



SOUTHSIDE
housing association

Annual Report 2023/24



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Welcome From The Chair

Welcome to our Annual Report for 2023-24 which includes our Landlords Report Card – detailing performance against the Outcomes and Standards outlined in the Scottish Social Housing Charter.

While this year has continued to be challenging with economic uncertainty, commercial and social difficulties, there have also been opportunities which we have grasped. Southside has worked hard to improve our performance and outputs and we are focussed on continuous improvement.

Structurally there have been changes to our Leadership Team resulting in stronger performance in several areas throughout the business. The start of the new financial year sees a renaming of our subsidiary to Southside Lettings (Scotland) Ltd which will focus on our Mid Market Rent activities, with our factoring services returning to the Association from SFARS (Southside Factoring and Related Services).

Some key elements of our performance have improved significantly, none more so than our reactive repairs delivery and our work in empty homes. You will see throughout the report the improvements in those areas alongside other successes with performance.

In the last year just under £4m has been spent on improving and replacing our assets, such as heating, lifts, kitchens and bathrooms. It is expected that our spend in this area will increase in the next few years as we commence major projects including lift replacement at Moss Heights and kitchen replacements throughout our stock.

Completing our development at St Andrews Drive and surrounding streets was the conclusion of a major development project spanning several years and costing in the region of £24m. With the completion of phases 2 and 3, a further 91 flats for social rent were made available and 29 for shared equity. The difference from all those years ago is staggering and we are grateful to all who took part in making it possible, from staff and Committee past and present, to contractors and consultants, through to local residents who coped with construction works for a long period of time, not to mention Scottish Government and Glasgow City Council for their financial support.

Attention now turns to our next development at 640 Pollokshaws Road, which should commence late in 2024.

The work activity and successful outputs from our other teams are detailed in this report.

Our Community Initiatives team have continued to provide a range of events and assistance to our communities, not to mention the completion of Queensland Community Park which is now a great space for people to enjoy. Glasgow Care & Repair and our Handyperson Service continue to provide a vital service for residents throughout the city.

An essential lifeline for many is our Welfare Benefits and Money Advice project which in 23/24 alone has achieved overall financial gains for tenants of £3,279,447. In addition, a successful application to the Energy Industry Voluntary Redress Scheme has provided £180k for 2 fuel advisors to work across our area and those of our local partners.

Finally, as 23/24 closes we open with a new 5-year Corporate Plan – with the focus very much on “Getting it Right and Shaping the Future”. This introduces a new vision and values for Southside and highlights our focus for the years ahead. The plan and summary document is available in hard copy from the office and online on our website. I hope you enjoy it.

I would like to close by thanking all of my fellow Committee Members, staff team,

volunteers and others who have worked closely with us over the last year and supported our efforts. It's appreciated to have such a dedicated group working to achieve the best for Southside, and of course this wouldn't be possible without the continued support of our tenants and shareholders.

I hope you enjoy reading the report and thank you again for your support.

Best Wishes

Alex

Housing Services

Lets and Empty Homes

As a registered social landlord and a Scottish charity, Southside Housing Association is dedicated to alleviating homelessness and poor housing conditions. Last year we re-housed **129** homeless applicants who were registered as homeless with the local authority. We also re-housed **30** homeless applicants directly from our housing list. In total we rehoused **159** homeless households. We also provided properties to the local authority to be used as temporary furnished accommodation for homeless applicants. Last year, we re-housed **317** households who were in housing need. This is in contrast to only 192 the previous year. **191** of these were relets and **126** new build/new lets.

The breakdown of our lets are detailed below: -

Existing tenants that were transferred to more suitable housing	65
Applicants from our housing list (62 poor housing & 30 direct homeless applicants)	92
Lets from other sources	*30
Applicants who were assessed as statutory homeless by the local authority	129
Nominations from the local authority (assessed as homeless)	1
Total	317

*We also accommodated **30** lets from **other sources**, these included referrals from:

- The Scottish Refugee Council
- Young People Leaving Care
- Homeless Project in Crosshill
- Homeless Saffron Project
- Saffron Move-ons
- Temporary flats converted into permanent lets
- Properties acquired with sitting tenants

The time taken to re-let our properties and associated rent loss have both significantly reduced over the past year. This is in large part due to appointing new contractors and a revised Void Management Policy and Procedure.

- On average it took **19.81** days to re-let homes in 2023/2024. This has reduced from 59.86 days in the previous year.
- **0.50%** of rent due was not collected because homes were empty, again an improvement from the previous year where this figure was 1.8% of rental income due.

Rents and Arrears

Following our rent consultation, rents increased by 6% on the 28th March 2023 for 23/24. This year continued to be challenging with the ongoing Cost of Living crisis and increased inflation. We kept our increase as low as possible, trying to balance the costs being met by the Association within our Business Plan whilst trying to minimise affordability impacts on our tenants.

Average weekly rents:	
1 apt	£77.91
2 apt	£93.71
3 apt	£108.66
4 apt	£119.25
5 apt	£128.28
Average	£103.45

The Association's rent arrears position at the end of 2023/2024 for current arrears was 4.74% against a target of 4% for the year. This is lower than the previous financial year's position of 5.12%. Rent is our main source of income and is how we fund our services - including repairs and maintenance, loan and finance costs, staffing and overheads. We have recently restructured our Housing Management department and there will be a renewed focus on rent collection and arrears prevention in the years ahead. This focus will reduce monies owed, help tenants out of housing debt, and increase the money available for us to provide services.

	Actual Arrears (non-technical) 2022/2023		Actual Arrears (non-technical) 2023/2024	
Current Tenant	£539,578.17	5.12%	£562,781.19	4.74%
Former Tenant	£101,756.23	0.97%	£190,998.96	1.61%
Total	£641,334.40	6.09%	£753,780.15	6.35%



Legal Action

Eviction is always the last resort for us as a landlord. While we will work with tenants to try and help them sustain their tenancies, unfortunately it is not always possible, and we are required to take steps to end a tenancy. The Association initiated ten new court actions for recovery of possession of properties during 2023/2024 which resulted in 2 evictions. One decree for eviction was obtained for rent arrears and one for anti-social behaviour. In the months ahead, in light of our debt levels, the Association intends to take a firmer stand on non-payment and tenancy breaches.

Anti-Social Behaviour

Throughout the year, we received 274 reports of antisocial behaviour, an increase from 2022/23. Despite a higher number of incidents, we were able to resolve 98.55% cases within the reporting year. This compares favourably to the Scottish average of 94.3%.

We want our communities to be safe and peaceful places for our tenants and other residents to live. We can resolve some antisocial behaviour by enforcing tenancy conditions or taking estate management measures. We can also refer neighbour disputes to independent mediation.

However, for us to act against those responsible for serious levels of antisocial behaviour and/or crime, we rely on partnerships with other agencies such as Police Scotland or Glasgow City Council's Community Relations Unit. This is why if you are experiencing antisocial behaviour, it is vital that you report it to us and, where relevant, other external agencies. This helps us to build evidence against perpetrators and improve outcomes for you and other neighbours affected.

Estate and Tenancy Management

All residents are entitled to the peaceful enjoyment of their homes surrounded by a clean, tidy and safe environment. To this end, we are committed to providing a high quality, professional estate management service to all residents of the Association.

