

ANNUAL PERFORMANCE REPORT 2022/2023



NORTH VIEW Housing Association

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INTRODUCTION



2022/2023 was a challenging year for everyone. We have been very aware that high inflation and the cost of living crisis has been having a major impact on our community and our services. One of our priorities has been to try to offer support where we can, to help alleviate some of the pressures being experienced by our residents.

We have been able to provide tenants with fuel payments through funding that we secured from the Scottish Government and the Castlemilk and Carmunnock Community Windpark Trust. We have applied for further funding to help us to continue to deliver this type of support.

The Association has continued to support the Castlemilk Pantry which provides local people with access to affordable food. In 2022/2023 we also started a referral scheme to the Pantry for tenants who found themselves struggling and were also able to provide some food vouchers too. More information on these initiatives is provided in this Report.

Our Windlaw Lodge New Build project completed in May 2023. This had an impact on our total number of properties allocated in 2022/2023 – a total of 92 – much more than in previous years. This was due to the fact that a good proportion of new flats in the development were allocated to our own tenants who were under occupying large family homes. This meant that we were able to free up larger homes within our stock for families who needed these.

We are working to continue to support our community during these difficult times.

WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2022/2023

The Report sets out how the Association is meeting the outcomes and standards of the Scottish Social Housing Charter.

We compare our performance for the year 2022/2023 against that of other Registered Social Landlords – known as our Peer Group.

The Peer Group average is calculated from our results and those of eight other housing associations of a similar type and size to us operating in the Glasgow area. We also compare aspects of our performance against the Scottish average. Some of this performance information is based on the findings of our large scale residents survey carried out in the summer of 2022.





• MISSION STATEMENT

The Management Committee has set the following Mission Statement for North View:

Making Windlaw a good place to live, and building a better future for you and your family.

• VALUES

North View's values inform every aspect of our work. We try to make a difference in everything we do by:

- ✓ being professional
- ✓ being fair
- ✓ working as a team
- ✓ focusing on the needs of our community

2022/2023



• ANNUAL ASSURANCE STATEMENT

The 'Annual Assurance Statement' sets out the Management Committee's assessment of how we are doing in relation to complying with relevant legislation and regulations. While it is the Scottish Housing Regulator who is asking for the Statement, we have written it for the benefit of our tenants, to inform them of our assessment of how we are doing.

OUR ASSURANCE STATEMENT IS BELOW:

The Management Committee of North View Housing Association has assessed the Association's compliance with:-

1. the regulatory requirements set out in Chapter 3 of the Regulatory Framework;
2. the relevant standards and outcomes in the Scottish Social Housing Charter;
3. all relevant statutory and legislative requirements; and
4. the Regulatory Standards of Governance and Financial Management.

Having viewed and considered a comprehensive evidence bank to support this statement, the Management Committee is assured that North View Housing Association complies with the regulatory requirements.

In assessing the evidence and ongoing improvement plan, the Management Committee is satisfied that there are no areas of material non-compliance.

We are assured that we have established appropriate systems in place for the collection of equalities data. We are continuing to work towards using this data to take account of equality and human rights issues in our decisions, policy-making and service delivery.

We are satisfied that we meet all our duties in relation to tenant and resident safety. We have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire and water safety and our obligations relating to asbestos, damp and mould. We do not have any lifts within our stock.

We currently have five properties which do not have a valid EICR. This is a direct result of consent and social reasons (access). All outstanding inspections are expected to be completed by 31st March 2024, subject to access being granted.

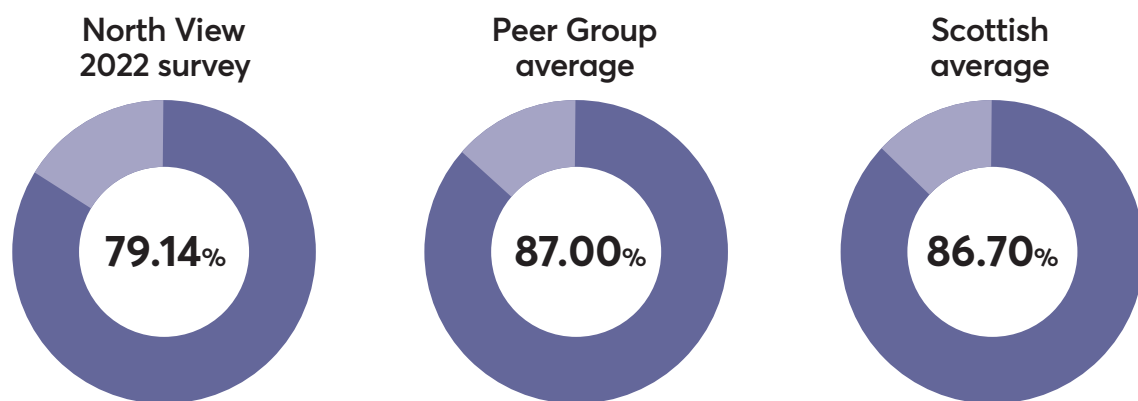
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

This Assurance Statement was approved by the Management Committee of North View Housing Association on Wednesday 25th October 2023.

THE CUSTOMER /LANDLORD RELATIONSHIP



PERCENTAGE OF TENANTS WHO SAID THAT THEY WERE SATISFIED WITH THE OVERALL SERVICE THAT THEY RECEIVED FROM THEIR LANDLORD:

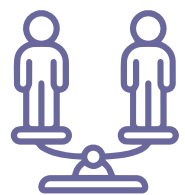


Our satisfaction figure is lower than the Peer Group and Scottish average. We are looking at aspects of our work to see how we can improve satisfaction levels with the overall service.

