



# **NORTH VIEW Housing Association**

*Registered as a Scottish charity - SC032963*

## **Annual Performance Report for 2019/20**



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

## Welcome to our Annual Performance Report for 2019/20!

In the pages that follow we cover how we are doing in meeting the requirements of the Scottish Social Housing Charter, we compare our performance for the year against that of other social landlords, and we tell you who got the homes we re-let in 2019/20.

We hope you find the time to have a read at the Report!



Each year the Scottish Housing Regulator issues an Engagement Plan for every housing association that operates in Scotland. In it the Regulator sets out what they require from each association in the year ahead. This is our Engagement Plan.



### North View Housing Association Ltd

#### Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

We don't require any further assurance from North View Housing Association Ltd (North View) at this point in time other than the annual regulatory returns required from all RSLs.

#### Regulatory returns

North View must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.



**[Read more about North View Housing Association Ltd >](#)**

#### Our lead officer for North View Housing Association Ltd is:

**Name:** Nicola Harcus, Regulation Manager  
**Address:** Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF  
**Telephone:** 0141 242 5642  
**Email:** [Nicola.harcus@scottishhousingregulator.gsi.gov.uk](mailto:Nicola.harcus@scottishhousingregulator.gsi.gov.uk)



# Annual Assurance Statement

The 'Annual Assurance Statement' sets out the Management Committee's assessment of how we are doing in relation to complying with the legislation, and regulations. While it is the 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. relevant Regulatory Requirements set out in Chapter 3 of the Regulatory Framework,*
- 2. all relevant standards and outcomes in the Scottish Social Housing Charter,*
- 3. all relevant legislative duties, and*
- 4. the Scottish Housing Regulator's Standards of Governance and Financial Management.*

*Having viewed and considered evidence in relation to each of these topics, the Management Committee is assured that North View Housing Association complies with the regulatory requirements covered in topics 1, 3, and 4. The Association is currently non-compliant in relation to topic 2 because our major repairs programme is currently suspended. The programme has been suspended because the nature of the works involved require workmen to be in tenants' homes for a considerable period of time, thereby increasing the risk of householders and/or workmen contracting COVID-19. The pandemic has also caused the suspension of our property condition survey inspection programme. The restart of these services will be dependent upon the status of public health advice.*

*This Assurance Statement was approved by the Management Committee of North View Housing Association, on Wednesday 25th November 2020.*

## **Non compliance**

As explained in our Statement, COVID-19 has prevented us from meeting all of our obligations. Given the way things are with the pandemic, we have postponed the kitchen and window replacement contracts that we planned to carry out in 2020/21 and have rescheduled them for 2021/22 – but that will be dependent upon us being able to carry out the work safely by then!

The Regulator is aware of our position, and we will inform when we restart the kitchen and replacement contracts!

When undertaking the assurance assessment process, the Management Committee identified two areas in which we wish to strengthen compliance; the Committee will put plans in place to achieve this.

**Recruiting new Committee Members:-** COVID scuppered our plans to recruit new Committee Members. We had intended focussing on attracting new Members to the Committee from our resident base, and from people outwith our area who have an interest in what we do and are willing to become involved, but we will now have to review all of that and reset our plans accordingly. That'll be one for 2021.

**Asset Management Strategy:-** our Asset Management Strategy is in need of review. We are complying with all maintenance related requirements, but we need to update our Asset Management Strategy to reflect what we are actually doing.

In the infographics that we use in this Report, we compare our performance for against our Peer Group’s average, our performance figures for 2018/19, and, in some cases, the results of our 2020 Tenants’ Survey.

The Peer Group average is calculated from our results and those of eight other housing associations of a similar type and size to us and operate in the Glasgow.

# The customer/landlord relationship

Our latest satisfaction figure is broadly the same as it was two years ago.  
A wee bit lower than our Peer Group comparator but not too far away.

As explained in our Winter 2020 Newsletter, we think that tenant discontent with aspects of our repairs service and rent charges have contributed to the 85% figure. We will be looking into these issues in 2021.