Cutbacks in service provision by other agencies means that management of the neighbourhoods is more difficult however, we continue to carry out estate inspections within each of our four patches and address problems where we can. Our housing team work with tenants, other residents, and external partners like Glasgow City Council to try and minimise problems in our areas.

Our staff have regular meetings with other stakeholders to highlight and discuss any issues and ensure corrective action is taken. You can contribute and help us to maintain our areas, your neighbourhoods, by reporting problems to the appropriate agencies.

You should report issues like missed bin collections, fly-tipping in public places, vermin infestations or dog fouling to Glasgow City Council – you can do this using the MyGlasgow smartphone app, online at www.glasgow.gov.uk, or by calling 0141 287 2000.

You can also take preventative action by doing things like cleaning up after your pet(s), disposing of household waste correctly, making use of our free bulk uplift service and if you identify people causing estate issues, reporting this to us.

Concierge & Mobile Facilities Management Service

Mobile Facilities Management Service

Our Mobile Facilities Management Team provide a comprehensive service to our common areas, such as back courts and the grounds surrounding homes. The team deliver a range of essential services including communal close cleaning, back court maintenance, gardening and landscaping, winter gritting, removal of leaves and identifying and reporting repairs. This helps keep neighbourhoods safe, clean and welcoming.

Bulk Uplift Service

Our bulk uplift service has been running for over 2 years now and we have completed over a thousand uplift requests. Tenants should continue to report by phoning the main office number on 0141 422 1112.

Concierge Service

We provide a Concierge service 7 days a week, 365 days a year to over 1200 customers who live in our multistorey and deck access houses.

Our Concierge Team carry out a wide range of duties acting as a first point of contact for many of our customers. They carry out common area cleaning, security patrols, reporting communal repairs, assisting tenants where required and arranging bulk items for removal, whilst also dealing with both internal and external contractors. This is a valuable service which continues to serve the needs of residents in our most populated areas in homes at 150 Berryknowes Avenue, Mossheights Avenue, Queensland Court and Gardens, our mini-multi properties at Swinton/Invergyle, St. Andrews Crescent and Drive and our deck access flats at Hartlaw and Chirside.

Property Services

Our repairs service has undergone significant change in the form of contract and the number of contractors we use. 2023/24 was a very difficult year in terms of performance against target. We undertook a full review of our service and elected to move away from a single contractor covering voids, repairs and out of hours and looked to break the contract down into trade and geographic areas. The new contract commenced in September 2023 and the results have been very encouraging. We are no longer reliant on a single contractor allowing a greater level of flexibility and are now better able to supervise the contracts. The contract runs for an initial 2 years with the potential for 3 single year extensions.

	Southside Results 23/24	Southside Results 22/23	Scottish Average 23/24
Emergency Repairs Average hours	3.19 hours	3.5 hours	4.2 hours
Non-Emergency Repairs Average Days	4.4 days	8.5 days	8.7 days
Reactive Repairs "right first time"	89.81%	70.6%	87.8%
Satisfaction with repairs	71%	71%	88%
% of Gas Services on time	99%	100%	N/A
Scottish Housing Quality Standard - % of homes that meet the standard	77.95%	71.5%	79%

The results for 2023/24 reflect the fact that we had 6 months of our old contract in place but show significant improvement from the previous year. We are confident that the new contract arrangements will result in continued improvement across all performance areas.

The previous year saw a restructure of the Property Services Team. We now have a dedicated repairs department with a range of knowledgeable and experienced team members delivering our repairs, void management, planned maintenance and safety compliance services.

Tenant safety remains a high priority for the Association, and we have carried out a large number of Electrical Installation Condition Reports, covering over 90% of our stock. These reports are required every 5 years, and we are on track for 100% compliance in 2024/2025. In other important safety areas such as gas maintenance, asbestos management, lift maintenance, water hygiene, dampness and mould and fire risk assessment the Association has in place detailed procedures and contracts with external providers to ensure these areas are properly managed and controlled.



Our Subsidiary

For many years our subsidiary, Southside Factoring & Related Services (SFARS) has supplied a range of commercial and residential factoring services, mid-market rent activities and other commercial services.

During the year, we carried out a full review of our factoring service and the decision was taken to return the factoring service back under the control of the parent, Southside Housing Association (SHA). In order to implement that decision a series of meetings took place with residents to obtain approval, where required, for transferring to SHA. A number of blocks were unable to transfer to SHA as the factoring service was purely a commercial arrangement and not aligned with the charitable purposes of the Association.

As of 1st April 2024, SHA provide property factoring services to 828 customers, which includes close cleaning, insurance and other factoring elements.

The new subsidiary however, will continue to be the vehicle for delivering our Mid-Market Rent portfolio which is currently just in excess of 200 homes. As of 1st April 2024, the rebranded name of the subsidiary is Southside Lettings (Scotland) Ltd.



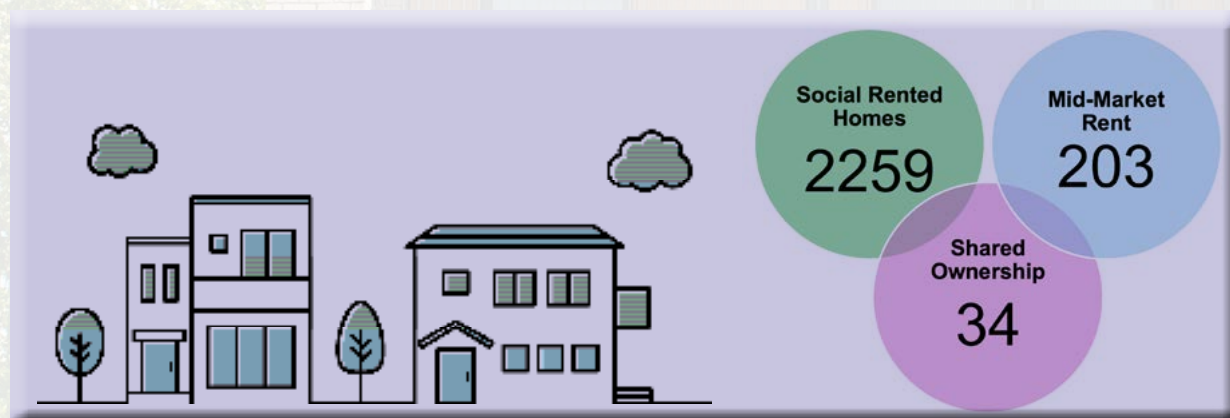
SOUTHSIDE
residential



Scottish Social Housing Charter Report 2023/24

Every year we submit statistics to the Scottish Housing Regulator highlighting our performance in key areas of the Scottish Social Housing Charter. Our performance is then compared with other landlords in Scotland and full details can be found on the Scottish Housing Regulator's website <https://www.housingregulator.gov.scot> The next few pages contain our Landlord Report which shows the key performance indicators compared with the Scottish Average.

