NORTH VIEW
Housing Association

ANNUAL PERFORMANCE REPORT 2025/2026



disability confident EMPLOYER

North View is a registered Scottish charity; registration number SC032963

CONTENTS

MISSION STATEMENT	3
VALUES	3
WELCOME	4
PERFORMANCE OVERVIEW	4
THE CUSTOMER/LANDLORD RELATIONSHIP	6
HOUSING QUALITY AND MAINTENANCE	11
ACCESS TO HOUSING AND SUPPORT	14
GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES	16
NEIGHBOURHOOD AND COMMUNITY	19
FINANCES	20

2025/2026



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



WELCOME TO OUR ANNUAL PERFORMANCE REPORT FOR 2025/2026

Welcome to our Annual Report which explains how we performed between 1st April 2025 and 31st March 2026 and how we are meeting the standards set out in the Scottish Social Housing Charter. It includes information about our performance and compares our results with similar housing associations in the wider Glasgow area (our Peer Group), as well as the Scottish average figure.

We hope you find this Report useful and informative. If you would like to share your views, please get in touch by visiting our office, calling us on 0141 634 0555 or emailing enquiries@nvha.org.uk.

PERFORMANCE OVERVIEW

TOTAL NUMBER OF PROPERTIES **695**

92.45%
Satisfaction with overall service

87.60%	Scottish average
90.15%	Peer Group average

98.20%
Tenants who felt North View is good at keeping them informed

91.35%	Scottish average
97.13%	Peer Group average

98.28%
Satisfaction with opportunities to participate in decision making

88.07%	Scottish average
94.85%	Peer Group average

100%
Percentage of properties meeting the Scottish Housing Quality Standard

89.53%	Scottish average
98.02%	Peer Group average

1.74 hours
Average time to complete emergency repairs

3.4hrs	Scottish average
2.60hrs	Peer Group average

3.89 days
Average time to complete non-emergency repairs

8.75 days	Scottish average
5.29 days	Peer Group average

PERFORMANCE OVERVIEW

94%
Percentage of reactive repairs 'right first time'

95.29% Scottish average
97.06% Peer Group average

99.23%
Percentage of tenants satisfied with repairs service

88.05% Scottish average
92.00% Peer Group average

98.51%
Percentage of anti-social behaviour cases resolved

93.11% Scottish average
98.30% Peer Group average

102.39%
Rent collected for current and past rent as a percentage of total rent due in the year

99.68% Scottish average
101.19% Peer Group average

0.27%
Satisfaction with opportunities to participate in decision making

1.13% Scottish average
0.28% Peer Group average

21.03 days
Percentage of properties meeting the Scottish Housing Quality Standard

51.70 days Scottish average
20.14 days Peer Group average

AVERAGE WEEKLY RENTS 2025/2026

SIZE	2 APT	3 APT	4 APT	+5 APT	NON SELF-CONTAINED PROPERTIES
NUMBER	128	372	130	62	3
NORTH VIEW RENT	93.46	106.02	116.38	129.77	-
SCOTTISH AVERAGE	98.61	101.42	110.33	121.71	-
DIFFERENCE	-5.2%	+4.5%	+5.5%	+6.6%	-

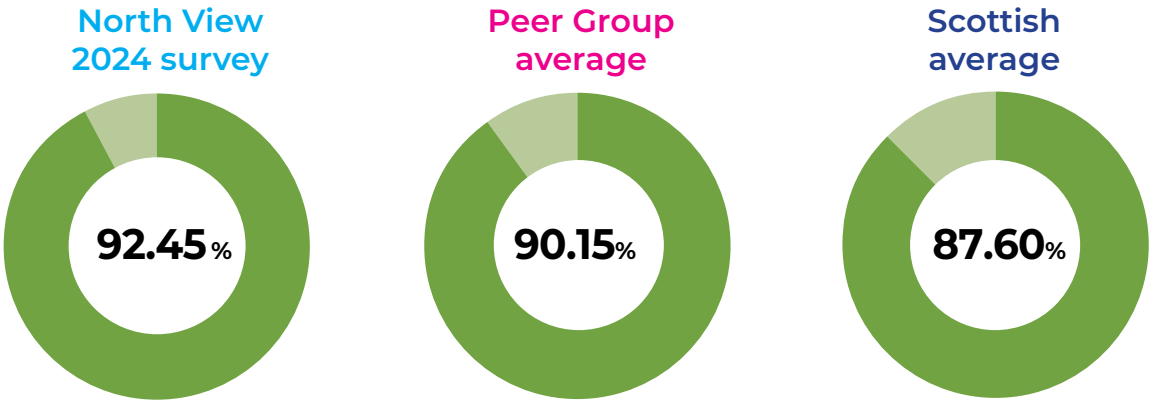
On 1st April 2026, the Association implemented the final year of its five-year rent assimilation programme. This programme was introduced to gradually bring rents for similar properties into line over a five-year period, helping to ensure fairness and consistency across our housing stock. The completion of the programme marks an important milestone in achieving a more equitable rent structure for all tenants.