*Percentage of tenants who said that they were satisfied with the overall service that they received from their landlord.*





# Equalities

“Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”

*extract from the Scottish Social Housing Charter*

We aim to treat people respectfully and fairly; our latest survey results indicate that we are achieving that – 93% of tenants surveyed were satisfied that we treated them fairly!

In 2019/20, we continued to tackle inequality through many aspects of our work, like:-

- Providing welfare rights advice to help people access the money that they are entitled to.
- Funding activities in the area for local children and young people. This has involved us working in partnership with expert organisations like the Jeely Piece Club, and Castlemilk Youth Complex, to deliver projects for us!
- Working with the Trussell Trust to provide a local foodbank outlet for our tenants.

Our most significant equalities related ‘action’ of 2019/20 was to appoint expert housing consultancy firm, Arneil Johnson, to oversee a review of our Rent Policy with the aim of eradicating the inequity of the rent levels that we inherited when the properties transferred to us from Scottish Homes.





# 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 outcomes.



Our quarterly Newsletter is our main mode of communication; through that we provide information on our services, news, and how residents can have their say in what we are doing.

The Newsletters focus on the things that tenants told us they want to know about - information about performance, what’s coming up over the next couple of months, and forthcoming maintenance work. On top of that we have our Facebook page through which we let residents know about our activities, local events, employment and training opportunities etc..

In 2019/20 we overhauled our website to meet the requirements of the Freedom of Information, which was extended to cover housing associations from 11th November 2019.

**summer 2017**  
The Quarterly Newsletter of...  
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**Skip weekend: 21st to 24th July!**

**A very Merry Christmas to all North View tenants and residents!**

**Ayr trip set for Friday 22nd June!**

**Office Opening Hours**  
Monday 8.30am to 12noon 1pm to 4pm  
Tuesday 8.30am to 12noon 1pm to 4pm  
Wednesday 8.30am to 12noon  
Thursday 10am to 12noon 1pm to 4pm  
Friday 8.30am to 12noon 1pm to 4pm

**INSIDE YOUR SUMMER NEWSLETTER**  
2 - 9 NEWS  
10 & 11 SKIPS  
12 - 15 FIRE SAFETY  
16 COMPETITIONS

**INSIDE YOUR AUTUMN NEWSLETTER**  
2 - 9 NEWS  
10 LEGIONELLA  
11 CONDENSATION  
12 & 13 MAINTENANCE  
14 & 15 MUTUAL EXCHANGES  
16 COMPETITIONS

**INSIDE YOUR WINTER NEWSLETTER**  
2 - 6 NEWS  
7 WINTER ADVICE  
8 MONEY MATTERS  
9 PERFORMANCE  
10 & 11 MUTUAL EXCHANGES  
12 COMPETITIONS

# Participation

“ Social landlords manage their businesses so that tenants and other customers find it easy 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 to a level that they are comfortable with! That ranges from taking part in surveys right through to joining our Management Committee! We use the Newsletter to let residents know about how they can get involved with what we do.

Our tenants are given the opportunity to participate in consultations. Our Newsletter is our main vehicle for telling tenants about consultations, but we have also done it through letters and special ‘consultation’ Newsletters.

Percentage of tenants who were satisfied with the opportunities to participate in their landlord’s decision making.



# Housing quality and maintenance

## Quality of housing

“ Social landlords manage their businesses so that tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020. ”

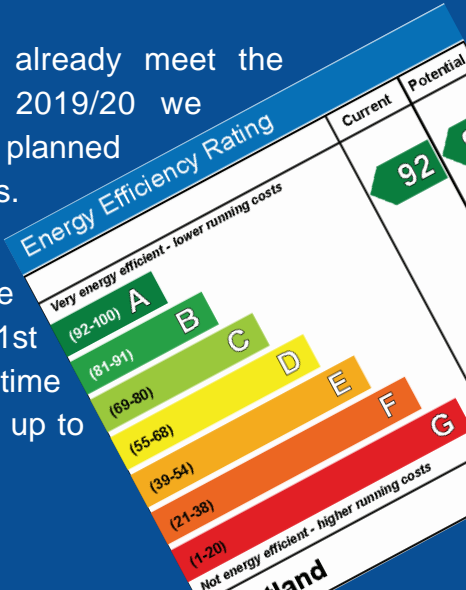
All our properties met the requirements of the SHQS at time of let, indeed, at 31st March 2020, all our properties were SHQS compliant.

