

AWARDS AND REWARDS

The Association supports community regeneration and during the year 2019/20 we again spent just over £106k. This is the 17th year of the Awards and Rewards. We use the Awards to support the local schools, young people and school leavers and some mature students going on to university and certain college courses (ask for more information if you are interested). We also support local projects such as Reidvale Neighbourhood Centre, Reidvale Adventure Play Association and the Community Allotments.

REWARDS

We reward our tenants up to £100 a year for being good responsible tenants.

AWARDS

Education Awards

In the past we used to award individual children who were nominated by their teachers as being a credit to themselves or their school or community. In 2017/18 we decided to change these awards for primary and secondary schools. The Community Development Sub-Committee members decided that instead of giving individual awards to a few children, more children should benefit and that an award should be given to the schools with the proviso that the decision on how the money should be spent should be made by the children. The five local schools are each awarded £500 to be used by the pupils in whatever way they wished for the benefit of the school, the pupils or the community. This was continued and in 2019/20 the schools were again given £500.

The schools are Alexandra Parade, Golfhill and St Denis Primary Schools and St Mungos and Whitehill Secondary Schools.

We were not disappointed when representatives of each of the schools gave their presentations at the 2019 AGM. The primary schools included bringing pantomimes to the schools in order that every child benefited and another created an outdoor reading circle with outdoor planting and seating. The five secondary schools included help with tutoring for pupils and mental health training and awareness. Each of the schools were given a further £500 for 2019/20.

Further Education Awards

Grants were awarded to two young people for college courses, two young people going on to university and one mature student who was going to university to study nursing.

Awards

We continue to support the Youth Project at Reidvale Neighbourhood Centre who go into local primary schools and provide First Aid and Money Advice courses for Primary 7 pupils.

We also support Reidvale Neighbourhood Centre with management advice and occasionally small grants.

At Reidvale Adventure Play Association we provide financial services, management advice and occasionally small grants. This year we gave all local children 45 free visits to RAPPA and these were well used.

REWARDS

We are proud of our tenants and 86% of you will receive a tenants reward. 72% will receive the full reward of £100, 14% will receive between £25 and £75. Thank you for being such good and responsible tenants.

We also again gave a gift to every household of a £10 voucher to be used in the Reidvale Centre's Café. We know many of you enjoyed your meal whether it was sit-in or take away because of the letters and cards we received thanking us.

GEMAP

We continued to fund the Gemap project which provides our tenants with benefits and financial help. They are available through an appointment system which can be made at the office. An advisor is available every Monday. Many of you have used this service in 2019/20 and found it to be very helpful and eased a lot of worry for some folk.

COMMITTEE & STAFF NEWS

COMMITTEE

This year three of our committee members resigned due to personal reasons. They are Irene Ferguson, Pat McComish and Yvonne McGready. We were sorry to lose these members and thank them for their time, commitment and effort while they were here.

- Helen Moore** *Chairperson*
- Irene McInnes** *Secretary*
- Edward Marley** *Vice Chairperson*
- Jane Marley**
- Mary Dunn**
- Anne McKelvie**
- Ernesto Vaz**
- Linda McGowan**
- Davina Boyle**
- Ellen McVey**
- Paul McCrudden**



Helen Moore

STAFF NEWS

During the year our Assistant Maintenance Officer, Lucy Reid, has been on maternity leave after the birth of her second daughter. Lucy is due back at work at the beginning of September 2020 and we look forward to seeing her when we all are able to return to work.



Lucy Reid

	Joined the Association
Jim McAlpine	1991
Linda Scott	1976
Gerry Shepherd	1980
Jenny Little	1989
Terry McKenna	2018
Colin McCreadie	2016
Lucy Reid	2014
Ciarán O'Gara	2018
Tracy Munro	1997
Jacqui Anderson	1995
Pat Devlin	2005
Susan Tait	2018
Angela Brown	1977
Sheila Rae	1991
Anna Walker	1979
Ann Dundas	1985
Catherine Cameron	2008
Ellen Conwell	2014
Phyllis Holmes	2015

