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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

REIDVALE HOUSING ASSOCIATION



Annual Report 2017-18



Reidvale Housing Association: Annual Report

CHAIRPERSON'S REPORT



My third year as Chairperson has been a busy yet rewarding one. As always, I have thoroughly enjoyed working with all of the Reidvale Committee and Staff and I thank them all for their commitment and support.

The committee meet in full twice a month to discuss a number of items concerning maintenance, finance and management of our area. Alongside meetings, the committee have undertaken a lot of training to ensure that our knowledge about running an association and external challenges that face us is up to date.

We were delighted to welcome four new members onto the management committee last Autumn. Paul Leese, Pat McComish, Ellen McVey and Yvonne McLeod have settled into the Management Committee well and their input and new outlook at committee meetings is refreshing. Our colleague Christine Hadden decided to step down from the committee after 13 years service and we wish her all the very best for the future.

There haven't just been changes within the committee, there have been changes within the staff team too. Most notably, after a two phase interview process, we appointed Jim McAlpine as Director in November 2017. Jim has worked for Reidvale since 1991 and his knowledge and expertise within the Association is invaluable. We have now been having a lot of discussion about moving the organisation forward with Jim's direction. I would also like to take this opportunity to thank Linda Scott for being Acting Director over the past three years and for steering our association steadily through times of change. Linda was one of the first employees of Reidvale and her commitment to our Association, it's community and our reputation over the last 43 years has been incredible.

We were very sad to wave goodbye to one of our most well-known members of staff Michael McMenamin. Michael decided to retire in March 2018 and we will miss his experience and sense of humour, but are assured that he has settled in to retirement nicely! After another rigorous interview process, our new Maintenance Manager, Terry McKenna joined the team at the end of April and has got stuck in to make sure that we keep on top of our repairs and maintenance.

This also means that Jacqui Anderson is now Housing Manager and we are all delighted that she is thoroughly enjoying this new role. This, in turn means that we recruited our new Housing Officer Susan Tait in May. She has worked in the same role at another association previously and we are sure she will get to know many of the Reidvale tenants soon.

So yes, this sounds like lots of change. Change can often be daunting but can also be just what we need to move our Association forward. We are not the only housing association experiencing this level of change. As you will know, Reidvale Housing Association was started in the 1970s to save the area from demolition. Many Glasgow based associations started at this time, to keep affordable housing from being demolished by what was the Glasgow Corporation, and many are experiencing a change in personnel.

We always feel it is important to tell the story of our association, how it started and how it is about people – it is easy to forget just how much has happened in the Reidvale area over the past 40 years. The excellent documentary *The History of our Streets* was on television again last month and is a real testament to the strength of our community.

Housing management and government policy always change too. Future challenges and goals for the association will be future proofing our properties, making sure they are compliant with fire safety regulations and taking on energy efficiency targets too. Universal Credit is another external change that we face and if any tenants feel worried about changes to benefits and rental payments, we actively encourage you to come and chat with our staff team.

I hope you enjoy our AGM, the awards and meeting other people in your community. All committee members and staff will be there too, should you wish to chat to us about the work that we do.

Thank you.

Helen Moore, Chairperson

MANAGEMENT REPORT

STOCK PROFILE

The Association had a total of 897 units as at 31st March 2018. This comprised of 172 new build properties (including 44 retirement housing units), 709 rehabilitated properties and 16 flats in a converted school building. The breakdown of the stock by apartment size was as follows:

2 APT	3 APT	4 APT	5 APT	TOTAL
483	309	86	19	897

RENT ARREARS AND VOID LOSS

The Association recognises the importance of keeping arrears to a minimum – both for the Association and for individual tenants – and will take all reasonable measures to ensure that arrears are efficiently and effectively recovered while taking full cognisance of individual circumstances.

During 2017/18 the Association was due to collect a total of £2,867,255 in rental income. Non-technical arrears at the end of March 2018 totalled £66,011, which represented 2.3% of the annual rent debit and therefore met our arrears target of 2.3%. Former tenants owed a total of £21,758 in arrears which represents 0.76% of the annual rent charge. In addition to this a total of £12,137 of former tenant arrears was written off at the end of the financial year.

The Association makes every effort to allocate its properties as quickly as possible in order to minimise both the rental income that is lost and the time that our properties are lying empty. Total void loss during 2017/18 amounted to £10,274, which represented 0.36% of the annual rent debit.

FACTORING

The Association provides factoring services to 226 owners in its area. A total of £56,573, for common repairs, property insurance and management fees was invoiced to owners in the past year. Thirteen owners were in arrears at 31 March 2018 and the arrears outstanding amounted to £15,242.