Most of our properties already meet the EESH criterion but in 2019/20 we continued to implement our planned EESH improvement works.

The improvement programme will run on to the EESH deadline date of 31st December 2020, by which time all of our properties will be up to standard.



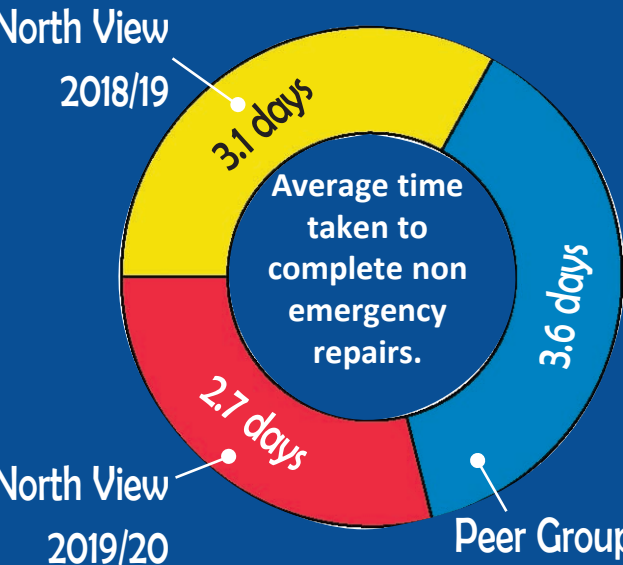
Percentage of landlord’s homes that meet the SHQS.





# 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. ”



The average time that we took to address emergency repairs in 2019/20 was two hours, an improvement on our 2 hours and 24 minutes average for 2018/19. Our average response time for attending to non-emergency repairs improved to 2 days, 16 hours, and 48 minutes! We also bettered our Peer Group average for 2019/20 in both areas.

Percentage of reactive repairs that were completed ‘right first time’.

Our ‘right first time’ figure for 2019/20 was better than our Peer Group average for 2019/20, but down on our 2018/19 figure.



Percentage of tenants who had repairs or maintenance carried out and were satisfied with the service that they received.

The stats show that we did well here.



# 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 2019/20 we continued our partnership with Community Safety Glasgow and this has helped us to respond effectively to reports of anti-social behaviour.

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

In 2019/20 all the cases of anti-social behaviour that we dealt with were resolved within our target timescale.

## Access to housing and support

### Housing options

“Social landlords work together to ensure that i) people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them ii) that tenants and people on housing lists can review their housing options. Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.”

We have been delivering Housing Options since April 2016. During 2019/2020, the Housing Options interviews resulted in many applications for housing.

Housing Options provides personal advice to people who need help with their housing situation and helps them make informed choices. This includes our own tenants and people who come to us to apply for rehousing. It builds on the work we have been doing over the years to support our tenants and housing applicants.

Instead of filling out a housing application form when first contacting the Association for housing, people now need to make an appointment for a ‘Housing Options and Solutions’ interview with one of our Housing Officers. The interview, which takes about 45 minutes, looks at their individual circumstances, together with their housing and personal needs. People receive an ‘Action Plan’ detailing the housing options discussed and agreed.

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 covers what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and suitable and that 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 through local information and advice schemes.



We continue to work to achieve this Charter standard.

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 is also provided.


We also advertise mutual exchanges in our reception and quarterly newsletter. We are a member of HomeSwapper and tenants can use this scheme to swap homes with someone from anywhere in the UK.


## Who got our houses in 2019/2020?


At the start of each new financial year, we prepare a ‘Lettings Plan’ in which we estimate how many properties we expect to let during the year to each group of housing applicants that meet the aims and objectives of our Allocation Policy. With the exception of ‘Aspirational Lets’ and Homeless referrals that we get from Glasgow City Council, our properties are let to people on the housing list who we have assessed as having the greatest housing need.

