



Annual Report 2024/25

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PART I – Introduction from LHA's Chair and the CEO

Welcome to our 2024/25 Annual Report, which will provide you with the following:

- Key achievements and outputs from our work during the reporting year
- Information on investments in our existing housing stock
- Information on the growth of the Association's housing stock to address housing needs by providing new homes. This growth is made possible with the help of grants from Glasgow City Council (GCC)
- Details of our key performance measures in 2024/25 set against the national performance for social landlords in Scotland
- A summary of our Statutory accounts and finances for 2024/25

In many ways, 2024/25 was a challenging year due to the continuing cost-of-living crisis caused by increases in fuel, materials, food, and inflation. This report outlines the actions taken by the Association to support tenants during these challenging times, encompassing welfare rights advice, food initiatives, and energy advice. In addition, the costs of providing maintenance services and investing in major repairs have also increased.

During 2024/25, we made significant progress in implementing our phased double-glazing and sandstone repair strategy for our pre-1919 tenements. We are delighted to have been awarded £3.7 million in partial grant funding to install 700 new energy-efficient flat doors in all the tenements, except the 6 'Comprehensive Tenement Improvement' closes, which already have them. We will also install

double and triple glazing (where the window space allows) in 528 flats.

By the end of 2025/26, all LHA tenement flats will have new energy-efficient windows and front doors installed to at least a double-glazed standard, improving your home's energy efficiency and comfort.

In 2025, we will begin discussing with our tenants a reasonable approach to generating additional income to cover the costs of these and other improvements to the housing stock, which over the last few years amount to £18.5 million. We will also begin reviewing our Rent-Setting Policy and encourage as many tenants as possible to participate in this vital task. If you would like to join the staff/tenant rent review group, please don't hesitate to contact Andrea Walker, Director of Housing & Community Empowerment, on 0141 445 8416.

We hope you enjoy reading our 2024/25 annual report.



Paul Phin
Chair, Management
Committee



Irene C McFarlane
CEO



PART 2 – our Mission, Vision & Values

Our Management Committee and staff team have agreed on the following Mission, Vision and Values to underpin all that we do at LHA.

Mission Statement

To deliver high quality and cost-effective housing services designed to meet the needs of existing and future customers. To work in partnership with others to create thriving communities where people want to live and work.

Vision

Creating and sustaining lasting, unique, vibrant homes in stable, popular, and ambitious urban communities.

our Values

Customer Driven

We are committed to providing a quality, customer focused service that demonstrates value for money, delivered by professional and caring staff.

Honest

Our Committee and staff team are all bound by clear Codes of Conduct to make sure we not only do our jobs openly, honestly, and to the highest standards of probity, but that we manage and declare any real or perceived conflicts of interest.

Accountable

Our Committee as the governing body, and our leadership team, will provide strong strategic leadership and oversight, ensuring tenant and other service user interests are protected and at the forefront of all that we do.

Transparent

We will ensure that our actions are transparent and will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.

C.H.A.T.

PART 3 – Progress Report



Investment in Our Housing Stock and Your Homes

In 2024/25, we invested circa £9 million in maintaining our homes, whilst helping grow our stock portfolio, which was financed through LHA's own internal finance strategy and external grant funding support. This combined financial support package enabled us to deliver a range of projects, including replacing key components, upgrading doors and windows, and undertaking significant stonework repairs on our pre-1919 homes to help keep them safe, warm, and efficient.

Our investment strategy also allowed us to make strong progress in acquiring new homes from the open market, with grant funding helping us expand and strengthen our housing stock for the future. These

additions contribute to and support ongoing investment programmes, helping to meet the growing demand for affordable homes in our communities.

Your rent payments, together with funding from private loans and external grants, make this work possible, allowing us to improve existing homes and provide new, high-quality homes for social rent across Linthouse, Langlands and Drumoyne. Without tenants' rent payments, borrowing, and the partial grant funding we receive, it would be difficult to sustain the same level of investment and improvement in our homes and communities. Your continued support allows us to keep building, maintaining and improving homes for the future.



