



**R E I D V A L E**  
**H O U S I N G A S S O C I A T I O N**



**ANNUAL REVIEW 2024/25**

# CHAIRPERSONS INTRODUCTION

**The past year has been a year of both challenges and real opportunity—a year that has tested our resilience but also shown us what is possible when we come together with a shared purpose.**



Denise Dempsey

## **Transformative Change**

Reidvale Housing Association is celebrating its 50th Anniversary however, as many of you know, the association is in a period of change—and I want to speak openly about why this is necessary and what it will mean for us all.

The association went through a substantial period of instability which resulted in the association being assessed as non-compliant with the Regulatory Standards of Governance and Financial Management. To date, this remains the status quo.

Coupled with the challenges of our regulatory status and the need for improvement, we also recognised the needs of our residents. The housing crisis is deepening and the expectations placed on housing associations like ours—from, regulators, and most importantly, our tenants—have never been higher.

## **So, what has changed.**

We have developed and launched our new Business Plan for the period 2025-2028 with our financial projections now demonstrating that we have the means to honour the level of investment required to our homes.

We have developed a 10-year Community Investment Strategy that will deliver improvements required to our homes and community.

We are commencing a programme of Stonework repairs, starting at the two blocks in Bellfield Street. We were grateful to have received £1.2m in funding from Glasgow City Council.

We are modernising our services and moving towards a more resident-focused, way of working. This means more efficient services, faster responses, and a better experience for the people who live in our homes.

We are restructuring internally, strengthening how we operate and empowering our teams to deliver their best work on the ground.

And we have strengthened our governance and accountability—ensuring that as we grow and evolve, we remain transparent, inclusive, and driven by our social purpose.

A vast amount of work has been completed over the last 18 months to ‘recover’ the association to ensure we remain independent. I am hopeful when the association submits its annual assurance statement to the Scottish Housing Regulator this month, we will be doing so advising that we now comply with the regulatory standards of governance and financial management for the first time in 6 years.

### **What Is Staying the Same**

While many things are changing, our values are not.

We remain rooted in our community.

We remain committed to the people we serve.

### **Acknowledgements and Thanks**

This journey of transformation is not something we have undertaken lightly. Nor could it have been done alone.

I want to thank our residents for your continued trust, honesty, and engagement. Your voice is not only valued—it is essential. We are building this future with you, not for you.

So, as we look ahead to the next year, let us do so with optimism, with resolve, and with a shared belief in the power of home and community.

Here’s to another 50 years!

**Denise Dempsey**

Chairperson

# LANDLORD REPORT – HOW YOUR LANDLORD TOLD US IT PERFORMED IN 2024/25

The Association is required by the Scottish Housing Regulator to provide you information about our performance.



Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord’s performance. Here is how your landlord performed in those areas in 2024/25.

## A note From Reidvale Housing Association

We are working hard in all areas to show improvement in our performance and have taken on board the comments of those of you who said we could do better.

### Homes and Rents

At 31 March 2025 Reidvale HA owned 898 homes. The total rent due for the year was £4,013,693. Reidvale HA increased its weekly rent on average by 4.3% from the previous year.

### Average Weekly Rents

| Size of Home | Number of homes owned | Reidvale HA | Scottish average | Difference from Scottish average |
|--------------|-----------------------|-------------|------------------|----------------------------------|
| 1 apt        | -                     | -           | £87.12           | N/A                              |
| 2 apt        | 484                   | £82.88      | £93.27           | -11.1%                           |
| 3 apt        | 309                   | £88.50      | £96.00           | -7.8%                            |
| 4 apt        | 86                    | £97.66      | £104.51          | -6.6%                            |
| 5 apt        | 19                    | £106.55     | £115.58          | -7.8%                            |

### Tenant Satisfaction

Of the tenants who responded to Reidvale HA’s most recent tenant satisfaction survey.

|                                                                                                                      | 2023/24 | 2024/25      | Scottish Average 2024/25 | Perf. against average |
|----------------------------------------------------------------------------------------------------------------------|---------|--------------|--------------------------|-----------------------|
| Percentage of tenants satisfied with the overall service provided by us                                              | 90.0%   | <b>85.3%</b> | 86.9%                    | ↓                     |
| Percentage of tenants who feel we are good at keeping them informed about our service and decisions                  | 92.5%   | <b>97.4%</b> | 90.0%                    | ↑                     |
| Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes | 86.7%   | <b>97.8%</b> | 86.3%                    | ↑                     |

