



SOUTHSIDE
housing association

Annual Report 2020

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Welcome

This report captures the activities of the Association for the financial year ending in March 2020. It also includes our annual report on the Scottish Social Housing Charter. However as I write this introduction in December 2020 it is impossible to ignore the dramatic experience that has affected all our lives since March. The discipline of having to reflect on the past 12 months when writing an annual report is a sobering experience when we have shared such challenging times. As news of a vaccine roll-out fills the news, we can at last see some light at the end of the tunnel, but what a year it has been!

Like everyone else in the country, the Association has had to work under severe restrictions since March and during the initial Lockdown, and the more recent Level 4 restrictions, there has been a direct impact on the services we can deliver. Notwithstanding all the constraints, we have managed to keep all the essential services going.



Screen protecting staff and visitors installed in reception

I don't often mention our IT staff but they were able to quickly mobilise prior to Lockdown to make sure all staff were able to continue to work from home

and that we had a functioning phone system which was an essential connection for customers despite the closure of the office.

Just like everyone else, we had staff and contractors affected by the virus, and we were also forced to furlough staff as the economy ground to a halt. Yet, even in the most restrictive phase of the Lockdown, we had concierge staff who attended on site every day to deliver essential services and who took on extra cleaning duties to keep us all safer. A special thanks to them.



We did not miss a single gas safety check during the Lockdown and my thanks to staff and contractors for prioritising residents' safety. I know the grass didn't get cut for some weeks but we made sure that anything that represented a threat to resident's safety was addressed. Well done to all involved. Staff also made a point of keeping in touch with residents during the Lockdown and I know these calls were appreciated.

There were those who tried to take advantage during the Lockdown and we were disappointed to lose our main repairs contractor but sometimes in adversity we find new solutions and we were

delighted to appoint City Building as our new repairs contractor, after a competitive tender exercise. My thanks to all those involved in progressing with this difficult exercise during the peak of the pandemic.

Some things invariably suffered:- while we have carried out emergency and urgent repairs throughout, we have not been able to carry out routine repairs. Similarly we have seen a major slow-down in our investment programme with major projects such as the new heating systems in Cardonald and Pollokshields delayed. But we hope to get back on track with all these commitments in the coming months. Some of our contractors have been badly affected and some have ceased trading and we are aware of the human cost of this in terms of jobs. Our Welfare Rights staff have been very busy as unemployment has risen and while this affects the Association in terms of people's ability to pay their rents, we understand that the real cost is to households who face serious financial challenges. The Management Committee at Southside recognises that the investment in the Welfare Rights Service is an essential support to many households and we are pleased that we have been able to offer this specialist support to the wider community and not just our own tenants. I never thought I would be writing about Food Poverty in the 21st century, but the pandemic has



fractured many traditional supports and laid bare the vulnerabilities in our economy. A huge thanks to our partners at Pollokshields Mutual Aid which

is entirely run by volunteers and yet has managed to provide a Community Food Point throughout the pandemic. Initially this helped with households who were self-isolating or shielding but it has also filled a gap in economic and social support for many households. During the early Lockdown the Food Point operated 7 days a week, but this has reduced to 3 days in recent months. Our thanks to the Scottish Government for much of the funding that has kept this service going. The funding also allowed us to support a range of Third Sector partners who have provided vital services within local communities, and also allowed us to support the SW Food bank in Cardonald and Cardonald Community Support operating out of the Corkerhill Hub. At a local level we have seen great examples of support to neighbours and local communities and our thanks to everyone for the role they played in this great network of mutual support.



We have major challenges ahead of us. We need to get our investment programme back on track in the coming weeks (assuming restrictions are lifted!). I am pleased to say that the modernisation of our IT system has progressed despite all the Covid challenges and we hope customers will start to see the benefits of this in the coming year when we move to more self-service options online.

With all the concerns about Covid-19, and indeed Brexit, it is easy to forget the Climate Change Challenge. The Association has made good progress at Moss Heights with our partners in Glasgow City Council to manage the risks from increased rainfall, and similar work is planned for 2021 at Queensland. But the bigger challenge is reducing our Carbon Emissions and the modernising of tenant's heating systems is one

measure, improved insulation is another. The Association is working with the University of Glasgow to develop a new energy efficient standard for our sandstone tenements and we hope this will be a valuable contribution to discussions when the City hosts COP26.

