

ANNUAL PERFORMANCE REPORT 2024/2025



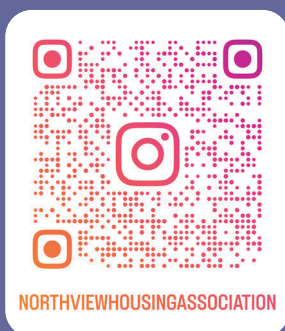
NORTH VIEW Housing Association

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This Annual Performance Report
can be made available on CD/
data-to-voice, 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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• 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

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



2024/2025

WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2024/2025

This Report covers the period 1st April 2024 to 31st March 2025 and explains 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 - our Peer Group. The Peer Group average comes from our results, along with those of eight other housing associations of a similar type and size to us operating in the wider Glasgow area. We also look at how aspects of our performance compare with the Scottish average.

The Residents' Satisfaction Survey, that we carried out in August and September 2024, shows very positive results. We are delighted that levels of satisfaction are high across a number of areas, including overall satisfaction with our service, opportunities to participate and value for money. We have seen real improvements on the results of our previous surveys in 2020 and 2022. The feedback from this survey invaluable, helping us to understand our tenants' priorities and identify where we can continue to improve.

We have continued to invest in our homes, with last year's planned maintenance programme providing 56 new doors to properties and new windows in 32 homes. Feedback from tenants on this work has been very positive.

The Association is pleased to be part of the Castlemilk Housing and Human Rights Lived Experience Board. This group has generated a great deal of publicity and interest about the issues affecting our community and it will continue its work on these over the coming months.

We are equally proud of the wider role projects that we have delivered, including supporting the Castlemilk Pantry and Jeely Piece Club and providing a trip to for residents. Initiatives like these go beyond housing — they help create opportunities and build strong community connections.

We hope that you find this information provided in this Report useful – please let us know if you have any comments on it. You can do this by calling into the office, by phoning us on **0141 634 0555** or by emailing **enquiries@nvha.org.uk**.

• **ANNUAL ASSURANCE STATEMENT**

The Annual Assurance Statement provides the Management Committee's assessment of how well we are meeting our legal and regulatory responsibilities. Although the Scottish Housing Regulator requires this Statement, we have written it for the benefit of our tenants, to keep you informed about how we are doing.

OUR ANNUAL ASSURANCE STATEMENT FOR 2025 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 appropriate 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.

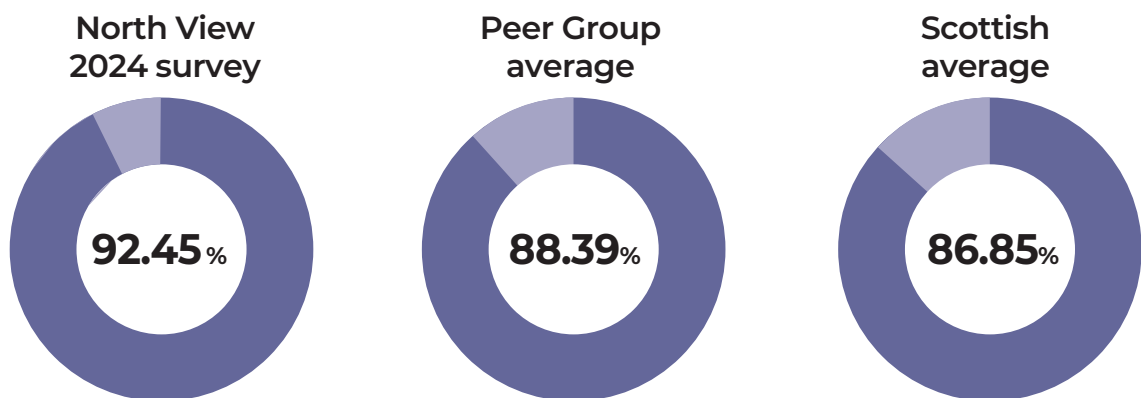
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

This Assurance Statement was approved by the Management Committee of North View Housing Association on Wednesday 22nd October 2025. 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:

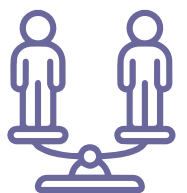


The satisfaction figure linked to our 2024 survey is higher than the Peer Group and Scottish average.

• 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 are committed to treating everyone fairly and with respect. Our 2024 survey shows that we are doing well on this - 92.45% of residents surveyed said they are satisfied that we treated them fairly.