Investment Breakdown for 2024/25:

Type of Work	LHA Own Finance	Grant Funding	Total
Component replacements (kitchens, bathrooms, boilers, heating systems)	£560,990	NIL	£560,990
Stage 3 Medical Adaptations	NIL	£77,645	£77,645
Major Medical Adaptation	NIL	£23,063	£23,063
Acquisition of 9 properties (Open Market)	£452,499	£1,436,930	£1,889,429
Acquisition of 1 new property (Mortgage to Rent)	£33,564	£71,436	£105,000
Acquisition of 1 new property (Shared Ownership Buyback)	£35,768	NIL	£35,768
Phase 4a Tenement Improvement Works	£1,110,480	NIL	£1,110,480
Lot 1 Tenement Window & Doors Programme	£756,705	£1,154,484	£1,911,189
Lot 2 Tenement Window & Doors Programme	NIL	£2,618,337	£2,618,337
Vital Spark Conversion to 2 Flats	£110,652	NIL	£110,652
Davislea – New Build Site to support 36 new homes	£16,173	£776,618	£792,791
TOTAL	£3,076,831	£6,158,513	£9,235,344

Investing in our existing housing stock remains a key priority for both the Association and our tenants. To date, LHA has borrowed approximately 18.5million to help fund building envelope works for our pre-1919 tenements, as well as new-build developments and the acquisition of additional homes. These investments help to increase the value and quality of homes we own. However, rent increases will be required to pay off the loans to support the continued improvement of homes and services throughout the years ahead.

Planned Maintenance

Throughout 2024/25, we carried out a range of improvements within our tenants' homes, demonstrating our commitment not only to growing our housing stock through new builds and acquisitions but also to maintaining and upgrading existing homes. These upgrades help ensure our tenants continue to enjoy safe, secure and modern living spaces.

Key improvements delivered during 2024/25 included:

50 new boilers

2 full heating systems

44 new kitchens

31 new bathrooms

5 electrical storage heating systems

34 new electrical consumer units

We will continue investing in our homes every year to ensure they meet the standards our tenants expect and deserve. Achieving and maintaining full compliance with the Scottish Housing Quality Standards remains a key focus, as we know how important a high-quality home is to our tenants and the pride it brings to our communities.

Cyclical Maintenance

In 2024/25, we invested around £811,000 in our cyclical maintenance programme, which included boiler and heating system servicing, electrical inspections (EICR), legionella surveys, lift servicing, gutter cleaning and painting contracts, to name a few. These essential works ensure we remain legally compliant while continuing to provide safe, secure and well-maintained homes for our tenants.

Health and safety remains one of our top priorities. However, when we are unable to access a property on the first visit, it increases costs for the Association due to the need for additional contractor time and repeat appointments. Ultimately, these added costs are covered through tenants' rent payments. We therefore ask all tenants to allow access

for these important safety checks, helping us meet our legal obligations as your landlord and keep costs under control. We understand that things don't always go to plan, so if you are unable to keep an appointment, please get in touch. Our team are always happy to assist or rearrange a more convenient time to ensure the work can be completed safely and efficiently.

As part of our wider cyclical maintenance responsibilities, we also continued to invest in the upkeep of our owned areas, ensuring communal areas and outdoor spaces are clean, tidy and maintained. This work complements the efforts of Glasgow City Council and helps us maintain neighbourhoods that are pleasant and welcoming for everyone who lives in them.



Overall tenant satisfaction with LHA services improved by 9% rising to 94% in the year



Linthouse Tenement Investment

In 2024/25, with the support of grant funding from the Scottish Government, we continued work on our window and door replacement programme within our pre-1919 tenement blocks. This important project helps preserve the character of our historic buildings while improving energy efficiency, comfort and security for tenants.

A total of 699 properties will benefit from this project in some way, ensuring that all of our

pre-1919 homes are fitted with modern, high-quality windows and doors. The programme is expected to be completed by early 2026, once all remaining tenement blocks have been upgraded.

This investment reflects our commitment to sustainability and protecting the unique heritage of our communities, while providing tenants with warm, efficient and modern homes that will stand the test of time.