Our Homes as at 31 March 2024



The total rent due for the year was **£10,526,775**

Average Weekly Rents

Apt Size	Number of Homes	SHA	Scottish Average	Differential
1	59	£77.91	£82.84	- 5.3%
2	1040	£93.71	£87.87	+ 6.6%
3	676	£108.66	£90.29	+ 20.3%
4	424	£119.25	£98.30	+ 21.3%
5	60	£128.28	£108.29	+ 18.5%
Average Weekly Rent	2259	£103.45	£91.81	+ £11.64

Quality and Maintenance of Homes and Neighbourhoods

98.6% of rent collected as a percentage of the total rent due in 2023/24.

Scottish Average **99.4%**

7.07% Gross rent arrears (all tenants) as a percentage of rent due for 2023/24.

Scottish Average **6.7%**

0.5% of rent lost through properties being empty during 2023/24.

Scottish Average **1.4%**

19.8 days on average was taken to re-let our properties during 2023/24.

Scottish Average **56.7 days**

23.58% of tenancy offers were refused by applicants during 2023/24.

Scottish Average **30.5%**

67.93% of tenants felt that the rent for their home represents good value for money.

Scottish Average **82%**

84.18% of tenants were satisfied with the overall service provided by us.

Scottish Average **86.5%**

93.25% of tenants felt that we were good at keeping them informed about our services and the decisions we make.

Scottish Average **90.5%**

98.21% of tenants are satisfied with the opportunities to participate in our decision making processes.

Scottish Average **87.7%**

77.95% of our housing stock meets the Scottish Housing Quality Standard.

Scottish Average **84.4%**

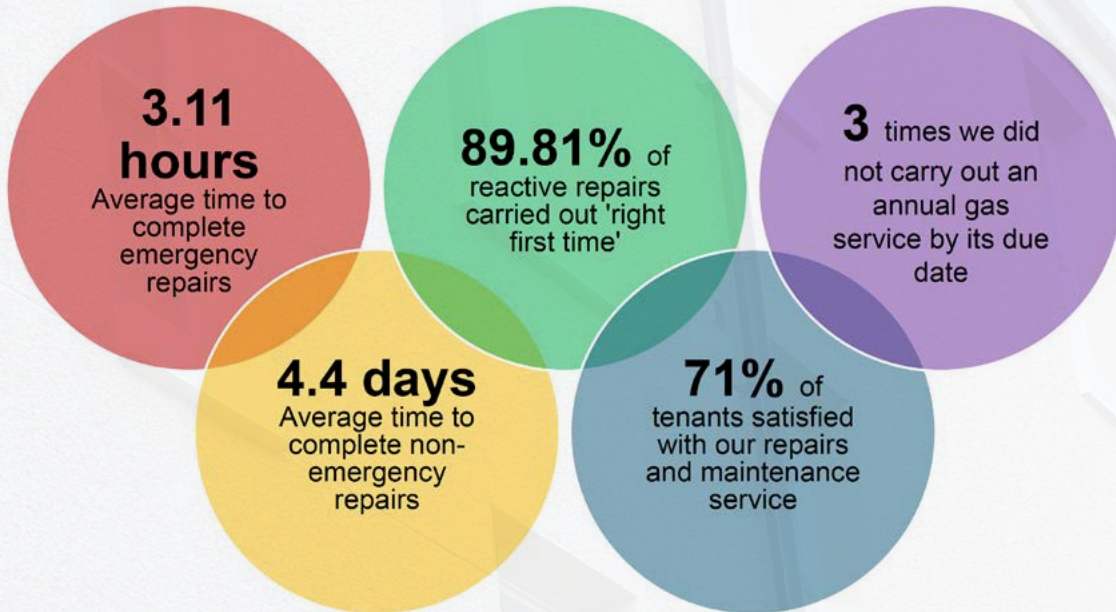
77% of tenants are satisfied with the quality of their home.

Scottish Average **84%**

92.5% of tenants are satisfied with our contribution to the management of the neighbourhood they live in.

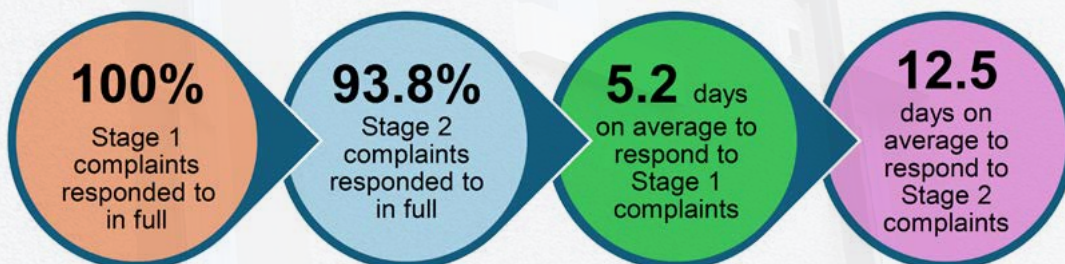
Scottish Average **85%**

Reactive Repairs and Maintenance



Complaints

We always strive to deliver all of our services to the highest possible standard, however on occasion things don't always go as expected or our tenants and other customers may be dissatisfied with an aspect of the service we have provided. We take all of the complaints we receive seriously and use them as an opportunity to learn and improve how we do things in the future. Here is how we have performed in terms of responding to the complaints we have received over the reporting year 2023/24.

