

ANNUAL PERFORMANCE REPORT 2023/2024



NORTH VIEW Housing Association

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This Annual Performance Report
can be made available on CD/
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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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WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2023/2024

This Report covers the period 1st April 2023 to 31st March 2024 and sets out how the Association is meeting the outcomes and standards of the Scottish Social Housing Charter.

We also provide information on our performance for the year and compare this 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 wider 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 2022.

Over the course of the year, we have continued to work to support our tenants in these challenging times.

Through funding received from the Scottish Government, we were able to provide all our tenants with either an air fryer, slow cooker or warm duvet. This was a very worthwhile exercise, co-ordinated by our Housing Management team.

Further funding received from the Scottish Government and the Castlemilk and Carmunnock Community Windpark Trust allowed us to continue to provide help with gas and electricity.

Our Welfare Rights service was well used again and more information on this is provided in the Report.

We approved our new Business Plan in September 2023, setting out the organisation's priorities for the next three years.

A number of key policies were reviewed over the course of the year, including Allocations, Repairs and Maintenance and Anti-Social Behaviour. We extend our thanks to all our tenants who contributed to this work.

In March 2024, we introduced a new Asset Management Strategy for the organisation. This is an important document, which sets out how we manage and invest in our houses, respond to challenges and meet the needs of our residents.

We also appointed a consultant to carry out a Governance Review, looking at our governance arrangements and to check our compliance with the Scottish Housing Regulator's Regulatory Standards. The Review findings are very positive.

We hope that you find this information provided in this Report useful – please let us know if you have any comments.

You can do this by calling into the office, by phoning us on **0141 634 0555** or by emailing enquiries@nvha.org.uk.



• 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



2023/2024

• 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 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 FOR 2024 IS SET OUT 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 considered a comprehensive evidence bank to support this statement and commissioned an independent review of this information, the Management Committee is assured that North View Housing Association complies with the regulatory requirements. 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 have completed our assessment into the potential presence of Reinforced Autoclaved Aerated Concrete in our stock and confirm that none has been identified. All properties have a valid EICR.

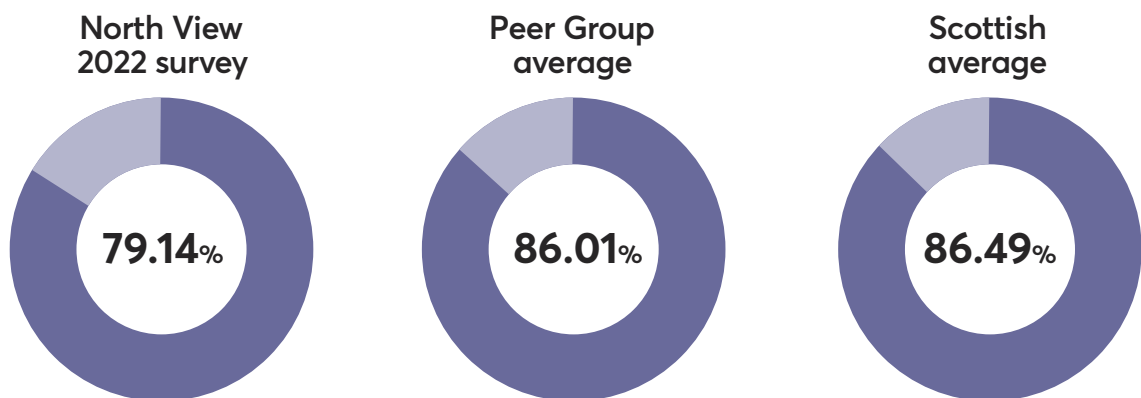
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

This Assurance Statement was approved by the Management Committee of North View Housing Association on Wednesday 23rd October 2024. It is being published on our website and in our Annual Performance Report.

THE CUSTOMER /LANDLORD RELATIONSHIP



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

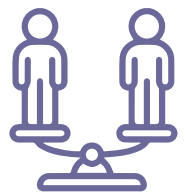


The satisfaction figure linked to our 2022 survey is lower than the Peer Group and Scottish average. We have, however, recently completed another survey (September 2024) and this shows that we have significantly improved our performance in this area, with 92.45% of tenants now satisfied with the overall 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. This has increased to 95.32% based on the results of our 2024 survey.

We have continued to collect equalities information from our tenants and other groups to help inform our policies and service delivery.

IN 2023/2024, 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 218 residents, securing a total £774,840 for them. Our recently completed satisfaction survey shows that just over one in five of our tenants have used this service and of these, over just under 97% were satisfied with it.