Developing New Homes for Rent

This year, we have made great progress at our Davislea site, marking an important step forward in bringing more high-quality homes to our communities. In late 2024, the old nursing home was safely demolished, making way for the next stage of the project, the planning and design phase, which is already well underway.

We expect this phase to be completed by early 2026, with construction work starting around mid-2026. If everything goes to plan, by late 2027, we will see 36 brand new homes ranging from various sized main door family homes to several cottage flats taking shape on the former nursing home site.

These new homes will be built to the same high standards as our award-winning Cromdale Square development, completed in 2022. They will offer tenants the chance to enjoy modern, comfortable, and energy-efficient living, designed to meet the needs of today's families and individuals.

The Davislea project is another exciting example of our ongoing commitment to providing quality homes and thriving communities for our tenants



90% of tenants surveyed were happy with the repairs service, an improvement of 9% from 2023/24

Improving our Community Support Services

The Wider Role Team

In 2024/25, our Wider Role Team continued to grow, focusing on supporting tenants through the ongoing cost of living crisis and rising energy costs, while delivering services aligned with our Community Plan. Below is a summary of the support provided to tenants and the wider community during the year.

Welfare Rights Service

Our Welfare Rights Service supported 450 cases involving benefit claims, reconsiderations, and appeals, securing total financial gains of just over £1,036,558 million – an average of £2,303 per case. We are very pleased with this outcome.

Tenancy Support Service

Our Tenancy Support Officer, Jenny Thomson, joined in May 2024 and has built strong relationships with tenants, offering vital support in connecting with health and support services and tackling complex issues such as hoarding. She worked on 93 cases, helping tenants through some of the most difficult times in their lives. We look forward to her building on this successful first year.



Grant Funding

There have been several grant applications submitted during the financial year, with the following ones being successful:

Fund:	Use:	Value of Grant:
Action Earth 2024	Equipment for Meiklewood Nursery	£250.00
Absent Friends 2024	Memory Boxes for Absent Friends Week 2024	£104.50
McCarty Stone Christmas Collections	Supplement funding for OP Xmas Party. (Application in conjunction with Monday Club)	£734.00

In addition to this funding, we worked in partnership with Yardworks SWG3, who secured funding to install murals on two of our properties. Artist Gera from Greece provided “Fight Wi a Smirk” in Burghead Place, and Spanish artist Jay Kaes installed “Guided by Light” in Burghead Drive.

A third mural, also in partnership with Yardworks SWG3, celebrates the life and legacy of legendary Scottish activist Mary Barbour. The mural, sited on Govan Road, honours Barbour’s tireless work as a political trailblazer and social reformer, best known for leading the 1915 Glasgow Rent Strikes. The artwork was created by renowned muralist JEKS One, who worked closely with LHA and the local community to ensure the piece reflected both historical accuracy and community spirit.

The murals, valued in the tens of thousands of pounds, were delivered at no cost to LHA or our tenants thanks to our partnership with Yardworks SWG3. We are grateful to SWG3 for securing the funding and to the artists for their incredible work.

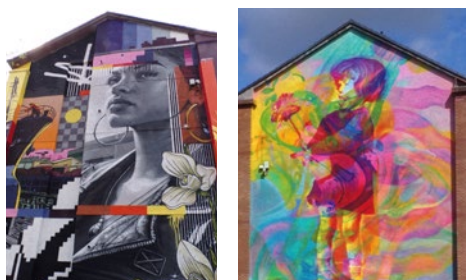


Photo by Michael Bannister



Fuel Support

2024-25 saw the continued progress of the 'Govan Energy Advice Project', a collaborative project between Govan, Elderpark and Linthouse Housing Associations, with Elderpark HA as lead.

LHA's Community Energy Project Lead, Sharon De-Meza Dickson, supported 104 cases, securing over £35,500 for tenants. Her work included help with Warm Home Discount applications, advice on energy efficiency measures, and a range of other energy-related support.



Tenant satisfaction with the quality of their home improved to 93% from 81% in the previous year



Community Food Support

Linthouse Community Shop

In 2024/25, our partnership with Good Food Scotland continued to grow, with the Linthouse Community Shop opening twice a week. By year-end, the shop had 290 active members.

