



50 YEARS OF

Reidvale

Housing Association

Annual Report 2025/26



Welcome to Our Annual Report 2025/26

On behalf of the Management Committee and staff, I am pleased to share Reidvale Housing Association's Annual Report for 2025/26.

This report looks back on what we have achieved over the past year and how we have continued to support our tenants, residents and the wider community.

Like many organisations, we have faced challenges during the year, including rising costs, changes in legislation and increasing demand for high-quality services. Despite this, we have remained focused on what matters most: providing good homes, delivering reliable services and investing in our neighbourhoods.

We have continued to make progress across a number of important areas. This includes improving our existing homes, strengthening our services and planning for future improvements. We have worked hard to ensure that tenants receive value for money while maintaining a strong focus on safety, quality and customer service.

A particularly significant achievement during the year was the Association's return to full regulatory compliance in December 2025. Reaching this milestone reflected the hard work and commitment of our staff, Management Committee and partners to strengthen governance, improve business processes and enhance organisational performance. Achieving compliance provides a strong foundation for the future and demonstrates our commitment to delivering services that meet the standards expected by our tenants, residents and regulators.

Community remains at the heart of everything we do. We are proud of the strong relationships we have with our tenants, residents and local partners, and we recognise the important role they play in helping us shape and improve our services.

As we look ahead, we remain committed to listening to our tenants, investing in our homes and delivering services that meet the needs of our community, both now and in the future.

We would like to thank all our tenants, residents, Management Committee members, staff and partner organisations for their continued support throughout the year. Your feedback, involvement and commitment help make Reidvale a stronger and better place to live.

We hope you find this report useful and that it gives you a clear picture of how we have performed, what we have achieved and what our priorities are for the year ahead.

**Denise
Dempsey**

Chair



About Reidvale Housing Association

Reidvale Housing Association is a community-based housing association operating in the east end of Glasgow. We are committed to providing high-quality affordable housing, excellent customer service and opportunities for residents to influence decisions that affect their homes and communities.

Our key objectives are to:

- ▶ Provide high-quality, affordable housing.
- ▶ Deliver excellent services to tenants and service users.
- ▶ Invest in existing homes and neighbourhoods.
- ▶ Support sustainable communities.
- ▶ Ensure strong governance and financial management.



Damp and Mould Response and Awaab's Law

The Association has continued to strengthen its response to damp, mould and condensation issues.

In anticipation of Awaab's Law requirements, we have been reviewing policies, procedures and operational arrangements to ensure that reports of damp and mould are managed promptly and effectively.

Actions undertaken during the year include:

- ▶ Review of existing procedures.
- ▶ Improved monitoring and reporting arrangements.
- ▶ Enhanced inspection processes.
- ▶ Staff training and awareness activities.
- ▶ Development of response times and escalation procedures.



Ensuring that residents live in safe, warm and healthy homes will remain a key priority throughout the coming year.

Bellfield Street Development

The Bellfield Street development remains one of the Association's most significant strategic projects.

During the year, construction activity continued; however, the development programme experienced further delays resulting in a revised completion timetable.

Despite these challenges, substantial progress has been achieved, and planning for the allocation and occupation of the new homes is well advanced. Officers have been working closely with Glasgow City Council and relevant partners to ensure that allocation arrangements meet all statutory and contractual obligations.

Once completed, the development will deliver high-quality affordable housing and make a significant contribution to meeting local housing demand.



Tenant Participation and Community Engagement

Reidvale Housing Association remains committed to ensuring that tenants and residents are at the centre of decision-making.

During the year we:

- ▶ Consulted on key policy developments.
- ▶ Engaged residents through surveys and consultation exercises.
- ▶ Supported resident participation activities.
- ▶ Provided opportunities for feedback on service delivery.
- ▶ Continued to promote openness and transparency in decision-making.

The views and experiences of our tenants continue to inform service improvements and strategic priorities.



Governance

The Management Committee has continued to provide effective leadership and oversight throughout the year.

Key governance activities included:

- ▶ Monitoring organisational performance.
- ▶ Reviewing strategic risks.
- ▶ Supporting compliance with regulatory requirements.
- ▶ Approving key policies and strategic plans.
- ▶ Overseeing financial performance and business planning.

The Association remains committed to the highest standards of governance, accountability and transparency.

Introduction to Our Scottish Housing Regulator Landlord Report

As a community-based housing association, we believe it is important that our tenants, residents and



**Scottish Housing
Regulator**

shareholders can see how we are performing and how we compare with other social landlords across Scotland. Being open and accountable helps us understand what we are doing well and where we need to improve.

The Scottish Housing Regulator's Landlord Report provides an independent summary of our performance in key areas such as repairs, housing quality, tenant satisfaction, rent levels and value for money. It is based on information submitted annually by housing associations and councils across Scotland.

We are pleased to include our latest Landlord Report within this Annual Report. It provides an opportunity to reflect on our achievements, learn from our challenges, and demonstrate our ongoing commitment to delivering high-quality homes and services that meet the needs of our tenants and the wider Reidvale community.

Homes and Rents

At 31 March 2026 Reidvale HA owned 901 homes. The total rent due for the year was £4,102,070. Reidvale HA increased its weekly rent on average by 5.6% from the previous year.

