

Annual Review 2023



A service fit for the future

In the 30th year of our journey we are focusing on our existing customers, putting them first in our decision-making and service development. We want to concentrate on improving their experience of Riverside Scotland as their landlord.

That's why in summer 2022 we launched our Big Conversation to find out what customers really want from us. In total 615 customers provided feedback to shape the future delivery of our services, including how we can work more proactively with customers to improve our local neighbourhoods and communities, how we can best support customers through the cost-of-living crisis to sustain their tenancies, and how we can improve our digital service delivery options to make it easier for customers to access our services online.

We have redesigned our service offer for the future based on what our customers told us and have increased the number of frontline colleagues on our estates. Customers can now contact their tenant partner direct or pop along to a monthly drop in in their community. Our new customer and community engagement officer is committed to working in partnership with our customers and newly established scrutiny group to ensure we continually improve our services.

We're working closely with our repairs and maintenance contractor to improve services and have developed an improvement plan with them. They have recruited more staff which should also help customers see an improvement in services.

As we look forward, we want to deliver significant improvements to our assets, focusing on improving the homes we own and manage, striving for net zero and looking at how we can regenerate some of our estates by working closely with our partners across Ayrshire and Dumfries and Galloway. Earlier this year we successfully secured £1.5m ECO funding and work is underway to make our Stakeford tenants' homes more energy efficient.



Supporting our customers

We are committed to transforming lives by providing well maintained, good quality affordable housing and through our housing and tenancy sustainability services we enable people facing a wide variety of challenging circumstances to lead more resilient and independent lives. Since establishing our partnership with Veterans first Point/NHS Ayrshire & Arran we have housed 23 military veterans. And our Housing First for Families support service has supported 36 families over 2022/23.

In summer 2022 our free Money Advice Service celebrated ten years helping customers get the benefits and grants they are entitled to. Over the past year the service has had 180 successful claims for benefits and secured £335,690.88 in annual gains for customers, including backdated payments of £26,316.58. Claims were predominantly for community care grants and charitable payments. Now in its eleventh year running, the service has secured more than £4 million pounds for customers.

To support customers amidst the cost of living crisis, we recruited an Affordability Officer to the team in March. The new service has been a welcome support to those experiencing difficulties with payment of rent, utilities, and wider debt issues. On signing up for a tenancy we ensure that all benefits are correct so that the tenancy can be maintained, as well as supporting existing customers applying for benefits. The Affordability Officer also ensures that payment arrangements for rent arrears are affordable and manageable for customers.

66.19% of tenants said they were satisfied with the overall service provided by their landlord (74.48% last year)



90.91% of anti-social behaviour cases reported in the last year were resolved (81.90% last year)



The average length of time taken to re-let properties was **37.20 days** (21.05 previous year)



7.22% of tenancy offers were refused during the year (11.03% previous year)



At the end of 2022/23 the total number of current households in receipt of Universal Credit stood at **770**. Across our tenant base throughout the year we saw an increase of 157 new UC applications.



Rent arrears are now **5.99%**, compared to 5.09% last year.



Investing in housing

Over the past year **£2 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 **£200,440** was spent on medical adaptations for our tenants with specific mobility requirements.

Repairing and maintaining your home

Emergency repairs in the last 12 months were completed in an average of 4.65 hours. Non-emergency repairs were completed in an average of 13.02 days.

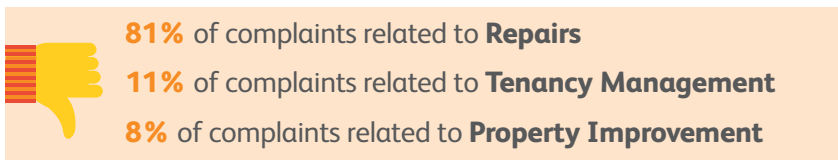
74.10% of tenants who had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service (74.37 % last year).

78.92% of reactive repairs carried out in the last year completed right first time (95.13 % last year).