As of March 2025, 65 members visited the Linthouse Community Shop weekly, spending an average of £12 each, with estimated savings of 30-40%. The shop was supported by six volunteers alongside Shop Coordinator Caitlin.



Food Bank

The Trussel Trust continue to operate the Food Bank at LHA on a Tuesday afternoon. In 2024/25, 918 vouchers were redeemed through our food bank provision, accounting for 26.78% of the total vouchers across all five centres. These vouchers provided food for 1,223 adults and 463 children.

We deeply appreciate the ongoing support from Good Food Scotland and The Trussell Trust, which has been vital during these challenging times for our community.



Tenant Participation

Community Plan and Tenant Participation Strategy Review

During the 2024/25 financial year, we reviewed and updated key documents, including creating a new Community Plan based on tenant surveys to ensure we offer support that is important to them and helps meet the challenges they face.

We also revised our Tenant Participation and Community Engagement Strategy – with input from tenant surveys and support from the Tenants Information Services (TIS – to provide clearer guidance on how tenants and the wider community can engage with LHA.

Community Events

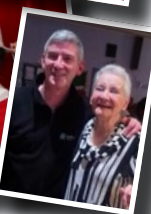
In 2024/25, our community events were well received and brought people together across Linthouse. Our Summer Event in Elder Park welcomed over 100 attendees from the local area.

Our Christmas events were again a highlight, with the over-60s Christmas party – supported by McCarthy Stone funding and attended by the Monday Club – enjoyed by all. The Family Christmas Party spread festive cheer with pizza, games, a photo booth, and a special visit from Santa.



Our monthly community breakfasts continued to offer warm food and company to attendees within our amenity housing sites, with all from the surrounding areas being welcome.

We also maintained our commitment to local area improvements through regular corporate and community litter picks in keeping with the “area improvement” theme of our Community Plan.



Tenant Participation and Community Engagement Strategy

Work began on reviewing our Tenant Participation Strategy, starting with a tenant survey that received 91 responses. Proposed changes were reviewed by the Tenants Information Service, and the revised strategy will be shared for further feedback with tenants at our 2025/26 Annual Tenants' Conference.



98% of tenants feel we keep them informed about our services and decisions, and with the opportunities we give them to participate in our decision making process



Residents' Panel

The LHA Residents' Panel, made up of local tenants and residents, meets every six weeks to discuss both LHA-specific matters and wider community issues. Over the year, the Panel continued their work on the Void Scrutiny Exercise, directly influencing LHA's Void Policy and procedures.

Panel members also participated in estate walkabouts with LHA staff and invited them to attend meetings, helping to promote open dialogue and regular updates between residents and the organisation.

The Residents' Panel are keen to attract new members. If you are interested in getting involved, please contact our Community Empowerment Officer, Gail Paterson, on 0141 445 4418.

LHA Turns 50 – Let the Celebrations Begin!

2025 marked a major milestone for Linthouse Housing Association as we celebrated 50 years of proudly serving the Linthouse communities!

We kicked off our golden anniversary in style, with a Civic Reception hosted by Glasgow's Lord Provost at the City Chambers, honouring the dedication of our Committee, staff, and Association members over the decades.

Other events are planned throughout the rest of 2025 and into 2026, so check out our website www.linthouseha.com for details.



PART 4 – our Performance

Each year, we issue tenants with a performance report outlining how we have performed against the standards set by the Scottish Housing Regulator (SHR) in the Scottish Social Housing Charter (SSHC).

The SSHC outlines the areas of performance that all Housing Associations and Local Authorities in Scotland must focus on to improve their services for tenants and other customers.

Annual Return on the Charter 2024/25

The following information provides an overview of key indicators in LHA's Annual Return on the Charter (ARC) performance for 2024/25, the process used to report our performance to the SHR. Comparisons have been drawn with the other Housing Associations across Greater Govan, as well as the Scotland-wide national average.



89% of tenants said LHA's rents provided value for money

Our Customers

94% of tenants said that they were satisfied with LHA's overall service, an improvement of 9% compared to 2023/24. We continue to improve our communication with tenants regarding services and decision-making opportunities, with both areas achieving 98% satisfaction.

