



**Annual  
Review  
2021**

# Supporting our customers in challenging times

We have had another strong year financially in 2020/21 and have continued to focus on enhancing our customer experience and finding new ways to support our more vulnerable customers in maintaining a safe place to live. This has included:

- a comprehensive review of our repairs and maintenance services to ensure they continue to drive forward positive customer satisfaction
- innovative service developments in response to the COVID-19 pandemic, including digital tenancy sign-ups and annual tenancy welfare inspections
- the launch of our new Housing First for Families service providing direct support to our tenant households with children who are struggling to maintain their tenancy, or who have previously been through the homeless system
- embracing greener construction methods to provide Scotland's largest modular affordable housing development
- re-branding to Riverside Scotland to better reflect the geography of the business and pursue future growth in Scotland.

We have continued to manage our operations during the COVID-19 pandemic and as restrictions gradually ease we continue to monitor the situation closely, take all necessary precautions and keep our customers updated at all times.

## Customer support

Our housing and tenancy sustainability team continued to let properties throughout the COVID-19 pandemic to those most in housing need. We contacted every customer during lockdown to discuss how they were coping and to offer support. Additional time required for property deep cleans meant our re-let times doubled.

**78.57%** of tenants said they were satisfied with the overall service provided by their landlord (73.53% last year)



**82.43%** of anti-social behaviour cases reported in the last year were resolved (81.43% last year)



The average length of time taken to re-let properties was **22.63** days (10.07 previous year)



**4.31%** of tenancy offers were refused during the year (11.19% previous year)



At the end of 2020/21 the total number of current households in receipt of universal credit stood at **792**. Across our tenant base throughout the year we saw an increase of 186 new UC applications.



We understand this is this a financially challenging time for many of our customers, and we are providing guidance and advice to help those who are struggling. Rent arrears are **3.68%**, compared to **3.46%** last year.

## Investing in housing

Over the past year **£2.1 million** has been spent on improving the quality, energy efficiency and safety of our properties. This includes the installation of replacement kitchens, bathrooms, doors, windows, boilers and roofs.

A further **£218,487** was spent on medical adaptations for our tenants with specific mobility requirements.

## Repairing and maintaining your home

Our repairs and maintenance team have been working hard to improve our services:

Emergency repairs in the last 12 months were completed in an average of **3.77 hours**.

Non-emergency repairs were completed in an average of **7.19 days**.

**82.40%** of tenants who had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service (84.83% last year).

**95.55%** of reactive repairs carried out in the last year completed right first time (97.26% last year).

## Complaints and compliments 2020/21

We try to give a great service but we know we can still improve. We record everything you tell us that we could have done better, from a missed contractor visit to us not replying quickly enough to an enquiry. This helps us spot where things are going wrong.

We received **88** complaints, **97.73%** (86) were resolved at Stage 1 with **2.27%** (2) resolved at Stage 2. Top three service areas:

**67%** of complaints related to Responsive Repairs

**10.2%** of complaints related to Customer Care

**10.2%** of complaints related to Tenancy Management

We received **7** compliments. Top three service areas:

**42.9%** of compliments related to Responsive Repairs

**28.6%** of compliments related to Tenancy Management

**14.3%** of compliments related to Income Maximisation

The average time for a complaint to be resolved at Stage 1 was 7.05 days and the average time for a complaint to be resolved at Stage 2 was 18 days.



# New homes

Work is ongoing as we deliver Scotland's largest social modular housing development with 63 homes in Dundonald, South Ayrshire. Work has also started on phase 2 of our Tarryholme development which will provide a further 77 new homes in Irvine, including specific provision for accessible homes and homes suitable for the needs of veterans.

## Financial Results 2020/21

The operating year 2020/21 has, unsurprisingly, been dominated by the COVID-19 pandemic, its impact on our customers and the consequent lockdown restrictions. Nevertheless, the financial capacity built up in previous years has allowed us to keep serving customers, building homes and supporting our staff throughout the pandemic.

