

ANNUAL PERFORMANCE REPORT 2020/2021





NORTH VIEW Housing Association

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This Annual Performance Report can be made available in audio, Braille, large print and community languages.

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WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2020/2021

The Report sets out how the Association is meeting the requirements of the Scottish Social Housing Charter. We also compare our performance for the year 2020/2021 against that of other 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.

Coronavirus dominated the year and still continues to impact on everyone's lives. Lockdown was only in place for a matter of days before the start of 2020/2021 and over the course of the year, the Association had to respond to changes in restrictions.

During the pandemic, the Association has continued to work hard to deliver its services and support our residents.



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
- on the needs of our community

2020/2021

ANNUAL ASSURANCE STATEMENT

The 'Annual Assurance Statement' sets out the Management Committee's assessment of how we are doing in relation to complying with legislation and regulations. While it is the Scottish Housing Regulator which requests 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, the Management Committee is assured that North View Housing Association complies with the regulatory requirements covered in each area.

In assessing the evidence, the Management Committee has identified a small number of areas in which we wish to strengthen our compliance. The Management Committee has put plans in place to achieve this.

The Management Committee is assured that we are working towards having effective and appropriate systems in place for the collection

of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policies and service delivery.

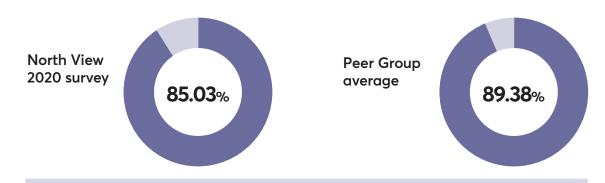
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

This Assurance Statement was approved by the Management Committee of North View Housing Association on Wednesday 20th October 2021.'

THE CUSTOMER /LANDLORD RELATIONSHIP



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



Our latest satisfaction figure, based on our 2020 survey, is 85.03%. It is lower than the Peer Group average but we are working to improve this figure.

We have started to implement our new Rent Policy in 2021/2022 and this sees our rent charges for similar properties being brought in line with each other over a five-year period. We will also be looking at aspects of our repairs service.

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.'

We aim to treat people fairly and with respect. Our 2020 survey indicates that we are achieving that, with 92.8% of residents surveyed satisfied that we treated them fairly.

IN 2020/2021, WE CONTINUED TO TACKLE INEQUALITY BY:

Providing welfare rights advice to help people access the money that they are entitled to

During the year, our Welfare Rights Officer assisted 123 residents, securing a total £337,911.47 for them.

Working with the Trussell Trust to provide a local foodbank outlet for our tenants

We distributed over **252 food parcels** from lockdown on 23rd March 2020 to 31st March 2021 on behalf of the Trussell Trust.

Funding activities in the area for local children and young people

This has involved us continuing to work in partnership with specialist providers like the Jeely Piece Club and the Castlemilk Youth Complex to deliver these projects.

Providing fuel payments, hygiene packs, face masks, lanyards and Christmas payments for children

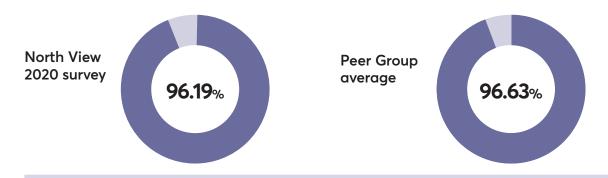
With support via Scottish Government funding, the Association was able to provide 221 hygiene bags and £5,234 in fuel payments to residents. We were also in a position to give all children registered in our properties a payment of £20 at Christmas.

Developing and approving a new Rent Policy to eliminate the inequity of the rent levels that we inherited when the properties transferred to us from Scottish Homes was another major piece of work carried out in the year.

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:





The quarterly Newsletters are our main form of communication. They provide information on our services, news and how residents can have their say in what we are doing. In the 2020 survey, 93% of respondents confirmed that they read the Newsletter and 88% stated that it helps them understand the work of the Association.

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 future maintenance plans.

