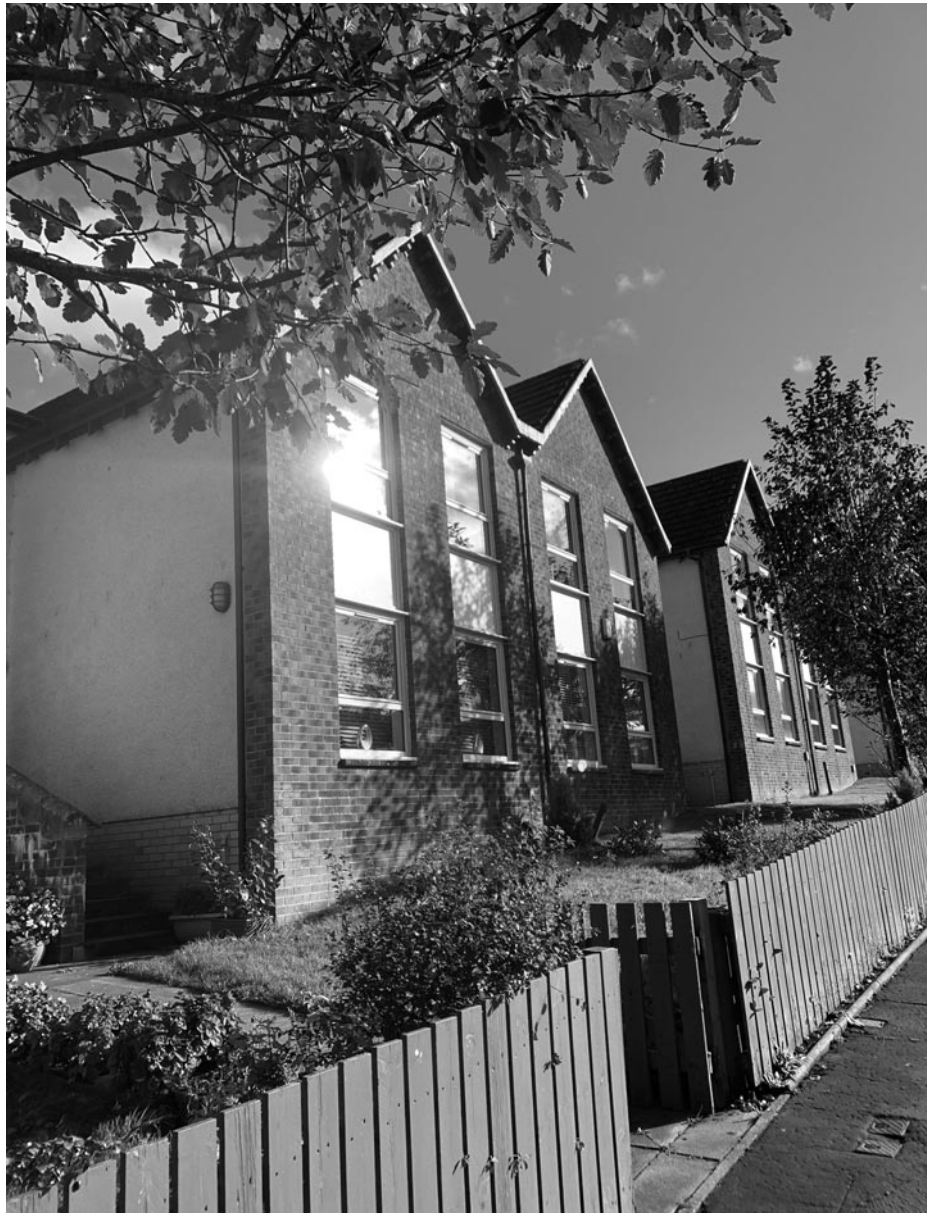


ANNUAL PERFORMANCE REPORT 2021/2022



**INVESTORS
IN PEOPLE**



NORTH VIEW Housing Association

29A Stravanan Road
Castlemilk, GLASGOW, G45 9LY

TEL 0141 634 0555
EMAIL enquiries@nvha.org.uk
WEB www.nvha.org.uk

 find us on facebook

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

For further details, please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

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INTRODUCTION



2021/2022 was another busy year for North View. Although still affected by the pandemic, it saw us getting back to a bit of normality, with the office reopening to the public in August 2021.

We made good progress with the Windlaw Lodge New Build project, with six properties allocated before the end of March 2022. The Lettings Plan set by the Association for this project prioritised our own tenants who were under occupying large family homes. This meant that we were able to free up larger homes within our stock, which in turn have been allocated to families who needed this type of accommodation.

We continued to support our tenants in a number of ways including through our Welfare Rights service, the provision of fuel payments and the distribution of food parcels on behalf of the Trussell Trust. The current economic situation of increasing inflation and interest rates is now presenting real challenges for our tenants and our services. These are unprecedented circumstances and we will work to support our tenants during these difficult times.

WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2021/2022

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 2021/2022 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 in 2020. Our 2022 large scale survey has just been recently completed and the findings from this will be covered in our Winter Newsletter.





• 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

2021/2022

• 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 Scottish Housing Regulator (SHR) 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, the Management Committee is assured that North View Housing Association complies with the regulatory requirements.

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

The Management Committee is assured that we have effective and appropriate systems in place for the collection of equalities data which is now underway and we are working towards using this in our decisions, policies and service delivery.

We currently have eleven 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 2023, subject to access being granted. As reported in our ARC, these properties are currently categorised as 'in abeyance' for the purposes of the SHQS.

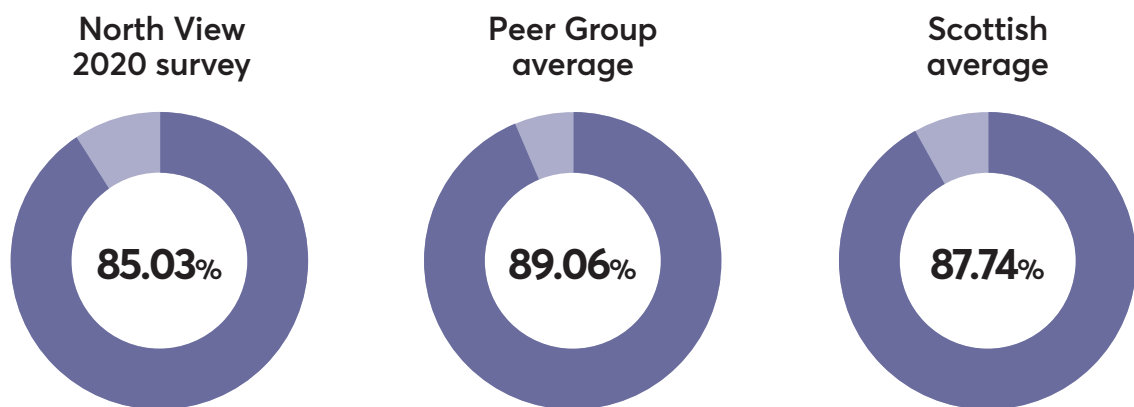
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

This Assurance Statement was approved by the Management Committee of North View Housing Association on Wednesday 26th October 2022.

THE CUSTOMER /LANDLORD RELATIONSHIP



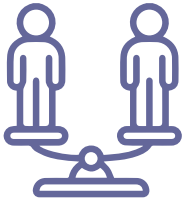
PERCENTAGE OF TENANTS WHO SAID THAT THEY WERE SATISFIED WITH THE OVERALL SERVICE THAT THEY RECEIVED FROM THEIR LANDLORD:



This satisfaction figure, based on our 2020 survey, is 85.03%. It is lower than the Peer Group and Scottish average.

2021/2022 was the second year of implementing our new Rent Policy. This sees our rent charges for similar properties being brought in line with each other over a five-year period. *We did not apply an inflationary annual rent increase in 2021/2022 to help our tenants during the pandemic.*

We intend to look 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:

- 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 are committed to treating people fairly and with respect. Our 2020 survey confirms that we are achieving that, with 92.8% of residents surveyed satisfied that we treated them fairly.

We have recently introduced a new Equal Opportunities and Human Rights Policy and Action Plan. We are collecting equalities information from our tenants and other groups to help inform our policies and service delivery.

IN 2021/22, 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 179 residents, securing a total £393,944.45 for them. In our 2020 survey, 50.8% of tenants had used this service and of these, over 92% were satisfied with it.

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

Between 1st April 2021 to 31st March 2022, we distributed 90 food parcels on behalf of the Trussell Trust.

Providing fuel payments

With support via Scottish Government funding, the Association provided £17,217 in fuel payments to residents.

Funding activities in the area for local children

We continue to work in partnership with the Jeely Piece Club to deliver a playclub in the Birgidale Complex for local children.

Providing financial support to the Castlemilk Pantry

The Pantry opened in July 2021 and provides local people with access to affordable food.

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

2021/2022 was the first year of a five year programme to bring rent charges for similar properties in line with each other. We also did not apply an inflationary annual rent increase for 2021/2022 to help our tenants during the pandemic.