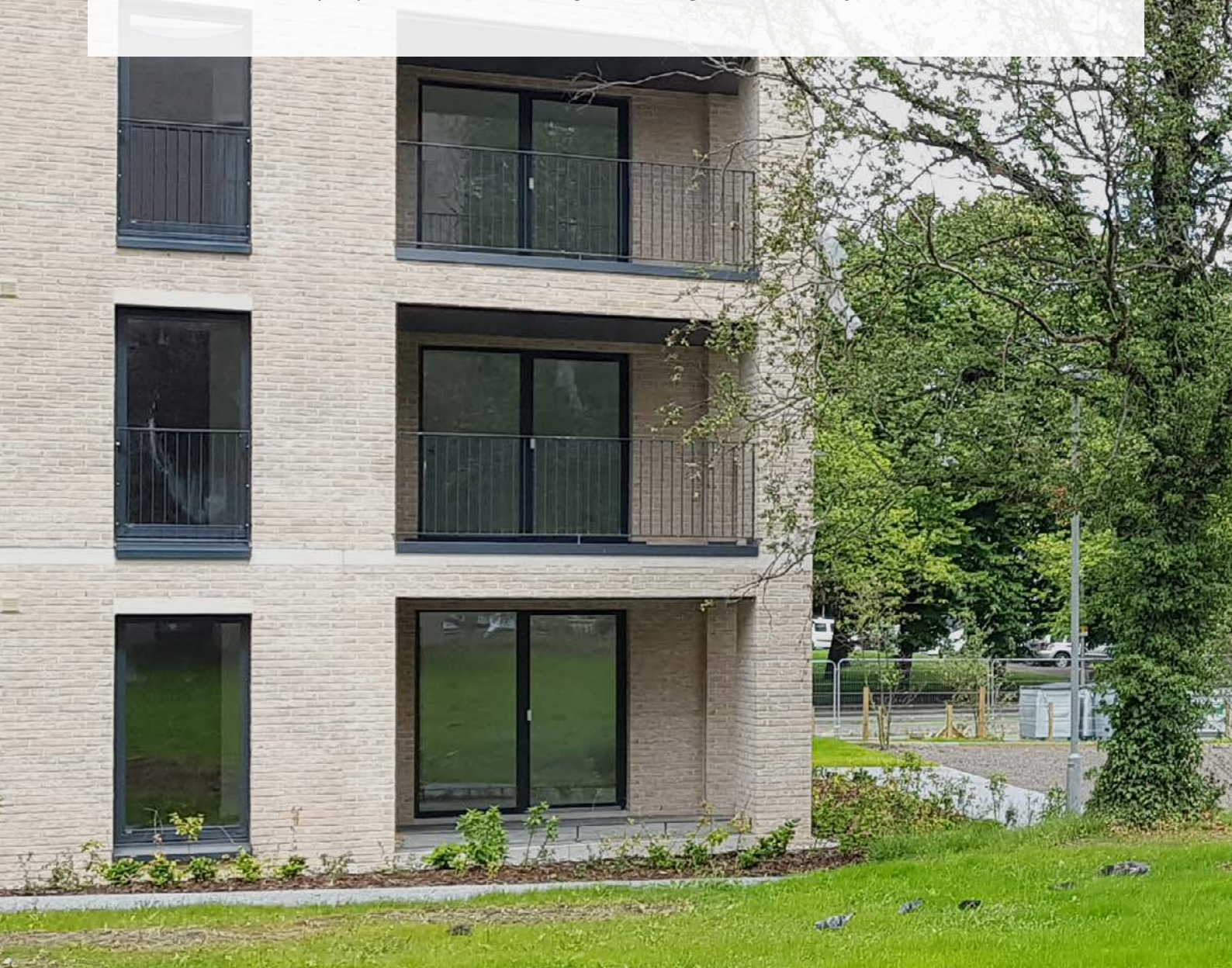


Investing in our Communities

Our aim is to ensure that all of our tenants live in homes that are decent, safe and energy efficient and every year we invest in a variety of planned maintenance projects. We want to ensure our houses are in the best condition possible so our tenants can feel comfortable in their homes. How we invest in and plan major repairs such as replacement kitchens, bathrooms, windows, doors, roofs and heating systems is key to achieving this.

Our customer satisfaction surveys consistently show that the quality of our properties is the highest priority for tenants and our investment programme looks to deliver on that priority. Our housing stock is our most valuable asset.

The following table details our planned investment works completed in 2023 - 2024 which assisted us in achieving SHQS and ESSH compliance in a number of our properties which were failing in the last financial year and maintaining the overall standard of our properties and ensuring their long-term viability.



Investment Works	Site Address	No of Units	Spend
Ad- Hoc Kitchen Replacement	Various Properties	34	£139,827.70
Ad- Hoc Bathroom Replacement	Various Properties	8	£44,622.71
Ad- Hoc Gas Boiler Replacement	Various Properties	7	£14,456.30
Ad- Hoc Electric Rewire	Various Properties	2	£11,820.00
Ad- Hoc Window Replacement	Various Properties	2	£17,880.00
Heating and Hot Water System Upgrade	5 Queensland Court/ 15 Queensland Gardens T84's Cardonald & Pollokshields	345	£2,849,812.00
Sprinkler system Install (Bin Rooms only)	27 -31 St Andrews Drive 21- 39 St Andrews Crescent	7 Blocks	£78,691.64
Replacement Cold Water Storage Tanks	27 St Andrews Crescent 31 St Andrews Drive	2 Blocks	£36,112.32
Lift Replacement	177 Nithsdale Road	1 Block	£93,989.00
Common Electrical Distribution Equipment, Internal Stair Lighting, Emergency Stair Lighting	30 Invergyle Drive 12 Swinton Place 24 Swinton Place 36 Swinton Place 48 Swinton Place	5 x T 84s Blocks	£382,443.93
Common Extract systems - Fans and Controls & Replacement of Extract Grilles in Flats	5 Queensland Court 15 Queensland Gardens/ 12 Swinton Place 605 Pollokshaws Road (Individual Properties Extract System)	3 High Rise Blocks 1 Low Rise Block	£184,845.50
Common Fire Alarm Replacement	32 Newark Drive	1	£14,818.62
Replacement of Common Entrance Doors	4-14 St Andrews Crescent	2 Blocks	£25,000.00
Total Spend			£3,894,319.72

Developing & Investing in New Homes

New Build Homes

St Andrews Drive Development

During the year we completed our final phase of new build at our St Andrews Drive development in Pollokshields. The project delivered 91 homes for social rent as well as 29 new homes for sale under the New Supply Shared Equity Initiative.

The development is a mix of one, two and three-bed apartments, two-bed wheelchair-accessible apartments and three and four-bed main-door maisonettes. SHA received grant funding from Glasgow City Council of just over £14m to deliver the homes. In addition, Private Funding was secured by the Association from our lenders Handelsbanken.

640 Pollokshaws Road Development

The Association obtained Planning Permission in March 2023 to deliver 50 new homes in Partnership with AS Homes on the former Arnold Clark site at 640 Pollokshaws Road in Strathbungo.

Furthering its commitment to building energy-efficient homes and to provide lower energy costs for residents, the project will deliver a mixture of 1, 2 and 3-bedroom homes, a number of which will be designed to wheelchair standard.

The Development is projected to complete in early 2026.

United Reform Church Site - Mossspark Boulevard

The Association acquired the former United Reform Church site on Mossspark Boulevard in March 2021 and is continuing to refine proposals for a new build development for a number of new social rented homes on the site.

The Association is in continued discussions with Glasgow City Council's Planning Department to agree final layouts and unit numbers for the project. We hope to share positive news in the coming months.



Investing in Homes

McCulloch Street/12 Lincluden Path

The reinstatement and restoration work continued on site during the year of the Association's properties at 144/146 McCulloch Street and 12 Lincluden Path following a major fire which damaged the properties in June 2021.