Providing help with food

We work in partnership with the Castlemilk Pantry, which provides local people with access to affordable food. In 2023/2024, we made 114 referrals to the Pantry, which involved the Association meeting the cost of membership plus two shops for tenants experiencing financial difficulties.

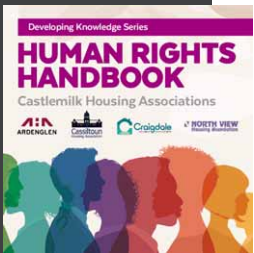
Funding activities in the area for local children

We have continued to financially support the Jeely Piece Club's playclub in the Birgidale Complex on Wednesday afternoons during school term time.

Providing help with fuel costs

Through funding received from the Scottish Government and Castlemilk and Carmunnock Community Windpark Trust, the Association made 870 referrals to the Fuel Bank to help tenants with fuel costs.

We have also been working on a Human Rights Project with other local housing associations to help ensure that Human Rights is embedded in our work. As part of this, a new Human Rights Handbook was launched.



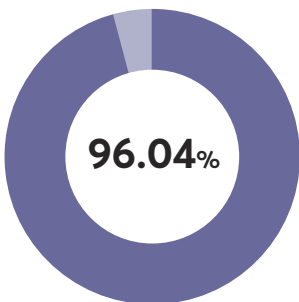
• COMMUNICATION

'Social landlords manage their businesses so that:

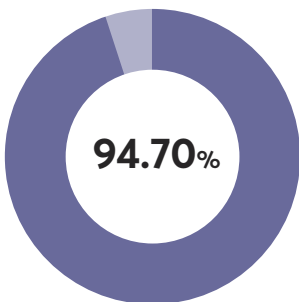
- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.'*

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

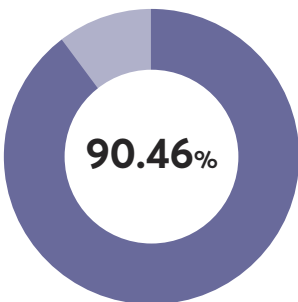
North View
2022 survey



Peer Group
average



Scottish
average



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

Our quarterly Newsletters are our main form of communication with residents. They provide information on our services, on how residents can have their say in what we are doing and news. Over 79% of respondents to our 2024 satisfaction survey stated that this is how they like the Association to keep them informed.

Just under four out of five respondents confirmed that they read the Newsletter, with 97.75% stating that it helps them understand the work of the Association. A total of 98.65% confirmed that it keeps them informed about what's going on.

Our email address is widely publicised in our documents and on our website. We have also recently introduced a texting facility linked to our repairs service.



COMPLAINTS

We received 18 complaints in 2023/2024:

Stage 1 Complaints	17
Stage 2 Complaints	1

Average time taken to provide a full response

Stage 1 Complaints	3.24 days
Stage 2 Complaints	7.00 days

• 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.

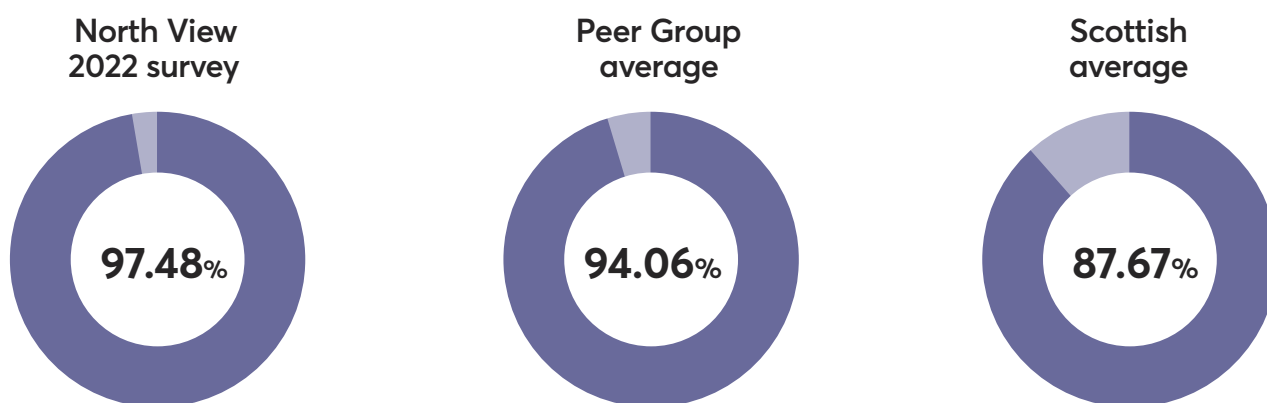
We use the quarterly Newsletter, letters and special consultation Newsletters to let residents know about how they can get involved in what we do.

Through the Newsletter, we regularly highlight areas of work in which residents can get involved.