We continue to collect equalities information from our tenants and other groups to help shape our policies and services we provide.

In 2024/2025, we continued our efforts 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 175 residents, securing a total £845,928.23 for them. Our 2024 satisfaction survey shows that one in five of our tenants have used this service and of these, over just under 97% were satisfied with it.

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.

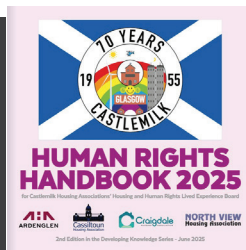
Providing help with fuel costs

A total of 524 Fuel Bank vouchers were provided to tenants to help with fuel costs.

Providing help with food

We work in partnership with the Castlemilk Pantry, which is now based in the Birgidale Complex on Stravanan Street, within our area of operation. It provides local people with access to affordable food. In 2024/2025, we made 154 referrals to the Pantry.

We are part of the Castlemilk Housing and Human Rights Board, along with other local housing associations. The Board is working to promote Human Rights delivery locally and to ensure that it is rooted in our work. In February 2025, the Board took part in an online meeting with the United Nations' Committee on Economic, Social and Cultural Rights, focussing on the right to food and the right to housing. An updated Human Rights Handbook was published in June 2025.



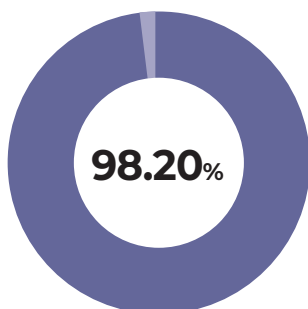
• COMMUNICATION

'Social landlords manage their businesses so that:

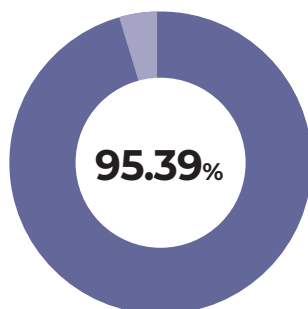
- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.'*

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

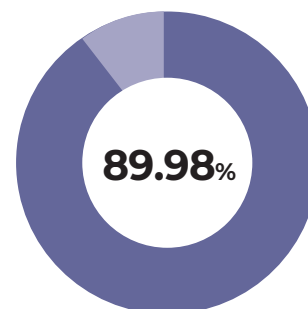
North View
2024 survey



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 share updates and information about our services, let people know how they can get involved 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 is going on.



We widely publicised our email address in our documents and on our website and provide information on our Facebook page and Instagram account. We are also working to introduce a tenant portal and extend existing texting facilities to make communication even easier.

COMPLAINTS

We received 25 complaints in 2024/2025:



Average time taken to provide a full response



• 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 want to make sure residents can get involved with the Association in a way that suits them. That might mean taking part in a survey, coming along to a local meeting, or even joining our Management Committee.

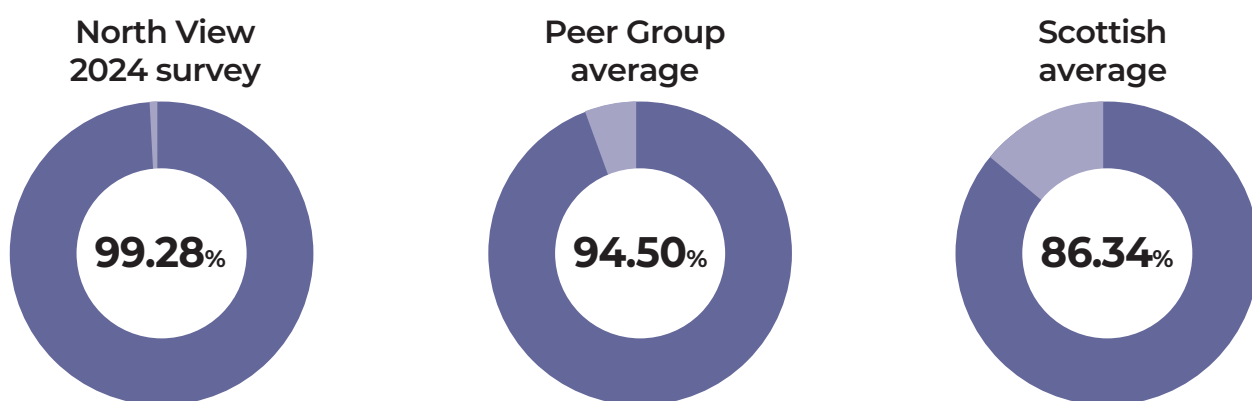
We use the quarterly Newsletters, letters and special consultation Newsletters to share opportunities for residents to have their say and get involved in our work

Through the Newsletter, we regularly highlight specific 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 2024 and again in 2025 to give residents the opportunity to let us know what is happening in their area, what the issues are and what they would 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.