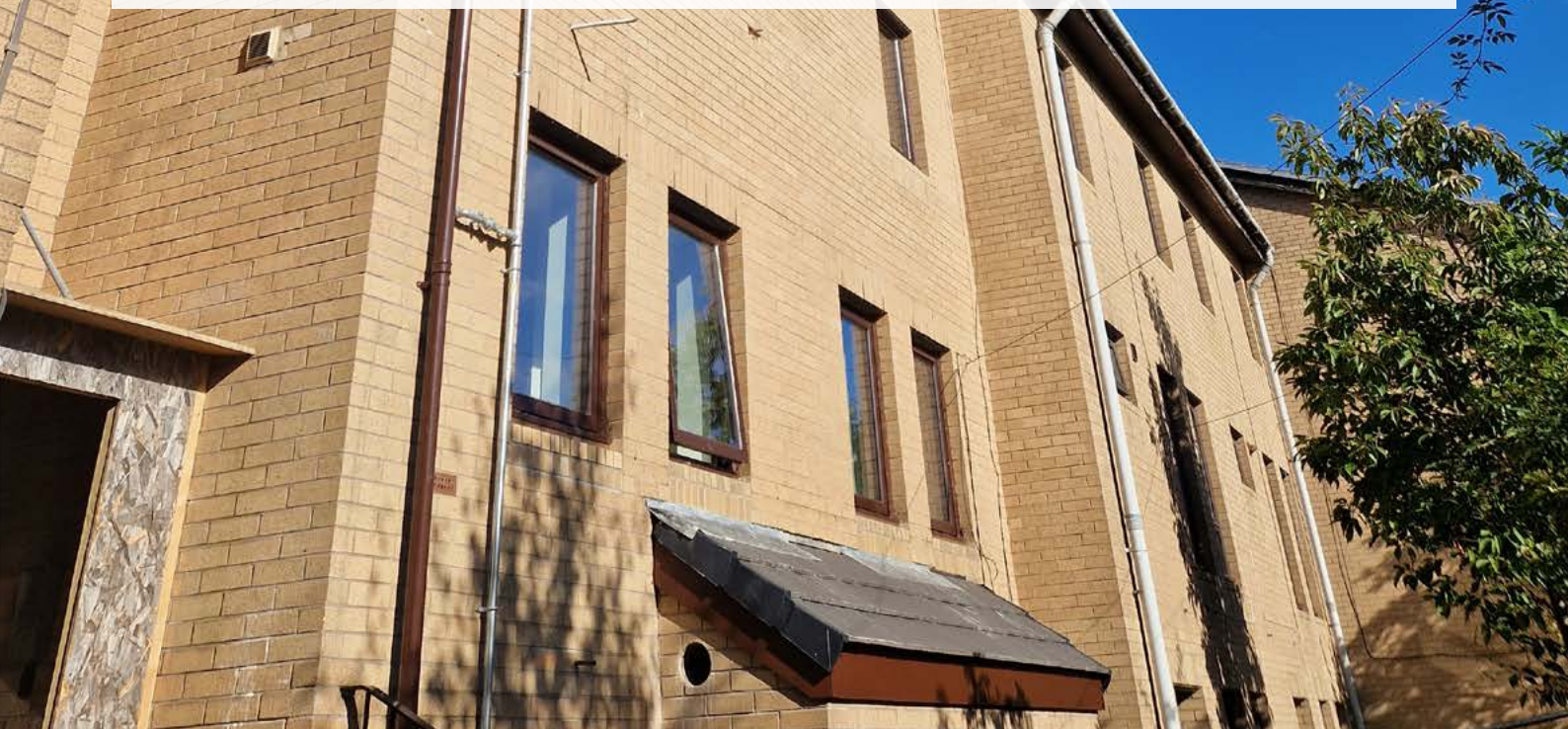
As a result of the fire, the tenants at the time were displaced to a number of other properties within the Association's stock and the majority of these tenants are due to return to the newly refurbished homes in October of this year.

Works included not only the replacement of new kitchens, bathrooms windows and heating but also a new roof structure installation.

Private Acquisition Programme

In addition to our programme of new build development, the Association continued to acquire and improve a number of pre 1919 tenement flatted properties as part of Glasgow City Council's Private Acquisition Strategy.

A total of 23 properties located in the Strathbungo area on the southside of Glasgow were upgraded during the year. Works included the installation of new kitchens, bathrooms, windows, heating and internal insulation with the completed homes achieving an EPC Rating of 'B.'



Glasgow Care & Repair

Glasgow Care & Repair is a city-wide service equally funded by Glasgow City Council & Glasgow City Health and Social Care Partnership and managed and delivered by Southside Housing Association.

In addition income is received from a small number of housing associations who utilise the Handyperson Service.

The service provides independent advice and assistance to help older and disabled people repair, improve or adapt their homes so that they can continue to live in comfort and safety in their own home.

During the year the Care & Repair Service was awarded a Quality Mark Accreditation.

The Quality Mark accreditation helps to provide funding partners and stakeholders with assurance that the service meets recognised national standards in relation to governance, operation and outcomes. The scheme has been developed with the support of Foundations who have over 10 years' experience of operating a successful Quality Mark Scheme.

The Care & Repair Service operates under three main areas: -

- Advice & Information
- Handyperson Service
- Home & Hospital.

Advice & Information

The Advice and Information Service offers free and impartial advice to homeowners and private rented tenants to carry out a range of repairs and improvements to their homes as well as help to access other support to contribute to make their home life safer, warmer and more energy efficient.

The service is available to people who live in Glasgow who are aged 65 and over or have a disability, irrespective of age.

Advice Service	2023/24
Total number of referrals	210
Number of home visits undertaken	118
Completed cases in the year	676



Glasgow
CARE & REPAIR

Handyperson Service

The aim of the Handyperson Service is to carry out small practical tasks and repairs around the home by providing a service that enables customers to live independently in their own home for as long as possible, in comfort and safety.

The Handyperson Service is available to people aged 65 and over or those with a disability, irrespective of age.

Handyperson Service	2023/24
Total number of referrals	1,403
Number of home visits undertaken	1,479
Completed cases in the year	2,767

Home & Hospital

The Home and Hospital Service is a specialist version of the Handyperson Service available to people who live in Glasgow aged 65 and over who are due for discharge from hospital.

This service is delivered over all tenures, and anyone can refer someone due for discharge from hospital to the service. The service also helps people at home to prevent admissions to hospital.

Home & Hospital Service	2023/24
Total number of referrals	594
Number of home visits undertaken	547
Completed cases in the year	1040



Our Handypersons – Graham, Stephen & George



Welfare Rights & Money Advice Team

The Advice Team provides an accessible, high quality benefit advice and debt management service to Southside Housing Association, Cathcart and District Housing Association, Craigmile Housing Association and Glasgow Care & Repair. In addition they provide a Money Advice service to New Gorbals Housing Association.

In 2023/2024 the team assisted **1539** households with **4030** cases and achieved overall financial gains for tenants of **£3,279,447**.

The Money Advice Service helps tenants to manage all debt, including fuel debt, and where appropriate get debt written off. In 2023/2024 the team assisted tenants to manage over **£274K** worth of debt, of which **£78,033** was written off,

The team promotes Tenancy Sustainment, ensuring existing tenants access all available support and helps new tenants set up home. This year we provided **47** starter packs for new tenants who were homeless applicants and were moving into a new home. These packs include items such as microwaves and duvets. We also provided **67** paint packs and **147** carpet vouchers, assisting tenants to settle in their new home.

As well as the support provided directly from Southside Housing Association, we made **259** applications to the Scottish Welfare Fund which provided over **£164k** in awards of furniture, carpets and white goods, and provided emergency grant payments to tenants in destitution.

debt write offs

£78,033

4030 cases

financial
gains

£3,279,447

Cost of Living support

The cost of living crisis continued to cause hardship in our communities in 2023/2024 and in response to this the team continued to source a wide range of support for tenants. One example was funding from the Social Housing Fuel support fund to help tenants during this difficult time, which included:

- **£47,500** for energy saving goods including carpet vouchers, air fryers, thermal curtains, high tog duvets and draft excluders. Over **740** items were issued.
- **£39,200** for fuel support: **800** pre-payment meter fuel vouchers were issued and **50 x £100** cash payments were made to tenants struggling to heat their homes.
- **£39,434** to buy in services from the Wisegroup. HEAT fuel advisers assisted **150** tenants with fuel advice.