More detailed information on our performance, achievements and outcomes is provided throughout the rest of this Report.

THE CUSTOMER /LANDLORD RELATIONSHIP



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

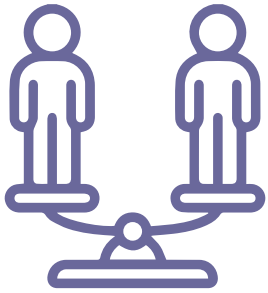


We are pleased to report that this satisfaction figure, linked to our 2024 survey, is higher than both the Peer Group and Scottish averages.





• EQUALITIES



Treating everyone fairly and with respect is at the heart of what we do. We are pleased that 95% of the residents who took part in our 2024 survey said they were satisfied that we treat people fairly.

We continue to collect equality information from tenants and other customers to help us better understand our community, shape our services and make sure everyone has fair access to the support they need.

During 2025/2026, we continued our work to tackle inequality by providing practical support to residents across a range of areas:

Welfare Rights Support

Our dedicated full-time Welfare Rights Service helps Windlaw residents access the benefits and financial support that they are entitled to.

During the year, our Welfare Rights Officer assisted 175 residents, helping them secure an additional £1,293,576 in income.

Support with Fuel Costs

We also provide assistance to residents who are struggling with energy costs through referrals to the Fuel Bank Foundation.

During the year, the Association applied for 308 Fuel Bank vacancies, helping tenants access emergency support with fuel costs when they needed it most.

Access to Affordable Food

We continue to work in partnership with the Castlemilk Pantry, based in the Birgidale Complex on Stravanan Street in the Windlaw area. The Pantry provides local people with access to affordable food and helps households manage rising living costs.

We have made 178 referrals tothe Pantry, helping residents access affordable food.

Promoting Human Rights

We are a member of the Castlemilk Housing and Human Rights Lived Experience Board, working alongside other local housing associations to ensure that human rights principles are embedded in our services and the community.



The Board's work has received national and international recognition.

• COMMUNICATION

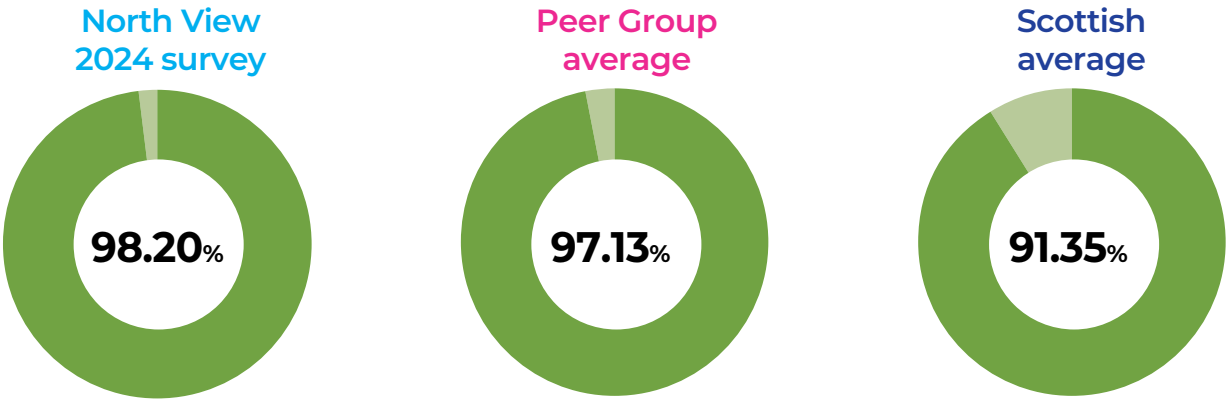
Our quarterly newsletters are our main way of keeping residents informed and connected. They provide updates on our services, share important news and information, and highlight opportunities for residents to get involved and have their say in shaping what we do.