We also carry out surveys to help gather views on our annual rent increase consultation, key policy reviews and our repairs service.

We delivered a programme of area meetings in 2023 to 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 North View tenants satisfied is higher than the Peer Group average and above the Scottish average. In our 2024 survey, this percentage increased to 99.28%.

HOUSING QUALITY AND MAINTENANCE



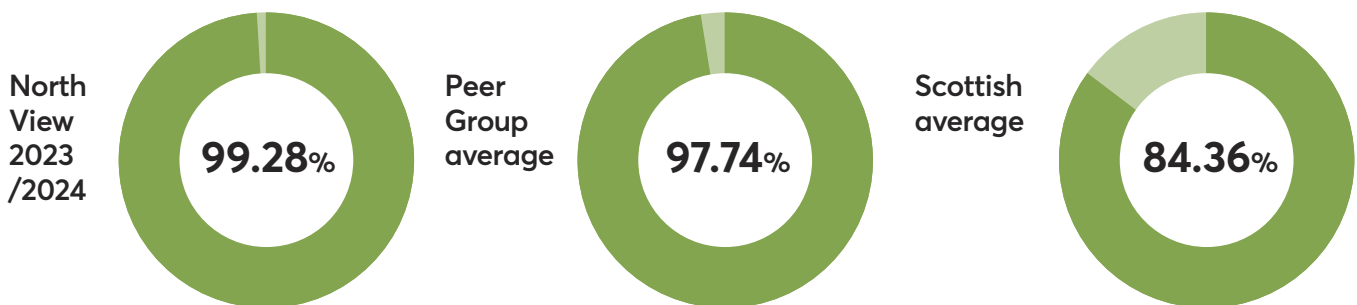
• QUALITY OF HOUSING

'Social landlords manage their businesses so that:

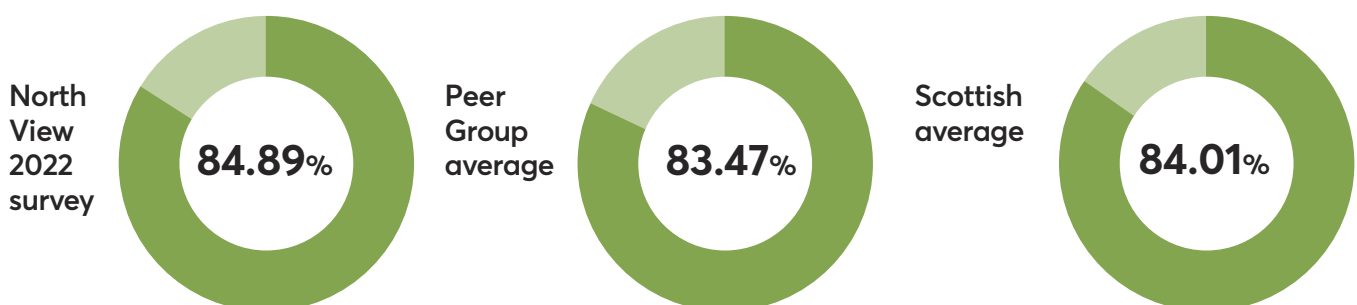
- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet Energy Efficiency and Zero Emission Heat Standard.'*

As at 31st March 2024, five self-contained properties failed to meet the requirements of the Scottish Housing Quality Standard (four properties did not have a current Electrical Installation Condition Reports due to access and one did not meet the Energy Efficiency Standard for Social Housing). Through our ongoing work, this number has now reduced to one.

PERCENTAGE OF LANDLORD'S HOMES THAT MEET THE SHQS:



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



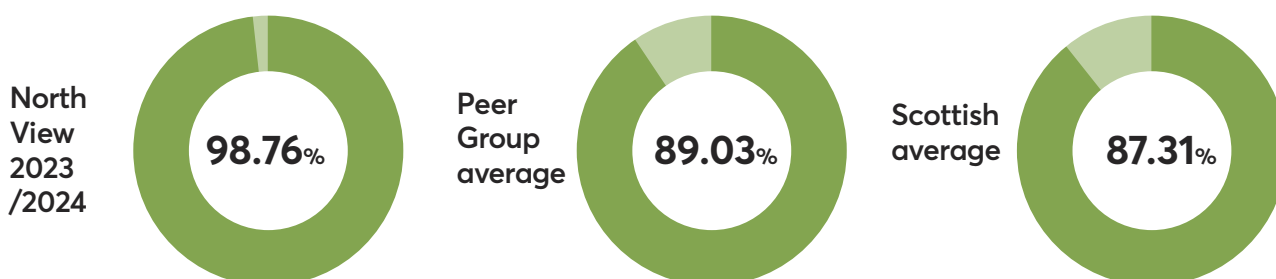
The percentage of North View tenants satisfied with the quality of their home is higher than the Peer Group average and the Scottish average. The results of our 2024 survey show that the percentage satisfied has increased to 89.93%.