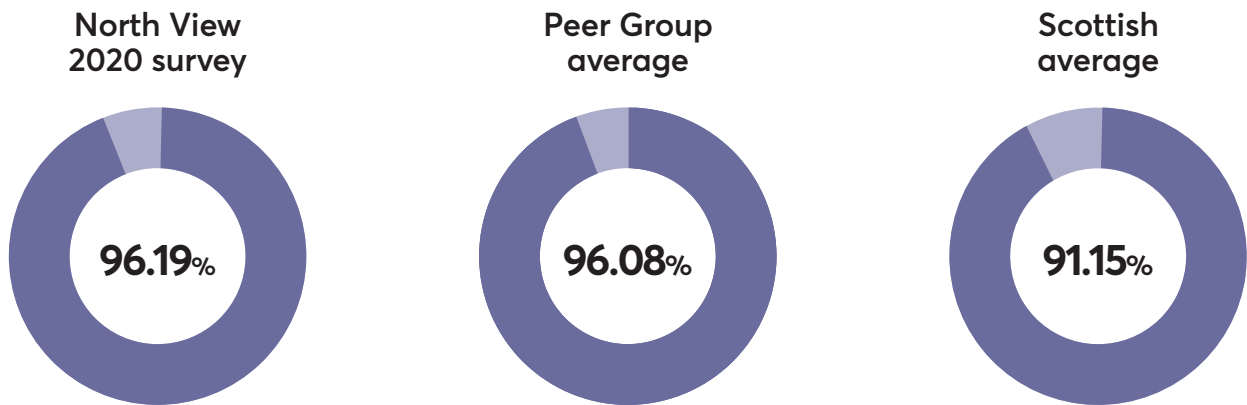


• COMMUNICATION

'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 quarterly Newsletters are our main form of communication. They provide information on our services, on how residents can have their say in what we are doing and news. 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 areas that tenants told us they want to know about - information about performance, what is coming up over the next couple of months and future maintenance plans. We have also provided regular Welfare Rights updates.



As COVID restrictions eased, our office was able to reopen in August 2021. Customers can now call in and speak to someone face to face.

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

• 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 which suits them.

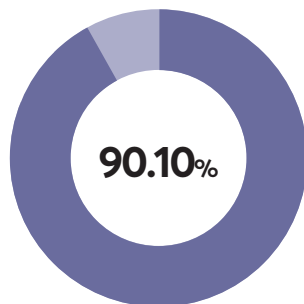
This can range from taking part in surveys right through to joining our Management Committee.

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

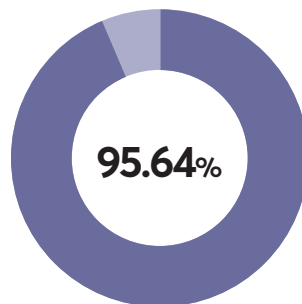
Through the Newsletter, we regularly encourage resident involvement and highlight areas of work which individuals may be interested in. We know that it is very important that the Association listens to and takes on board residents comments and views.

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

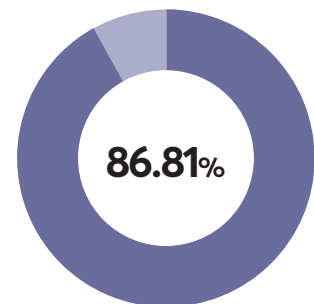
North View
2020 survey



Peer Group
average



Scottish
average



Due to the pandemic, we were unable to hold the area meetings that we had organised in previous years. These meetings gave 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. We will aim to bring them back in 2023.



HOUSING QUALITY AND MAINTENANCE



• QUALITY OF HOUSING

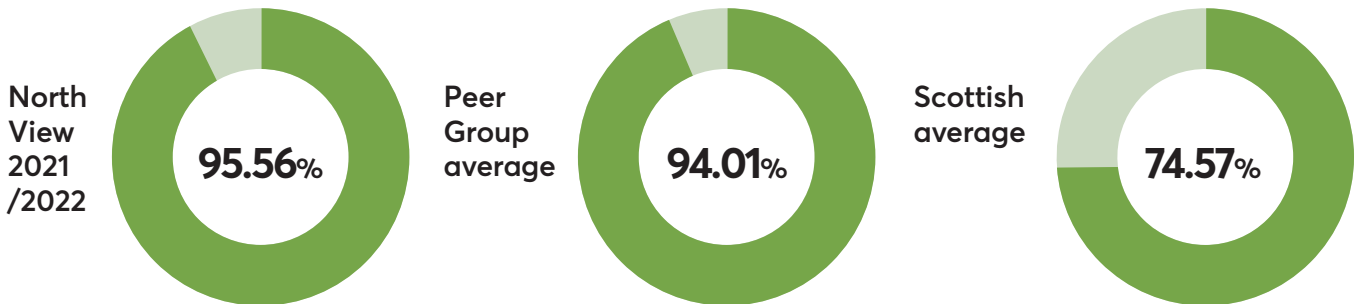
'Social landlords manage their businesses so that:

- 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 (ESSH) by December 2020.'