We widely promote our website and email address. We also regularly share information and updates on our website, Facebook and Instagram.

We are also working to introduce a tenant portal and expand our existing text messaging service, making it even easier for residents to access information, communicate with us and stay up to date with our services.



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



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

COMPLAINTS

We received 18 complaints in 2025/2026:

1	Stage 1 Complaints 15
2	Stage 2 Complaints 3



Number Average time taken to respond:

1	Stage 1 Complaints 5.13 days
2	Stage 2 Complaints 11.33 days



• PARTICIPATION

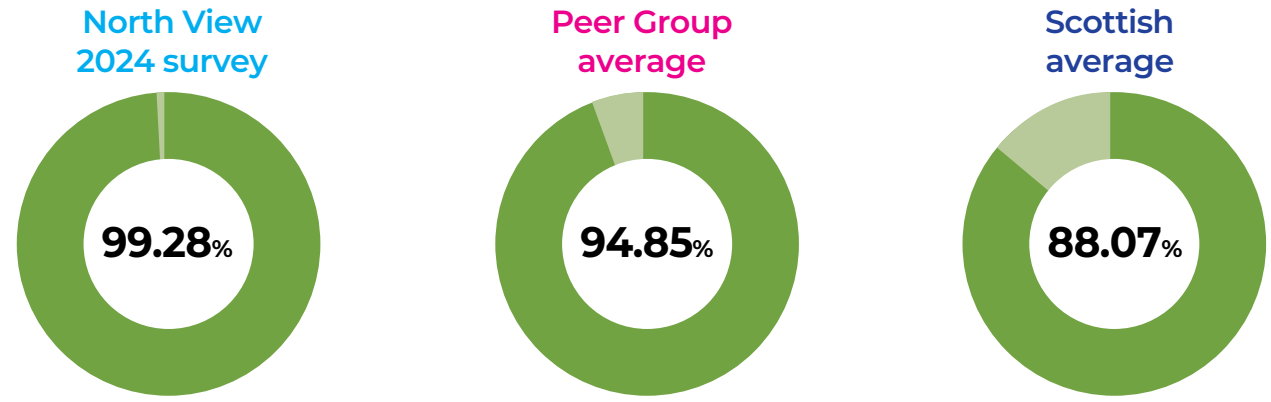
We want residents to be able to get involved with the Association in a way that works for them. Whether it is completing a survey, attending a local meeting, joining our Residents' Panel or Management Committee, there are a range of opportunities for people to have their say and help shape our services.

We use our quarterly newsletters, letters and consultation newsletters to promote opportunities for residents to get involved and share their views on issues that matter to them.

We also carry out surveys throughout the year to gather feedback on important topics such as our annual rent consultation, policy reviews and the quality of our repairs service. This helps ensure that residents' views are considered when decisions are made.

We have continued with an annual programme of local area meetings to give residents the opportunity to tell us about issues affecting their street, discuss what matters most to them and help identify priorities for future action.

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 and Scottish averages.