I don't want to end on a sad note and I do hope you enjoy reading about the performance of the Association during 2019/20 in the following pages but it would be remiss to not acknowledge the loss many of us have suffered in recent months. Whether you are a tenant, a factored owner, a volunteer, an employee, a community partner or a contractor, we have all been affected by the pandemic. Previous editions of our newsletter highlighted the staff and former Committee

Members that we have lost over the year and I'm sure this experience will have been felt throughout every household. The impact of Covid has been profound on us all.

As ever my thanks to all the staff and volunteers and especially my fellow Management Committee members for your support in a very trying year. I wish everyone in the Southside "family" a Merry Christmas and Prosperous New Year and I hope we can enter 2021 with a bit more confidence despite all we have been through together.

Margaret McIntyre
Chairperson



Who Regulates & Governs Us?

The Association is controlled by the communities it serves.

Who Regulates Us?

Southside Housing Association, like all housing associations, is regulated by The Scottish Housing Regulator.

 www.scottishhousingregulator.gov.uk

The Association is also regulated by Social Care and Social Work Improvement Scotland (The Care Inspectorate) in relation to housing support services.

 www.scswis.com

As a charity the Association is regulated by the Office of the Scottish Charity Regulator.

 www.oscr.org.uk

The Association's Factoring Service is registered with the Scottish Government's Property Factor Register and is regulated by a Code of Conduct.

As well as these formal regulatory obligations the Association works closely with Glasgow City Council, the Strategic Housing Authority, in relation to the provision of new homes, tackling disrepair and poor housing standards and re-housing homeless households. The Council also has a key commissioning and contract management role in relation to housing support and Glasgow Care and Repair services.

Minutes of all Management Committee meetings are available on our website.

During the financial year 2019/20 there were no significant concerns raised with the Association by any of our Regulatory bodies. The Scottish Housing Regulator is engaging with the Association about the size of its Development Programme.



Governance

The Association is controlled by the communities it serves. The Management Committee, Neighbourhood Committees and the SFARS Board are largely composed of local residents and service users who try and ensure that the Association delivers services appropriate to the needs of the local community. Fig 1.1 below illustrates the Association’s Governance Structure. The committees operate to clear schemes of delegated authority.

The Management Committee is the main governing body and had a stable membership throughout the past year. Details of membership are presented below. The two Neighbourhood Committees covering Halfway/Cardonald and Pollokshields/Shawlands meet bi-monthly

and operate as Sub-Committees of the main Management Committee. Membership to all sub committees and the SFARS Board is appointed by the Management Committee.

The general membership of the Association totals 135. Under Rule 11.1.3 “For five annual general meetings in a row you have not attended, submitted apologies, exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy”, No memberships were terminated last year. During the past year there were eight new members. All meetings of the Management Committee were quorate in 2019/20, and the attendance rate by Committee members was 82%

Governance Structure

FIG 1.1



Committee members who served on the Association's Management Committee and other governance structures over the past year:

Southside Management Committee

- Margaret McIntyre (Chairperson)
- Iain Dyer (Secretary)
- Alan Ferguson (resigned August 2019)
- Betty Macneill
- Kenneth Ross
- Lucy-Anne Cowan (resigned August 2019)
- Surjit Singh Chowdhary
- Alex Cameron
- Jonah Chireka
- Bob Turnbull
- Munir Choudry
- Alison Devlin
- Ruth McCluskey

Pollokshields Neighbourhood Committee

- Sadie Swan
- George Thomson
- Parveen Mahmood
- Iain Dyer
- Betty Macneill
- (5 vacancies)

Cardonald / Halfway Neighbourhood Committee

- Brian Watson
- Sam Brown
- Pat Shields
- May Ballantyne
- Mary Ward
- Elaine McGrath
- Alison Devlin
- Margaret McIntyre
- (2 vacancies)

Southside Factoring and Related Services Ltd

- Lucy Gillie
- Ruth McCluskey
- Elisa Campanaro
- Michael Davie
- Alan Ferguson (resigned August 2019)



Annual Tenant Report

Welcome to the seventh annual tenant report on the Scottish Social Housing Charter by Southside Housing Association.

Southside Housing Association is regulated by the Scottish Housing Regulator (SHR). The SHR is accountable to the Scottish Government. The Scottish Social Housing Charter was introduced in April 2012 and sets out the standards and outcomes that each housing association in Scotland should achieve. Starting in 2014, the SHR required Southside Housing Association to report on its performance against the Charter each year.