In addition, the team made 64 grant applications to the Scottish Government Home Heating Fund to assist tenants in debt with their gas and/or electricity bills, resulting in grant awards totalling **£52,956**.

Energy Advice Project

In February 2024 we applied to the Energy Industry Voluntary Redress Scheme and were awarded **£178,743** to provide 2 Energy Advisers for 2 years. The award includes **400** fuel vouchers that will be ringfenced for this project. They will cover the four Housing Associations we provide a service to alongside Glasgow Care & Repair. The service will provide direct support to **1100** vulnerable and excluded households. They will assist to reduce fuel poverty, fuel debt, promote digital and financial inclusion, and financial resilience. They will educate clients to understand the most efficient way to use heating systems and identify other energy efficiency measures. The project will facilitate access to support with debt, benefits and other community support services, ensuring a holistic person-centred approach.

Community Initiatives

The Association continues to support and provide a wide range of community initiatives. We remain focused on bringing neighbourhoods together and improving everyone's experience of living in their communities.

Breakfast Sessions

We delivered a total of 97 breakfast sessions, with 48 from 150 Berryknowes Avenue in Cardonald and 49 from Herriet Court in Pollokshields, providing warm healthy meals including Halal options. A new breakfast group at Queensland Community Hub is planned to start in November 2024. This has been developed through our Outdoor Activity and Well-being Officer and 2 volunteers and has been further supported by funding from our Community Benefit funds from our contractors, with £1000 being allocated for the start up costs and an additional £1000 towards food provision. Our breakfast sessions offer a warm, welcoming space for communities to come together, have a healthy breakfast and spend some time in the company of friends and neighbours. All sessions are delivered by our Community Initiatives Volunteers who enjoy cooking and chatting to participants every week.

Volunteers

Last year we aimed to develop our volunteer team through continued recruitment, support and retention. This has been successful and we now have 14 volunteers engaged in a variety of valuable roles including delivery of breakfast sessions and children's holiday programmes. The value and commitment of our Community Initiatives Volunteers cannot be underestimated and their contribution to their communities really is commendable.

Holiday Food and Activity Programmes

Through funding from Glasgow City Council we successfully delivered 4 Holiday Food and Activity Programmes in both Pollokshields and Cardonald over 46 days, providing 4,650 lunches and 970 breakfasts to 2,306 children and families. This is an increase from 742 people in 2022-2023. Our holiday programme offers a great space for families to come together and enjoy some healthy food and activities. This programme has been really well received over the years and has been a great help to families, particularly during the cost of living crisis.



Outdoor Activity and Well-being Officer/Big Lottery Funding

This post was filled after a short vacancy period in September 2023. The Outdoor Activity and Well-being Officer has engaged with the communities of Queensland Court and Gardens and Halfway Community Park to explore and encourage participation with sustainable outdoor and well-being activities. A number of sessions have been developed and delivered including:

- Mindfulness – 7 sessions
- Yoga -3 sessions
- Qi Gong – 3 sessions
- Dance and Movement – 3 sessions
- Easy Exercise – 34 sessions (17 at Queensland and 17 at Berryknowes)
- Parkour – 10 sessions

Additionally, we provided (through Rags to Riches, a local social enterprise) 4 sewing lessons, where participants had the opportunity to learn how to use a sewing machine and make a tote bag over 2 sessions.

Community Hubs

Our Community Hubs in Cardonald, Halfway & Pollokshields continue to provide a safe and friendly environment with planned activities designed to tackle social isolation, loneliness and encourage community integration. The demand from residents continues to be high and this is a clear indication of the value in providing safe, welcoming spaces for residents to come together.

Cardonald Larder

The larder continues to operate successfully from our community space at 12 Swinton Place, celebrating one year of operation in March 2024. The larder provides household goods, fresh and frozen produce, pet food and toiletry items and offers real financial benefits to local residents.

Community Benefits

Following the appointment of our repairs contractors in September 2023, we received £43K toward our community benefit funds. Funding has been allocated to upcoming projects in 2024-25, including community space improvement works, new tenant starter packs, food and fuel support and a range of activities and events aimed at children, adults and families.

Financial Performance

Southside Housing Association experienced a challenging financial landscape in 2023/24, with ongoing pressures from several key areas namely high rates of inflation, high interest rates and the rising cost of living. This culminated in increased expenditure in key areas such as repairs and maintenance, insurance and interest payable on loans.

Despite these challenges, the Association achieved improvements in the delivery of services such as reactive and void repairs, whilst remaining committed to the completion of significant improvement projects such as **£2.8m** of heating upgrades and **£0.5m** of electrical system upgrades within the Cardonald area.

In addition, development works reached completion at St Andrews Drive Phase 2 and 3 with the release of **120** new homes.

Looking forward, the Association remains committed to the development of new homes and the improvement of existing homes with a kitchen replacement programme and further lift replacements commencing in 2024/25. In addition, major works to 20 properties acquired in the last year will commence, alongside a new build projects at 640 Pollokshaws Road.

Statement of Comprehensive Income

Total income for the year increased to **£17.962m** (£15.461m - 2022/23). Most of this income is generated from tenants' rent and service charges however this also includes income received from grant funding, commercial rents and other income sources, such as services provided to other housing associations.

Total operating expenditure of **£18.253m** equates to 102% of the total income which represents an increase from the previous year due to a rise in expenditure across several key areas.

Operating costs include management & administration costs of **£5.3m**, planned maintenance of **£3.8m**, reactive maintenance costs of **£2.5m** and depreciation of **£3.8m**. Depreciation is charged as a way of recognising the reduction in the historic cost of the properties due to age and wear and tear over time. Each property is depreciated across a period of 50 years.

The Association reported total comprehensive income of **£0.2m** in 2023/24 (£2.0m – 2022/23). Delays associated with the completion of new build works resulted in lower rental income in comparison to budget and significant increases are reported across both reactive and planned maintenance. Combined, both factors have contributed to a drop in the surplus reported in comparison to 2022/23.

Total comprehensive income is stated after adjustments to pension scheme valuations. In 2023/24, there was a combined gain of **£456k** which relates to the Scottish Housing Association Pension Scheme and Strathclyde Pension Scheme.

Statement of Comprehensive Income for the Year Ended 31 March 2024	2024 £	2023 £	A Non-Accountants Guide to the Accounts.
REVENUE	17,961,994	15,461,014	Rental income, grant income & income from other activities.
Less Operating Costs	18,253,254	13,218,080	Cost of administration, management & maintenance of properties.
OPERATING SURPLUS / (DEFICIT)	-291,260	2,242,934	
Gain on sale of housing stock	518,332	143,130	This relates to the gain on sale of properties.
Release of Negative Goodwill	111,000	111,000	Negative goodwill was created when assets were acquired through second stage transfer (SST). It is written off in line with depreciation or if the asset is sold.
Interest payable and similar charges	-702,684	-316,923	Interest paid on loans, (mortgage payments).
Other Finance income/(charges)	104,000	10,000	This is interest received or charged in respect of pension obligations.
SURPLUS / (DEFICIT) FOR THE YEAR	-260,610	2,190,141	Funds available for future planned maintenance of our properties.
Actuarial gains/ (losses) on defined benefit pension plan	456,000	-141,000	This reflects the combined gains and losses on the Scottish Housing Association Pension Scheme and Strathclyde Pension Scheme and are based on actuarial valuations.
Total Comprehensive Income	195,390	2,049,141	

Statement of Financial Position

The Net Assets of the Association were **£49.95m** at the end of the financial year, a slight increase in comparison to 2022/23.