HOUSING QUALITY AND MAINTENANCE



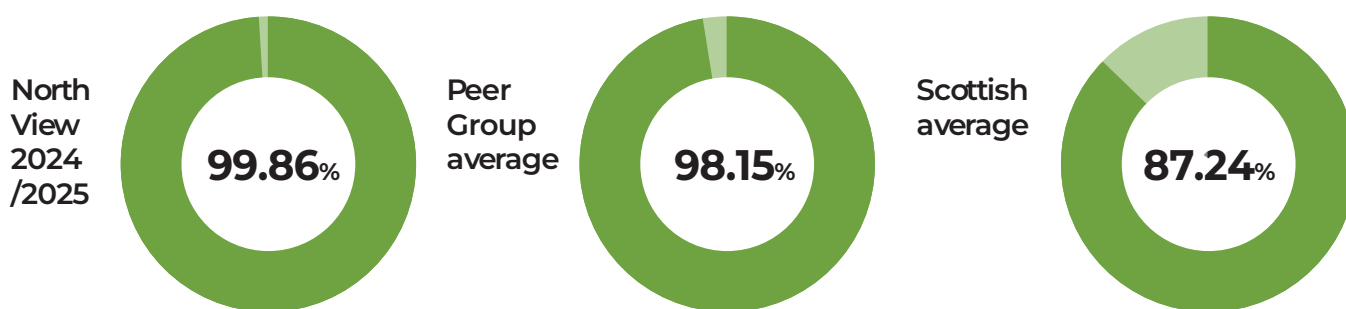
• QUALITY OF HOUSING

'Social landlords manage their businesses so that:

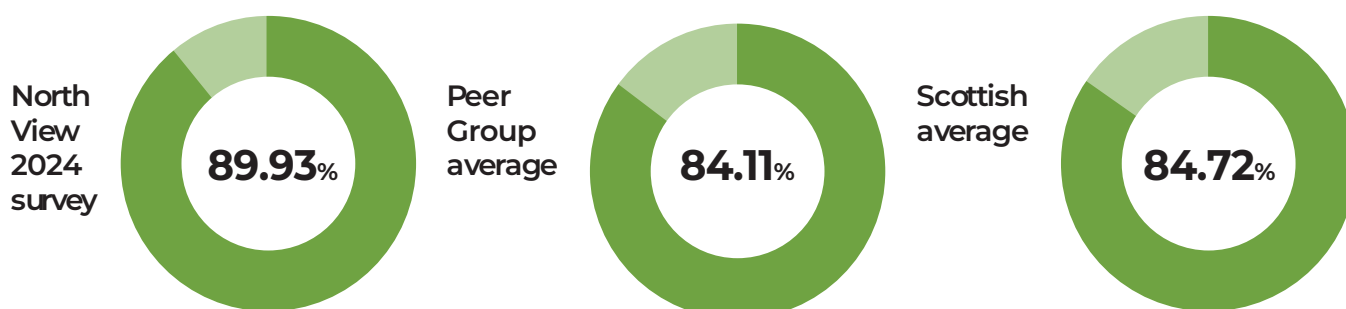
- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet Energy Efficiency and Zero Emission Heat Standard.'*

As at 31st March 2025, one self-contained property failed to meet the requirements of the Scottish Housing Quality Standard (it did not meet the Energy Efficiency Standard for Social Housing).

PERCENTAGE OF LANDLORD'S HOMES THAT MEET THE SHQS:



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



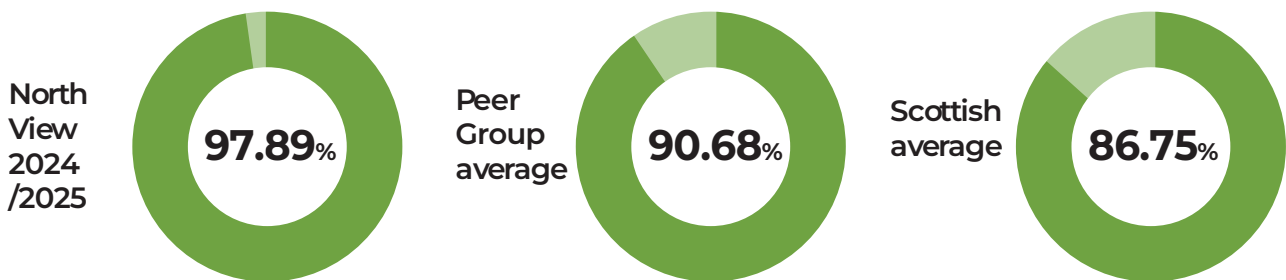
The percentage of North View tenants satisfied with the quality of their home is higher than the Peer Group average and the Scottish average.