### Value for Money

|                                                                                                  | 2023/24   | 2024/25          | Scottish Average 2024/25 | Perf. against average |
|--------------------------------------------------------------------------------------------------|-----------|------------------|--------------------------|-----------------------|
| Rent collected for current and past rent as a percentage of total rent due in the reporting year | 99.5%     | <b>100.5%</b>    | 100.2%                   | ↔                     |
| Percentage of rent due lost through properties being empty during the last year                  | 1.2%      | <b>0.8%</b>      | 1.3%                     | ↑                     |
| Average calendar days to re-let properties                                                       | 52.4 days | <b>45.2 days</b> | 60.6 days                | ↑                     |

## Quality and maintenance of homes

|                                                                                                           | 2023/24  | 2024/25  | Scottish<br>Average<br>2024/25 | Perf.<br>against<br>average |
|-----------------------------------------------------------------------------------------------------------|----------|----------|--------------------------------|-----------------------------|
| Percentage of Reidvale homes meeting the Scottish Housing Quality Standard                                | 93.8%    | 98.3%    | 87.2%                          | ↑                           |
| Average length of time taken to complete emergency repairs                                                | 2.3 hrs  | 2.5 hrs  | 3.9 hrs                        | ↑                           |
| Average length of time taken to complete non-emergency repairs (working days)                             | 2.6 days | 2.9 days | 9.1 days                       | ↑                           |
| Percentage of reactive repairs carried out during the year completed 'right first time'                   | 92.6%    | 93.9%    | 88.0%                          | ↑                           |
| Percentage of tenants who had repairs or maintenance carried out satisfied with the service they received | 86.3%    | 84.6%    | 86.8%                          | ↓                           |

## Neighbourhoods

|                                                    | 2023/24 | 2024/25 | Scottish<br>Average<br>2024/25 | Perf.<br>against<br>average |
|----------------------------------------------------|---------|---------|--------------------------------|-----------------------------|
| Percentage of anti-social behaviour cases resolved | 100%    | 100%    | 93.4%                          | ↑                           |

# FINANCES

## How your money was spent

The following charts summarise the income and expenditure for the year:

| Income              | £                | %      |
|---------------------|------------------|--------|
| Rents               | 3,946,692        | 74.18% |
| Grants              | 40,184           | 0.76%  |
| Grant Release       | 588,418          | 11.06% |
| Other Income        | 68,544           | 1.29%  |
| Interest Income     | 18,321           | 0.34%  |
| Gain on Revaluation | 655,000          | 12.31% |
| Pension Movement    | 2,976            | 0.06%  |
|                     | <b>5,320,135</b> |        |

| Expense               | £                | %      |
|-----------------------|------------------|--------|
| Maintenance           | 1,660,269        | 35.20% |
| Mgt Costs             | 1,982,283        | 42.03% |
| Service Charges       | 89,353           | 1.89%  |
| Bad Debts             | -71,784          | -1.52% |
| Property Depreciation | 850,627          | 18.04% |
| Other Costs           | 205,298          | 4.35%  |
|                       | <b>4,716,046</b> |        |

|         |         |  |
|---------|---------|--|
| Surplus | 604,089 |  |
|---------|---------|--|

The Association continues to demonstrate a sound financial position.

Cash reserves at the year end were £2.223m

# COMMITTEE AND STAFF NEWS

## COMMITTEE

This year we welcomed **3 new committee members**.

Linda Wishart, Committee Member, resigned due to personal reasons. We were sorry to lose Linda and would like to thank her for her time, commitment and effort whilst she was on our committee.

|                        |                  |
|------------------------|------------------|
| Denise Dempsey         | Chairperson      |
| Helen Moore            | Vice Chair       |
| Helen Richman          | Committee Member |
| Eddie Marley           | Committee Member |
| Ellen McVey            | Committee Member |
| Paul McCrudden         | Committee Member |
| Gerry Bitten O-Prey    | Committee Member |
| Geraldine Dempsey      | Committee Member |
| Carmen Rubio-Gutierrez | Committee Member |
| Ian Elrick             | Committee Member |
| Michael Carberry       | Committee Member |
| Jim Hastie             | Committee Member |
| Margaret McCabe        | Committee Member |
| Kevin Peden            | Committee Member |
| Paul Sweeney MSP       | Committee Member |

## MAIN OFFICE

**13 Whitevale Street, Dennistoun Glasgow G31 1QW**

**T: 0141 554 2406**

**E: [corporatesupport@reidvale.org.uk](mailto:corporatesupport@reidvale.org.uk)**

**[www.reidvale.org.uk](http://www.reidvale.org.uk)**

Property Factor Reg. Number PF000099 • Registered Scottish Charity No. SCO44023

Monday – Thursday 9.00am – 1.00pm & 2.00 pm – 5.00 pm;

Friday 9.00am – 1.00pm & 2.00pm – 4.00pm