RIGHT TO BUY SALES

There were four right to buy sales this year. The right to buy in Scotland has now ceased to operate although there is still one sale which should complete soon, this was delayed due to new title deeds having to be drawn up.

ADAPTATIONS

During 2017/18 the Association received a total grant of £34,249 from Glasgow City Council to enable it to carry out adaptation work in tenants' homes. Follow up surveys by the Association has found very high levels of satisfaction from all tenants who stated that this type of work (such as replacing a bath with a level access shower) has greatly enhanced their ability to continue to live independently in their own home.

ALLOCATIONS

The Association has continued to enjoy high demand for its stock, with a total of 415 application forms issued during the past year to people seeking to be housed within Reidvale. The Association took an average 9.3 days to process the new applications received, from the initial receipt to the formal letter being sent to applicants advising them of the outcome, which was under our target of 14 days. At the end of the year there were a total of 348 applicants on our external housing list, which comprised of 243 applicants on the 2 apartment list, 70 on the 3 apartment list, 31 on the 4 apartment list and 4 on the 5 apartment list.

During 2017/18 the Association allocated a total of 62 properties on the basis of its allocations policy. Details of the allocations made are listed below:

Type of Housing List	No. of Allocations	% of Total Allocations	Quota Targets %
Reidvale Housing List	33	53	51
Homeless Persons Referrals	9	15	19
Transfer List	20	32	27
Referrals	0	0	3
TOTAL	62	100	100

MANAGEMENT REPORT

OVERVIEW OF ANTISOCIAL BEHAVIOUR

The Association has demonstrated its commitment to dealing with anti-social behaviour within our community by continuing with our 'platinum level' service agreement with Community Safety Glasgow. We believe this partnership enhances community safety and reassurance as well as enforcing the message that anti-social behaviour will not be tolerated within Reidvale.

The Association received a total of 78 complaints of anti-social behaviour, all of which were resolved within our locally agreed resolution targets.

COMPLAINTS

The Association received a total of 11 complaints during 2017/18. A total of 4 out of the 11 complaints were found to be valid and all but one were responded to within the SPSO's timescales.

EQUAL OPPORTUNITIES

The Association strives to ensure that all applicants for housing are treated in a fair and equitable manner. An analysis of the housing list at 31st March 2018 shows that of 348 applicants on our housing list 291 described themselves as white scottish, with the remaining 57 applicants being from other ethnic backgrounds. In addition, of the 348 applicants, 104 declared that they had some form of disability, 66 applicants had a physical disability, 32 mental health issues, 3 hearing impairment and 3 had learning difficulties.

Of the 62 allocations made during the year 53 were white Scottish applicants and 9 from other ethnic backgrounds.

44 of the new tenants declared they had no disability, with another 11 declaring a physical disability, 6 having mental health issues and 1 having learning difficulties.

TENANT PROFILE

The Association had a total of 897 tenants as at 31st March 2018. The overall household composition of our tenants was as follows:

DESCRIPTION	NUMBER	%
Single Persons (Non Retired)	347	38.7%
Single Persons (Retired)	148	16.5%
Couples (Non Retired)	35	3.9%
Couples (Retired)	32	3.6%
Families	335	37.3%
TOTAL	897	100%

HOW YOUR RENT IS SPENT

The average annual rent charged by the Association in 2017/18 was £3,117.

This was spent in the following way:

Staff and Office Overheads	: £	1,448
Day to Day Maintenance	: £	463
Cyclical Maintenance	: £	371
Major Repairs	: £	568
Loan Repayments	: £	0
Voids, Property Insurance etc	: £	44
Community Regeneration	: £	134
Funded from other sources	: £	-38
Contribution to reserves	: £	127
Total Expenditure	: £	3,117

MAINTENANCE REPORT

The Association continued with its long term commitment to offer tenants a high quality same day maintenance service. This resulted in the Association spending £479K on routine repairs, £389K on cyclical maintenance and £476K on major repairs.

An analysis of our complete maintenance programme for 2017/18 is noted below.

DAY TO DAY REPAIRS

The Association has always given a high priority to its repairs service and this was demonstrated last year by a total of £479K being spent on day to day repairs. We continue to have this work carried out by our dedicated repair teams who ensure that all emergency and reactive repairs are carried out within the timescales set out by the Association. During the year a total of 2138 reactive and emergency repairs were carried out and we achieved response times as outlined in the table below.