• REPAIRS, MAINTENANCE AND IMPROVEMENTS

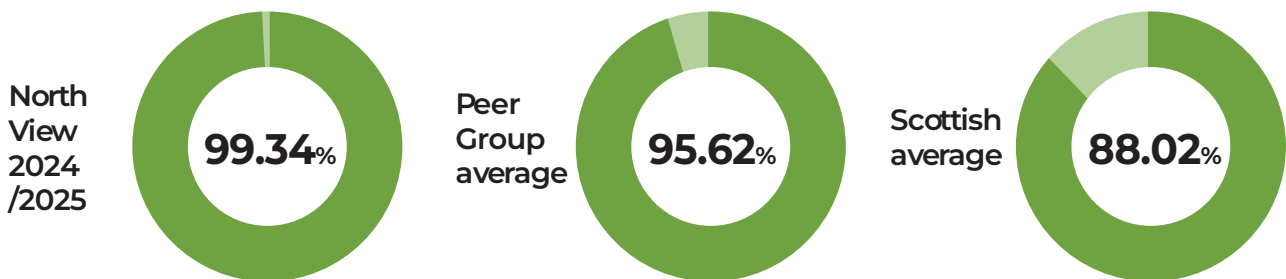
'Social landlords manage their businesses so that:

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

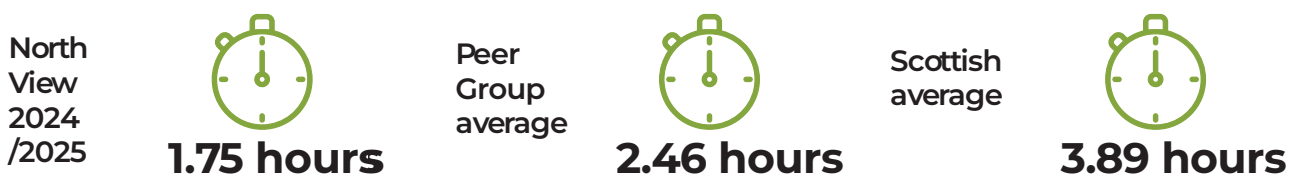
PERCENTAGE OF TENANTS WHO HAD REPAIRS OR MAINTENANCE CARRIED OUT AND WERE SATISFIED WITH THE SERVICE THAT THEY RECEIVED:



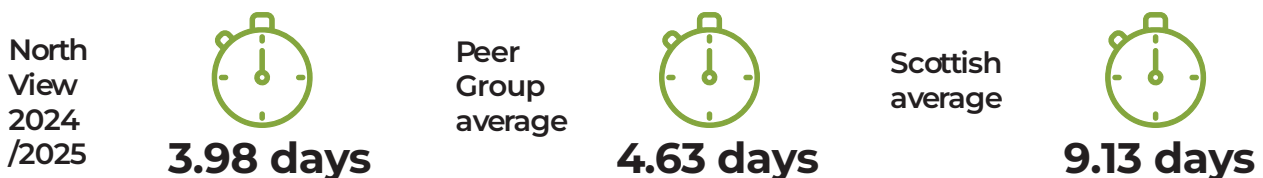
PERCENTAGE OF REACTIVE REPAIRS THAT WERE COMPLETED 'RIGHT FIRST TIME':



AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS:



AVERAGE TIME TAKEN TO COMPLETE NON-EMERGENCY REPAIRS:



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

NEIGHBOURHOOD AND COMMUNITY

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

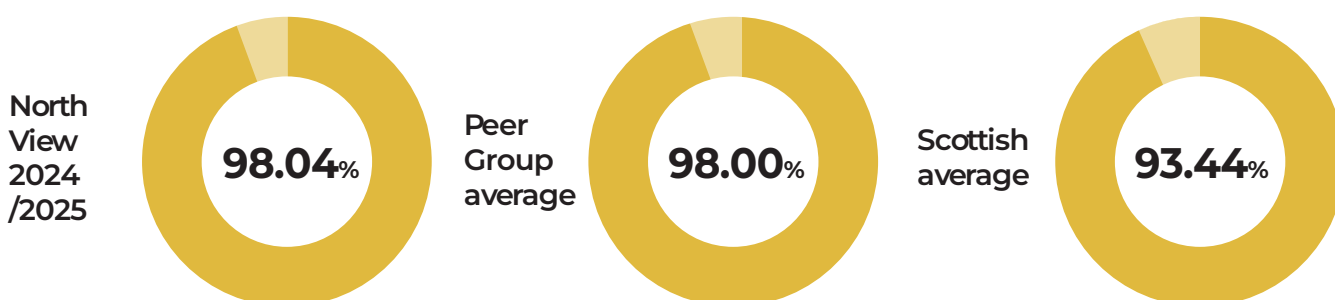
“Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

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

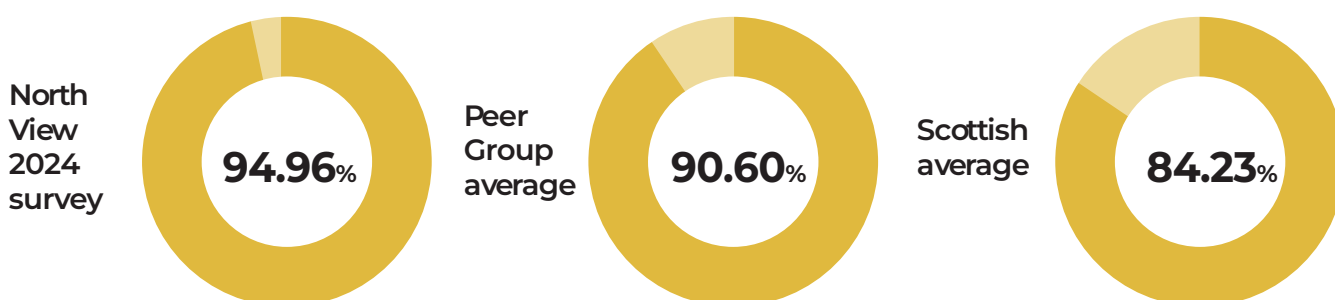
We take complaints about anti-social matters and estate management issues seriously and work to resolve them all within set timescales.

In 2024/2025, we received 51 complaints of anti-social behaviour and 50 of these were resolved in the year.

PERCENTAGE OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED IN 2024/2025:



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



North View has performed well, with 94.96% of tenants satisfied with our contribution to the 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 2024/2025.

This approach provides 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.

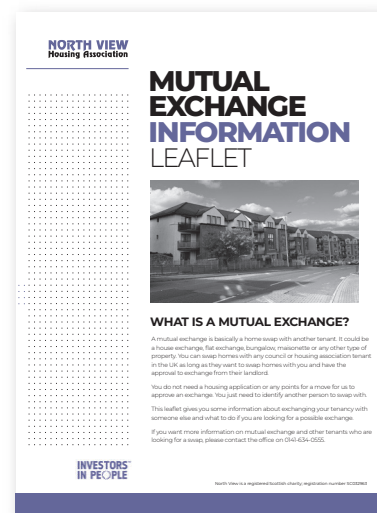
• ACCESS TO SOCIAL HOUSING

'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.'*

As part of Housing Options, Housing Officers explain how we allocate our houses, the size of house that each applicant qualifies for and provide guidance on their likelihood of being rehoused with the Association. We can also share information about other landlords across the city to help applicants explore all available options.

We advertise mutual exchanges in our reception area.



WHO GOT OUR HOUSES IN 2024/2025?

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 2024/2025, we let 42 properties:

Number of lets
to housing list
applicants



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



Number of lets
to existing North
View tenants



Number of lets
to other sources



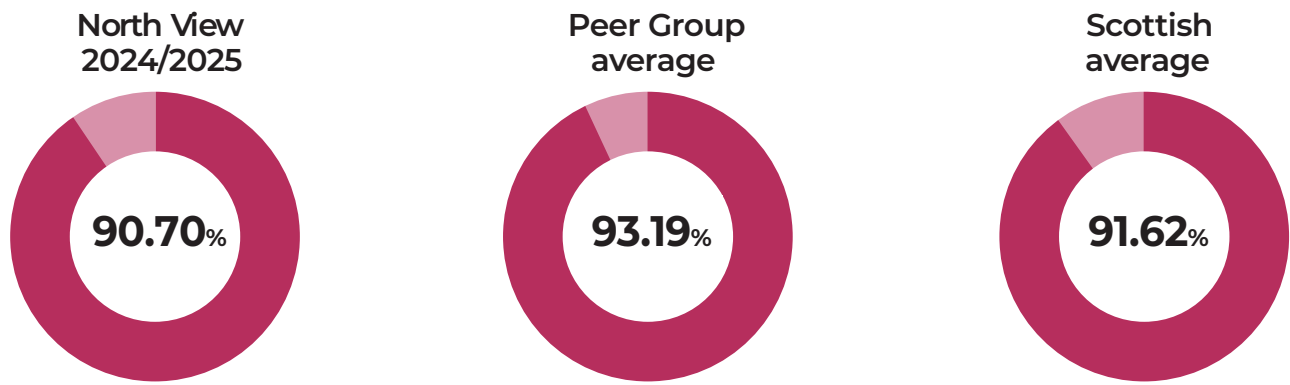
TENANCY SUSTAINMENT

'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 focuses on how landlords can support tenants who may need help to maintain their tenancy. This includes tenants who might be at risk of falling into arrears with their rent and tenants who may need adaptations to their home to help them live comfortably due to age, disability or caring responsibilities.

PERCENTAGE OF NEW TENANCIES SUSTAINED FOR MORE THAN A YEAR IN 2024/2025:



North View’s performance in this area slightly below the Peer Group and Scottish averages. There are many factors that can influence whether a new tenancy is sustained for more than a year and this is not always a reflection on our efforts to support tenants to stay in their homes.

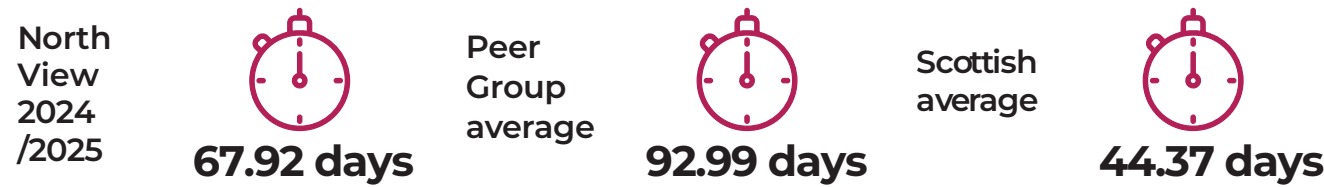
We work proactively with tenants who are, or may be at risk of, falling into rent arrears. Alongside support from our Welfare Rights Officer, we also direct tenants to other relevant service providers and, if required, advise them to seek appropriate independent legal representation.

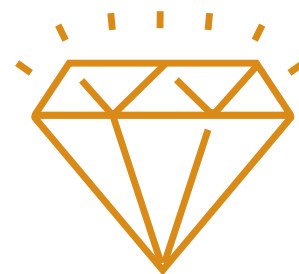
There was a total of four properties abandoned by tenants in 2024/2025, the same number reported in 2023/2024. This is below the Peer Group average of 4.7.

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 2024/2025, we secured £11,400 in funding from Glasgow City Council to complete 12 adaptations.

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





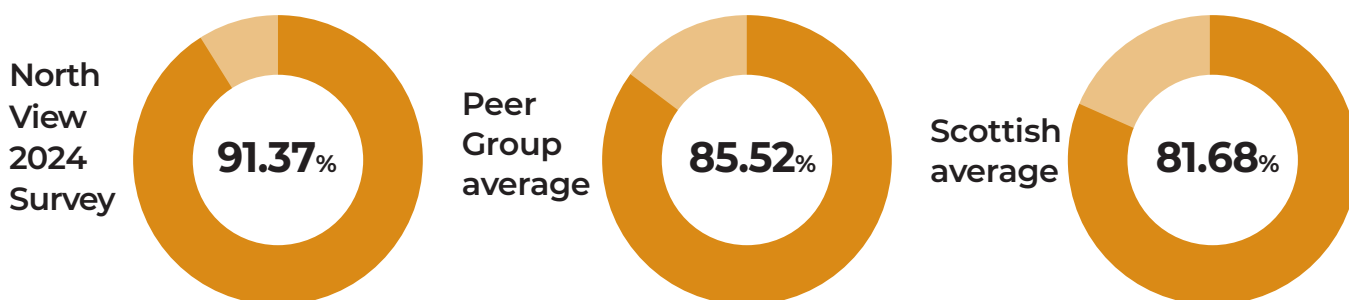
GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