Average Weekly Rents

Size of Home	Number of homes owned	Reidvale HA	Scottish average	Difference from Scottish average
1 apt	-	-	£91.63	N/A
2 apt	484	£86.44	£98.61	-12.3%
3 apt	311	£92.31	£101.42	-9.0%
4 apt	87	£101.86	£110.33	-7.7%
5 apt	19	£111.13	£121.71	-8.7%



Tenant Satisfaction

Of the tenants who responded to Reidvale HA's most recent tenant satisfaction survey.

	2024/25	2025/26	Scottish Average 2025/26	Perf. against average
Percentage of tenants satisfied with the overall service provided by us	85.3%	92.7%	87.6%	↑
Percentage of tenants who feel we are good at keeping them informed about our service and decisions	97.4%	99.3%	91.4%	↑
Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes	97.8%	99.3%	88.1%	↑

Value for Money

	2024/25	2025/26	Scottish Average 2025/26	Perf. against average
Rent collected for current and past rent as a percentage of total rent due in the reporting year	100.5%	101.0%	99.7%	↑
Percentage of rent due lost through properties being empty during the last year	0.8%	0.2%	1.1%	↑
Average calendar days to re-let properties	45.2 days	11.9 days	51.7 days	↑

Quality and maintenance of homes

	2024/25	2025/26	Scottish Average 2025/26	Perf. against average
Percentage of Reidvale homes meeting the Scottish Housing Quality Standard	98.3%	98.4%	89.5%	↑
Average length of time taken to complete emergency repairs	2.5hrs	2.8hrs	3.5hrs	↑
Average length of time taken to complete non-emergency repairs (working days)	2.9days	4.8days	8.8days	↑
Percentage of reactive repairs carried out during the year completed ‘right first time’	93.9%	91.3%	95.3%	↓
Percentage of tenants who had repairs or maintenance carried out satisfied with the service they received	84.6%	92.9%	88.1%	↑

Neighbourhoods

	2024/25	2025/26	Scottish Average 2025/26	Perf. against average
Percentage of anti-social behaviour cases resolved	100%	100%	93.1%	↑

Finances

The following charts summarise the income and expenditure for the year:

Income	£	%
Rents	4,102,070	83.2%
Grants	49,796	1%
Grant Release	595,123	12.1%
Other Income	84,510	1.7%
Interest Income	11,411	0.2%
Pension Movement	86,000	1.7%
	4,928,910	

Expense	£	%
Maintenance	1,048,112	23.3%
Mgt Costs	2,178,676	48.5%
Service Charges	57,144	13%
Bad Debts	21,625	0.5%
Property Depreciation	867,467	19.3%
Other Costs	322,860	7.2%
	4,495,884	

Surplus	433,026	
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The Association continues to demonstrate a sound financial position.

Cash reserves at the year end were £1.738m

Looking Ahead

Our Priorities for 2026/27

Investing in Your Homes

Making sure our homes are safe, warm and well maintained remains one of our top priorities. Over the coming year, we will continue to improve our planning for future investment and carry out essential maintenance and improvement works across our properties. This will help ensure our homes continue to meet the needs of current and future tenants.

Keeping Homes Safe and Healthy

We will continue to prepare for new housing requirements, including Awaab's Law, with a strong focus on maintaining safe, healthy homes for everyone. We are committed to responding quickly to issues such as damp and mould and ensuring that tenants receive the high standard of service they deserve.

Improving Services for Tenants

We want every tenant to feel listened to, informed and supported. During the year ahead, we will continue to improve how we communicate, respond to enquiries and involve tenants in shaping our services. Your feedback will continue to play an important role in helping us improve.

Supporting Our Community

Reidvale has always been about more than bricks and mortar. We will continue to work with tenants, residents and local partners to support people to sustain their tenancies, promote community wellbeing and help make our neighbourhood a place where people are proud to live.

Building on Our Progress

Following our achievement of full regulatory compliance in December 2025, we will continue to build on the improvements made across the Association. This achievement marked an important milestone in Reidvale's journey and reflects our commitment to good governance, strong services and continuous improvement.

As we look ahead, our aim is simple: to provide great homes, deliver excellent services and work alongside our tenants and residents to ensure Reidvale remains a strong, vibrant and welcoming community for everyone.

Thank You

The Management Committee would like to thank all tenants, residents, partner organisations and staff for their continued support throughout the year.

Together, we remain committed to delivering excellent services, improving homes and building stronger communities across Reidvale.

Denise Dempsey

**Chairperson
Reidvale Housing Association**

Committee

Denise Dempsey	Chairperson
Helen Moore	Vice Chair
Helen Richman	Committee Member
Eddie Marley	Committee Member
Ellen McVey	Committee Member
Paul McCrudden	Committee Member
Adam Devine	Committee Member
Geraldine Dempsey	Committee Member
Carmen Rubio-Gutierrez	Committee Member
Ian Elrick	Committee Member
Michael Carberry	Committee Member
Jim Hastie	Committee Member
Margaret McCabe	Committee Member
Kevin Peden	Committee Member
Paul Sweeney MSP	Committee Member

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Property Factor Reg. Number PF000099 • Registered Scottish Charity No. SCO44023

Monday – Thursday 9.00am – 1.00pm & 2.00 pm – 5.00 pm;

Friday 9.00am – 1.00pm & 2.00pm – 4.00pm