£3.14m was held in cash at bank, down from **£5.0m** in 2022/23. A total of **£10.3m** remained outstanding across credit facilities which has been used to fund investment in the development of new homes and the improvement of existing homes.

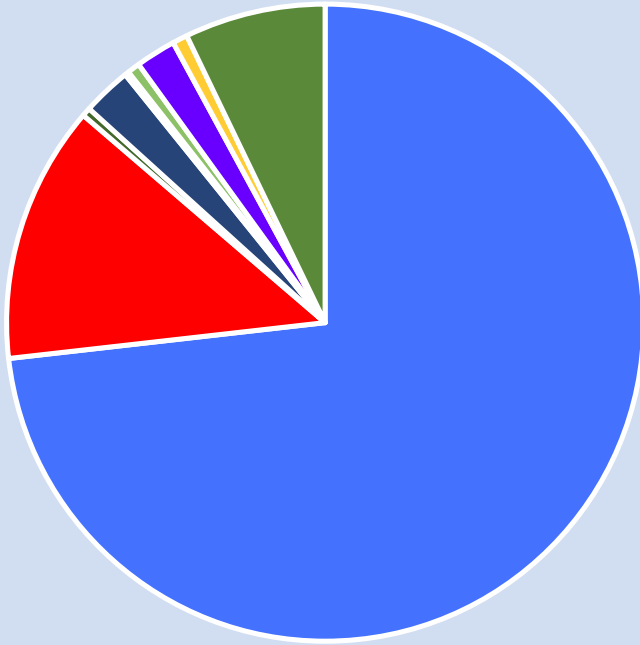
Statement of Financial position As At 31 March 2024	2024 £	2023 £	A Non-Accountants Guide to the Accounts.
Fixed & Intangible Assets:			
Housing properties – depreciated cost	140,318,707	137,317,999	The cost of building or purchasing our properties & to maintain them over time with, for example, new kitchens, heating systems etc.
Other tangible and intangible assets	2,171,038	2,118,603	This is the value of our office premises, office equipment, vehicles and commercial properties.
Negative goodwill	-4,109,824	-4,220,824	This is the negative goodwill associated with properties transferred to the Association under second stage transfer. A proportion is released each year in line with depreciation.
Investments	1	1	Share in our subsidiary – Southside Factoring and Related Services (SFARS).

Statement of Financial position As At 31 March 2024	2024 £	2023 £	A Non-Accountants Guide to the Accounts.
Current Assets and Liabilities:			
Receivables	2,479,270	2,398,283	Money owed to us.
Other current assets	806	806	In 2022 this consisted of properties we held for the Scottish Government under the Shared Equity Scheme. In 2024, the balance is the residual stock of consumables..
Cash at bank	3,144,880	5,048,299	Money in the bank.
Creditors due in < 1 year	-6,910,945	-5,664,989	Money we owe to others, such as suppliers and repairs contractors.
Creditors due in > 1 year	-9,896,442	-9,102,812	Money owed on loans (secured by specific charges on a proportion of our properties).
Pension scheme	265,000	-191,000	The potential liability on our pension schemes based on the latest valuations and pension reports.
Deferred Income:			
Social housing grant	-77,429,432	-77,866,566	Grant funding from the Scottish Government to fund the building of new homes.
Other grants	-78,615	-78,615	
NET ASSETS	49,954,444	49,759,185	
Capital and Reserves:			
Share Capital	109	240	Association members' shares at £1 each. This figure has been corrected in 2024 due to an overstatement in 2023.
Revenue reserves	49,689,335	49,949,945	The accumulated surpluses over previous years and including the in-year surplus for each year.
Pension reserves	265,000	-191,000	
Total Equity	49,954,444	49,759,185	

Financial Performance

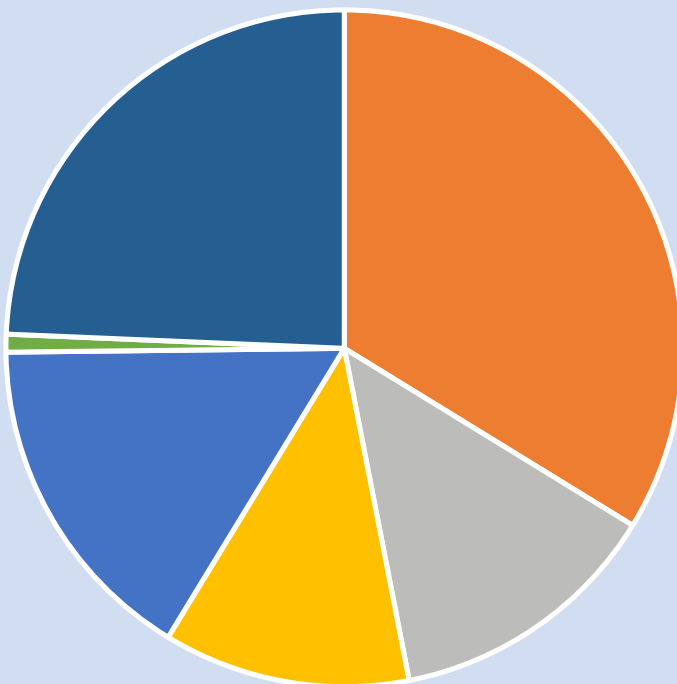
Revenue Income & Expenditure 2023/2024

Income



- Income
- Rent & Service Charge
- Deferred Grant Released
- Wider Activities
- Care & Repair
- Support Activities
- Subsidiary
- Other Activities
- Commercial Leases

Expenditure



- Expenditure
- Management
- Service
- Planned Maintenance
- Reactive Maintenance
- Bad Debts
- Depreciation

Financial Performance

For every **£1.00** of cash utilised in the year, we spent:

- £0.20** went on new build development with this offset by grant income received from the Scottish Government and loan funding.
- £0.27** on delivering the services, e.g., staff costs (including provision of concierge and mobile estates teams), office accommodation, IT, general overheads and maintenance overheads.
- £0.23** on the provision of reactive repairs, void repairs and service contracts to our stock
- £0.26** on investment in our stock, including boiler, kitchen and bathroom replacements.
- £0.04** paying for our **£10.3m** loans (interest)

Capital Expenditure

PROPERTY

The Association has invested
£194,848,016
in properties held as at 31
March 2024

Less Depreciation for wear and
tear of these properties of
£54,529,309

The net book value of the
Association's properties at
year-end
£140,318,707

INVESTMENT

(2023/2024)

£5,137,773
of planned maintenance and
major repairs e.g. kitchen,
bathrooms, boilers, windows
and smoke alarms

£3,854,700
towards the costs of new build
properties either completed
or under construction at the
year-end

How We Are Regulated

The activities of the Association are carried out in adherence to a strong regulatory regime with a number of regulatory bodies overseeing how we operate. Effective regulation gives confidence to our tenants and other customers, our lenders and funders and other stakeholders that we operate in a transparent way and in line with legal and regulatory expectations. We are regulated by the following:

Scottish Housing Regulator <https://www.housingregulator.gov.scot>

The Scottish Housing Regulator (SHR) regulates to protect the interests of tenants, people who are homeless, and others who use social landlord's services. The Association are one of approximately 170 registered social landlords and local authority landlords who are regulated by the SHR. Our RSL Registration No: is 186.