Our customers are central to everything we do, and we aim to involve them in decision-

making and tailoring services to their needs. We will make it easier to contact us and give feedback, and we will modernise communication through enhanced IT and housing management systems.

We are pleased that satisfaction levels are very positive, but we remain committed to continuous improvement to provide the best service for Linthouse tenants and residents.

	LHA 2024/25	LHA 2023/24	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
% tenants satisfied with overall service	94%	85%	82%	87%
% tenants who feel we are good at keeping them informed about services and decisions	98%	95%	88%	90%
% tenants satisfied with the opportunities given to them to participate in our decision making processes	98%	98%	78%	86%

The table below outlines our performance in dealing with customer complaints, where we compare favourably to the other Govan Associations as well as the national average.

	LHA 2024/25	LHA 2023/24	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
% complaints responded to within timescale				
Stage 1	98%	100%	98%	97%
Stage 2	100%	100%	90%	91%
Average time to respond to complaints (days)				
Stage 1	3.41	3.45	5.39	5.35
Stage 2	10.60	14.25	21.06	21.31

Your Home

We are dedicated to providing safe, well-maintained, and affordable homes. Our Property Services Team works to improve existing housing and explore opportunities to buy or build new homes for social rent.

Tenant satisfaction with the quality of their home has increased by 12%, and satisfaction with repairs rose from 81% to 90% in 2024/25. Completion times for both emergency and non-emergency repairs compare well with those of the other Govan Associations and the national average. We will keep working closely with contractors to build on this progress.

	LHA 2024/25	LHA 2023/24	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
% tenants satisfied with the quality of their homes	93%	81%	81%	85%
Tenants satisfied with the repairs service	90%	81%	90%	87%
% repairs completed right first time	88%	85%	85%	88%
Average time taken to complete emergency repairs (hours)	2.9	2.7	2.2	3.9
Average time taken to complete non-emergency repairs (days)	5.7	6.1	4.8	9.1
% stock meeting the Scottish Housing Quality Standard (SHQS) in the reporting year	73%	70%	81%	91%



Our Energy Advice Service supported 104 tenants, with financial gains of just over £35.5k



Our Welfare Rights Team supported 450 cases, achieving financial gains of just under £1.04 million

Communities

We aim to deliver services that support the local community, helping tenants and residents feel safe, secure, and proud of where they live. For LHA, being part of the Linthouse community goes beyond providing and managing affordable homes.

We are pleased that over 96% of anti-social behaviour cases were resolved on time. And our strengthened Estates Team is making a positive difference, with satisfaction in LHA's contribution to management of the neighbourhood rising from 90% last year to 94% in 2024/25.



Satisfaction with LHA's contribution to the management of the neighbourhood was 90%, an increase of 22% from last year

	LHA 2024/25	LHA 2023/24	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
% anti-social behaviour cases resolved within locally agreed targets	96.2%	99.6%	91.8%	93.4%
% tenants satisfied with landlord contribution to management of neighbourhood	94%	90%	74%	84%

Value for Money

We aim to deliver high-quality, cost-effective services by making the most of income from rent and other sources. 89% of tenants feel our rents offer value for money, up 6% from last year and comparing positively to both the Govan Associations and the national average.

Rental income lost through properties being empty is lower than the national average, and the number of days to re-let a property are on a par with the other local Housing Associations.

	LHA 2024/25	LHA 2023/24	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
% tenants who felt their rent represents good value for money	89%	83%	74%	82%
Rent collected from tenants as a % of total rent due	99.95%	93.8%	101.05%	100.15%
Rent arrears as % of due	3.60%	5.2%	5%	6.17
% rent lost through properties being empty	0.6%	0.4%	0.5%	1.3%
Average number of days to let a property (days)	27	23	28	61

Average Weekly Rent by Stock

We are committed to keeping our rents fair and affordable while ensuring we can continue to invest in vital improvements such as window replacements, building envelope repairs, and property upgrades. Our rents remain competitive compared to those of the other Govan Housing Associations and the national average.