The Charter submission made by each regulated housing association is extensive and the full details can be accessed on the SHR website www.scottishhousingregulator.gov.uk. This report concentrates on the 18 performance areas that were identified as being most important to tenants by the SHR. In addition the SHR website has an excellent interactive facility which allows you to compare Southside Housing Associations performance with any other housing association in Scotland. For the purposes of this report we have used the Scottish average as the key comparison against Southside's performance.



'Surveying progress' - St Andrew Drive phase 1 opening.

TENANT SATISFACTION

Of the tenants who responded to the Association's most recent Tenants Satisfaction Survey in 2020:

satisfied with overall service SHA provide

94.5%
up 9.5% on last year
(Scottish average 89.2%)

SHA good at keeping them informed

98.5%
up 0.6% on last year
(Scottish average 92%)

Satisfied with opportunities to participate in decision making

100%
up 8.8% on last year
(Scottish average 87.2%)



Humza Yousaf MSP chatting at the opening of our community flat 150 Berryknowes Avenue.



COMMENT

The Scottish Social Housing Charter places greater responsibility on the Association to ensure that our services reflect tenants needs and aspirations and that we can demonstrate that our tenants are satisfied with the service they receive. The satisfaction levels with the overall service we provide had fallen in the Tenant Satisfaction Survey carried out in 2019 since the previous satisfaction survey in 2016.

ACTION

The Association commissioned a new Tenant Satisfaction Survey in 2020 and interviews were carried out by telephone in June of this year. We are happy with the satisfaction rates across a broad spectrum of services that we deliver and this was especially pleasing as the survey was undertaken against the background of the Covid-19 pandemic. The feedback we received was that the rent review, further investment in our stock and tenant communication during the early months of the corona virus were well received by customers. We are not complacent in any way and although we are all living through very challenging times just now, we do want to hear from you on how we can continue to improve our services and also which services are important to you.

Remember you can provide comment on a range of service areas by completing our survey cards, quarterly newsletter feedback cards and via our website and Facebook page. We welcome your feedback and comments as this helps us shape our services in the future.

HOME AND RENTS

At 31 March 2020 Southside Housing Association owned 2,123 homes. The total rent due to Southside Housing Association for the year was £9,125,501. The Association increased its weekly rent on average by 2.2% from the previous year. This increase was lower than the Scottish average of 2.5%.

Average Weekly Rents (Table 1)

Size of Home	Number Owned	Southside Housing Association	Scottish Average	Difference from Scottish Average
1 apt	77	£65.70	£73.47	-10.6%
2 apt	993	£85.55	£78.02	9.7%
3 apt	580	£94.91	£80.10	18.5%
4 apt	428	£104.11	£87.08	19.6%
5 apt	45	£105.00	£96.18	9.2%



COMMENT

Southside Housing Association rents are still on average higher than many other housing associations, although our 1 apartments do compare favourably. The differences in average rents are distorted by the impact of the Association having a high percentage of high rise properties, with extra charges for lifts and concierge services and the further impact of a significant percentage of supported tenancies with additional support costs. The average rent comparisons, in the table 1 above, would indicate the Association's main issue is with larger properties. However, when examining if our rents are affordable, we look at a measure that if you require to spend more than 25% of your household income on rent then you will be experiencing rent affordability issues. Using this measure it is our smaller properties where there is a rent affordability issue and not the larger properties.

ACTION

The Association carried out a review of rent levels during 2019 and we focussed on our smaller properties where there is rent affordability issues, and our high rise and deck access properties, where value for money was highlighted as an issue in our 2019 Tenant Satisfaction Survey. As a result of the review, 73% of our customer's rents decreased and we hope to see this positive outcome reflected in next year's Charter Report.

The Association commissioned a Tenant Satisfaction Survey in 2020 and satisfaction with the "Value for Money" of rent is 82.25% which is an increase of almost 14% on the previous Satisfaction Survey.

The Association has, in addition, tried to address any disparity in rents by holding annual rent increases close to or below the Scottish average. See Table 2.