• REPAIRS, MAINTENANCE AND IMPROVEMENTS

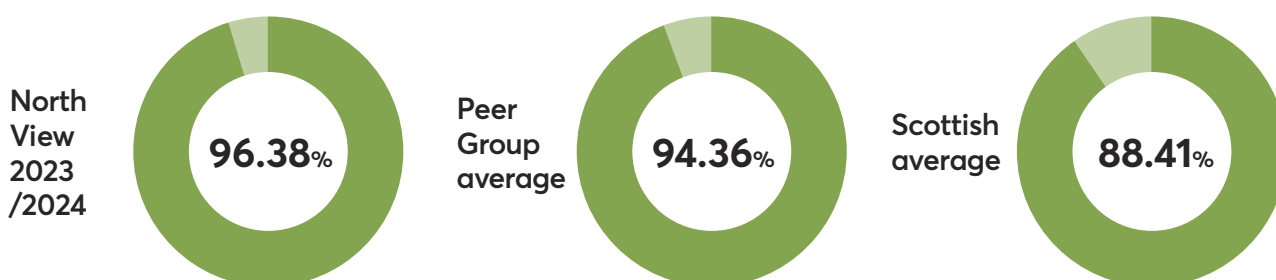
'Social landlords manage their businesses so that:

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

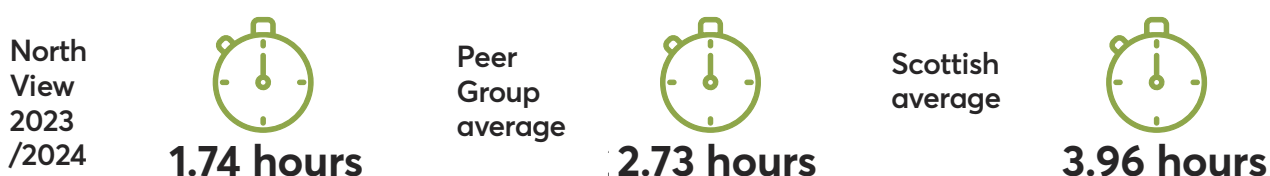
PERCENTAGE OF TENANTS WHO HAD REPAIRS OR MAINTENANCE CARRIED OUT AND WERE SATISFIED WITH THE SERVICE THAT THEY RECEIVED:



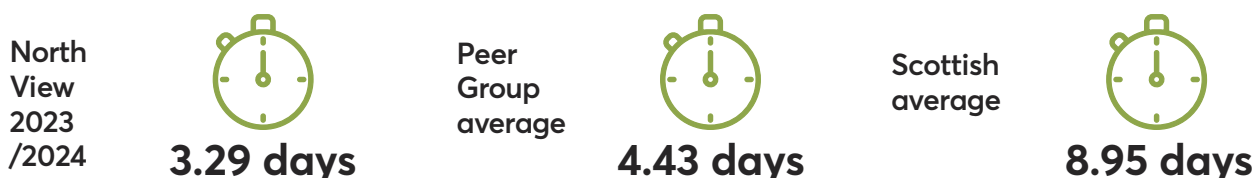
PERCENTAGE OF REACTIVE REPAIRS THAT WERE COMPLETED 'RIGHT FIRST TIME':



AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS:



AVERAGE TIME TAKEN TO COMPLETE NON-EMERGENCY REPAIRS:



North View's performance across all these areas is above both the Peer Group and Scottish averages.

We achieved our statutory duty to complete all required gas safety checks.

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:

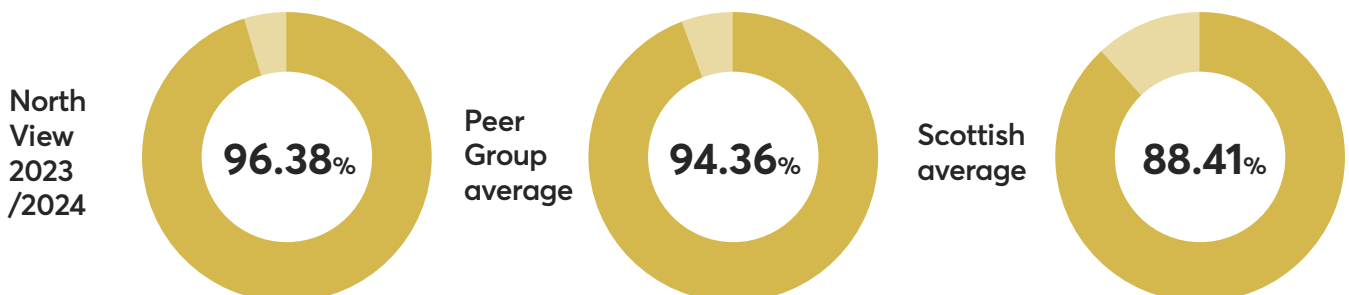
- tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

In 2023/2024, 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.