• EQUALITIES

'Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing*
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.'*



We aim to treat people fairly and with respect. Our 2022 survey shows that we are achieving this, with 92.45% of residents surveyed satisfied that we treated them fairly.

We introduced a new Equal Opportunities and Human Rights Policy and Action Plan in June 2022. As part of this, we are continuing to collect equalities information from our tenants and other groups to help inform our policies and service delivery.

IN 2022/2023, WE CONTINUED TO TACKLE INEQUALITY BY:

Providing a full-time Welfare Rights Service to help Windlaw residents access the benefits that they are entitled to

During the year, our Welfare Rights Officer assisted 170 residents, securing a total £674,576.39 for them. In our 2022 survey, 48.56% of tenants had used this service and of these, over just over 97% were satisfied with it.

Funding activities in the area for local children

This has involved us continuing to work in partnership with the Jeely Piece Club to deliver a playclub in the Birgidale Complex for local children on Wednesday afternoons during term time.

Providing help with fuel costs

With support via Scottish Government and Castlemilk and Carmunnock Community Windpark Trust, the Association issued fuel vouchers to tenants via the Fuel Fund.

In addition, payments were also made to tenants to help with top ups for electricity and gas during times of severe financial difficulty.

The total number of fuel top ups provided was 572 in 2022/2023, amounting to £26,410.

Providing help with food

We continued working with the Trussell Trust to provide a local foodbank outlet for our tenants. From 1st April 2022 to 31st March 2023, we distributed over 102 food parcels on behalf of the Trussell Trust.

We continued to provide financial support to the Castlemilk Pantry, which provides local people with access to affordable food. We also have referral arrangements in place for struggling households. In 2022/2023, we made 86 referrals to the Pantry, which involved the Association meeting the cost of membership plus two shops for tenants experiencing financial difficulties.

Through funding from the Scottish Government, we were able to distribute 160 Iceland vouchers– the demand for these was very high and all were issued within a very short time.

Implementing the new Rent Policy to eliminate the inequity in the rent levels that we inherited when the properties transferred to us from Scottish Homes

We have started a programme to bring rent charges for similar properties in line with each other over a five year period. We have implemented two years of this programme and will re-commence this in 2024/2025.

We are now working on a new joint Human Rights Project with other local Castlemilk housing associations to help us in our work.

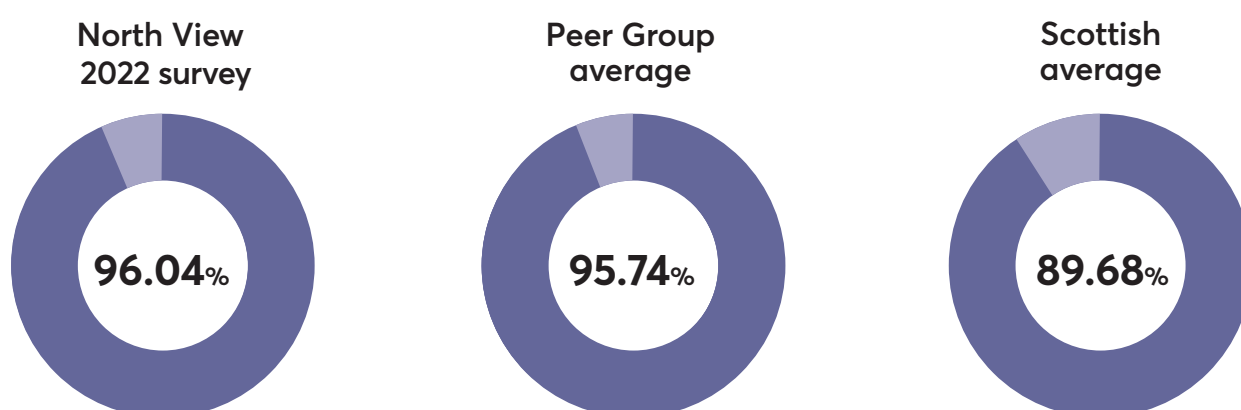


• COMMUNICATION

'Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.'*

PERCENTAGE OF TENANTS WHO FELT THAT THEIR LANDLORD WAS GOOD AT KEEPING THEM INFORMED ABOUT ITS SERVICES AND DECISIONS:



The percentage of North View tenants satisfied is higher than both the Peer Group and the Scottish averages.

Our quarterly Newsletters continue to be our main form of communication. They provide information on our services, on how residents can have their say in what we are doing and any news people may be interested in. In the 2022 survey, 83.09% of respondents confirmed that they read the Newsletter and 96.54% stated that it helps them understand the work of the Association. A total of 96.10% stated that it keeps them informed about what's going on.



The Newsletters provide information on areas that tenants told us they want to know about – including telling them about how we are doing, what is coming up over the next couple of months and future maintenance plans. We have also provided regular Welfare Rights updates.

Our email address and website are widely publicised. We also promote our Facebook page. We will continue to expand our digital communication.



• PARTICIPATION

'Social landlords manage their businesses so that:

- tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.'*

We aim to give residents the opportunity to become involved with the Association at a level that they are comfortable with.

This can range from taking part in surveys right through to joining our Management Committee.