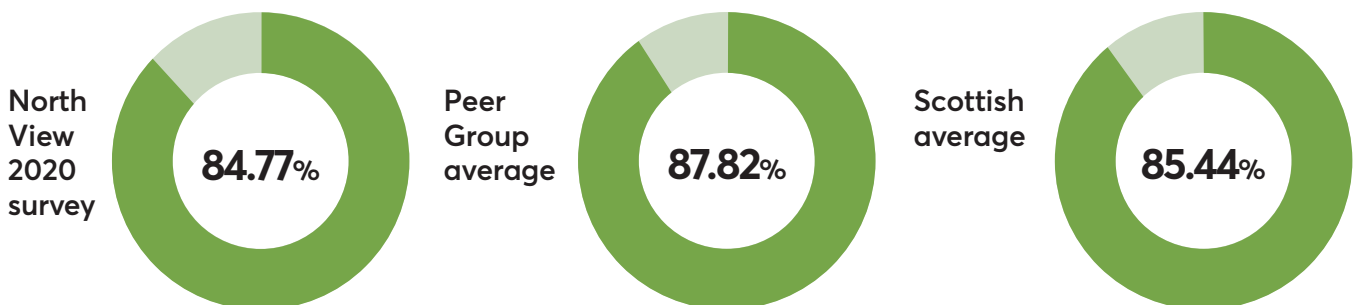
At 31st March 2022, 30 properties failed to meet the requirements of the SHQS. This number has now reduced through a programme of Electrical Installation Condition Reports in these properties.

At 31st March 2022, we had one property that did not meet ESSH and we are working to address this.

PERCENTAGE OF LANDLORD'S HOMES THAT MEET THE SHQS:



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

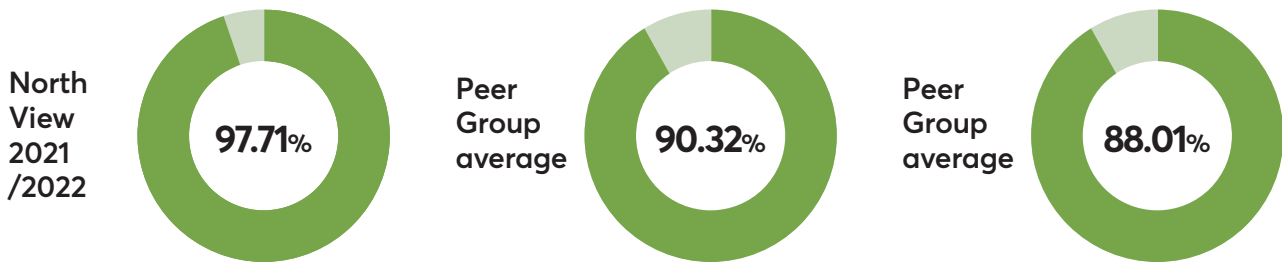


• REPAIRS, MAINTENANCE AND IMPROVEMENTS

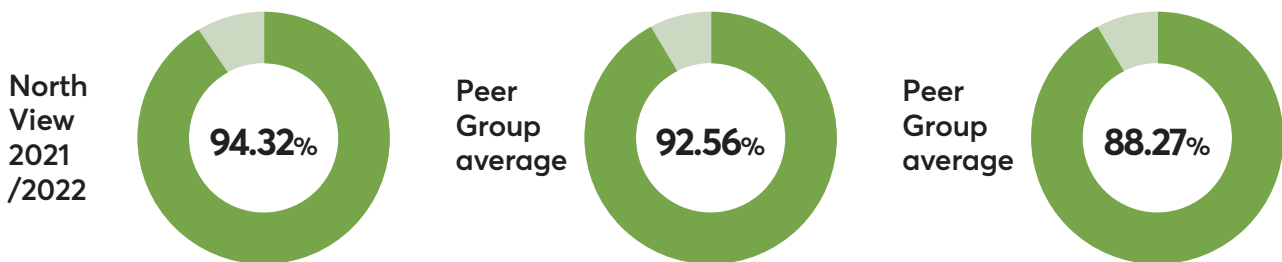
'Social landlords manage their businesses so that:

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

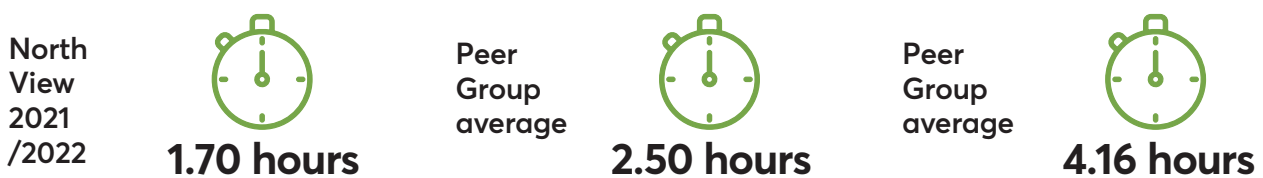
PERCENTAGE OF TENANTS WHO HAD REPAIRS OR MAINTENANCE CARRIED OUT AND WERE SATISFIED WITH THE SERVICE THAT THEY RECEIVED:



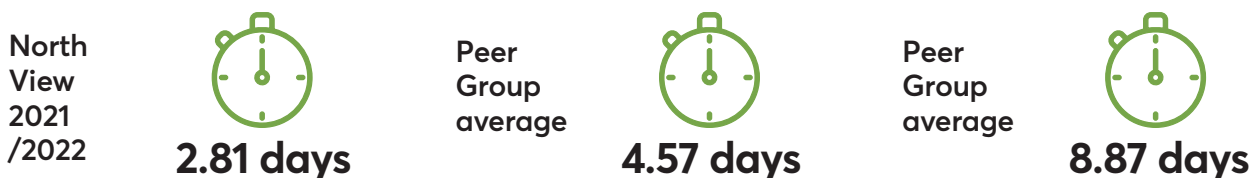
PERCENTAGE OF REACTIVE REPAIRS THAT WERE COMPLETED 'RIGHT FIRST TIME':



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 2021/22 was 1.70 hours, an improvement on our average of 1.74 hours in 2020/21 and 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 and Scottish averages for 2021/22 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:

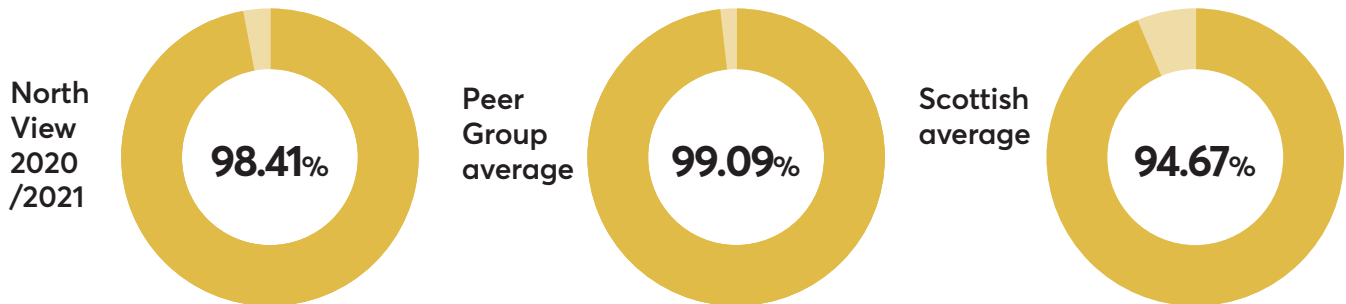
- *tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

In 2021/22, 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.

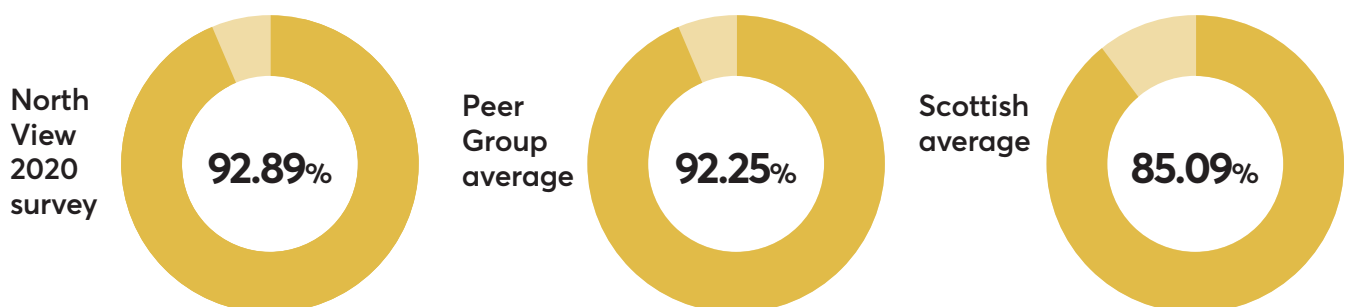
We take complaints about estate management issues and anti-social matters seriously and work to resolve them all within set timescales.

In 2021/22, we received 63 complaints of anti-social behaviour and 62 of these were resolved in the year. This compares with 107 in 2020/21 and 53 in 2019/20.