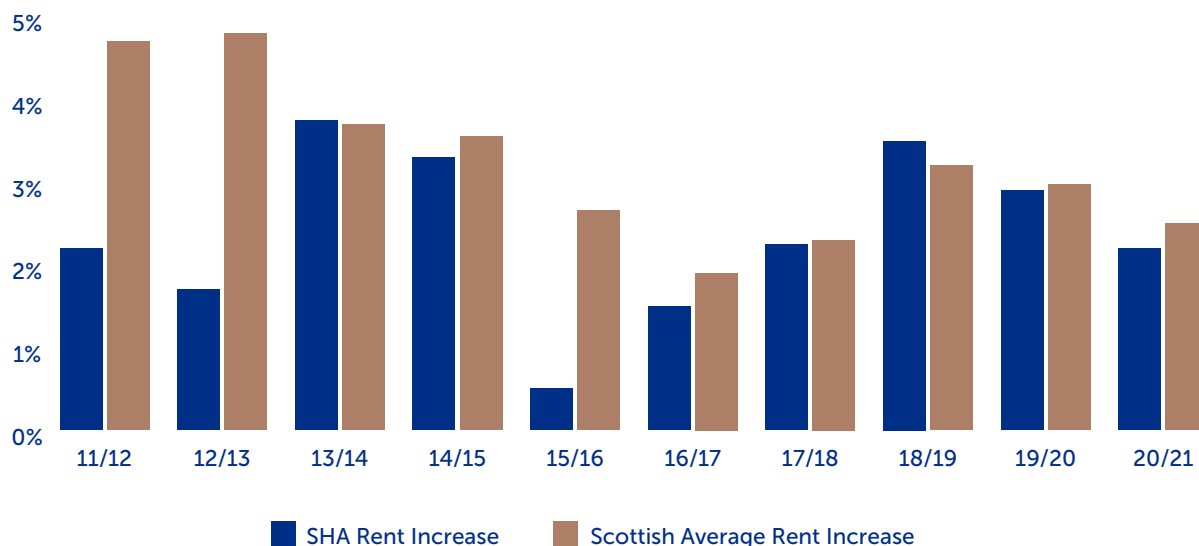
Annual Rent Increases (Table 2)

The table below plots the Association’s annual rent increases against the Scottish average over the last ten years.

Annual % Rent Increase	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21
Southside Housing Association Rent Increase	2.2%	1.7%	3.75%	3.3%	0.5%	1.5%	2.25%	3.5%	2.9%	2.2%
Scottish Average Rent Increase	4.7%	4.8%	3.7%	3.55%	2.66%	1.9%	2.3%	3.2%	2.97%	2.5%

Over the 10 year period, Southside Housing Association’s rents have increased overall by 8.48% less than the Scottish average.

Annual % Rent Increase

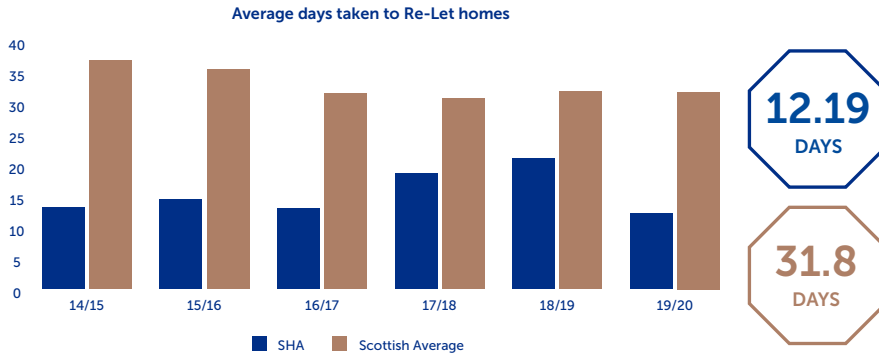


VALUE FOR MONEY

The amount of money Southside Housing Association collected for current and past rent was equal to 98.9 % of the total rent it was due in the year, compared to the Scottish average of 99.3%.

Average Re-Let Times

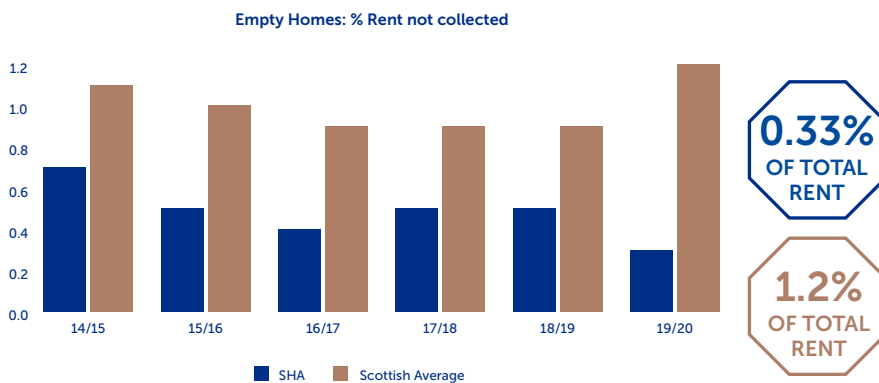
Average days to re-let homes compared to the Scottish average in days.