Category	Repairs Completed	Completed on Target	% Repairs Completed on Target
Emergency	102	102	100
Reactive	2036	1984	97.45

REPAIRS COMPLETED RIGHT FIRST TIME

The Tenant's Charter requires landlords to publish information on the number of repairs that are carried out Right First Time. Detailed below are the Association's figures.

Number of Repairs	Number of Repairs Completed Right First Time	Total Number of Repairs Not Completed Right First Time	% Repairs Completed Right First Time
2036	1860	176	91.36

REPAIRS SATISFACTION

It is important for the Association to measure what our tenants think about the quality of our repairs service including the helpfulness of staff and the conduct of our contractors. Consequently, we issue a Repairs Service Satisfaction Survey Card on completion of repairs. During the year a total of 465 forms were returned. Where no form is returned it is assumed that the tenant is satisfied with the service.

The table below summarises tenants' satisfaction with the service

Total No. Repairs Logged	1890
Total No. Forms Returned	465
Return Rate	24.6%

CYCLICAL MAINTENANCE

As part of the Association's ongoing commitment to maintaining its properties to the highest standard we invested £389K on our cyclical maintenance programmes.

Details of the programmes and their value are noted below.

• Painting	£ 84K
• Central Heating Servicing	£105.5K
• Extractor Fan Servicing	£ 14K
• Lift Servicing	£ 8.6K
• Close Lighting Maintenance	£ 30.8K
• Landlord Electricity Supply	£ 5.4K
• Streetscape Maintenance	£ 5K
• Backcourt Maintenance	£ 16K
• Gutter Cleaning	£ 26K
• Window Cleaning	£ 16.4K
• Stair Cleaning	£ 77.3K

MAJOR REPAIRS

During the year a total of £476K was committed to our Major Repairs programme.

Details of how it was spent are as follows:

• Central Heating Renewal	£ 117K
• Retirement Housing Renewals	£ 2.2K
• Kitchen Renewal	£104.4K
• Bathroom Renewal	£ 36K
• Fabric Repairs	£ 65K
• Close Stair Finish	£ 5.5K
• Planter Renewal	£ 9.1K
• Electrical Upgrading	£ 123K
• EESSH	£ 5.4K
• Bin Stores	£ 1.6K
• Conversions	£ 4.6K
• Window Replacement	£ 2.2K

FINANCE REPORT

STATEMENT OF HOUSING INCOME AND EXPENDITURE FOR YEAR TO 31ST MARCH 2018

£

NET RENTAL INCOME		2798000
GRANT INCOME		34000
OTHER INCOME		26000
		2858000
LESS	MANAGEMENT COSTS	1301000
	MAINTENANCE DAY TO DAY (net)	450000
	CYCLICAL MAINTENANCE (net)	333000
	MAJOR REPAIRS (inc. office buildings)	511000
	REGENERATION INITIATIVE	121000
	OTHER HOUSING COSTS	88000
	TOTAL	2804000
HOUSING SURPLUS/DEFICIT		54000
NON HOUSING SURPLUS		59000
OPERATING SURPLUS/DEFICIT		113000
GAINS ON SALES		124000
INTEREST RECEIVABLE		3000
LOAN REPAYMENTS		0
SURPLUS FOR YEAR		240000

BALANCE SHEET (RESTATED) AS AT 31ST MARCH 2018

£

£

RESERVES		
REVENUE RESERVES B/FWD	2938000	
SURPLUS FOR YEAR	240000	3178000
PROPERTY COSTS (NBV)	-21550600	
OTHER FIXED ASSETS (NBV)	-326000	
SOCIAL HOUSING GRANT	18964000	
SHAPS DEFICIT	967000	
TOTAL "FREE" RESERVES		1277000
REPRESENTED BY:		
CASH AT BANK		1808000
DEBTORS	243000	
LESS CREDITORS	-774000	
NET CURRENT LIABILITIES	-531000	
TOTAL CASH AND NEAR CASH		1277000

A FULLY AUDITED SET OF ANNUAL ACCOUNTS IS AVAILABLE AT THE ASSOCIATION'S OFFICES.

INCOME

Rental Income

91.9%

Grant Income

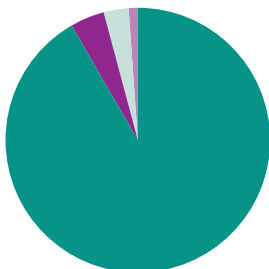
1.1%

Gain on Sales

4%

Other

3%



EXPENDITURE

Maintenance Day to Day

16%

Cyclical Maintenance

11.9%

Major Repairs

18.2%

Regeneration Initiative

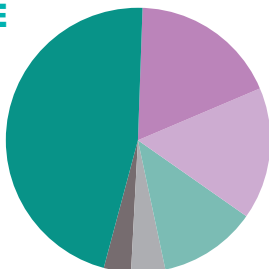
4.4%

Other Housing Costs

3.1%

Management Costs

46.4%



Loan Repayments

0%

AWARDS AND REWARDS

The Association supports community regeneration and this year we spent approximately £120k on activities. This is the 15th year of the awards and we are proud to continue to support education and community projects. We also continue to reward tenants and gave every household a £10 voucher to spend in the community café. Many more of you used this voucher this year than did last year so this gift seems to be popular.