PERCENTAGE OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED IN 2021/22:

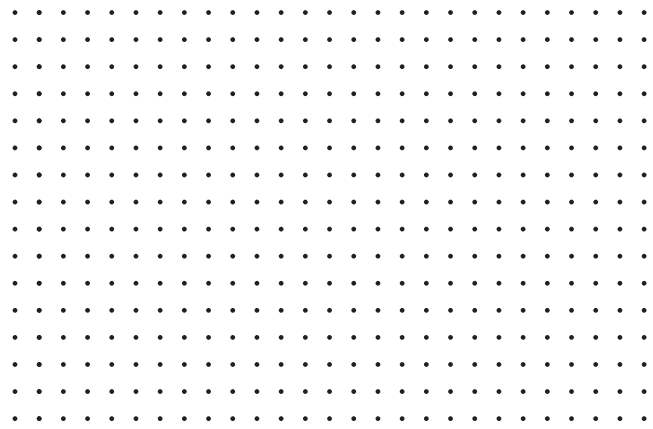


PERCENTAGE OF TENANTS SATISFIED WITH LANDLORD CONTRIBUTION TO MANAGEMENT OF NEIGHBOURHOOD



North View's performance is above both Peer Group and Scottish averages.

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 ensure that:

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



We have continued to deliver Housing Options during 2021/22.

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, 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 or local information and advice services).

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 can also be provided.

We advertise mutual exchanges in our reception and this year, have developed a Mutual Exchange Information Leaflet which was sent out to tenants in July 2022.

The Association is a member of HomeSwapper. This can be used by tenants to swap homes with someone from anywhere in the UK.

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 2021/22, we let 55 properties and the breakdown of this figure by applicant type is illustrated below. This includes six new build properties that were handed back to us on the Windlaw Lodge site:

WHO GOT OUR HOUSES IN 2021/22?

Number of lets to housing list applicants



Number of lets to existing North View tenants



Number of lets to applicants assessed as statutorily homeless and referred to us by Glasgow City Council



Number of lets from other sources



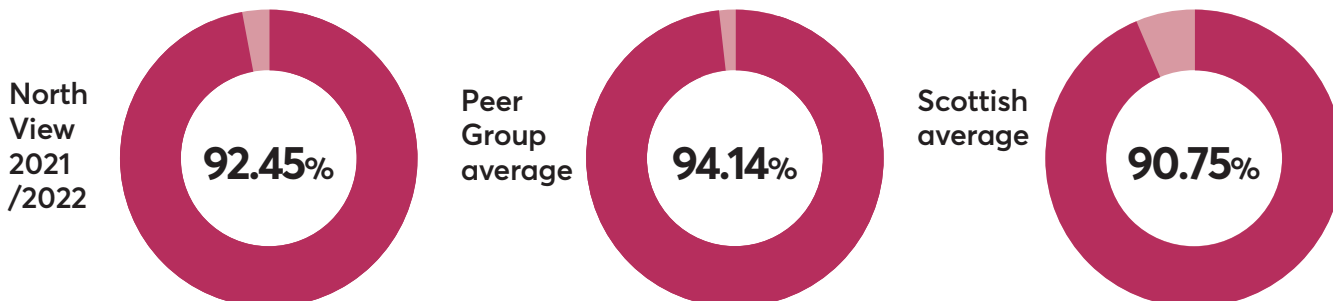
• TENANCY SUSTAINMENT

'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 2021/22:

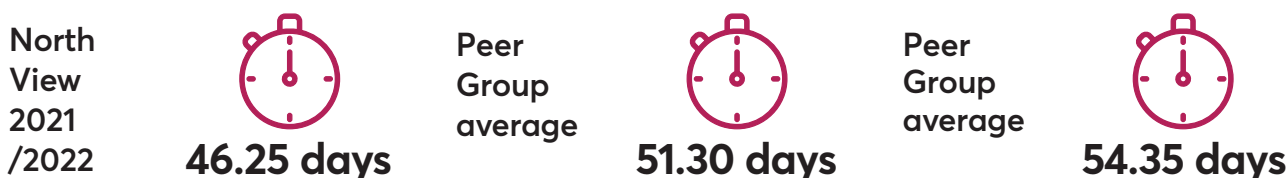


We work hard to engage with tenants who are behind with rent payments. As well as providing support through our Welfare Rights Officer, we signpost them to other relevant service providers and, if required, advise them to seek appropriate legal representation.

'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 in 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.

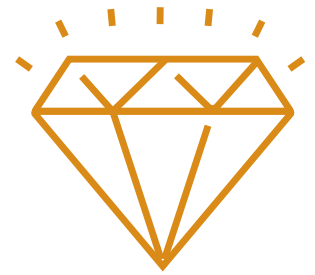
We carry out adaptations to tenants' homes to meet their changing needs and to help them to continue live independently. We publicise this service through our Newsletters. Examples of adaptations completed include installation of handrails and level access showers. In 2021/22, we secured £20,902 in funding from Glasgow City Council to complete 7 adaptations.

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



We have continued to distribute food parcels on behalf of the Trussell Trust Foodbank to households in need. Through funding support received from the Scottish Government, we continued to provide an emergency fuel payment scheme for tenants in 2021/22.