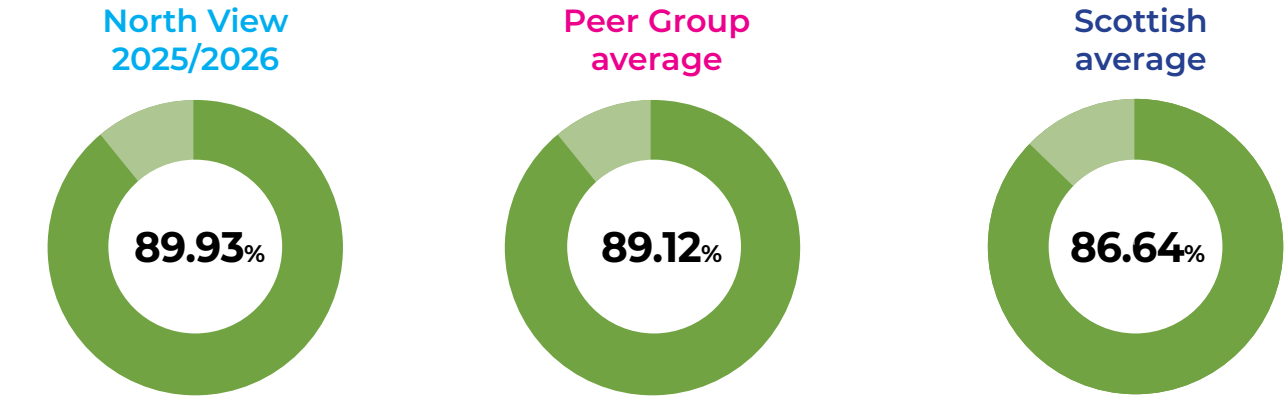


HOUSING QUALITY AND MAINTENANCE

• QUALITY OF HOUSING

As at 31st March 2026, all the Association's properties met the Social Housing Quality Standard.

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

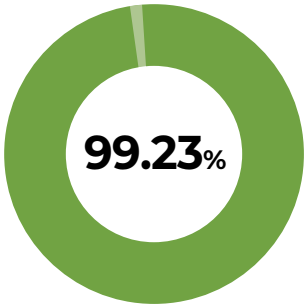
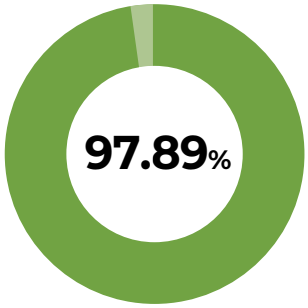
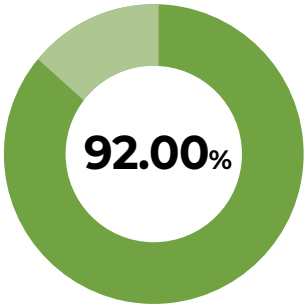
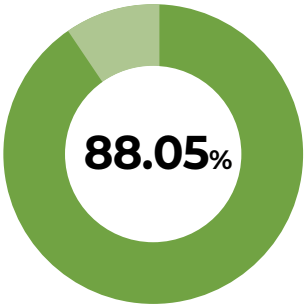


The percentage of North View tenants satisfied with the quality of their home is higher than the Peer Group average and the Scottish average.



• REPAIRS, MAINTENANCE AND IMPROVEMENTS

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

North View 2025/2026	North View 2024/2025	Peer Group average	Scottish average
			
99.23%	97.89%	92.00%	88.05%

AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS:

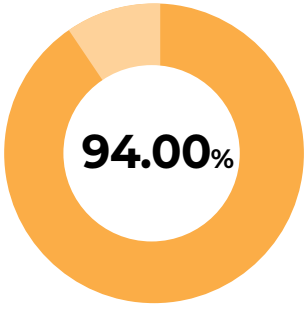
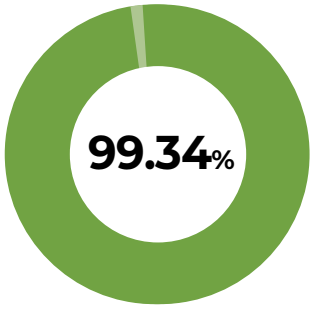
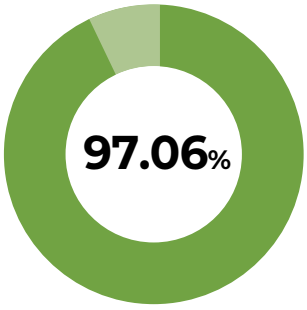
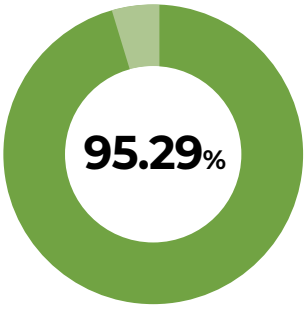
North View 2025/2026	North View 2024/2025	Peer Group average	Scottish average
			
1.74 hours	1.75 hours	2.60 hours	3.45 hours

AVERAGE TIME TAKEN TO COMPLETE NON-EMERGENCY REPAIRS:

North View 2025/2026	North View 2024/2025	Peer Group average	Scottish average
			
3.89 hours	3.98 hours	5.29 hours	8.75 hours

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

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

North View 2025/2026	North View 2024/2025	Peer Group average	Scottish average
			
94.00%	99.34%	97.06%	95.29%

Our 'right first time' figure has dropped from 99.34% in 2024/2025.

