



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 2023/24

CHAIRPERSONS INTRODUCTION

We reported last year that the Management Committee was pursuing a transfer of engagements, had identified a potential transfer partner, and following the preparation of a business case and tenant consultation, a ballot of tenants resulted in a majority vote for transfer towards the end of 2023. However, a strong local campaign to preserve the independence of the Association resulted in the membership rejecting the proposal to transfer at a Special General Meeting in January 2024.



Denise Dempsey

Since then the membership of the Management Committee has changed significantly, with a number of new members and co-optees joining, all committed to the aims of the campaign, and to restoring Reidvale's former reputation as a sector leader and innovator.

The new Committee is working well together, to establish a new strategic direction and business plan. A major review of services and business fundamentals is underway as part of this process, and the Association expects to finalise a new strategic plan and accompanying 30-year financial projections during the first quarter of 2025. An Interim plan has already been put in place, you will have received a copy of this.

The Association's regulatory status is unchanged since last year, according to the current Engagement Plan published by the Scottish Housing Regulator our regulatory status is non-compliant, working towards compliance.

The Association has taken on additional temporary resource to help address all areas of non- and partial compliance with regulatory requirements. We have created an enhanced Governance Improvement Plan which is closely monitored by the Management Committee. We are undertaking a comprehensive self-assessment review of regulatory compliance as part of our preparation for the submission of our latest Annual Assurance

Statement, to ensure that any gaps and potential areas requiring improvement are captured.

We are liaising closely with the Scottish Housing Regulator while these programmes are developed and implemented, and the Committee is determined to restore the Association to compliance within the next 12 months.

As part of the preparation for the new business plan, a key component will be the development of a new Asset Management Strategy. To do this, updated stock condition and stonework surveys are being conducted. Our stonework repair programme to our sandstone tenement buildings (the majority of our housing stock) started in 2022/23 following our initial stonework survey in 2021. We believe that there are a number of other community-based Associations facing challenges from stonework repair programmes, and that this is currently a hidden issue, and future funding solutions, will need to be addressed in coming years.

The Association has limited this year's stonework and component renewal programmes to an affordable level. The Association remains financially stable, with good levels of cash reserves. Our housing and property service performance and tenant satisfaction levels regularly outperform Scottish sector averages, and it performs at a slightly better than average level when compared to other associations.

We are reviewing our retirement housing, factoring services and community investment programme as part of the business plan preparation process, as well as the core services. Significant change and improvement programmes can be expected to be put in place for the coming years.

As always, our community is encouraged and welcomed to be involved in shaping the future for Reidvale. I would ask you to consider participating in this process where possible, by giving feedback, responding to surveys and by getting involved with the resident's focus groups.

LANDLORD REPORT – HOW YOUR LANDLORD TOLD US IT PERFORMED IN 2023/24

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 2023/24.

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 2024 Reidvale HA owned 898 homes. The total rent due for the year was £3,626,501. Reidvale HA increased its weekly rent on average by 10% from the previous year.

Average Weekly Rents

Size of Home	Number of homes owned	Reidvale HA	Scottish average	Difference from Scottish average
1 apt	-	-	£82.24	N/A
2 apt	485	£75.34	£87.87	-14.3%
3 apt	308	£80.44	£90.29	-10.9%
4 apt	86	£88.93	£98.30	-9.5%
5 apt	19	£96.86	£108.29	-10.6%

Tenant Satisfaction

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

	2022/23	2023/24	Scottish Average 2023/24	Perf. against average
Percentage of tenants satisfied with the overall service provided by us	84.17%	90.0%	86.5%	↑
Percentage of tenants who feel we are good at keeping them informed about our service and decisions	90.41%	92.5%	90.5%	↑
Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes	91.37%	86.7%	87.7%	↓

Value for Money

	2022/23	2023/24	Scottish Average 2023/24	Perf. against average
Rent collected for current and past rent as a percentage of total rent due in the reporting year	99.85%	99.5%	99.4%	↔
Percentage of rent due lost through properties being empty during the last year	0.53%	1.2 %	1.4%	↔
Average calendar days to re-let properties	33.15 days	52.4 days	56.7 days	↑

Quality and maintenance of homes

	2022/23	2023/24	Scottish Average 2023/24	Perf. against average
Percentage of Reidvale homes meeting the Scottish Housing Quality Standard	89.31%	93.8%	84.4%	↑
Average length of time taken to complete emergency repairs	3.6 hrs	2.3 hrs	4 hrs	↑
Average length of time taken to complete non-emergency repairs (working days)	2.25 days	2.6 days	9 days	↑
Percentage of reactive repairs carried out during the year completed 'right first time'	93.11%	92.6%	88.4%	↑
Percentage of tenants who had repairs or maintenance carried out satisfied with the service they received	95.01%	86.3%	87.3%	↓

Neighbourhoods

	2022/23	2023/24	Scottish Average 2023/24	Perf. against average
Percentage of anti-social behaviour cases resolved	100%	100%	94.3%	↑

FINANCES

How your money was spent

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

Income	£	%
Rents	3,624,945	75.7%
Grants	95,726	2.0%
Other Income	41,578	0.9%
Interest income	29,125	0.6%

Expense	£	%
Maintenance	1,789,628	33.2%
Management Costs	1,777,600	33.0%
Service Charges	77,701	1.4%
Bad Debts	125,345	2.3%
Property Depreciation & Impairment	1,185,84	22.0%
Other Costs	47,648	0.9%
Interest Payable & Other Finance Chgs	15,099	0.3%

The Association is showing a sound financial position.

COMMITTEE AND STAFF NEWS

COMMITTEE

This year we welcomed **9 new committee members**.

Jane Marley, Committee Member, resigned due to personal reasons. We were sorry to lose Jane and would like to thank her for her time, commitment and effort whilst she was on our committee for 22 years.

Denise Dempsey	Chairperson
Helen Richman	Vice Chair
Eddie Marley	Committee Member
Ellen McVey	Committee Member
Paul McCrudden	Committee Member
Linda Wishart	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
Helen Moore	Committee Member
Jim Hastie	Committee Member

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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