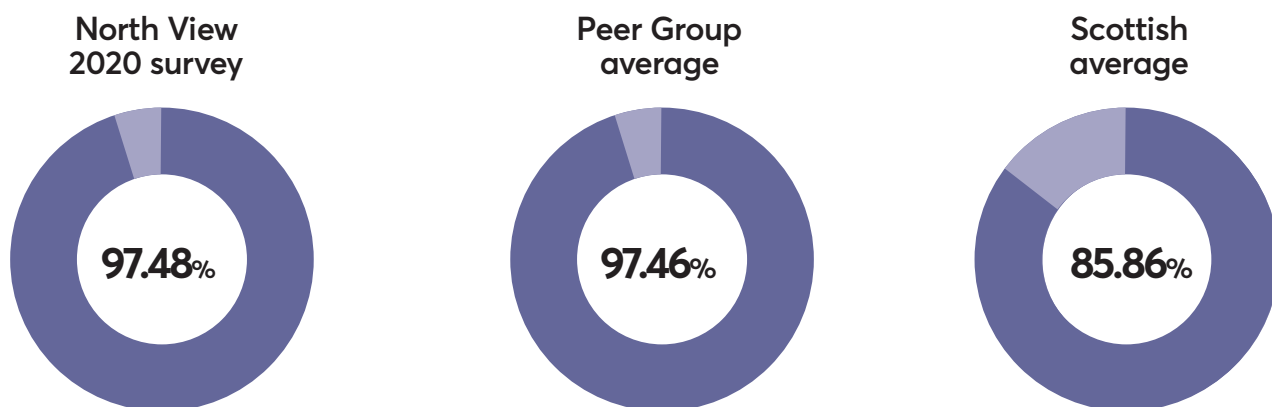
We use the quarterly Newsletter, letters and special consultation Newsletters to let residents know about how they can get involved in what we do.

Through the Newsletter, we regularly highlight areas of work in which residents can get involved – for example, in policy reviews and to comment on the format and content of this Annual Performance Report.

We have also used surveys to help gather views on our annual rent increase consultation and key policy reviews.

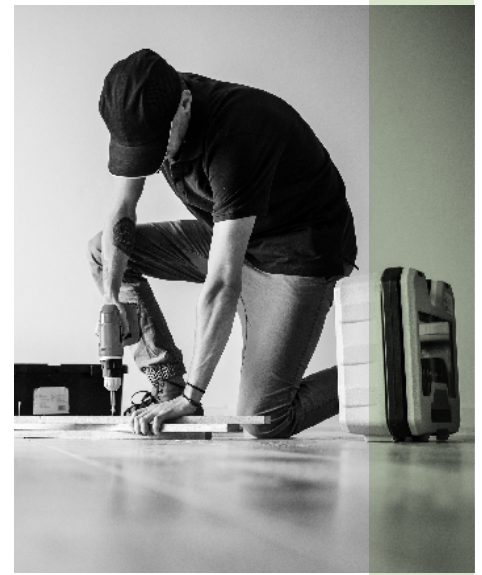
Area meetings, which had been put on hold due to the pandemic, are taking place again in 2023. These meetings give residents the opportunity to let us know what's going on in their area, what the issues are and what they'd like to see us do about them.

PERCENTAGE OF TENANTS WHO WERE SATISFIED WITH THE OPPORTUNITIES TO PARTICIPATE IN THEIR LANDLORD'S DECISION MAKING:



The percentage of tenants satisfied is in line with the Peer Group average and above the Scottish average.

HOUSING QUALITY AND MAINTENANCE



• QUALITY OF HOUSING

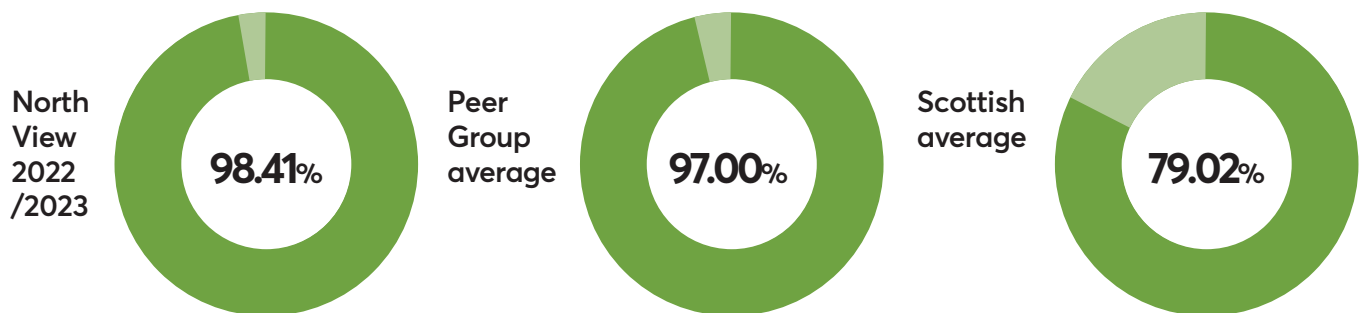
'Social landlords manage their businesses so that:

- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet Energy Efficiency and Zero Emission Heat Standard.'*

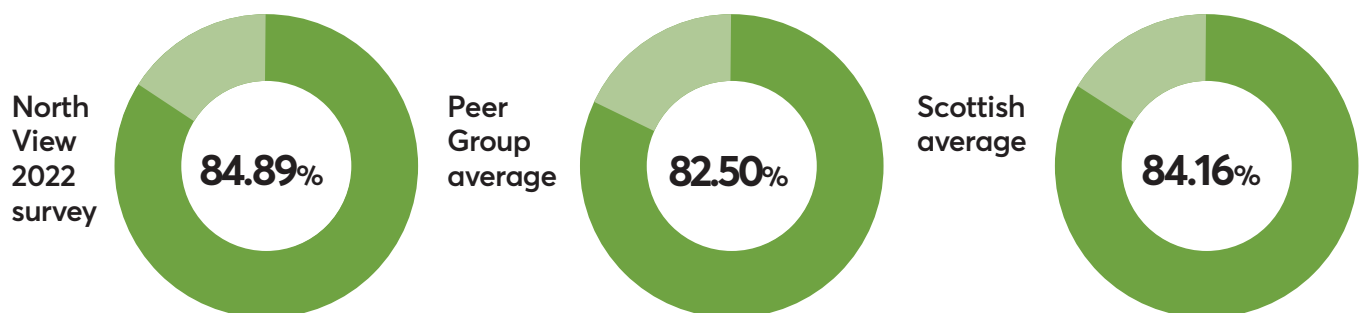
As at 31st March 2023, 11 self-contained properties failed to meet the requirements of the SHQS. This number has now reduced through a programme of Electrical Installation Condition Reports.