We have continued to invest in our homes, installing new windows in 36 properties, 39 new kitchens, 24 new bathrooms and 41 new flat entrance doors during the year.







The Scottish Housing Regulator has introduced new damp and mould indicators as part of the Annual Return on the Charter. These measure areas including number of cases and time taken to resolve these.

In 2025/2026, we received 46 reports of damp and mould. On average, these were resolved in 30.46 days.

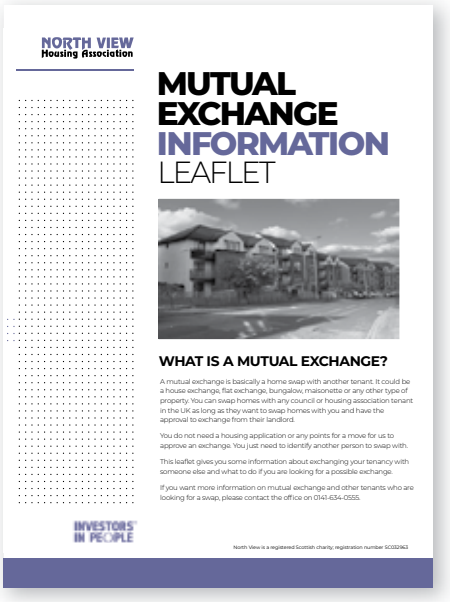
Also, new legislation, introducing specific requirements in relation to damp and mould, came into effect on 6th October 2026. We have appropriate processes and systems in place to ensure that we meet these requirements and provide an effective service to our tenants whenever issues are identified.

ACCESS TO HOUSING AND SUPPORT

• ACCESS TO SOCIAL HOUSING

We communicate 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 and approved four mutual exchanges in 2025/2026.


NORTH VIEW
Housing Association

MUTUAL EXCHANGE INFORMATION LEAFLET

WHAT IS A MUTUAL EXCHANGE?

A mutual exchange is basically a home swap with another tenant. It could be a house exchange, flat exchange, bungalow, maisonette or any other type of property. You can swap homes with any council or housing association tenant in the UK as long as they want to swap homes with you and have the approval to exchange from their landlord.

You do not need a housing application or any points for a move for us to approve an exchange. You just need to identify another person to swap with.

This leaflet gives you some information about exchanging your tenancy with someone else and what to do if you are looking for a possible exchange.

If you want more information on mutual exchange and other tenants who are looking for a swap, please contact the office on 0141-634-0555.

INVESTORS IN PEOPLE

North View is a registered Scottish charity, registration number SC032963

Who got our houses in 2025/2026?

The number of properties that were relet in 2025/2026 was 35, down from 42 in 2024/2025:

Number of lets to housing list applicants

8

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

17

Number of lets to existing North View tenants

8

Number of lets to other sources

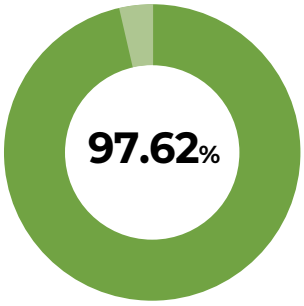
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• TENANCY SUSTAINMENT

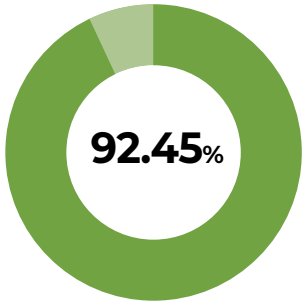
We work to support tenants who may need help to maintain their tenancy. This includes tenants who might be at risk of falling into arrears with their rent and tenants who may need adaptations to their home to help them live comfortably due to age, disability or caring responsibilities.

PERCENTAGE OF NEW TENANCIES SUSTAINED FOR MORE THAN A YEAR IN 2025/2026:

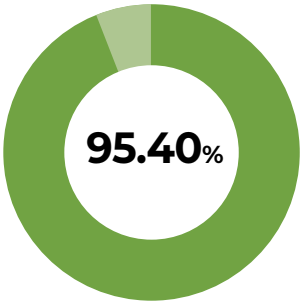
North View 2025/2026



Peer Group average



Scottish average



North View's performance in this area above the Scottish and Peer Group average figures.