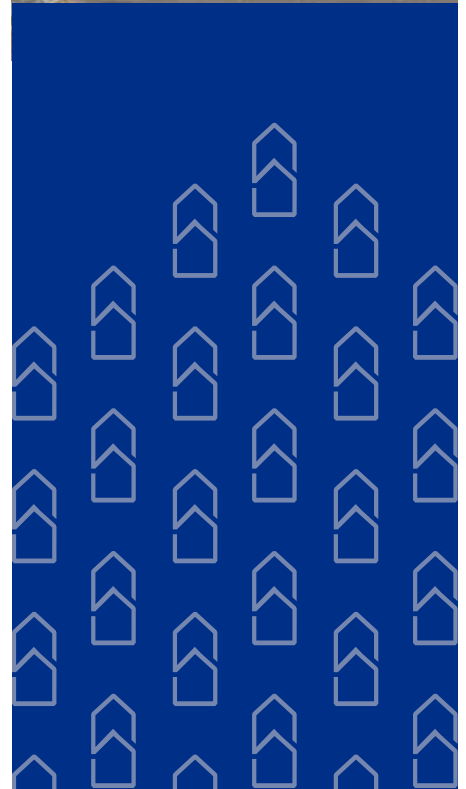
Average days taken to Re-Let homes	14/15	15/16	16/17	17/18	18/19	19/20
Southside Housing Association	13.1	14.5	13.0	18.7	21.1	12.2
Scottish Average Rent	36.9	35.4	31.5	30.8	31.9	31.8

Rent not collected as homes were empty

Percentage of rent not collected due to homes being empty.



Empty Homes: % Rent not collected	14/15	15/16	16/17	17/18	18/19	19/20
Southside Housing Association	0.7	0.5	0.4	0.5	0.5	0.3
Scottish Average	1.1	1.0	0.9	0.9	0.9	1.2





COMMENT

There has been a considerable improvement on last year's performance in both the "average re-let times" and the "rent not collected as homes were empty prior to re-let" categories. The improvement in our re-let times from last year by almost 9 days is particularly pleasing and this is reflected in the Association's performance being almost 20 days better than the Scottish average. These are significant performance measures as it is important to minimise lost income to allow us to fund investment, repairs and service improvements.

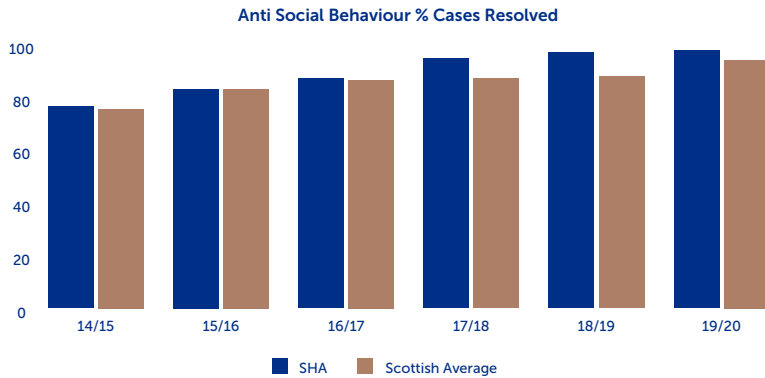
ACTION

The Covid-19 pandemic has made recent weeks and months extremely difficult and challenging for the Association, customers and potential new customers. Performance cannot be measured this forthcoming year as it has in previous years as the focus has been different and more emergency orientated due to Covid-19. Due to Government restrictions we could not work in empty properties for almost four months and therefore could not let any properties except for some emergency accommodation. We are pleased that in recent months the Government have deemed that letting houses is essential and this has allowed us to get our contractors back to work and help us meet the robust demand for housing throughout our stock.