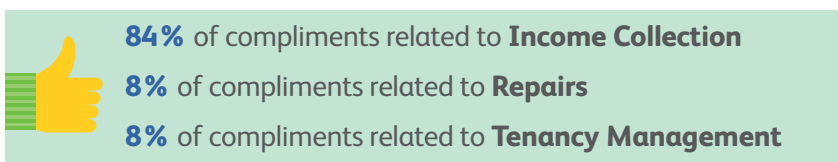
Complaints and compliments

We're keen that our customers' views, needs, and aspirations are heard and acted upon, ensuring they're at the heart of everything we do. 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 and helps us to find better ways of doing things so that we continue to improve and transform lives in our communities.

We received **282** complaints, **93.26%** (263) were resolved at Stage 1 with **6.74%** (19) resolved at Stage 2.



We received 12 compliments.



The average time for a complaint to be resolved at Stage 1 was **10.85** days and the average time for a complaint to be resolved at Stage 2 was **17.37** days.

New homes

At the close of 2022 we celebrated the completion of Scotland's largest affordable modular housing scheme in Dundonald, South Ayrshire where 10 of the 63 homes (16 %) were allocated to military veteran households.

In Monkton we handed over 50 new homes, expanding our stock in South Ayrshire.

We began 2023 with a phased handover of the 77 homes in phase 2 of the 164-home Tarryholme development. This development is now successfully complete.

We committed to delivering approximately 300 new homes across Ayrshire over the three-year period of our corporate plan and with all three developments now complete we have helped 277 households to move off waiting lists into affordable, high-quality new homes.

Financial results

The 2022/23 operating year has been dominated by economic uncertainty and the cost of living crisis. Rising prices and increasing fuel costs have led to financial hardship for some of our customers and we have taken steps to support our customers as much as possible. We appointed an Affordability Officer, funded by the Riverside Foundation, to help customers with financial issues and by accessing Scottish Government grant funding we have been able to make one-off payments to help 250 households with fuel bills.

Despite difficult economic times, the financial capacity built up by the Association in previous years has allowed us to keep serving customers, maintain our existing homes and build new homes as well as support our staff through challenging times.