Looking ahead, we are planning to look at how we can further develop the wider role type services that we provide to our community and have set an objective to develop a Wider Role Strategy by 31st March 2023.



GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

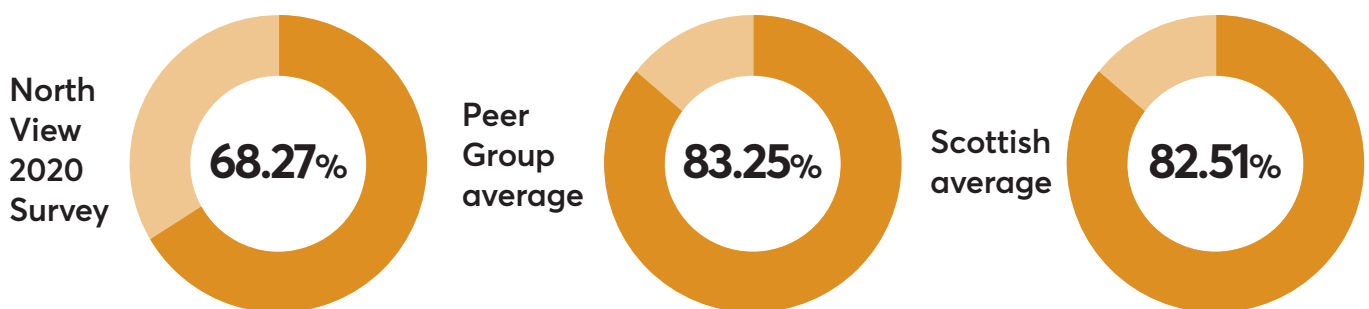


• VALUE FOR MONEY

'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.'*

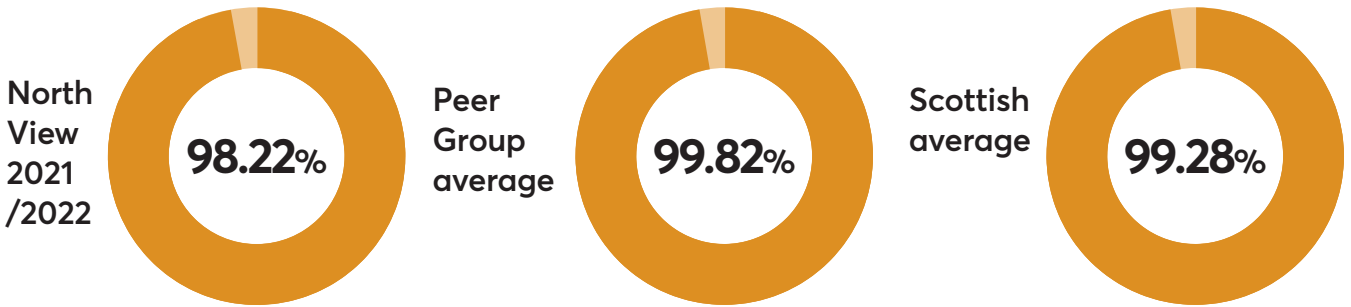
PERCENTAGE OF TENANTS WHO FEEL THAT THE RENT FOR THEIR PROPERTY REPRESENTS GOOD VALUE FOR MONEY:



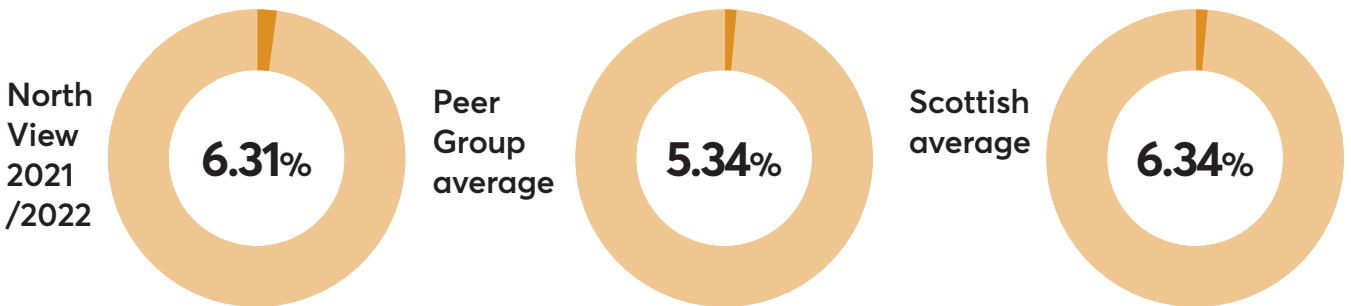
As mentioned earlier, since our 2020 Survey, we have introduced, following consultation with tenants, a new Rent Policy to eliminate the variances in rent levels that we inherited when the properties transferred to us from Scottish Homes. This new Policy has meant that from 28th March 2020, the rent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

Figures from our recently completed 2022 survey show that the percentage of tenants who feel that the rent for their property represents good value for money has increased to 84%.