In 2019/2020, we let 64 properties to people on our housing lists. The breakdown of the number of properties that were let to each group of applicants is illustrated below:

Properties let from our external housing list  
 23

Properties let to homeless persons referred to us by Glasgow City Council  
 22

Properties let to existing North View tenants through our internal housing list  
 16

Properties let to existing North View tenants through an aspirational move  
 3

# 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.”*

**T**HIS 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.

We work hard to engage with tenants who are in rent arrears or we fear 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.

We also distribute food parcels on behalf of the Trussell Trust Foodbank to tenants who find themselves in need of them, and we run a modest emergency fuel payment scheme for tenants.

Looking to the future, in 2021 we are aiming to carry out a feasibility study into what additional wider role type services we can provide to our, how we would deliver those services, and how we would pay for them.

‘Housing Options’ has a role to play in helping existing tenants sustain their tenancies too. Where difficulties are being experienced, the Association has access to named contacts in a number of organisations, like Social Work Services and Health Services, and we can work to help make sure suitable support is put in place.

We carry out adaptations to tenants’ homes to meet their changing needs and to help them to continue living in their home. We inform tenants of this service through our Newsletter. Examples of adaptations completed include handrails, level access showers and lever taps. We receive funding from Glasgow City Council to do this.

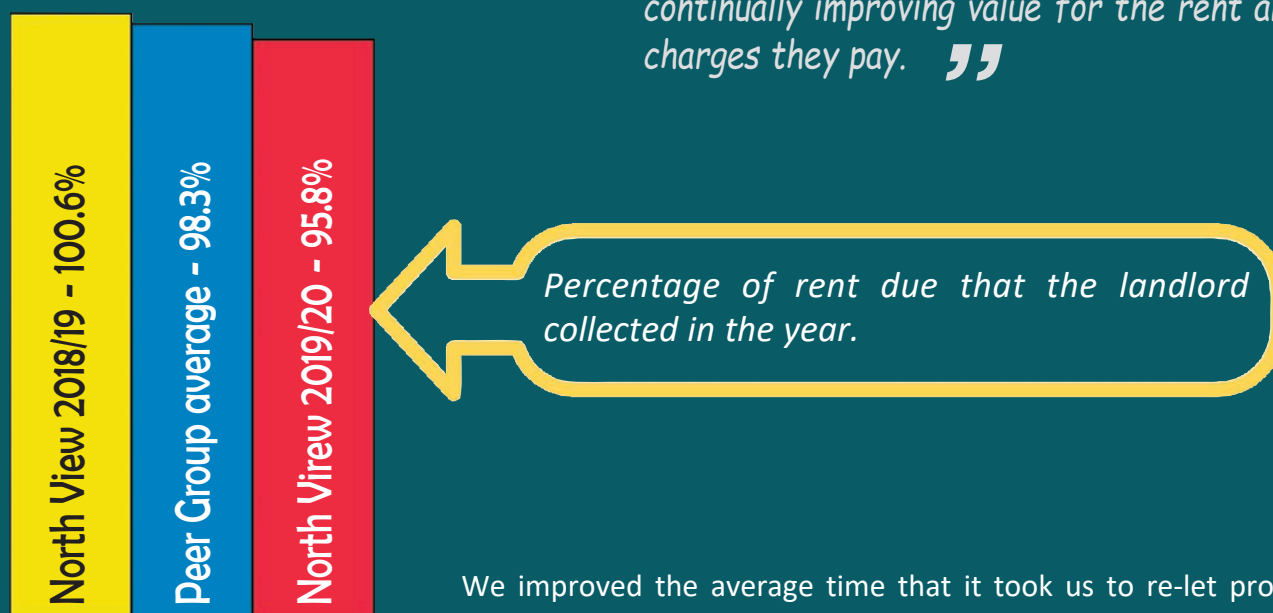




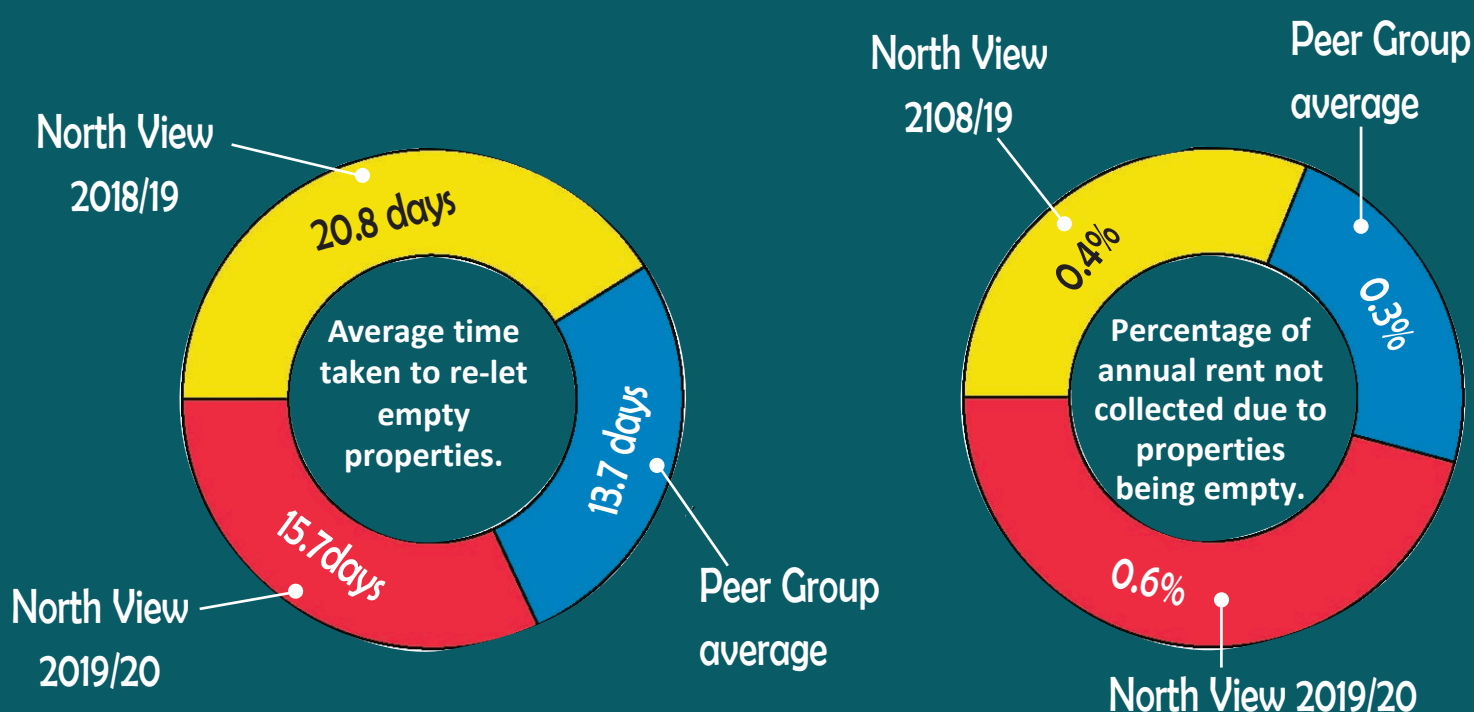
# Getting good value for rents and service charges

## 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. ”



We improved the average time that it took us to re-let properties in 2019/20 from the previous year, but we didn't do quite as well with rents; our performance for both indicators was down on 2018/19's. We were also lower than our Peer Group's 2019/20 average for all three indicators.



# 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; and that 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.”*

We consult via a special ‘Consultation Newsletter’ when we review our rent levels. In the Newsletter we set out what we propose to do in the next financial year, how much it will all cost, and our proposed rent options. The results of our latest survey showed that 78% of tenants that this Newsletter gave them enough information about how their rent was decided. This is down from the 93% that it was at in 2018, so next time round we will consider widening how we consult.

We have assessed many of our rents against the Scottish Federation of Housing Associations’ ‘Affordability Tool’ and found them to be affordable to most household types.

We have an issue with rent disparity between similar sized properties in different development areas throughout Windlaw, so we have appointed Arneil Johnson to oversee a review of our Rent Policy to ensure that the rent that we charge is fair and that we can demonstrate to tenants’ how their rent is arrived at.