As at 31st March 2023, we had one property that did not meet Energy Efficiency Standard for Social Housing and are continuing to try to work to address this.

PERCENTAGE OF LANDLORD'S HOMES THAT MEET THE SHQS:



PERCENTAGE OF TENANT WHO ARE SATISFIED WITH THE QUALITY OF THEIR HOME:

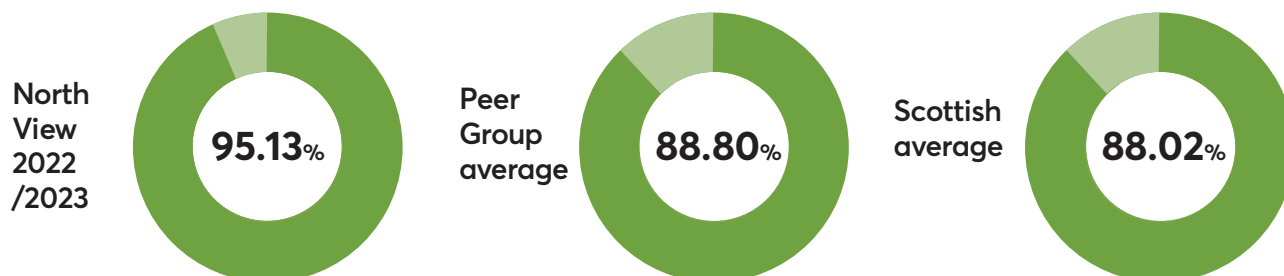


• REPAIRS, MAINTENANCE AND IMPROVEMENTS

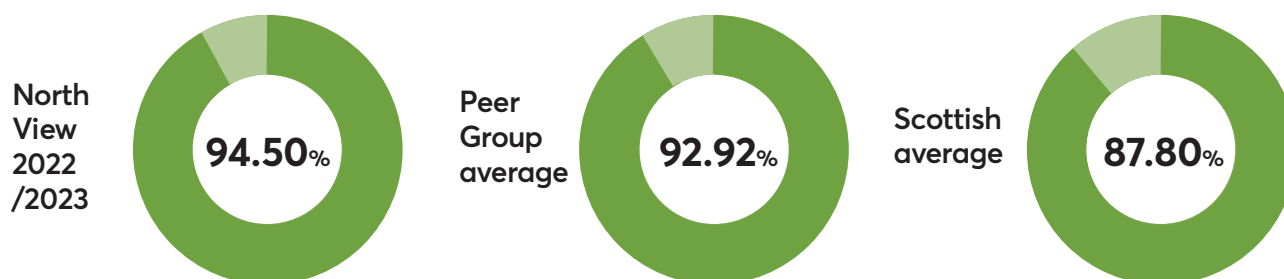
'Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.'*

PERCENTAGE OF TENANTS WHO HAD REPAIRS OR MAINTENANCE CARRIED OUT AND WERE SATISFIED WITH THE SERVICE THAT THEY RECEIVED:



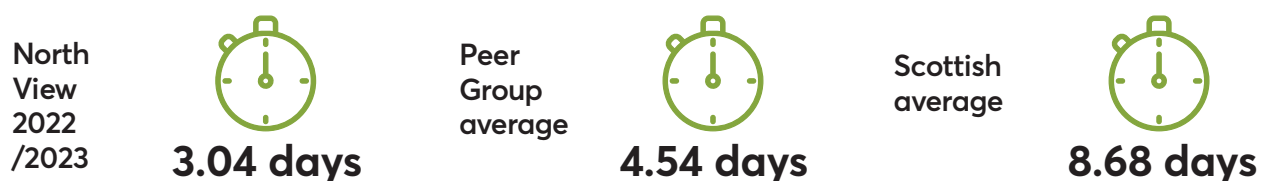
PERCENTAGE OF REACTIVE REPAIRS THAT WERE COMPLETED 'RIGHT FIRST TIME':



AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS:



AVERAGE TIME TAKEN TO COMPLETE NON-EMERGENCY REPAIRS:



The average time that the Association took to address emergency repairs in 2022/2023 was 1.36 hours, an improvement on our average of 1.70 hours in 2021/2022. We have also bettered the Peer Group and Scottish averages for 2022/2023 in both areas.