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.

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 2025/2026, we secured funding totalling £33,183 from Glasgow City Council to complete 26 adaptations.



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

North View 2024/2025



75.96 days

Peer Group average



79.15 days

Scottish average



46.61 days

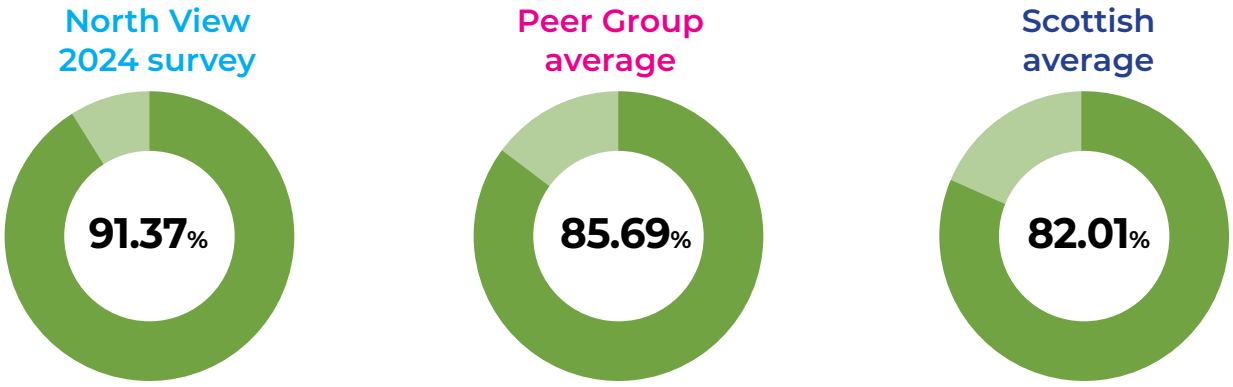
We will work to reduce the time people wait to have adaptation work completed.



GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES

• VALUE FOR MONEY

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

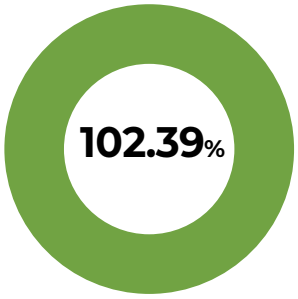


The percentage of our tenants who feel that the rent for their property represents good value for money is higher than both the Peer Group and Scottish averages.

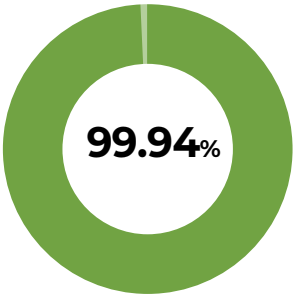
The continued implementation of our new Rent Policy has helped to eliminate the differences in rent levels that we inherited when the properties transferred to us from Scottish Homes. This ensures a fair and consistent approach to rent setting across all our homes.

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

North View 2025/2026



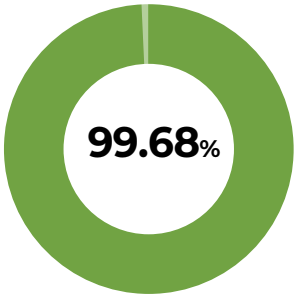
North View 2025/2026



Peer Group average

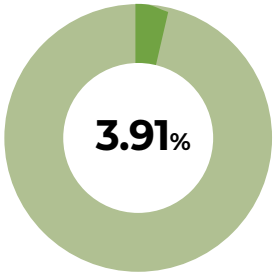


Scottish average

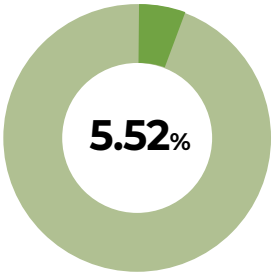


GROSS RENT ARREARS (ALL TENANTS) AS A PERCENTAGE OF RENT DUE FOR THE YEAR:

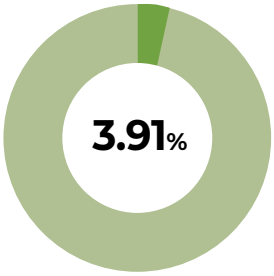
North View 2025/2026



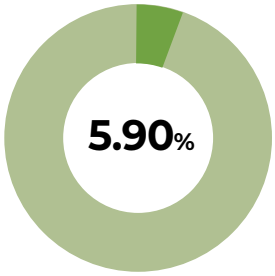
North View 2024/2025



Peer Group average

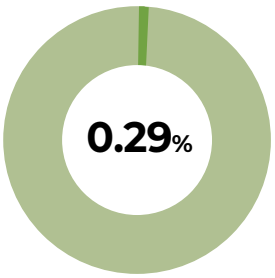


Scottish average

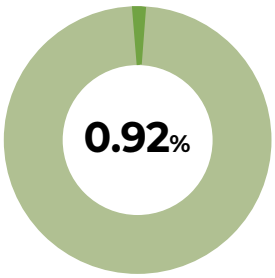


PERCENTAGE OF ANNUAL RENT DUE LOST THROUGH PROPERTIES BEING EMPTY DURING THE REPORTING YEAR:

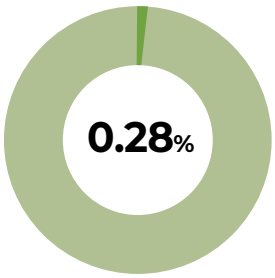
North View 2025/2026



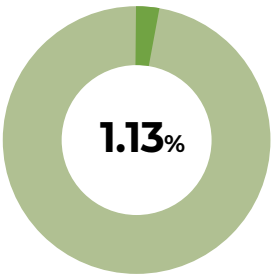
North View 2024/2025



Peer Group average



Scottish average



AVERAGE TIME TAKEN TO RELET EMPTY PROPERTIES:

North View 2025/2026



21.03 days

North View 2024/2025



25.33 days

Peer Group average



51.7 days

Scottish average



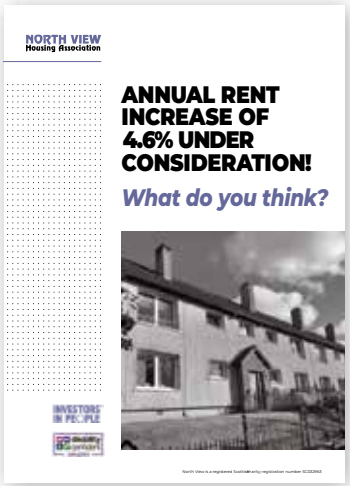
20.14 days

• RENTS AND SERVICE CHARGES

Each year, we review our rent levels and consult with tenants through a dedicated Rent Consultation Newsletter. The newsletter explains our plans for the year ahead, the costs involved and the rent increase option being considered.

We encourage tenants to share their views by completing a short questionnaire included in the newsletter. We have also held open days at the Birgidale Complex, giving tenants the opportunity to discuss the proposals in person, ask questions and provide feedback before any decisions are made.

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







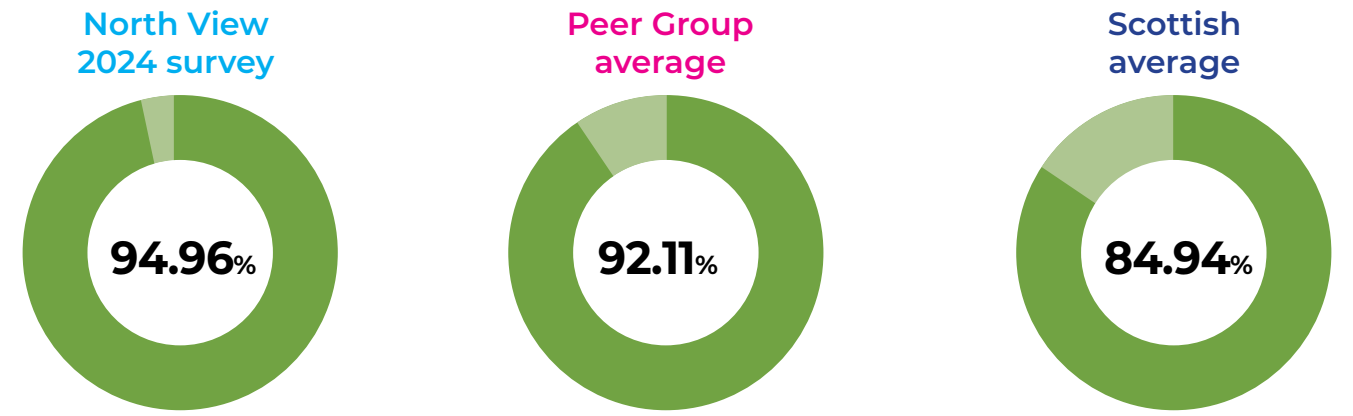
NEIGHBOURHOOD AND COMMUNITY

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

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

In 2025/2026, we received 67 complaints of anti-social behaviour and 66 of these were resolved in the year.