Office of the Scottish Charity Regulator <https://www.oscr.org.uk>

The Association is also a Registered Scottish Charity (Reg No: SC036009). The Office of the Scottish Charity Regulator (OSCR) is the independent regulator and registrar for Scottish charities including any registered social landlords who have charitable status.

Care Inspectorate <https://www.careinspectorate.com>

The Association's housing support service for Black and Minority Ethnic homeless young people The Saffron Project also came under the regulatory remit of the Care Inspectorate. The Care Inspectorate provides scrutiny and promotes improvement for Scottish care services. From 1 April 2024 responsibility for the Saffron Project has been transferred to The Simon Community.

Financial Conduct Authority <https://mutuals.fca.org.uk>

We are also a registered society under the Co-operative and Community Benefit Societies Act 2014 (Reg No: 1694R(S)), and our conduct as a registered society is regulated by the Financial Conduct Authority

Scottish Government <https://www.propertyfactorregister.gov.scot>

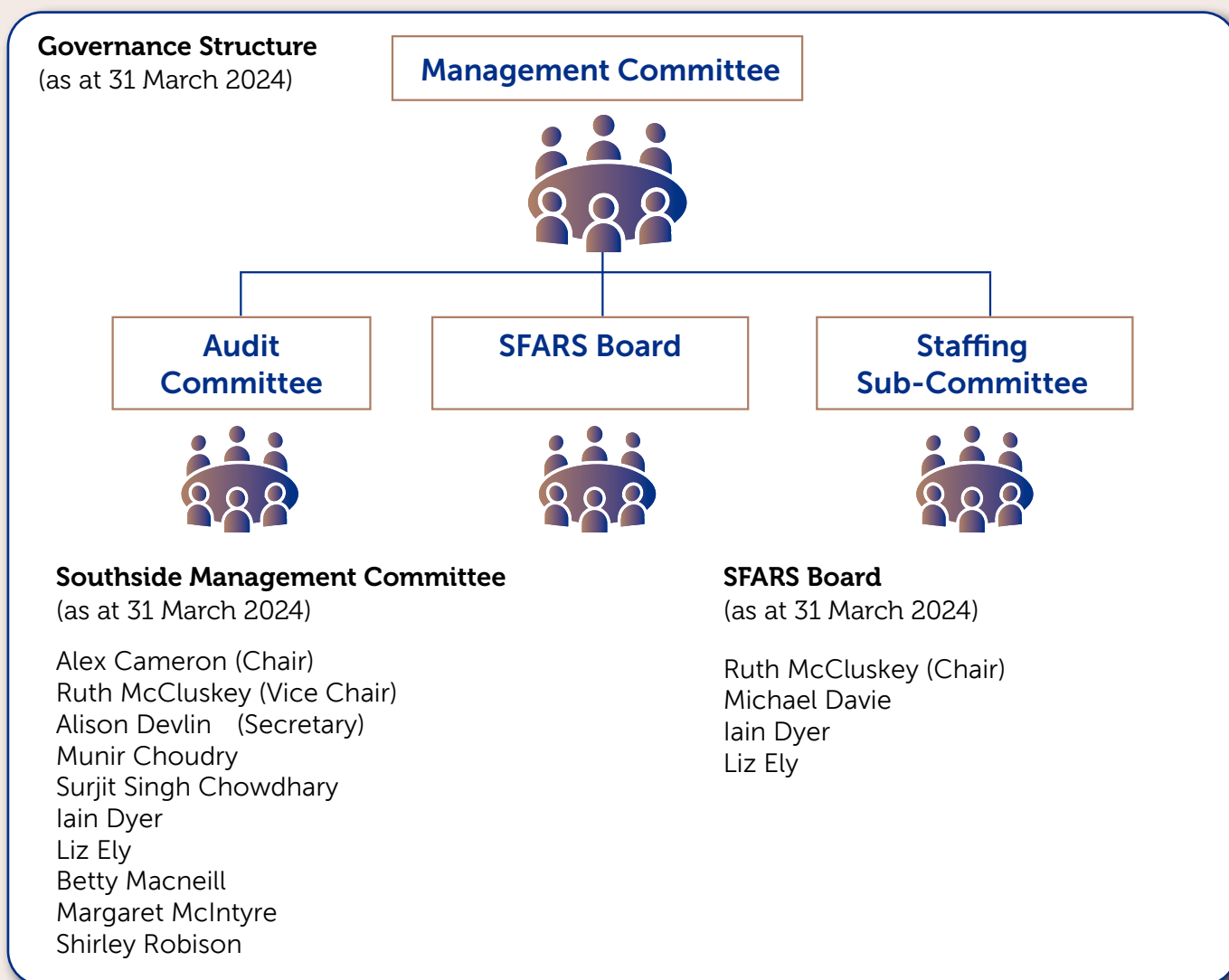
The Scottish Government regulates the activities of Property Factors in Scotland through the Scottish Property Factor Register and as a Property Factor the Association must comply with the provisions of the Property Factors (Scotland) Act 2011. Our Property Factor Registration Number is PF001051.

Property Factoring activities were previously carried out by the Associations' then subsidiary Southside Factoring and Related Services (SFARS), however from 1 April 2024 Property Factoring activities have returned to the Association in line with our Charitable Objects set out in our Constitution. Our commercial subsidiary now trades as Southside Lettings (Scotland) Ltd. which manages Mid-Market Rent activities on behalf of the Association.

Governance

We are a community-controlled housing association. Ultimate power for decision making lies with the Associations' shareholding membership which is largely made up of our tenants and other people from the areas in which we operate. Our members elect the Management Committee and vote on key decisions affecting the Association at the Annual General Meeting.

The Management Committee provides strategic leadership and sets the strategic direction and objectives of the Association. The Management Committee contains a mix of tenants, factored homeowners, other local residents and professionals who bring a broad range of different skills, knowledge, experience and perspectives to the Management Committee.



From 1 April 2024 the SHA Management Committee approved a new Governance Structure for the Association with the work activities of the Audit Committee and Staffing Sub-Committee being merged into a newly constituted Finance and Corporate Services Sub-Committee and new Operations Sub-Committee which provides scrutiny and support to the Management Committee in relation to housing management, repairs and maintenance, asset management and tenant safety.

The Southside Lettings Board also replaced the SFARS Board with effect from 1 April 2024.

Want to know more?

If you want to find out more about the Association's 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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If you would like a copy in another language, in large print, on audio tape, on video, in British Sign Language (BSL), on CD or in Braille, please contact us:



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www.southside-ha.org

Scottish Housing Regulator No. (RSL 186). Financial Conduct Authority No. 1694R(S).

Scottish Charity No. SCO36009. VAT Registration No. 886 7830 59







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