PARTICIPATION

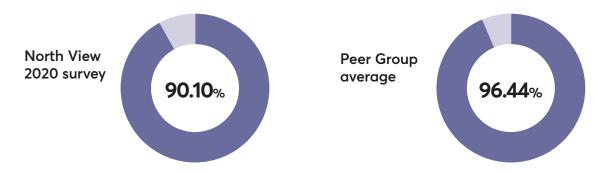
'Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.'

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

That ranges 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.

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



We are currently looking at other ways in which residents can get involved in the annual rent review.



HOUSING QUALITY AND MAINTENANCE



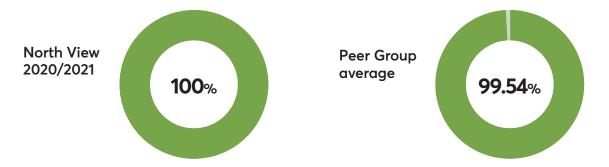
QUALITY OF HOUSING

'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 (EESSH) by December 2020.'

All our properties met the requirements of the SHQS at the time of let and at 31st March 2021, all our properties were SHQS compliant.

At 31st March 2021, we had one property that did not meet EESSH and we are currently working to address this.

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 2020/2021 was 1.74 hours, an improvement on our 2 hours average for 2019/20. Our average response time for attending to non-emergency repairs has also improved. We have also bettered our Peer Group average for 2020/21 in both areas.

NEIGHBOURHOOD AND COMMUNITY

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

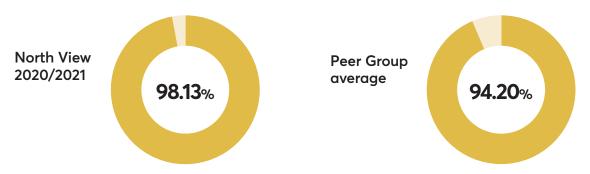
'Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.'

In 2020/21, we continued our partnership with Glasgow City Council's Neighbourhoods, Regeneration and Sustainability's Community Relations Team and this has helped us to respond effectively to reports of ant-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 2020/21, COVID restrictions were in place for long periods and we received 107 complaints of anti-social behaviour, compared with 53 in 2019/20.

PERCENTAGE OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED IN 2020/2021:



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 continued to deliver Housing Options during 2020/21.

This approach 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 housing. 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, people now need to make an appointment for a Housing Options and Solutions Interview with one of our Housing Officers. With COVID restrictions in place in 2020/21, interviews were carried out over the telephone and we have continued with this way of working. The interview, which can take about 45 minutes, looks at individual circumstances, together with housing and personal needs.

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. The Association is a member of Home-Swapper and tenants can use this scheme to swap homes with someone from anywhere in the UK.

WHO GOT OUR HOUSES IN 2020/2021?

Number of properties let from our external housing list



Number of properties let to existing North View tenants



Number of properties let to homeless persons referred to us by Glasgow City Council



Number of properties let from other sources



The Association rehoused an increased proportion of homeless households in 2020/21 to assist with the homelessness challenges faced by Glasgow as a result of the pandemic.

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.

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 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 the Glasgow Health and Social Care Partnership 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 live independently. We inform tenants of this service through our Newsletters. Examples of adaptations completed include handrails and level access showers and in 2020/21, we secured £13,332 in funding from Glasgow City Council to complete 12 adaptations.

We have continued to distribute food parcels on behalf of the Trussell Trust Foodbank to tenants who find themselves in need. Through funding support received from the Scottish Government, we have also been able to run an emergency fuel payment scheme for tenants.

Looking ahead, we are planning to see how we can further develop the wider role type services that we can provide to our community.

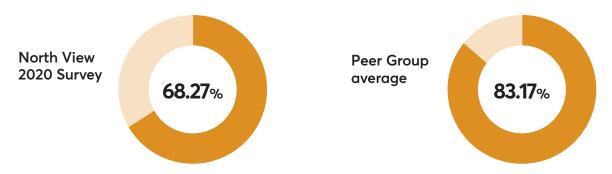


GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

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.'