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.



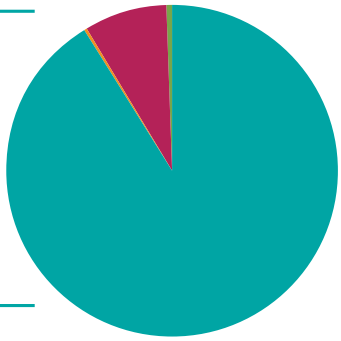


FINANCES

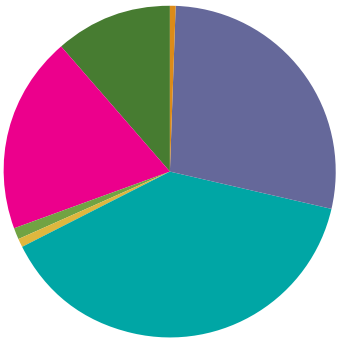
For the financial year ended 31st March 2026, the Association made an overall surplus for the period of £488,000. This is after accounting for annual changes in pension actuarial assumptions of £41,000.

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

Income	£	%
Rents	3,953,375	91
Grants	34,385	1
Other Income	280,263	7
Actuarial Gain on Pension Plan	41,000	1



Expense	£	%
Other Costs	26,048	1
Maintenance	1,186,223	31
Management Costs	1,476,582	38
Service Charges	34,119	1
Bad Debts	(12,761)	0
Property Depreciation	771,043	20
Interest Payable	373,034	10





The Balance Sheet of the Association shows a sound financial position. Net assets totalled £5,056,286 at March 2026 and a clean audit report was received following the annual External Audit.

In 2025/2026, around £624,000 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. (www.nvha.org.uk)

Further information in relation to the Association's performance can be found on the Scottish Housing Regulator's website (www.housingregulator.gov.scot).

Annual Assurance Statement

Our 2026 Annual Assurance Statement will be submitted to the Scottish Housing Regulator by the end of October 2026. It provides the Management Committee's assessment of how well we are meeting our legal and regulatory responsibilities.

A copy of our Annual Assurance Statement for 2026 will also be available on our website at the end of October 2026 – www.nvha.org.uk.





Scottish Housing Regulator

OUR PEOPLE

Current Committee members:

Josephine Deacon	Chairperson
Audrey Laird	Vice Chairperson
Michelle McNulty	Secretary
Andrew William Marshall	Treasurer
Alex Bruce	Committee Member
Wilma McCubbin	Committee Member
Sarah Jayne Newman	Committee Member
Doris Nwanoro	Committee Member
Iris Robertson	Committee Member

Staff:

Alison Main	Director
Julie Roy	Corporate Services Officer
Michelle McManus	Finance Officer
Noirin Sweeney	Customer Service Assistant
Laura Ward	Receptionist
Ady Tester	Maintenance Manager
Lynda Kelly	Maintenance Officer
Lisa Benson	Temporary Maintenance Officer
Aileen Boyce	Maintenance Assistant
Jim Girdwood	Joiner
Stephen Kelly	Joiner
Billy Robertson	Joiner
Michael Carr	Estate Caretaker
Billy Kerr	Estate Caretaker
Michael Ponsonby	Labourer
Yvonne Rooney	Housing Manager
Isabel Brodie	Welfare Rights Officer
Geraldine Curran	Temporary Housing Officer
Joanne Glassford	Housing Officer
Susan Hamill	Housing Officer
Karen Reilly	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

North View is a registered Scottish charity; registration number SC032963

NORTH VIEW
Housing Association

29A Stravanan Road
Castlemilk, GLASGOW, G45 9LY

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EMAIL enquiries@nvha.org.uk
WEB www.nvha.org.uk

find us on facebook

NORTHVIEWHOUSINGASSOCIATION

find us on instagram

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