# News

*The purpose of this document was to cover our Annual Report for 2019/20, but a couple of things have come up since our Winter Newsletter was published so we have taken the opportunity to sneak them in here!*

## North View to survey tenants' to help address effects of COVID-19!

In February we will survey tenants to get an idea about how they have been affected by the pandemic.

We did our biennial Residents' Survey last autumn but we cut out a load of questions to make it easier to do the survey over the phone. One of the sections that was dropped was to do with tenants' finances. Having been under COVID restrictions for more than nine months now, we are keen to find out the impact that they have had on tenants' finances. The survey will also include questions about how affordable tenants' are finding it to heat their homes, along with other subject topics.

We'll look to see what we can do to address issues that come out of the survey. That may mean tweaking existing services, or inputting to the Wider Role Feasibility Study that we will be carrying out in 2021.

We are hoping to appoint the firm that did our Residents' Survey last autumn, Research Resource, to do this survey for us. As before, it'll be conducted by phone. It should only take about 10 minutes to complete, and we'd be grateful if you could spare the time should you receive a call from Research Resource.

The survey will be anonymous; Research Resource won't tell us anything you say unless you give them explicit permission to do so.

## North View to recruit a new Director in 2021!

**North View's Director, Euan Anderson, will be leaving the Association in 2021.**

Euan joined North View as Director and sole employee on Monday 1st November 1993. The Association has obviously grown since then. Euan has managed the changes that have occurred over the last 27 years, but he feels that the time is now right for someone else to come in and take the Association forward; it will be for the new Director to oversee the Wider Role Feasibility Study, as well as the recruitment of new Committee Members.

We will be advertising for a new Director in early January 2021, and hope to appoint the new Director in March. Euan will continue in post until his replacement is appointed.

# Right to Repair

**QUALIFYING REPAIRS** give tenants the right to have small, urgent repairs carried out by their landlord within a reasonable timescale. Small urgent repairs are defined in statute as being repairs that cost no more than £350 to rectify.

Seventeen types of repair are classified as 'Qualifying Repairs'. Response times differ from one type of Qualifying Repair to the next and are measured in 'working days' - which means that timescale lengthens if it includes a weekend or statutory holiday.

If you report a repair which turns out to be a Qualifying Repair, you will be given a 'Qualifying Repair Notice'. This tells you the name of the Contractor who will carry out the work, and a date by which they have to complete the repair. This Contractor is called the 'Primary Contractor', but the Qualifying Repair Notice will also contain the name of a second Contractor, known as the 'Other Listed Contractor'.

If the 'Primary Contractor' hasn't turned up by the time and date stated on the Qualifying Repair Notice, you can contact the other Contractor (the Other Listed Contractor) and instruct them to carry out the work. Before the 'Other Listed Contractor' can respond, they have to tell North View about the instruction. They get in touch with us and we then give them a copy of the Qualifying Repairs Notice and let them know the timescale for completing the repair.

<b>Qualifying Repair</b>	<b>maximum period in working days from the day immediately following the date of notification of qualifying repair or inspection</b>
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Electric power - loss of electric power	1
Electric power -partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss, or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Water supply - loss of water supply	1
Water supply - partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extract fan in kitchen or bathroom not working	7

If the repair hasn't been attended to by the deadline, you may be entitled to £15 compensation. The level of compensation can then increase by £3 per working day up to a total of £100, or until the repair is fixed, whichever comes first. However you will not be due compensation if you fail to provide access to allow the repair to be inspected or made good, or if any repair work would infringe upon the terms of a guarantee from another party (like, for example, if we were doing work to a boiler that was still under the manufacturer's guarantee).

If the repair is delayed due to unforeseen circumstances, the deadline is suspended - as is your entitlement to compensation - but we'll let you know if that happens.

The target timescales for attending each Qualifying Repair is highlighted in the table above.

The following pool of contractors carry out Qualifying Repairs for us:- City Building; James Mercheant; and John Doherty & Co Ltd.

The selection of the individual Contractor depends on the nature of the repair.



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North View Housing Association is a registered Scottish charity (Scottish charity number SC032963), and a registered Property Factor (Property Factor number PF000246).