NEIGHBOURHOODS

97.8% of anti-social behaviour cases were resolved during the year
(Scottish average 94.1%)



Anti Social Behaviour % Cases Resolved	13/14	14/15	15/16	16/17	17/18	18/19	19/20
Southside Housing Association	76.5%	83.2%	87.2%	94.8%	97.0%	92.7%	97.8%
Scottish Average	75.5%	83.2%	86.6%	87.2%	87.9%	87.9%	94.1%



COMMENT

The Association dealt effectively with anti-social behaviour during the year with only a small number of serious complaints and a high success rate in resolving cases within target.

ACTION

Although the performance on anti-social behaviour is strong we are aware that anti-social behaviour can be very distressing for tenants and we work closely with agencies such as Glasgow City Council, Police Scotland and Social Work Services to help minimise anti-social activity. We also rely on tenants to report anti-social behaviour timeously to the Association so that we can carry out our investigations and address anti-social issues effectively.



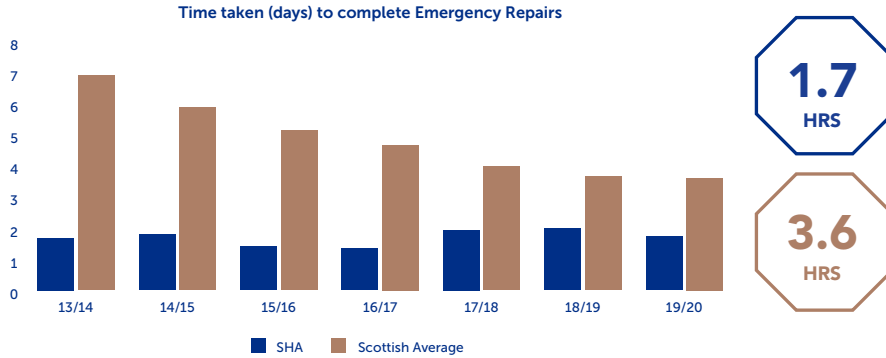


MAINTENANCE OF HOMES

The average time the Association took to complete:

Emergency Repairs

The average time SHA took to complete emergency repairs compared to the Scottish average in hours.



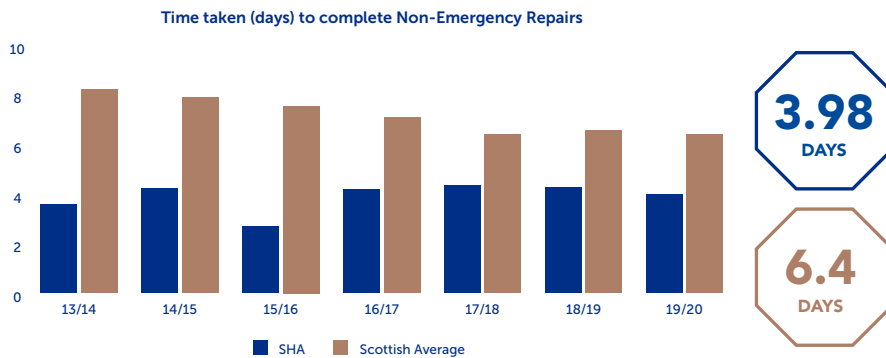
1.7
HRS

3.6
HRS

Time taken (days) to complete Emergency repairs	13/14	14/15	15/16	16/17	17/18	18/19	19/20
Southside Housing Association	1.67	1.79	1.4	1.33	1.93	1.97	1.72
Scottish Average	6.88	5.85	5.13	4.66	3.96	3.65	3.6

Non Emergency Repairs

The average time SHA took to complete non-emergency repairs compared to the Scottish average in days.



3.98
DAYS

6.4
DAYS

Time taken (days) to complete Non-Emergency repairs	13/14	14/15	15/16	16/17	17/18	18/19	19/20
Southside Housing Association	3.58	4.21	2.88	4.19	4.33	4.25	3.98
Scottish Average	8.21	7.89	7.54	7.09	6.38	6.56	6.4



Before ↑

↓ After



Scottish Housing Quality Standard Met

81.4%

(Scottish average 94.4%)

Reactive repairs 'right first time'

91.1%

(Scottish average 92.4%)

Tenants satisfied with the repair service

90.6%

(Scottish average 91.3%)



COMMENT

Our average performance times to complete both emergency and non-emergency repairs has improved since last year and are well below the Scottish Average. Performance in both these repairs categories have remained consistently strong over a number of years.