NEIGHBOURHOOD AND COMMUNITY

• ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR, NEIGHBOUR NUISANCE AND TENANCY DISPUTES

'Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

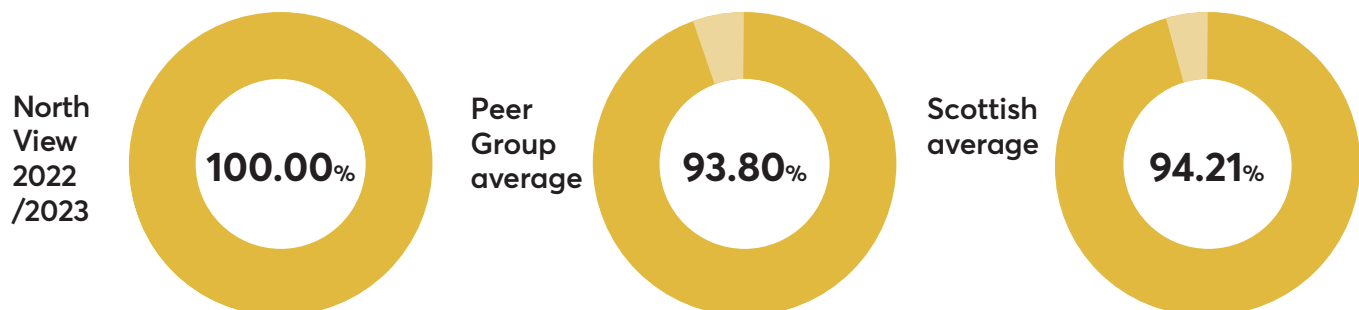
In 2022/2023, we continued our partnership with Glasgow City Council's Neighbourhoods, Regeneration and Sustainability's Community Relations Team to help us respond to reports of anti-social behaviour.

We take complaints about estate management issues and anti-social matters seriously and work to resolve them all within set timescales.

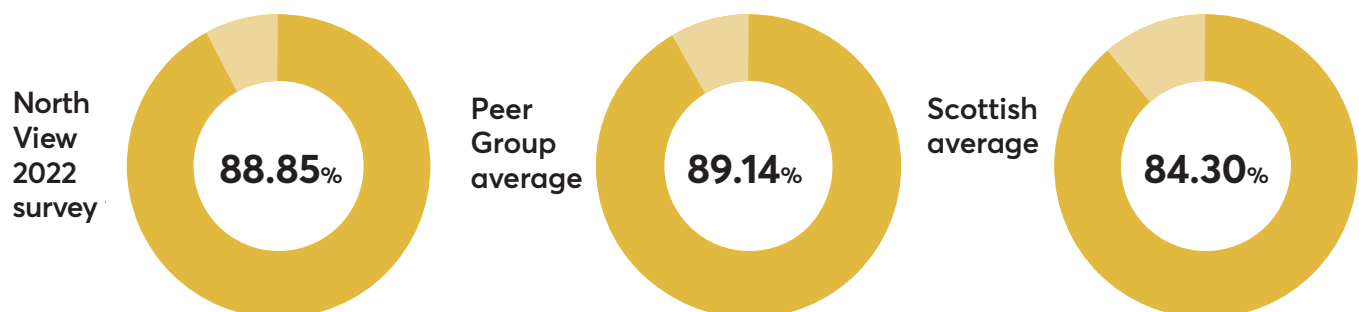
Following tenant consultation, we have recently reduced our timescales for responding to less serious anti-social behaviour complaints from 10 working days to 8 working days.

In 2022/2023, we received 70 complaints of anti-social behaviour and all were resolved in the year. This compares with 63 complaints in 2021/2022 and 107 in 2020/2021.

PERCENTAGE OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED IN 2022/2023:



PERCENTAGE OF TENANTS SATISFIED WITH LANDLORD CONTRIBUTION TO MANAGEMENT OF NEIGHBOURHOOD



ACCESS TO HOUSING AND SUPPORT

• HOUSING OPTIONS

'Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them;*
- tenants and people on housing lists can review their housing options.*

Social landlords have a role to prevent homelessness and should ensure that:

- people at risk of losing their homes get advice on preventing homelessness.'*



We have continued to deliver Housing Options during 2022/2023.

This approach provides personal advice to people in relation to their housing situation and helps them make informed choices. This includes our own tenants and people who come to us to apply for housing. It builds on the work we have been doing over the years to provide advice and support to our tenants and housing applicants.

We continue to offer help to any of our tenants who get into rent arrears. This includes appointments with our Welfare Rights Officer, providing information about getting independent advice and representation, working with partners to help tenants who need additional support and setting up repayment arrangements to clear the arrear.

• ACCESS TO SOCIAL HOUSING

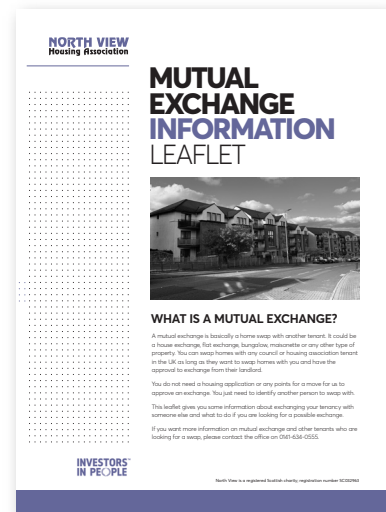
'Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.'*

This outcome relates to what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and meets their needs. It includes actions that social landlords can take on their own and in partnership with others (for example, through Housing Options, mutual exchange schemes or local information and advice services).

During Housing Options interviews, our Housing Officers explain how we allocate our houses, the size of house that the applicant qualifies for and discuss information about their chances of being rehoused with the Association. Information about other landlords in the City can also be provided.