	LHA 2024/25	Avg. Other Govan HAs 2024/25	Scottish (RSL) Average 2024/25
1 Apartments	£78.04	£77.81	£87.12
2 Apartments	£84.80	£86.70	£93.27
3 Apartments	£95.47	£97.47	£96.00
4 Apartments	£108.32	£110.90	£104.51
5 Apartments	£138.15	£128.96	£115.58



From 2022 to date, LHA has secured over £11.5 million in grant funding to support our efforts to improve your homes and explore opportunities for building more affordable social housing in the future

Looking forward to 2025/26

As highlighted throughout this report, LHA remains committed to delivering high-quality services, recognising that continuous improvement is essential. A summary of our current Business Plan can be found in Part 5 of this report, outlining our plans for the rest of 2025 and into 2026 to enhance our services and operations.

If you would like a copy of our full Annual Return on the Charter 2024/25 performance figures, please contact the Corporate Services Team on **0141 445 4418** or email **corporateservices@linthouseha.com**. Alternatively, you can view and compare our performance to other landlords by visiting **www.housingregulator.gov.scot/landlord-performance/**

Annual Assurance Statement

Each year, our Management Committee submits a statement to the Scottish Housing Regulator, confirming that they have received sufficient information and evidence from staff to ensure that LHA complies with all regulatory and legal requirements. This year's statement was approved by the Management Committee at a meeting held on 30th September 2025. Here is our 2025 Annual Assurance Statement.



linthouse
HOUSING ASSOCIATION

Annual Assurance Statement October 2025

We, the Management Committee, confirm that following a period of self-assessment and consideration of the range of information provided by staff, we have sufficient evidence to conclude that we comply with our legislative and regulatory requirements and that we are satisfied that there are no areas of material non-compliance.

The comprehensive bank of evidence collated by staff to underpin our Annual Assurance Statement is detailed in a written 'Assurance Statement-Continuous Review and Improvement Plan' (ASCRIP). The ASCRIP evidence bank combines reports, policies, documents, advice, audits, and information that the Committee monitors and oversees continuously throughout the year to provide us with continuous assurance that LHA is compliant.

The Committee confirms that we have reviewed and assessed this evidence periodically and that LHA is compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in response to tenant and resident safety, housing and homelessness, and equalities and human rights.

We are satisfied that we meet all our tenant and resident safety duties. In particular, we have obtained the necessary evidence-based assurance of our compliance with duties relating to gas, electrical, fire, water, and lift safety, as well as our obligations regarding asbestos, damp, and mould. LHA remains committed to improving our SHQS compliance. We have completed our assessment of the potential presence of RAAC in our stock and confirm that none has been identified.

As a Committee, we are assured that we have established appropriate systems for the collection of equalities data. We are assured



that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making, and day-to-day service delivery.

We recognise that we are required to notify the SHR of any changes in our compliance during the year, and are assured that we have effective arrangements in place to enable us to do so.

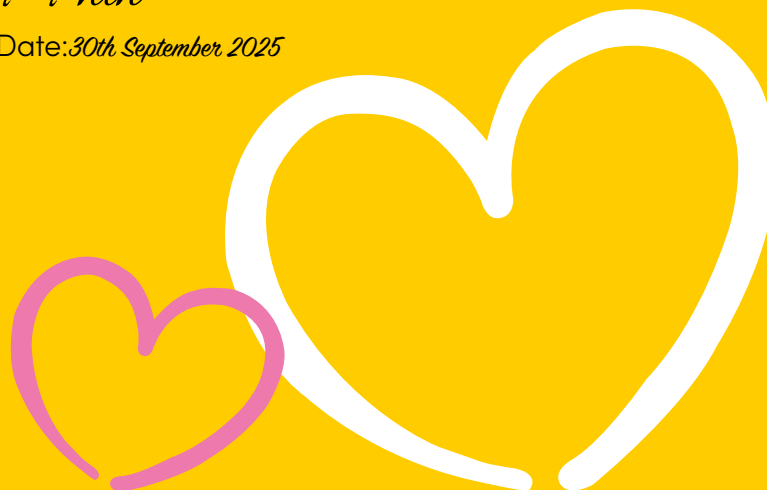
The Management Committee is satisfied that, to the best of our knowledge, LHA is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from reviewing the comprehensive bank of evidence (ASCRIP) and our ongoing oversight and scrutiny of LHA's affairs throughout the year (2024/25).