During the 2020/21 operating year, the organisation has continued to work to increase efficiency to ensure it can continue to grow, and provide high quality services that meet the needs of our customers.

A very strong financial performance for the year ended 31 March 2021 resulted in a surplus of £3.7m which will be re-invested in our stock and communities in the coming years.

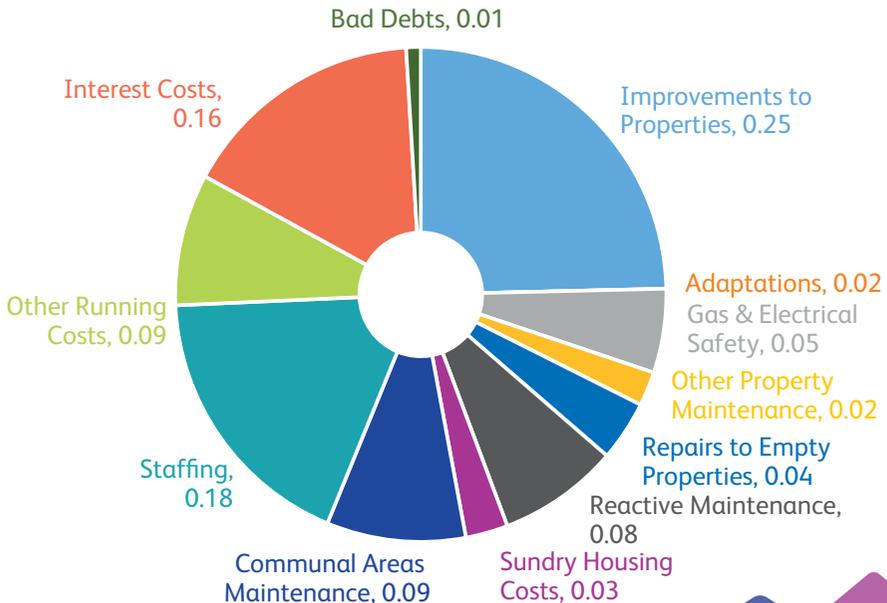
Overall reserves of £19.8m place us in a strong position, meaning that we have capacity to deliver additional housing and fund capital works programmes with a view to increasing customer satisfaction.

Year ended 31 March	2018	2019	2020	2021
	£000	£000	£000	£000
<b>Turnover</b> – Income from rents, factoring and grants	9,933	10,132	10,805	11,231
<b>Less : Operating Costs</b> – Costs directly linked to managing properties and estates	(4,908)	(4,478)	(4,600)	(4,801)
<b>Surplus before Depreciation and Interest</b>	5,025	5,654	6,205	6,430
<b>Less : Depreciation</b> – Accounting entry the spreads the cost of assets such as houses, kitchens etc over the expected life of that asset	(1,220)	(1,299)	(1,201)	(1,440)
<b>: Net Interest</b> – Interest paid on loans	(1,334)	(1,441)	(1,586)	(1,249)
<b>Surplus / (Deficit) before Taxation</b> – Surpluses made in the year to be used in the future to maintain existing homes and build new houses	2,471	2,914	3,418	3,741

## Statement of Financial Position

As at 31 March	2018	2019	2020	2021
	£000	£000	£000	£000
<b>Fixed Assets</b> – Net cost of houses and equipment owned by the association	64,683	71,426	80,991	82,418
<b>Investments</b>	690	0	0	0
<b>Current Assets</b> – Money in the bank and money owed to the Association	2,776	2,087	1,554	1,315
<b>Total Assets</b>	68,149	73,513	82,545	83,733
<b>Less : Creditors</b> – Money owed by the Association including loans	(58,411)	(60,861)	(66,475)	(63,922)
<b>Net Assets</b>	9,738	12,652	16,070	19,811
<b>Share Capital &amp; Reserves</b> – Surpluses made to be used to maintain existing homes and build new houses	9,738	12,652	16,070	19,811

## How every £1 is spent 2020/21





**Part of The Riverside Group Limited**

**Riverside Scotland** is a trading name of Irvine Housing Association Limited.

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