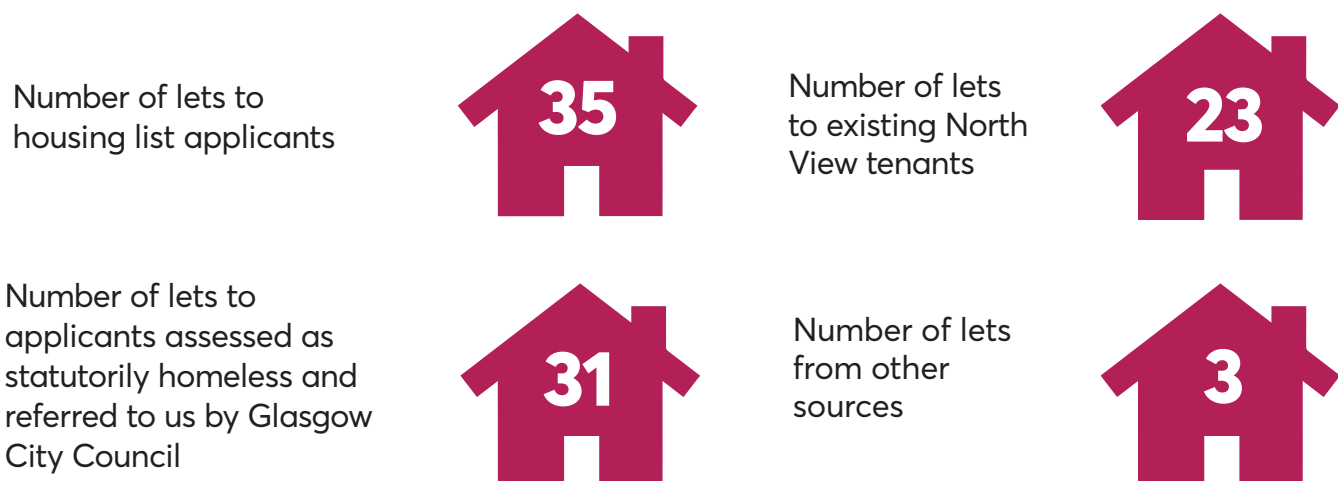
We advertise mutual exchanges in our reception and have a mutual exchange information leaflet to help explain how this process works.



WHO GOT OUR HOUSES IN 2022/2023?

At the start of each new financial year, we prepare a 'Lettings Plan' which estimates how many properties we expect to let during the year to each group of housing applicants to meet the aims and objectives of our Allocations Policy.

In 2022/2023, we let 92 properties which was much more than in previous years. This was due our Windlaw Lodge development completing in May 2023 and the impact that had on other lets. The breakdown of this figure, by applicant type, is illustrated below.



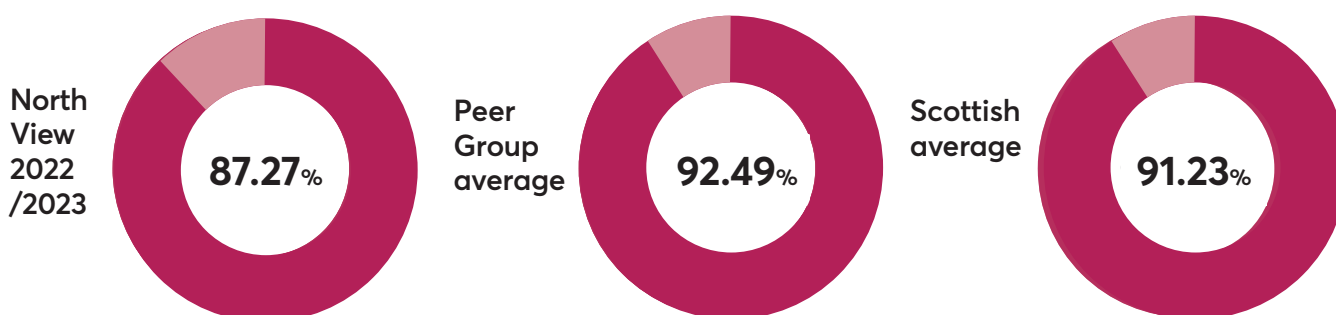
• TENANCY SUSTAINMENT

'Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.'*

This outcome covers how landlords can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent and tenants who may need their home adapted to cope with age, disability or caring responsibilities.

PERCENTAGE OF NEW TENANCIES SUSTAINED FOR MORE THAN A YEAR IN 2022/2023:



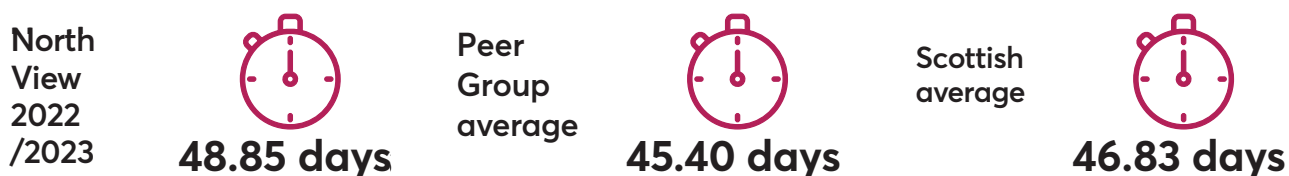
We work hard to engage with tenants who are in rent arrears or may fall into arrears. As well as providing support through our Welfare Rights Officer, we signpost them to other relevant service providers and, if required, advise them to seek appropriate legal representation.

'Housing Options' has an important role to play in helping existing tenants sustain their tenancies too. Where difficulties are being experienced, the Association has access to named contacts within a number of organisations, like the Glasgow City Health and Social Care Partnership and we can work to help make sure appropriate support is put in place.

We have recently introduced new procedures to help to try to reduce the number of properties abandoned by tenants, which had increased from 6 in 2021/2022 to 15 in 2022/2023.