Director	1991
Depute Director	1976
Finance Manager	1980
Finance Officer	1989
Maintenance Manager	2018
Maintenance Officer	2016
Assistant Maintenance Officer	2014
Maintenance Assistant	2018
Maintenance and Factoring Assistant	1997
Housing Manager	1995
Housing Officer	2005
Housing Officer	2018
Senior Housing Assistant	1977
Housing Assistant	1991
Housing Assistant	1979
Senior Receptionist	1985
Retirement Manager	2008
Relief Retirement Manager	2014
Cleaner	2015



www.reidvale.org.uk

REIDVALE HOUSING ASSOCIATION



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Reidvale Housing Association: Annual Report CHAIRPERSON'S REPORT



This is my fifth and final year as Chair of Reidvale Housing Association. I never imagined that, in 2020 we would have faced dealing with a pandemic at close proximity, never mind in our community. This year has proved that anything can happen.

Although our staff have been working remotely since March, they have done an amazing job at keeping the organisation up and running throughout lockdown and helping to provide emergency repair services and other tenant support. I have also heard many amazing stories of neighbours helping, supporting and looking out for each other during the crisis, from checking in on vulnerable neighbours to collecting shopping and preparing meals. Sometimes, it is times like these which show the strength of a community and people that live in it, and that has always been true of Reidvale.

I'm sure that, if we could hold our AGM in person this year, we would share some of these stories to show how people stepped up to make sure their neighbours were looked after. Our AGM is a valuable opportunity for us to talk more about the community activities that we support. It also allows us to introduce the Reidvale Management Committee, who have been working hard on your behalf behind the scenes to make sure our organisation has tenants' best interests at heart and also make sure that our homes and governance comply with the Scottish Housing Regulator's Regulatory Standards.

We would like to hear from you if you would be interested in joining our Management Committee. Over the past year, we have all been working really hard to bring our skills up to date to ensure we can continue to allow Reidvale to move forward. If you have skills and experience in finance, governance and/or community development, you can contact me to find out more via a.dundas@reidvale.org.uk.

There will be changes too. First of all, I would like to thank Anne McKelvie for 30 years of service and Ernesto Vaz for 18 years of service on the Reidvale Committee. Both have a huge amount of knowledge and experience and will be sorely missed at the board table. The ever popular Mary Dunn (best known for lifting everyone's spirits at the Café in the Reidvale Neighbourhood Centre) has been on leave of absence due to health issues and we are hopeful she can join us again soon. Two new co-optees have joined the Committee, bringing finance, governance and operational experience with them. Alastair Firth, who also sits on the Partick Housing Association Committee, and Catherine Lowe who is currently interim director of Dalmeir Park in Clydebank. Although both co-optees live outwith the Reidvale area, the Committee are very grateful to have their expertise and support.

At the end of this year we will also bid farewell to our Director, Jim McAlpine. Due to some (good) changes in Jim's personal circumstances, he will be retiring in December. Jim has worked for Reidvale since 1991 and absolutely has the organisation at heart. Through his expertise, and love for our Community, Jim has given his all for Reidvale over the years and will be very much missed. However, we feel incredibly lucky to have had his skill, support, and latterly direction for so long. I am sure you will join us in wishing Jim a happy retirement, and all the very best for the future.

I'd also like to take this opportunity to thank the whole Reidvale committee and in particular, my fellow office bearers, Eddie Marley (Vice-Chair) and Irene McInnes (Secretary). They have given me so much help and support over what has been a tricky couple of years, not just for Reidvale but for the housing movement in Scotland as a whole. Volunteers across Scotland are under pressure to stay at the top of their game and we will always continue to rise to the challenge, because protecting our community is worth it. Before I finish as Chair, I ask everyone to realise how precious an area like Reidvale is, and how brilliant the people are, and that it is tenants, just like you, that are passionate about making our area the best that it can be, that keep it running.

Thank you.

Helen Moore, Chairperson

MANAGEMENT REPORT

STOCK PROFILE

The Association had a total of 897 units as at 31st March 2020. This comprised of 172 new build properties (including 44 retirement housing units), 708 rehabilitated properties, 16 flats in a converted school building and one converted shop. 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 2019/2020 the Association was due to collect a total of £3,081,448 in rental income. Non-technical arrears at the end of March 2020 totalled £80,111, which represented 2.6% of the annual rent debit and was above the Association's target of 2.3%. Former tenants owed a total of £45,360 in arrears as at 31st March 2020 which represents 1.47% of the annual rent charge. A total of £19,958 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 2019/2020 amounted to £11,098 which represented 0.36% of the annual rent debit.