Although our reactive repairs completed "right first time" improved from last year we are still a little under the Scottish Average. Likewise our repairs satisfaction rate is just under the Scottish Average.

The Association achieved 100% success rate in carrying out the very important gas safety inspections during 2019/20.

The percentage of the Associations stock that meets the Scottish Housing Quality Standard (SHQS) has dipped from 85% to 81.4%. This is mainly due to issues relating to newly purchased private acquisition properties that do not meet SHQS compliance and new Stock Condition Survey items that were previously considered passes.

We are already tackling some of these issues and have further plans to address these SHQS fails including:-

- New Central Heating installations
- Refurbishment of Private Acquisitions
- New Kitchen and Bathroom installations
- Addressing new SHQS fails identified in the stock condition survey

ACTION

Some major milestones in relation to the maintenance of homes in the remainder of 2019/20 and beyond including:

- New Stock Condition Survey to prioritise future repairs and investment.
- City Building were appointed as our new Maintenance Contractor in July 2020.
- Further roll out of new energy efficient heating system installations within our high rise and deck access stock.



DEVELOPMENT

The Association continued to be a developer of new homes during the year, delivering a number of projects for Social Rent, Mid-Market Rent and New Supply Shared Equity.

Development Projects for 2019/20

Project	Rent	MMR	Other	Grant Funding	SHA Funding	Completed on
St Andrews Drive, Phase 1	36	0	13	£4.300	£3.100	August 2019
166 Gorbals Street		6	1	£2.446	£0.520	November 2019
43 Allison Street	33	16	1	£4.038	£3.365	December 2021
TOTALS	69	22	15	£10.784	£6.985	

In addition to the above spend on new build housing, the Association received £2.1m from Glasgow City Council to acquire properties as part of the Private Acquisition programme which focusses on improving traditional sandstone tenements.

St Andrews Drive – The Association took completion of our first phase of 49 new homes in August 2019 on the former deck access flats in St Andrews Drive in Pollokshields. The team continue to work on plans for the remaining phases of works which will deliver an additional 120 new homes, with works programmed to start on site in early 2021.

Phase 1 36 homes for social rent & 13 new homes for New Supply Shared Equity
 Phase 2&3 91 homes for social rent & 20 new homes for New Supply Shared Equity

166 Gorbals Street - Refurbishment works to the iconic Grade A listed Former Bank Building at 166 Gorbals Street was completed in November 2019. The development provide 6 x 2 bedroom homes for Mid Market rent with a ground floor commercial space.

Private Acquisition Programme – 35 tenement properties were acquired during the year, which brings the overall total number of acquisitions acquired to date of 189.

43 Allison Street - The Association started works on site in April 2019 at the former Arnold Clark showroom on Allison Street in Strathbungo. The project will deliver 49 new homes for the Association as well as a small office/commercial space on the ground floor. 33 of the new will be for Social Rent with the remaining flats being allocated for Mid Market Rent.



Official opening of 166 Gorbals Street.



Susan Aitken, leader of Glasgow District Council, opening St Andrews Drive (Phase 1).

Southside's Subsidiary – SFARS

The Association has a subsidiary company (SFARS), which trades under two brands:



Southside Residential

This delivers factoring services to approximately 1000 home owners. Factoring is now regulated by the Scottish Government and the Southside Residential service is registered and offers redress for any complaints through a statutory and specialist First Tier Tribunal system. The financial performance of Southside Residential has improved over the past 12 months and it now contributes to a small profit for SFARS Ltd. This is important as SFARS is a non-charitable subsidiary of the charitable parent SHA and must be financially viable in the long term. We expect to see this improving financial performance continuing in 2020/21. Although Southside Residential has to operate on a commercial basis, much of its work supports the social purpose of the Association. Southside Residential has had some notable success in improving poorer pre-1919 tenements in the past year, most notably 105 Allison Street. Since March the pandemic has had a serious impact upon the work of Southside Residential with many repair contracts delayed and major contractors such as Hugh Scott Ltd. cease trading.

Find out more about Southside Residential at <https://southside-ha.org/residential>



Fotheringay Avenue.



Terregles Avenue.

Southside Letting

Southside Letting is the trading brand for all our Mid-Market Rent (MMR) and Private Letting properties. We now provide 188 MMR properties and a further 22 units at Niddrie Road and Allison Street are planned for the coming year. During the last year we have restructured the rents for MMR properties and this resulted in an average rent increase of 2%. Rent and service levels compare favourably with private rented sector provision. In addition we provide a further 28 properties for rent, which are privately owned, through our Private Letting Scheme.