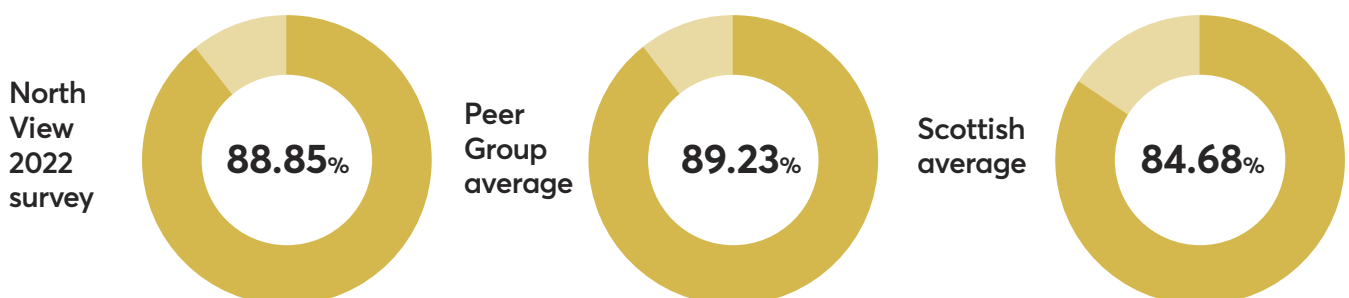
We take complaints about anti-social matters and estate management issues seriously and work to resolve them all within set timescales.

In 2023/2024, we received 90 complaints of anti-social behaviour and 86 of these were resolved in the year.

PERCENTAGE OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED IN 2023/2024:



PERCENTAGE OF TENANTS SATISFIED WITH LANDLORD CONTRIBUTION TO MANAGEMENT OF NEIGHBOURHOOD.



Again, our recently completed 2024 survey shows improved performance in this area, with 94.96% of tenants satisfied with our contribution to management of the 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 2023/2024.

This approach provides personal advice to people regarding their housing situation. This includes our own tenants and people who come to us to apply for housing.

We 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.

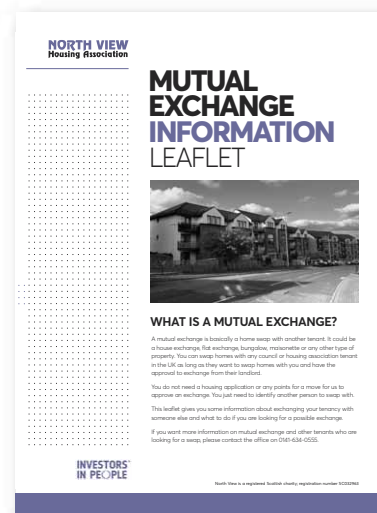
• ACCESS TO SOCIAL HOUSING

'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.'*

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 area and have developed a mutual exchange information leaflet to help explain how this process works.



WHO GOT OUR HOUSES IN 2023/2024?

At the start of each new financial year, we prepare a 'Lettings Plan' which sets out 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 2023/2024, we let 43 properties:

Number of
lets to
housing list
applicants



Number of lets to applicants
assessed as statutorily home-
less and referred to us by
Glasgow City Council