THE AWARDS

Last year the Community Development Sub-Committee decided to change the education awards for primary and secondary schools. Instead of giving awards directly to one or two children they decided that more children should benefit and gave £500 to each of the primary and secondary schools in the area. These were St Dennis', Golfhill and Alexandra Parade Primary Schools and St Mungo's and Whitehill Secondary Schools. This £500 was to be used by the children whichever way they wished for the benefit of the school, the pupils or the community. A teacher and some pupils from each school have been invited to this year's AGM to tell us how they spent the money and to collect a further £500 for the coming year.

We have also been funding a new schools project where Vicky Scoular, the Reidvale Centre's Youth Development Worker and some members of her staff have been going into schools and teaching the children first aid and starting them off on either a Dynamic Youth Award or a Youth Development Award. To date 100 children have achieved the first aid certificate, 18 of these have had further training and they are now peer educators able to teach other pupils basic first aid.

We will continue to give Further Education Awards to students going on to university and certain college courses.



THE REWARDS

We continue to reward tenants who have stuck to their tenancy agreement, paid rent, haven't caused antisocial problems and kept their property well. Recently 86% of you will have received a cheque of some kind; 78% for £100; 4% for £75; 3% for £50 and 1% for £25 with 14% receiving no reward.

Thank you again for being such good tenants. We hope more of you will receive them next year.

COMMITTEE & STAFF NEWS

COMMITTEE

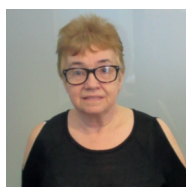
This year we had a few changes to the Management Committee at the A.G.M. in June. Four people expressed an interest in joining the Committee and we were delighted to welcome them. They joined as observers from September to December and were then co-opted as members at the January meeting. The new members are Pat McComish, Ellen McVey, Yvonne McLeod and Paul Leese. Also this year one of our long serving committee members Christine Hadden resigned for personal and family reasons. We wish Christine well and we are sure she will continue to be interested in the work of the Association.



Helen Moore

Helen Moore
Irene McInnes
Jane Marley
Mary Dunn
Anne McKelvie
Ernesto Vaz
Linda McGowan
Edward Marley
Davina Boyle
Irene Ferguson
John Lindsay
Paul Leese
Ellen McVey
Pat McComish
Yvonne McLeod

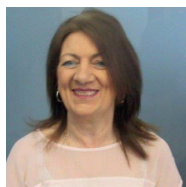
Chairperson
Secretary



Pat McComish



Yvonne McLeod



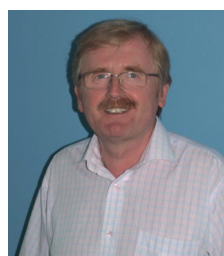
Ellen McVey



Paul Leese

STAFF NEWS

This year, on 31st March 2018, Michael McMenamin, our long serving Maintenance Manager retired after 35 years with the Association. We were sorry to see him go and are all missing him. Michael has kept in touch and tells us he is enjoying his retirement spending more time with his wife Carole and their grandchildren. We wish Michael a long and happy retirement.



Michael McMenamin

Jim McAlpine
Linda Scott
Michael McMenamin
Gerry Shepherd
Jenny Little
Colin McCreadie
Lucy Reid
Jacqui Anderson
Pat Devlin
Angela Brown
Sheila Rae
Tracy Munro
Kathleen Wilton
Anna Walker
Ann Dundas
Catherine Cameron
Ellen Conwell
Phyllis Holmes

Director
Depute Director
Maintenance Manager
Finance Manager
Finance Officer
Maintenance Officer
Assistant Maintenance Officer
Housing Officer
Housing Officer
Senior Housing Assistant
Housing Assistant
Housing Assistant
Maintenance Services Assistant
Maintenance Services Assistant
Senior Receptionist
Retirement Manager
Relief Retirement Manager
Cleaner

Joined the Association

1991
1976
1982
1980
1989
2016
2014
1995
2005
1977
1991
1997
1998
1979
1985
2008
2014
2015