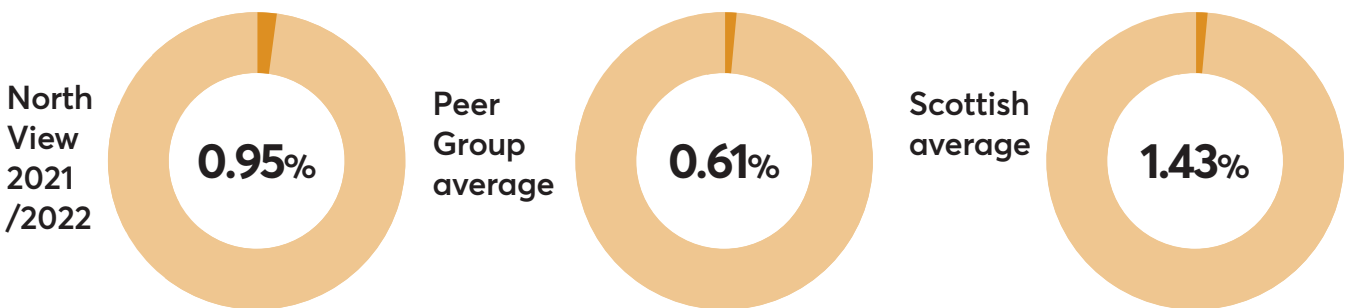
PERCENTAGE OF RENT DUE THAT THE LANDLORD COLLECTED IN THE YEAR:



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.



• 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.'*

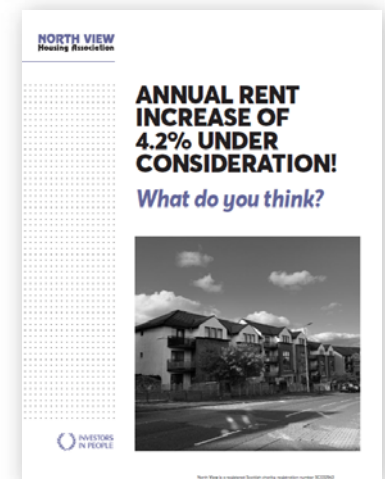


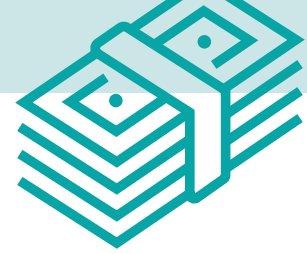
When we review our rent levels each year, we consult via a special 'Consultation Newsletter'. In that Newsletter, we set out what we propose to do in the next financial year, how much it will all cost and our proposed rent increase option.

Our 2020 Survey showed that 78% of tenants felt that the Newsletter gave them enough information about how their rent was decided.

In our January 2022 edition, we asked our tenants to complete a short questionnaire contained in the Newsletter to help us gather views and a good response was achieved. We also held an open day 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 Plan Update in 2021, we assessed many of our rents against the Scottish Federation of Housing Association's 'Affordability Tool'.



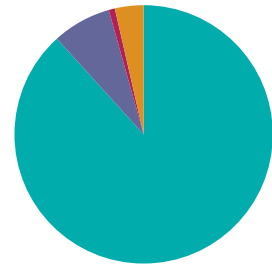


FINANCES

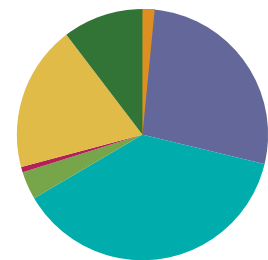
For the financial year ended 31st March 2022, the Association made an overall surplus for the period of £490,397. This is after accounting for annual changes in pension actuarial assumptions of £131,835.

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

| Income | £ | % |
|--------------------------------|-----------|-------|
| Rents | 3,246,537 | 88.3% |
| Grants | 271,175 | 7.4% |
| Other Income | 28,360 | 0.8% |
| Actuarial Gain on Pension Plan | 131,835 | 3.5% |



| Expense | £ | % |
|-----------------------|-----------|-------|
| Other Costs | 49,704 | 1.5% |
| Maintenance | 867,152 | 27.2% |
| Management Costs | 1,204,400 | 37.8% |
| Service Charges | 114,928 | 3.6% |
| Bad Debts | 22,104 | 0.7% |
| Property Depreciation | 599,075 | 18.8% |
| Interest Payable | 330,147 | 10.4% |



The Financial Statements of the Association show a sound financial position. Net assets totalled £3.441m at March 2022 and a clean audit report was received following the annual External Audit.

In 2021/22, around £484,563 was spent on component replacements, with a further £3,208,641 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





NORTH VIEW
Housing Association