• VALUE FOR MONEY

'Social landlords manage all aspects of their businesses 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:



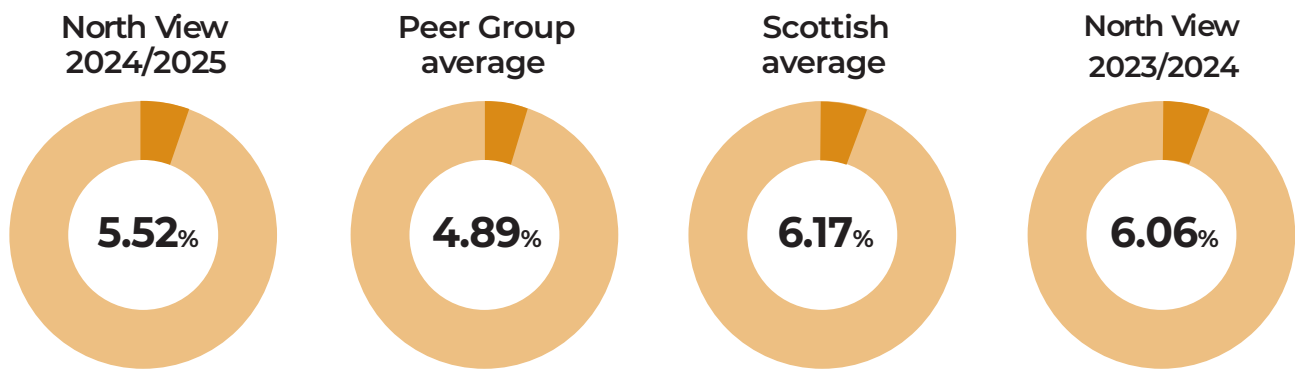
The percentage of our tenants who feel that the rent for their property represents good value for money increased significantly – up from 68.27% in 2020 to 91.37% in 2024.

The continued implementation of our new Rent Policy is helping to eliminating the differences in rent levels that we inherited when the properties transferred to us from Scottish Homes. This ensures a fair and consistent approach to rent setting across all our homes.

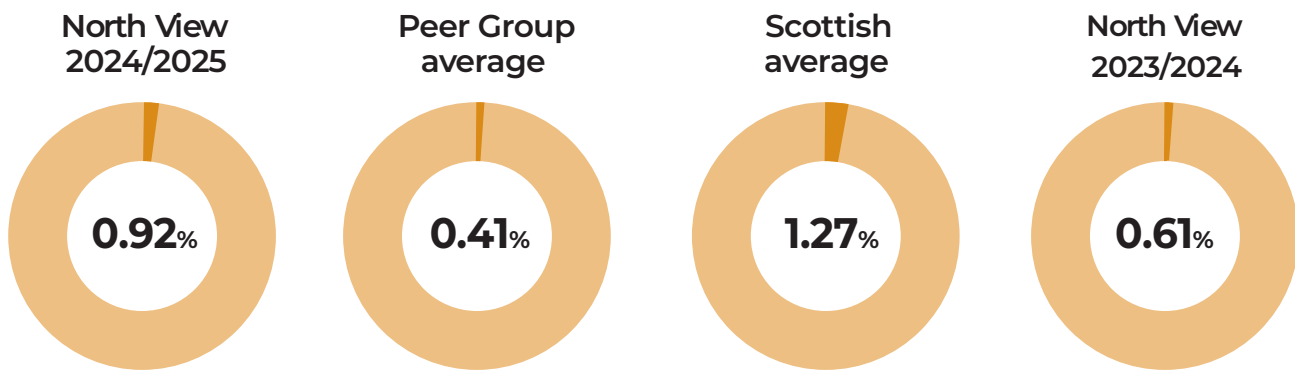
PERCENTAGE OF RENT DUE THAT THE LANDLORD COLLECTED IN THE YEAR:



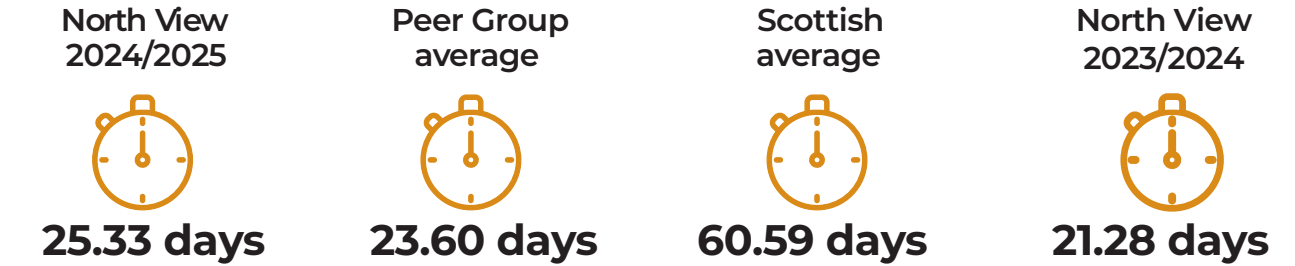
GROSS RENT ARREARS (ALL TENANTS) AS A PERCENTAGE OF RENT DUE FOR THE YEAR:



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



AVERAGE TIME TAKEN TO RELET EMPTY PROPERTIES:



Our performance in relation to losses associated with empty properties has dipped slightly and we are continuing to work hard to keep these to a minimum.



• RENTS AND SERVICE CHARGES

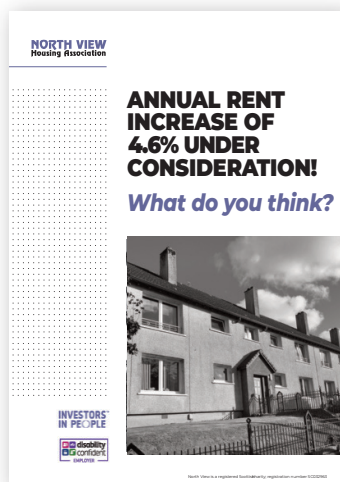
'Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- 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.'*



Each year, when we review our rent levels, 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.

To gather tenants' views, we include a short questionnaire within the Newsletter to help us gather feedback. We have also hosted open days in the Birgidale Complex to give tenants the chance to come to discuss the proposals in person and ask any questions they may have.



We also assess our rents against the Scottish Federation of Housing Associations' 'Affordability Tool' to ensure our rents remain affordable for our tenants.

FINANCES

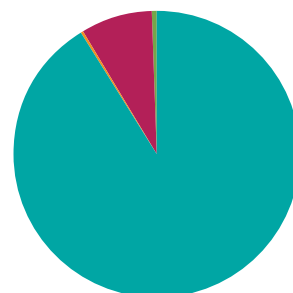


For the financial year ended 31st March 2025, the Association made an overall surplus for the period of £412,547. This is after accounting for annual changes in pension actuarial assumptions of £21,000.

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

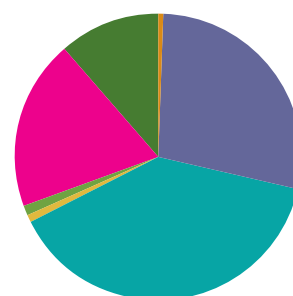
Income

	£	%
Rents	3,812,734	91.2
Grants	9,465	0.2
Other Income	338,988	8.1
Actuarial Gain on Pension Plan	21,000	0.5



Expense

	£	%
Other Costs	24,916	0.7
Maintenance	1,054,325	28.0
Management Costs	1,472,756	39.1
Service Charges	33,313	0.9
Bad Debts	30,606	0.9
Property Depreciation	725,221	19.2
Interest Payable	428,503	11.4



The Balance Sheet of the Association shows a sound financial position. Net assets totalled £4,568,407 at March 2025 and a clean audit report was received following the annual External Audit.

In 2024/2025, around £398,000 was spent on component replacements.

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

Our full Financial Statements are available on our website.

Further information in relation to 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)



Current Committee members:

Josephine Deacon
Audrey Laird
Iris Robertson
Michelle McNulty

Chairperson
Vice Chairperson
Secretary
Treasurer

Geraldine Baird
Alex Bruce
Christine Devine
Wilma McCubbin
Andrew William Marshall
Sarah Jayne Newman
Doris Nwanoro

Committee Member
Committee Member
Committee Member
Committee Member (Co-optee)
Committee Member
Committee Member
Committee Member (Co-optee)

Leaver in the year:

Jim Dougherty

Committee Member (retired January 2025)

Staff:

Alison Main
Julie Roy
Michelle McManus
Noirin Sweeney
Laura Ward

Director
Corporate Services Officer
Finance Officer
Customer Service Assistant
Receptionist

Yvonne Rooney
Isabel Brodie
Joanne Glassford
Susan Hamill
Karen Reilly

Housing Manager
Welfare Rights Officer
Housing Officer
Housing Officer
Housing Officer

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

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