FACTORING

The Association provides factoring services to 231 owners in its area. A total of £120K for common repairs, cyclical maintenance, major repairs, property insurance and management fees was invoiced to owners in the past year. 12 owners were in arrears at 31st March 2020 and the arrears outstanding amounted to £18,045.

ALLOCATIONS

The Association has continued to enjoy high demand for its stock, with a total of 372 application forms issued during the past year to people seeking to be housed within Reidvale. The Association took an average of 15 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 above our target of 14 days. At the end of the year there were a total of 293 applicants on our external housing list, which comprised of 187 applicants on the 2 apartment list, 42 on the 3 apartment list, 18 on 4 apartment list and 7 on the 5 apartment list.

During 2019/20 the Association allocated a total of 52 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	29	56%	51%
Homeless Persons Referrals	10	19%	19%
Transfer List	11	21%	27%
Referrals	2	4%	3%
TOTAL	52	100%	100%

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 the Community Relations Unit. 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 76 complaints of anti-social behaviour, all of which were resolved within our locally agreed resolution targets.

COMPLAINTS

The Association received a total of 42 complaints during 2019/2020. A total of 25 out of the 42 complaints were upheld. 36 of the 42 complaints were investigated within the required timescales of the Scottish Public Services Ombudsman, with apologies given to the complainants where appropriate.

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 for 31st March 2020 shows that of 293 applicants on our housing list 218 described themselves as white Scottish, 69 from other ethnic background and 6 unknown. In addition, of the 293 applicants 95 declared that they had some form of disability, 72 applicants had a physical disability, 16 mental health issues, 3 hearing impairment and 4 had learning difficulties.

Of the 52 allocations made during the year 49 were white Scottish applicants and 3 from other ethnic backgrounds.

33 of the new tenants declared they had no disability, with another 13 declaring a physical disability and 6 having mental health issues.

TENANT PROFILE

The Association had a total of 890 tenants as at 31st March 2020. The overall household composition of our tenants was as follows:

DESCRIPTION	NUMBER	%
Single Persons (Non Retired)	342	38.4%
Single Persons (Retired)	148	16.6%
Couples (Non Retired)	40	4.5%
Couples (Retired)	30	3.4%
Families	330	37.1%
TOTAL	890	100%

HOW YOUR RENT IS SPENT

The average annual rent charged by the Association in 2019/20 was £3,350. This was spent in the following way:

Staff and Office Overheads	: £	1,533
Day to Day Maintenance	: £	611
Cyclical Maintenance	: £	420
Major Repairs	: £	571
Sundry Housing Costs	: £	70
Property Insurance	: £	43
Voids & Bad Debts	: £	30
Community Regeneration	: £	119
Funded from other sources	: £	-75
Contribution to/(from) reserves	: £	28
Total Expenditure	: £	3,350

MAINTENANCE REPORT

Over the last year, the Association continued to provide a highly efficient same day repair service. To continually update and improve our properties we have spent over £546K on routine repairs, £376K on cyclical maintenance and £482K on major repairs.

An analysis of our maintenance programme for 2019/20 is listed below.

DAY TO DAY REPAIRS

The Association has always given a high priority to its repairs service during the last year we spent a total of £574,422 on day-to-day repairs. Our day-to-day repairs works are carried out by an excellent group of contractors with a focus to ensure that all emergency and reactive repairs are carried out to a high standard and within the timescales set out by the Association. During the year, we carried out 2746 reactive and emergency repairs we achieved response times as outlined in the table below.

Category	Repairs Completed		Completed on Target		% Completed on Target	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
Emergency	211	269	198	265	93.83%	98.51%
Average time taken to complete Emergency Repairs (Indicator 8)					1.39 hours	1.66 hours
Category	Repairs Completed		Completed on Target		% Completed on Target	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
Non-Emergency Repairs (Indicator 9)	2275	2477	2142	2371	94.15%	95.72%
Average time taken to complete Non-Emergency Repairs					1.44 days	1.66 days

REPAIRS COMPLETED RIGHT FIRST TIME

The Scottish Social Housing Charter states that landlords must publish information that shows the number of repairs that are carried out Right First Time. The Association's performance is shown below although this indicates a small fall from the previous year, we are hopeful it will be addressed this year.