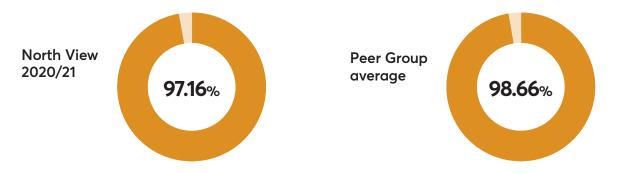
PERCENTAGE OF TENANTS WHO FEEL THAT THE RENT FOR THEIR PROPERTY REPRESENTS GOOD VALUE FOR MONEY:



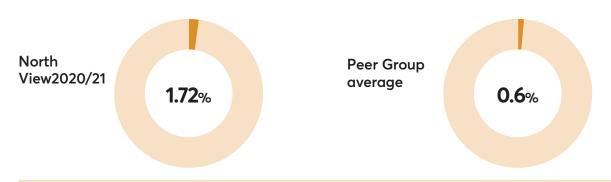
As mentioned earlier, since our 2020 Survey, we have introduced a new Rent Policy to eliminate the variances in the rent levels that we inherited when the properties transferred to us from Scottish Homes. This new Policy has meant that from 28th March 2021, the rent charge for 52% of our tenants reduced and increased for 48%. We also did not apply an annual rent increase for 2021/22.

We will be developing a Value for Money Strategy and working, moving forward, to improve on this indicator.

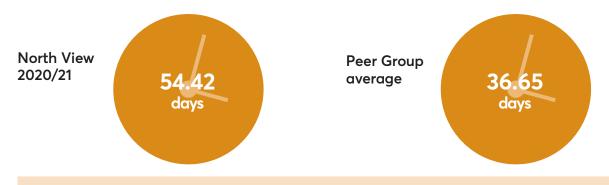
PERCENTAGE OF RENT DUE THAT THE LANDLORD COLLECTED IN THE YEAR:



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



AVERAGE TIME TAKEN TO RELET EMPTY PROPERTIES:



The pandemic and associated restrictions had significant impact on how quickly we could relet properties in 2020/21. All relets were suspended on 23rd March 2020 and we were not able to start allocating properties again until June 2021. We are currently working to try to minimise relet timescales.

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.'



When we review our rent levels each year, we consult via a special 'Consultation Newsletter'. 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. Our 2020 Survey showed that 78% of tenants felt that this Newsletter gave them enough information about how their rent was decided. We will be considering additional consultation approaches for 2022/23.

As part of our Business Planning process, 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.

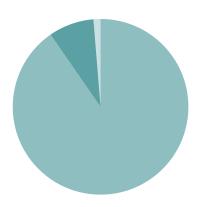
FINANCES

For the financial year ended 31st March 2021, the Association made an overall deficit for the period of £141,910. This is after accounting for annual changes in pension actuarial assumptions (£262,000) and writing off sums for assets disposed of in the year (£216,000).

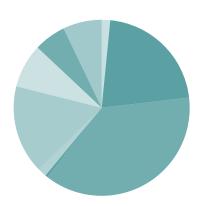
This position was an improvement on the budget expectations for the year.

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

Income	£	%
Rents	3,193,745	90.4%
Grants	294,697	8.3%
Other Income	45,959	1.3%



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Expense	£	%
Other Costs	57,656	1.6%
Maintenance	793,068	21.57%
Management Costs	1,377,095	37.46%
Service Charges	15,679	0.43%
Bad Debts	59,655	1.62%
Property Depreciation	598,225	16.27%
Interest Payable	297,048	8.08%
Loss on disposal of other fixed assets	215,519	5.86%
Actuarial Loss on Pension Plan	262,366	7.14%



The Balance Sheet of the Association shows a sound financial position. Net assets totalled £2.951m at March 2021 and a clean audit report was received following the annual External Audit.

In 2020/21, around £211,000 was spent on component replacements, with a further £937,000 being spent on new build properties which are currently expected to complete in January 2022.

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