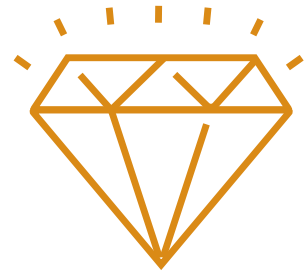
We carry out adaptations to tenants' homes to meet their changing needs and to help them to continue live independently. We inform tenants of this service through our Newsletters. Examples of adaptations completed include handrails and level access showers and in 2022/2023, we secured £29,944 in funding from Glasgow City Council to complete 8 adaptations.

THE AVERAGE TIME TAKEN TO COMPLETE ADAPTATIONS (FROM DATE OF RECEIPT OF NOTIFICATION THAT WORK IS REQUIRED):



we have continued to provide a range of support including food parcels, Castlemilk Pantry referrals and fuel vouchers to households in need.

Looking ahead, we will continue to help support our tenants where possible through the current cost of living crisis. This year, we have secured funding to purchase air fryers and slow cookers to help reduce cooking costs and have applied for further funding for fuel vouchers.



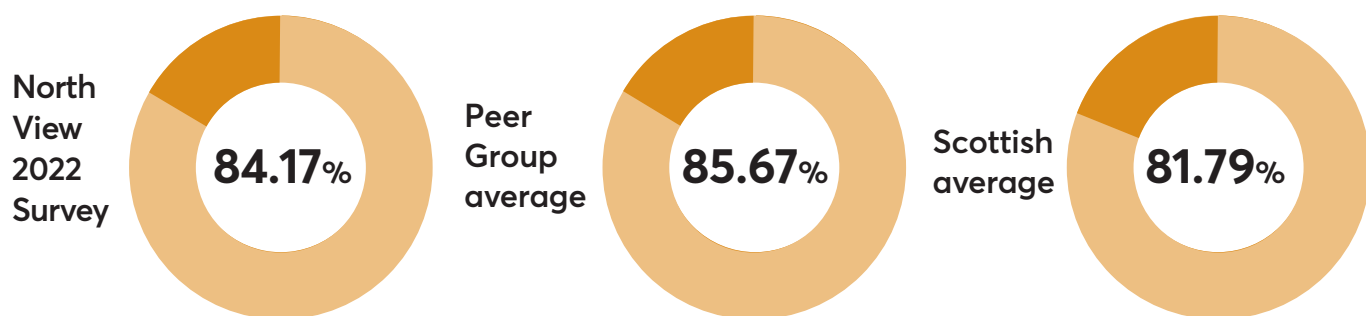
GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

• VALUE FOR MONEY

'Social landlords manage all aspects of their business so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.'*

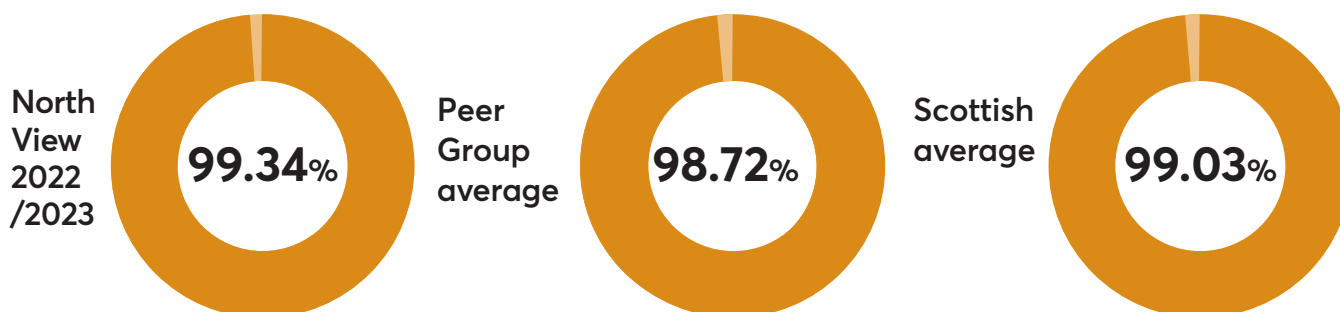
PERCENTAGE OF TENANTS WHO FEEL THAT THE RENT FOR THEIR PROPERTY REPRESENTS GOOD VALUE FOR MONEY:



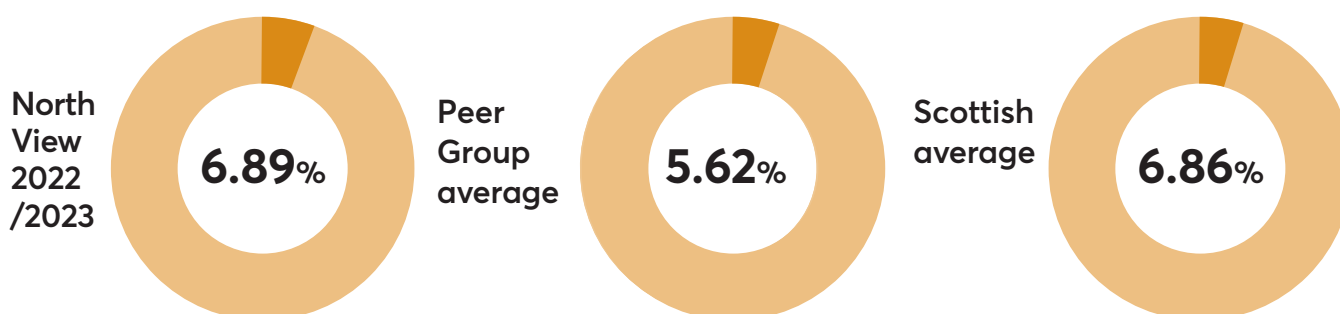
The percentage of our tenants who feel that the rent for their property represents good value for money increased significantly from 68.27% in 2020 to 84.17% in 2022.