Number of lets
to existing
North View
tenants



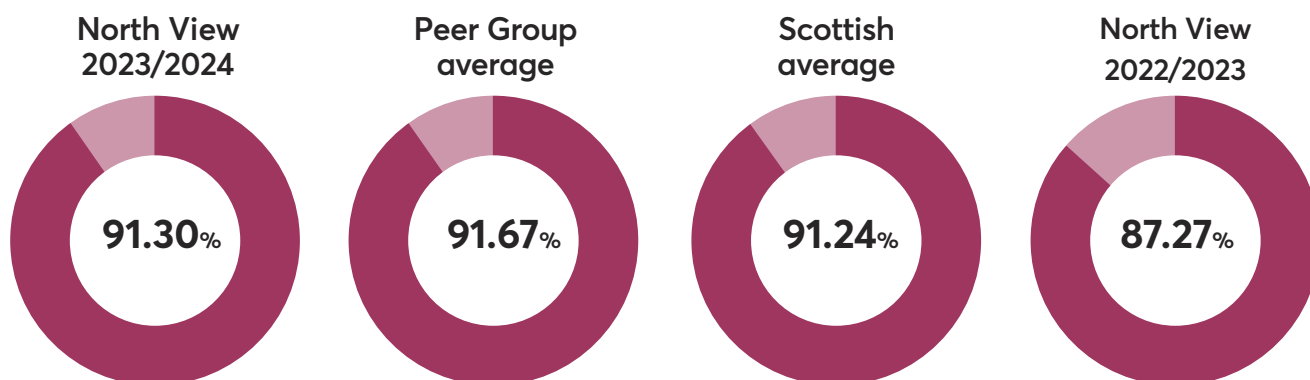
• TENANCY SUSTAINMENT

'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 2023/2024:



North View's performance in this area is broadly in line with the Peer Group and Scottish averages.

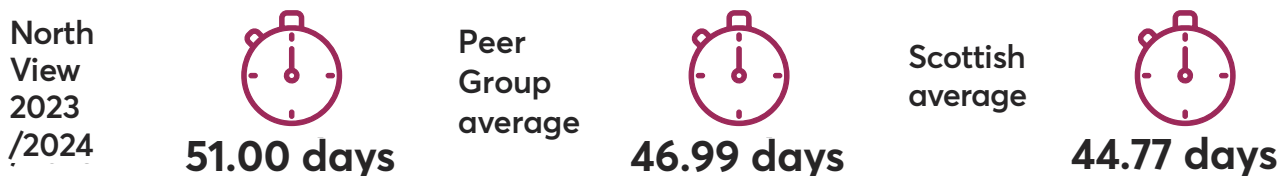
We work hard to engage with tenants who are in rent arrears or may fall into arrears. As well as providing support through our Welfare Rights Officer, we signpost them to other relevant service providers and, if required, advise them to seek appropriate legal representation.

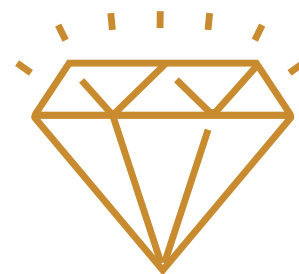
A total of four properties abandoned by tenants in 2023/2024. We have implemented new Tenancy Sustainability Procedures and this figure has reduced from 15 in 2022/2023.

We carry out adaptations (such as handrails and level access showers) 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.

In 2023/2024, we secured just over £26,000 in funding from Glasgow City Council to complete 21 adaptations.

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





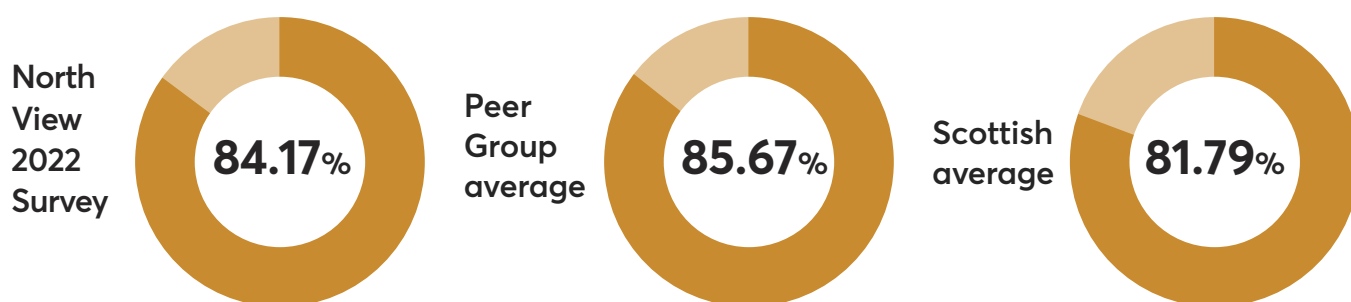
GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

• 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.'*

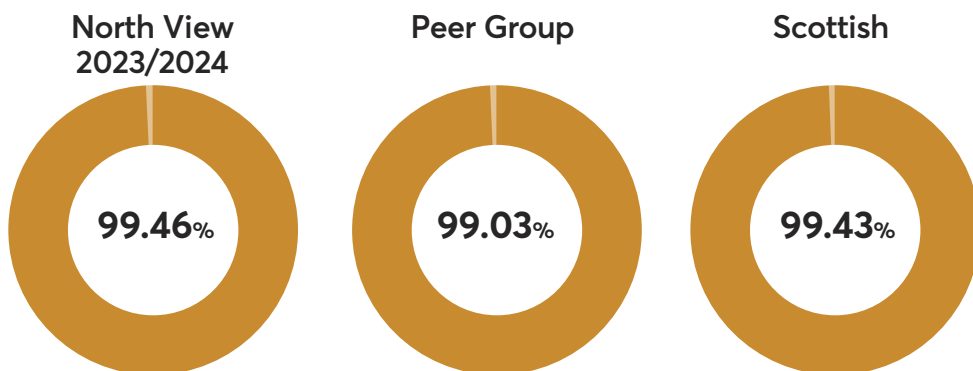
PERCENTAGE OF TENANTS WHO FEEL THAT THE RENT FOR THEIR PROPERTY REPRESENTS GOOD VALUE FOR MONEY:



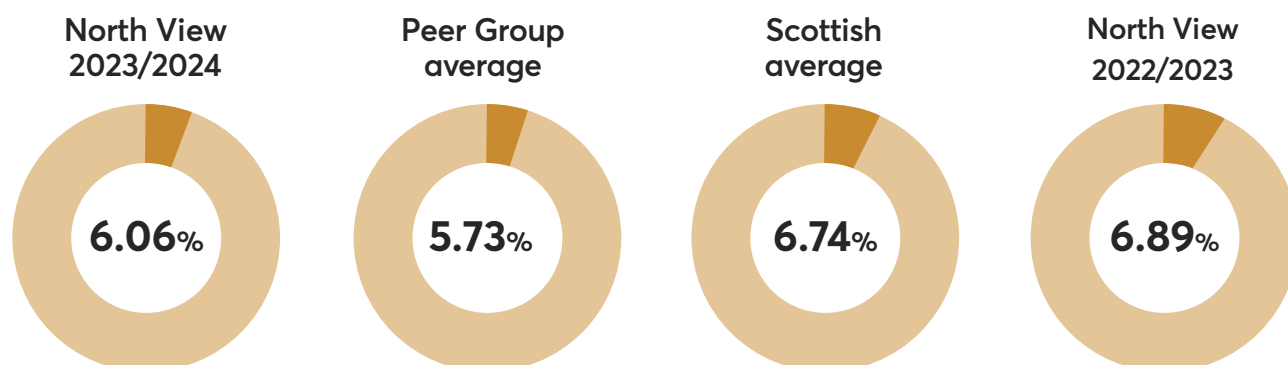
The percentage of our tenants who feel that the rent for their property represents good value for money increased significantly from 68.27% in 2020 to 84.17% in 2022. Our recent 2024 survey shows that this has increased again to 91.37%.

Continued implementation of our new Rent Policy is eliminating the variances in rent levels that we inherited when the properties transferred to us from Scottish Homes.

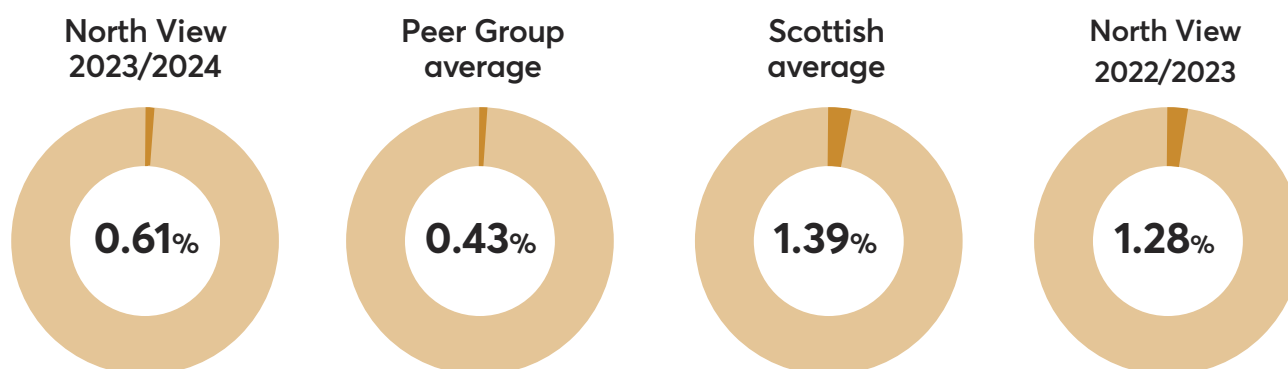
PERCENTAGE OF RENT DUE THAT THE LANDLORD COLLECTED IN THE YEAR:



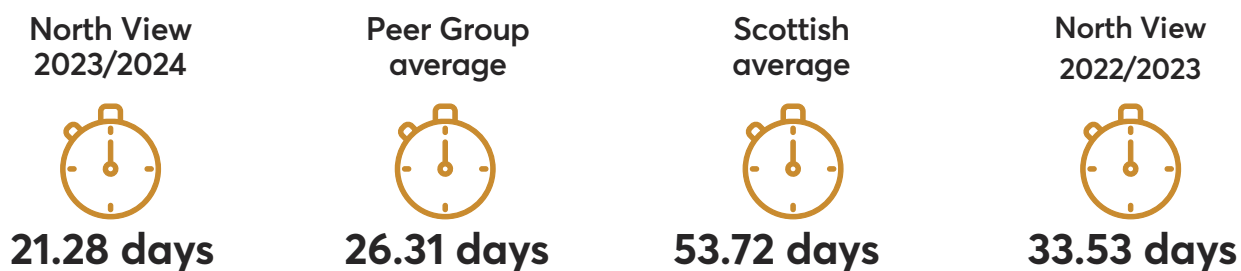
GROSS RENT ARREARS (ALL TENANTS) AS A PERCENTAGE OF RENT DUE FOR THE YEAR:



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 reduce rent arrears and losses associated with empty properties. We have seen improved performance in these areas since 2022/2023.



• RENTS AND SERVICE CHARGES

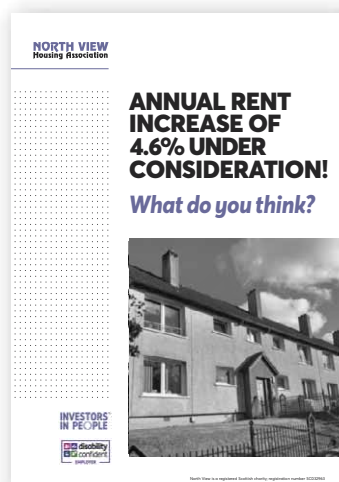
'Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- 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.

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 new Business Plan, we assessed our rents against the Scottish Federation of Housing Associations' 'Affordability Tool'.

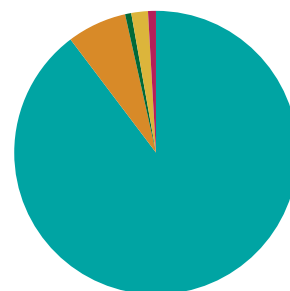
FINANCES



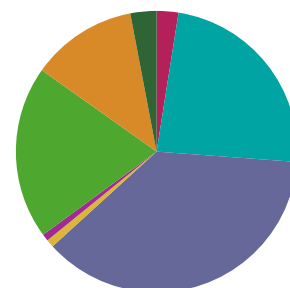
For the financial year ended 31st March 2024, the Association made an overall surplus for the period of £412,005. This is after accounting for annual changes in pension actuarial assumptions.

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

Income	£	%
Rents	3,650,169	89.7
Grants Amortised	278,198	6.8
Grants	26,511	0.7
Other Income	78,475	1.9
Interest Income	37,417	0.9



Expense	£	%
Other Costs	90,520	2.5
Maintenance	866,269	23.7
Management Costs	1,356,409	37.1
Service Charges	32,475	0.9
Bad Debts	27,902	0.8
Property Depreciation	729,387	19.9
Interest Payable & Other Finance	447,803	12.2
Acturial Loss on Pension	108,000	3.0



The Balance Sheet of the Association shows a sound financial position. Net assets totalled £4.2m at March 2024 and a clean audit report was received following the annual External Audit.

In 2023/2024, £430,956 was spent on component replacements.

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



Committee members:

Iris Robertson
Josephine Deacon
Audrey Laird
Wilma McCubbin

Chairperson
Vice Chairperson
Secretary
Treasurer

Geraldine Baird
Alex Bruce
Christine Devine
James Dougherty
William Hamilton
Michelle McNulty
Andrew William Marshall
Sarah Jayne Newman

Committee Member
Committee Member
Committee Member
Committee Member
Committee Member (retired September 2024)
Committee Member
Committee Member
Committee Member

Staff:

Alison Main
Julie Roy
Michelle McManus
Noirin Sweeney
Laura Ward

Director
Corporate Services Officer
Finance Officer
Customer Service Assistant
Receptionist

Ady Tester
Lynda Kelly
Don Murray
Aileen Boyce
Jim Girdwood
Stephen Kelly
Billy Robertson
Michael Carr
Billy Kerr
Michael Ponsonby

Maintenance Manager
Maintenance Officer
Maintenance Officer
Maintenance Assistant
Joiner
Joiner
Joiner
Estate Caretaker
Estate Caretaker
Labourer

Yvonne Rooney
Isabel Brodie
Joanne Glassford
Susan Hamill
Karen Reilly

Housing Manager
Welfare Rights Officer
Housing Officer
Housing Officer
Housing Officer

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