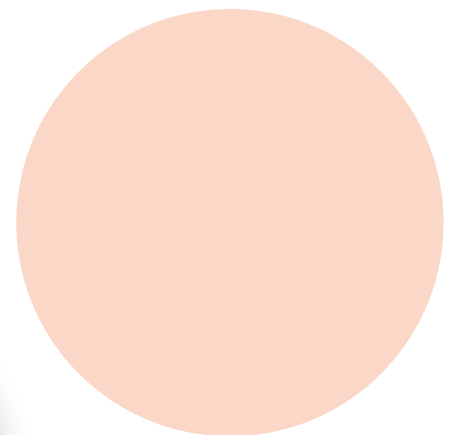
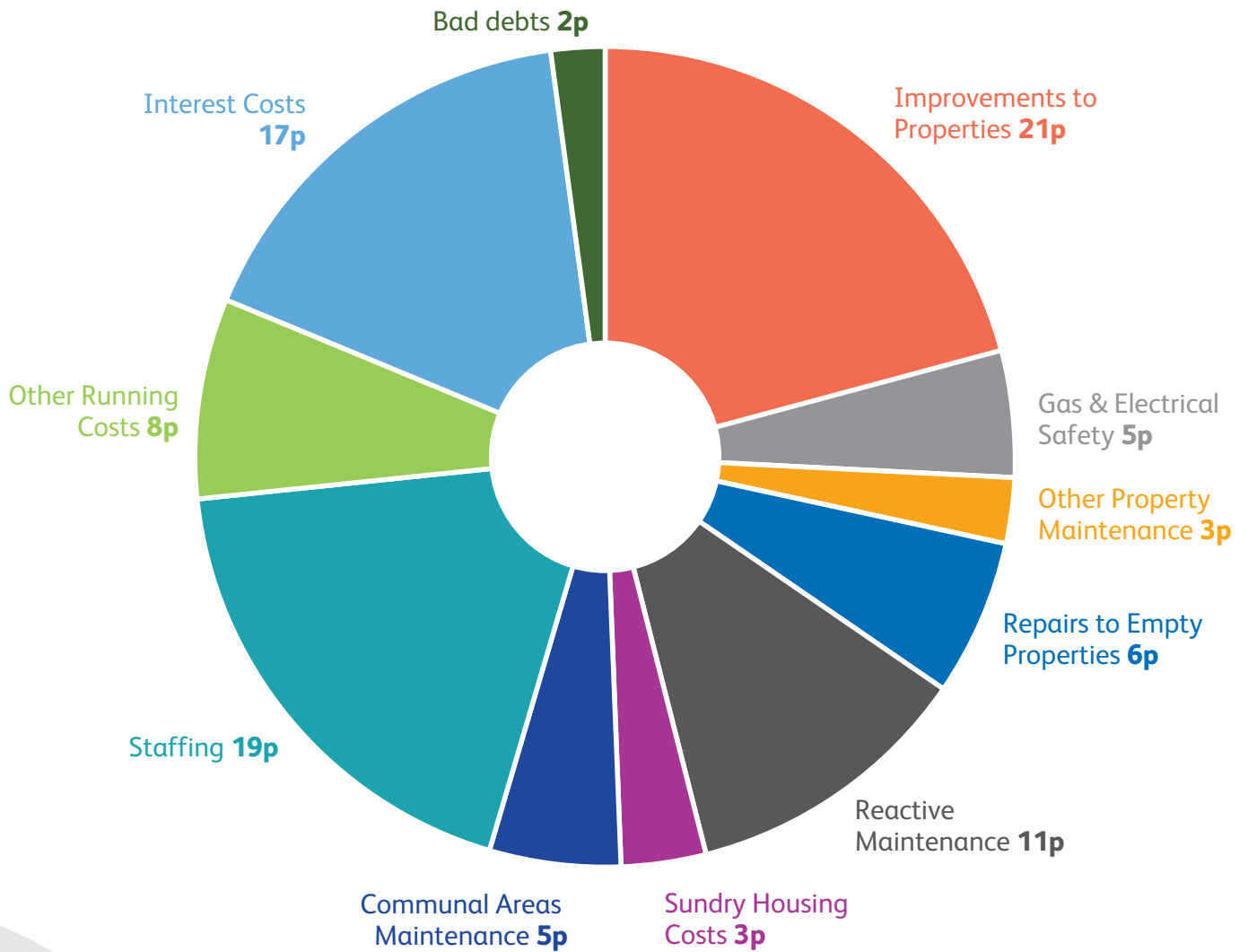
Statement of Comprehensive Income

| Year ended 31 March | 2020 | 2021 | 2022 | 2023 |
|---|---------|---------|---------|---------|
| | £000 | £000 | £000 | £000 |
| Turnover | 10,805 | 11,231 | 11,479 | 12,055 |
| : Less Operating Costs | (4,629) | (4,801) | (5,206) | (6,281) |
| Surplus before Depreciation and Interest | 6,176 | 6,430 | 6,273 | 5,774 |
| : Less Depreciation | (1,172) | (1,440) | (1,506) | (1,519) |
| : Less Net Interest | (1,586) | (1,249) | (1,248) | (1,534) |
| Surplus / (Deficit) before Taxation | 3,418 | 3,741 | 3,519 | 2,721 |

Statement of Financial Position

| Year ended 31 March | 2020 | 2021 | 2022 | 2023 |
|---|----------|------------------|----------|----------|
| | £000 | Restated £000 | £000 | £000 |
| Fixed Assets – Net cost of houses and equipment owned by the association | 80,991 | 83,268 | 93,450 | 108,824 |
| Investments | 0 | 0 | 0 | 0 |
| Current Assets – Money in the bank and money owed to the Association | 1,554 | 1,357 | 1,561 | 1,012 |
| Total Assets | 82,545 | 84,625 | 95,011 | 109,836 |
| : Less Creditors – Money owed by the Association including loans | (66,475) | (64,814) | (71,681) | (83,785) |
| Net Assets | 16,070 | 19,811 | 23,330 | 26,051 |
| Share Capital & Reserves – Surpluses made to be used to maintain existing homes | 16,070 | 19,811 | 23,330 | 26,051 |

How every £1 is spent







Part of The Riverside Group Limited

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

Registered office: 44-46 Bank Street, Irvine, Ayrshire KA12 0LP. Registration No. 2459 R(S)

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Details correct at time of publishing
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