Find out more about Southside Letting at <https://southside-ha.org/letting>



Moss Heights.

Financial Performance

The Association reported an Operating Surplus for the year ended 31st March 2020 of £984,799 (2018/19 - £346,497). In addition, the Association's subsidiary company, SFARS Ltd, reported an Operating Surplus for the same period of £1,046 (2018/19 - £27k Loss).



SHA Key Financial Outputs

	2016/17 (£'000s)	2017/18 (£'000s)	2018/19 (£'000s)	2019/20 (£'000s)
Income	11,335	11,881	12,604	13,996
Operating Cost	10,358	10,581	12,257	13,011
Operating Surplus	977	1,300	346	985
Operating Margin	9%	11%	3%	7%

SFARS Ltd Key Financial Outputs

	2016/17 (£'000s)	2017/18 (£'000s)	2018/19 (£'000s)	2019/20 (£'000s)
Income	1,538	1,721	2,137	2,470
Operating Cost	1,602	1,707	2,163	2,469
Operating Surplus	-64	14	-26	1
Operating Margin	-4.2%	0.8%	-1.2%	0.5%

In addition to these income and expenditure figures, the Association invests heavily in its existing homes and in new housing.

During the past year, the Association spent £13.7m on developing new homes. (This includes Private Acquisition of Pre-1919 tenements). In addition the Association spent £1.5m on its existing tenant's homes. This includes £277k from revenue, and a further £1.3m from capital.

Management & Administration Costs

	2016/17 (£'000s)	2017/18 (£'000s)	2018/19 (£'000s)	2019/20 (£'000s)
Management & Administration Costs	3,072	3,440	3,914	4,567
Staff Costs as a % of Income	21%	22%	24%	28%
Office Overheads as a % of Income	7%	7%	7%	7%

In addition to the Management and Administration costs identified above, and in addition to the investment we have made in existing homes, the majority of revenue expenditure is on the upkeep to tenant's homes, either through repairs or services. In 2019/20 we spent an additional £2.2m on all repairs and an additional £669k on maintenance services.

SHA Balance Sheet

	2016/17 (£'000s)	2017/18 (£'000s)	2018/19 (£'000s)	2019/20 (£'000s)
Cash	17,374	18,117	9,848	5,106
Reserves	39,425	41,994	41,730	43,166
Value of Housing Properties	79,661	88,286	100,053	103,634

The table above provides comparative figures on the Association's balance sheet.

The value of Housing Properties has increased by £3.6m.

Reserves have increased by £1.4m, while cash has decreased by £4.7m.

SFARS Balance Sheet

	2016/17 (£'000s)	2017/18 (£'000s)	2018/19 (£'000s)	2019/20 (£'000s)
Cash	143	162	122	161
Reserves	5	20	(7)	(6)

The SFARS Balance Sheet has improved marginally in the past 12 months and we expect this trend to continue in 2020/21.

Our Priorities for 2021

Due to Covid -19 many of our priorities for this year were either halted or seriously delayed so many of the priorities remain the same and include:-

- We will commence Phase 2 of the new build programme at St. Andrews Drive / Maxwell Oval and complete the demolition at Maxwell Drive.
- We will progress the new build development at 43 Allison Street.
- We will progress our compliance with Energy Efficiency Standards for Social Housing (EESH) by prioritising energy efficiency measures within our properties.
- We will commence major environmental improvements at Queensland Court and Gardens.
- We will implement our new Stock Condition Survey information to prioritise investment.
- We will continue to prioritise fire safety measures and complete the fire door renewal contract at the St Andrews Drive mini multies.



Want to know more?

If you want to find out more about the Associations performance, please contact us directly. The Scottish Housing Regulator expects all landlords to make performance information available to tenants and others who use their services..

The Regulators website has lots of further information about your landlord and our work. You can:


- compare your landlord's performance with other landlords
- see all of the information your landlord reported on the Charter
- find out more about some of the terms used in this report
- find out more about our role and how we work

Visit the Regulators website at www.scottishhousingregulator.gov.uk

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 0141 422 1112


 enquiries@southside-ha.co.uk



SOUTHSIDE
housing association

135 Fifty Pitches Road, Glasgow, G51 4EB

 0141 422 1112

 enquiries@southside-ha.co.uk

 www.southside-ha.org