As highlighted earlier, we have introduced, following consultation with tenants, a new Rent Policy to eliminate the variances in rent levels that we inherited when the properties transferred to us from Scottish Homes.

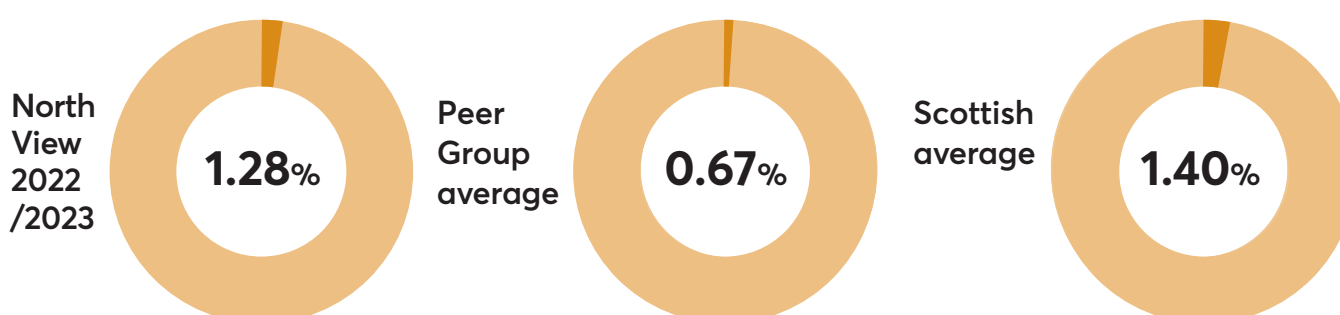
PERCENTAGE OF RENT DUE THAT THE LANDLORD COLLECTED IN THE YEAR:



GROSS RENT ARREARS (ALL TENANTS) AS A PERCENTAGE OF RENT DUE FOR THE YEAR:



PERCENTAGE OF ANNUAL RENT DUE LOST THROUGH PROPERTIES BEING EMPTY DURING THE REPORTING YEAR:



AVERAGE TIME TAKEN TO RELET EMPTY PROPERTIES:



We are working hard to minimise rent arrears and losses incurred through empty properties. The Association has introduced new procedures this year to help with this.



• RENTS AND SERVICE CHARGES

'Social landlords set rents and service charges in consultation with their tenants and other customers so that:

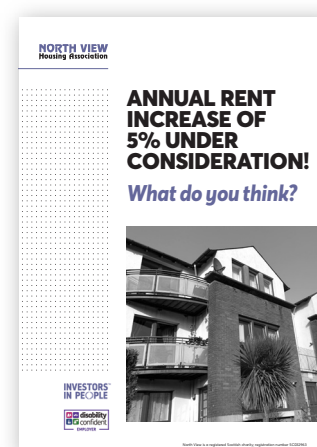
- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them;*
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.'*



When we review our rent levels each year, we consult via a special 'Consultation Newsletter'. In that Newsletter, we set out what we propose to do in the next financial year, how much it will all cost and our proposed rent increase option.

In our latest editions, we have asked our tenants to complete a short questionnaire contained in the Newsletter to help us gather views. We have also held open days in the Birgidale Complex to give tenants the chance to come to talk to staff members about the proposed increase.

As part of our Business Planning work, we assess our rents against the Scottish Federation of Housing Associations' 'Affordability Tool'. This allows us to test rent levels for our properties with earning levels for working households on low pay.



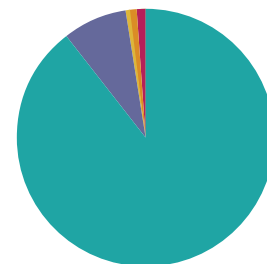


FINANCES

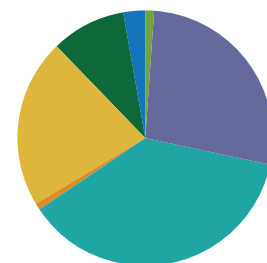
For the financial year ended 31st March 2023, the Association made an overall surplus for the period of £302,610. This is after accounting for annual changes in pension actuarial assumptions of £95,673.

The following charts summarise the split of income and costs in the year:

Income	£	%
Rents	3,410,902	90.1
Grant Release	306,565	8.1
Grants	29,314	0.8
Other Income	24,841	0.7
Interest & other Financial Income	12,987	0.3



Expense	£	%
Other Costs	42,434	1.2
Maintenance	956,631	27.5
Management Costs	1,301,275	37.4
Service Charges	31,570	0.9
Bad Debts	-18,799	-0.5
Property Depreciation	744,499	21.4
Interest Payable	328,716	9.4
Actrual Loss on Pension	95,673	2.7



The Balance Sheet of the Association shows a sound financial position. Net assets totalled £3.7m at March 2023 and a clean audit report was received following the annual External Audit.

In 2022/2023, around £491,165 was spent on component replacements, with a further £182,584 being spent on the new build properties on the former Windlaw Lodge site on Arden Craig Road.

Long term projections undertaken continue to demonstrate a viable financial outlook over the short, medium and long term.

The full Financial Statements are available on our website www.nvha.org.uk

Further information on the Association's performance can be found on the Scottish Housing Regulator's website:

www.housingregulator.gov.scot/landlord-performance/landlords/north-view-housing-association-ltd



We would like to hear your views on this Annual Report – please let us know what you think about it and any information or changes that you think would be good to include in future editions. You can get in touch with us by calling on **0141 634 0555** or emailing us at **enquiries@nvha.org.uk**. We look forward to hearing from you!

NORTH VIEW
Housing Association