	No. of Repairs Indicator 10	Total No. of Repairs Completed Right First Time	Total No. of Repairs Not Completed Right First Time	% Repairs Completed Right First Time
2018/19	2275	2198	77	96.62%
2019/20	2477	2371	106	95.72%

GAS SAFETY INSPECTIONS AND SERVICING

The Association are legally obliged to carry out a Landlords Gas Safety inspection to all properties that have gas within a calendar year of the previous inspection. You will note from the table below that all of our properties have a current gas safety certificate

How many times in the reporting year did you not meet your statutory duty to complete a gas safety check (Indicator 11).	2018/19	2019/20
0	0	0

REPAIRS SATISFACTION

It is important for the Association to measure what our tenants think about the quality of our repairs service. Consequently, we carried out an independent survey of a proportion of residents who had repairs carried out within the year to assess their satisfaction with the function. The table below summarises tenants' satisfaction with the service.

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)	2018/19	2019/20
97.07%	97.07%	98.33%

CYCLICAL MAINTENANCE

As part of the Association's ongoing commitment to maintaining its properties to the highest standard we invested over £376K on our cyclical maintenance programmes. Listed below are programmes where we spent the money

- External Painting
- Central Heating Servicing
- Communal Extractor Fan Servicing
- Passenger Lift Servicing
- Close Lighting Maintenance
- Landlord Electricity Supply
- Landscape Maintenance
- Gutter Cleaning
- Stair & Window Cleaning
- Stair Cleaning
- Periodic Electrical Inspections

MAJOR REPAIRS

During the year over £482K was committed to our Major Repairs programme. Details of the work we carried out are as follows:

- Central Heating Renewals
- Kitchen Renewals
- Bathroom Renewals
- Building Fabric Repairs
- Close Flooring Replacements
- Replacement Consumer Units (Fuse Box Replacements)
- EESSE (Energy Efficiency measures to properties)
- Bin Stores Alterations
- Close Door Upgrades

FINANCE REPORT

STATEMENT OF HOUSING INCOME AND EXPENDITURE FOR YEAR TO 31ST MARCH 2020

	£
NET RENTAL INCOME	2994000
GRANT INCOME	27000
FACTORING INCOME	26000
	3047000
LESS	
MANAGEMENT COSTS	1375000
MAINTENANCE DAY TO DAY	574000
CYCLICAL MAINTENANCE	377000
MAJOR REPAIRS	482000
REGENERATION INITIATIVE	107000
OTHER HOUSING COSTS	117000
TOTAL	3032000
HOUSING SURPLUS/DEFICIT (-)	15000
NON HOUSING SURPLUS	41000
OPERATING SURPLUS/DEFICIT (-)	56000
GAINS ON SALES	147000
INTEREST RECEIVABLE (net)	8000
SURPLUS FOR YEAR	211000

BALANCE SHEET (RESTATED) AS AT 31ST MARCH 2020

	£	£
TOTAL RESERVES AT YEAR END		4217000
LESS:		
PROPERTY COSTS (NBV)		-19522000
OTHER FIXED ASSETS (NBV)		-211000
SOCIAL HOUSING GRANT		17467000
PENSION DEFICIT		288000
TOTAL "FREE" RESERVES		2239000
REPRESENTED BY:		
CASH AT BANK		2313000
DEBTORS		378000
LESS CREDITORS		-452000
NET CURRENT LIABILITIES		-74000
TOTAL CASH AND NEAR CASH		2239000

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

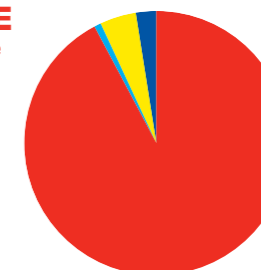
INCOME

Rental Income
92.3%

Grant Income
0.8%

Gain on Sales
4.5%

Factoring
2.4%



EXPENDITURE

Maintenance Day to Day
18.9%

Cyclical Maintenance
12.4%

Major Repairs
15.9%

Regeneration Initiative
3.5%

Other Housing Costs
3.9%

Management Costs
45.3%

