during the past year to people seeking to be housed within Reidvale.

The Association took an average of 29.5 days to process new applications received, from the initial receipt to the formal letter being sent to applicants advising them of the outcome. Due to Covid-19 our figure this year is above our target of 14 days, holding letters were sent to most of the applicants who had returned their application form advising them of receipt of their form.

At the end of the financial year there were a total of 240 applicants on our external housing list, which comprised of 194 applicants on the 2 apartment list, 31 on the 3 apartment list, 11 on the 4 apartment list and 4 on the 5 apartment list.

During 2020/21 the Association allocated a total of 56 properties on the basis of its allocations policy. Details of the allocations are listed below.

TYPE OF HOUSING LIST	NO.OF ALLOCATIONS	% OF TOTAL ALLOCATIONS	QUOTA TARGETS
Reidvale Housing List	25	44.6%	33.5%
Homeless Persons Referrals	22	39.3%	36.5%
Transfer List	8	14.3%	27%
Referrals	1	1.8%	3%
TOTAL	56	100%	100%

OVERVIEW OF ANTI SOCIAL 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 39 complaints of anti-social behaviour, all of which were resolved within our locally agreed resolution targets.

COMPLAINTS

The Association received a total of 16 complaints during 2020/2021. 16 of the 16 complaints were responded to within the required timescales of the Scottish Public Services Ombudsman, with apologies given to 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 2021 shows that of 240 applicants on our housing list 178 described themselves as white Scottish, 53 from other ethnic background and 9 unknown. In addition, of the 240 applicants, 88 declared that they had some form of disability, 63 applicants had a physical disability, 23 mental health issues, and 2 had learning difficulties.

Of the 56 allocations made during the year, 46 were white Scottish applicants and 10 from other ethnic backgrounds.

36 of the new tenants declared they had no disability, with another 15 declaring a physical disability and 5 having mental health issues.

TENANT PROFILE

The Association had a total of 883 tenants as at 31st March 2020/21. The overall household composition of our tenants was as follows:

DESCRIPTION	NUMBER	%
Single Persons (Non-Retired)	347	39.3%
Single Persons (Retired)	138	15.6%
Couples (Non-Retired)	38	4.3%
Couples (Retired)	27	3.1%
Families	333	37.7%
TOTAL	883	100%

HOW YOUR RENT IS SPENT

The average annual rent charge by the Association in 2020/21 was £3445 This was spent in the following way

Staff and Office Overheads	1534
Day to Day Maintenance	613
Cyclical Maintenance	418
Major Repairs	391
Sundry Hous Costs	53
Property Insurance	43
Voids & Bad Debts	109
Community Regeneration	127
Funded from other sources	-93
Contribution to/(from) reserves	250
Total Expenditure	£3445

MAINTENANCE REPORT

Despite the challenging times we endured due to the Covid 19 Pandemic, the Association continued to offer tenants a high quality maintenance service. This resulted in the Association spending over £503K on routine repairs, £374K on cyclical maintenance and £351K on major repairs.

An analysis of our complete maintenance programme for 2020/21 is noted below.

DAY TO DAY REPAIRS

Although we experienced an unusual and difficult year, the Association continued to ensure our residents received the best possible maintenance services we could provide and this was demonstrated by a total of £503K 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, we carried out a total of 1902 reactive and emergency repairs and we achieved response times as outlined in the table below.

Category	Repairs Completed	Total time taken to complete repair	Average length of time taken to complete repairs
Emergency	325	559 hours	1.72 hours
Non- Emergency	1577	4,443 working days	2.82 working days

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.

No. of Repairs	No. Repairs completed right first time	Total No. of Repairs not completed right first time	% Repairs Completed right first time
1577	1475	102	93.53

GAS SAFETY INSPECTIONS AND SERVICING

The Association are legally obliged to carry out a Landlords Gas Safety inspection to all properties that have gas within a calendar year of the previous inspection. You will note from the table below that 10 of our properties had their gas service carried out late mainly as a result of Coronavirus related issues.

How many times in the reporting year did you not meet your statutory duty to complete a gas safety check (Indicator 11).	
2019/20	0
2020/21	10

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 instructed an independent consultant to carry out a telephone survey to tenants who had a repair carried out between 1 April 2020 and 31 March 2021. They interviewed 248 of 408 tenants who had a repair carried out a response rate of over 60%.

The table below summarises tenants' satisfaction with the service.	
Very Satisfied	83.1%
Fairly Satisfied	12.1%
Neither Satisfied or Dissatisfied	0.4%
Fairly Dissatisfied	2.0%
Very Dissatisfied	2.4%

CYCLICAL MAINTENANCE

As part of the Association's ongoing commitment to maintaining its properties to the highest standard we invested over £374K on our cyclical maintenance programmes. Details of the programmes and their value are noted below.

Painting	£ 125,355
Central Heating Servicing	£ 123,265
Consultant Fees	£ 9,570
Close Lighting Maintenance	£ 32,161
Landlord Electricity Supply	£ 8,038
Backcourt Maintenance	£ 27,873
Gutter Cleaning	£ 7,250
Window Cleaning	£ 8,028
Stair Cleaning	£ 72,262
Electrical Testing (EICR)	£ 19,608

MAJOR REPAIRS

Unfortunately, because of the Covid 19 restrictions we were unable to complete our Major Repairs programme this year however all outstanding work will be completed in the next 2 years. Details of works we did complete are listed below and shows how it was spent.

• Central Heating Renewal	£ 55,365
• Kitchen Renewal	£ 77,171
• Bathroom Renewal	£ 26,602
• EESSH	£ 575
• Smoke Detectors	£ 147,374
• Consumer Unit Renewal	£ 43,007
• Stair Lighting Upgrade	£ 1,620

FINANCE REPORT

STATEMENT OF INCOME AND EXPENDITURE FOR YEAR TO 31ST MARCH 2021

		£
NET RENTAL INCOME		3031000
GRANT INCOME		25000
FACTORING INCOME		26000
		3082000
LESS	MANAGEMENT COSTS	1375000
	MAINTENANCE DAY TO DAY	550000
	CYCLICAL MAINTENANCE	375000
	MAJOR REPAIRS	351000
	REGENERATION INITIATIVE	114000
	OTHER HOUSING COSTS	124000
		2889000
HOUSING SURPLUS/DEFICIT (-)		193000
NON HOUSING SURPLUS		27000
OPERATING SURPLUS/DEFICIT (-)		220000
GAIN ON SALES		0
INTEREST RECEIVABLE (net)		4000
SURPLUS FOR YEAR		224000

BALANCE SHEET (RESTATED) AS AT 31ST MARCH 2021

TOTAL RESERVES AT YEAR END		3498000
LESS :	PROPERTY COSTS (NBV)	-18748000
	OTHER FIXED ASSETS (NBV)	-158000
	SOCIAL HOUSING GRANT	16756000
	PENSION DEFICIT	860000
TOTAL "FREE" RESERVES		2208000
REPRESENTED BY:		
CASH AT BANK		2557000
DEBTORS		380000
LESS CREDITORS		-729000
NET CURRENT LIABILITIES		-349000
TOTAL CASH AND NEAR CASH		2208000

A fully audited set of statutory accounts is available at the Association's offices.