We approved our Annual Assurance Statement at the Committee Meeting held on the 30th September 2025. I sign this statement on behalf of the Committee.

Signed (LHA Chairperson):

P Phin

Date: 30th September 2025



PART 5 – Summary of LHA's Business Plan

The feedback we receive consistently highlights several key areas that matter most to our tenants. These include:

- Access to professional, responsive staff who communicate clearly and keep you informed about progress on the issues that affect you
- A high-quality, reliable repair service
- Ongoing investment in component replacements—such as new windows—to enhance your home and improve the overall quality of our housing stock

- Rent levels that reflect the quality of your home while remaining affordable and competitive compared to peer housing associations and the national average

Driving meaningful improvements in these areas begins with strong leadership and a clear vision. By setting focused priorities, our Management Committee and senior staff are better equipped to address what matters most to tenants and ensure our efforts lead to long-term, positive change for both residents and the wider community.



Rent arrears fell to
3.6% compared to 5.2%
in 2023/24

Our 7 Key Business Objectives

To help achieve our vision, we have agreed 7 key business objectives which are:

Objective 1

Deliver investment required to our existing housing stock, detailed in our Asset Management Strategy, as this is our existing tenants' top priority

During 24/25, we did:

- Deliver planned maintenance and cyclical maintenance contracts, as detailed in our Asset Management Strategy, investing £6.3 million in component replacements such as windows, kitchens, bathrooms, and sandstone repairs
- Of the £6.3 million we invested, £2.4 million of loan funding was raised by LHA and £3.9 million was secured in grant funding from the Scottish Government and Glasgow City Council

During 25/26, we will:

- Complete the installation of energy-efficient double or triple glazing to all of our pre-1919 tenements, as well as install energy-efficient flat front doors
- Replace the communal boilers in Elderhouse and fit new energy-efficient double glazing.
- Apply to the Scottish Government for partial grant funding for the windows



The average time to complete emergency repairs dipped slightly to 2.9 days, but was better than the national average of 3.9 days



objective 2

Pursue a growth strategy by developing new homes and acquiring existing vacant homes to address the local and citywide housing needs, and to contribute to community regeneration

During 24/25, we did:

- Demolish the former Davislea Care Home, purchase the three small pockets of land on the site, and begin site investigations
- Started work on the Vital Spark to deliver two new homes
- Acquired 11 additional homes at a total cost of approximately £2 million, with £1.5 million grant funding from GCC and £0.5 million contributed by LHA
- Complete a joint research project with GCC, all three local CCHA and Glasgow University into opportunities to regenerate Linthouse and Govan as a result of the new bridge and the new University campus

During 25/26, we will:

- Continue to develop our proposals to build 34 back and front doors and cottage flats on the Davislea site
- Complete the conversion of the former Vital Spark into two new homes
- Continue to work in partnership with GCC



99% of stage 1 and 2 complaints were responded to within timescale



The average number of days to relet an empty property was 27 days, compared to the national average of 61 days



objective 3

Deliver customer priorities for wider role and support services in partnership with others, and by direct provision where this contributes to community and organisational sustainability

During 24/25, we did:

- Survey tenants' views on priorities for the wider role services, and reflected on these priorities in the new Community Plan
- Organised and delivered a programme of community events
- Offered an Energy Advice Project, Food Projects, and a welfare rights service for tenants
- Applied for grant funding to deliver wider role services

During 25/26, we will:

- Deliver events to celebrate LHA's 50th anniversary
- Deliver our programme of community events

objective 4

Secure Service delivery transformation by living our values to achieve our customer service standards, and improving our use of technology in all that we do

During 24/25, we did:

- Worked with our Residents' Panel to review services
- Introduced a new IT system to start improving our systems and processes to drive efficiency and improve customers' access to staff and our services
- Commissioned quarterly independent tenant satisfaction surveys, and the findings were used to improve services

During 25/26, we will:

- Review and improve the content and accessibility of our website
- Work with our Residents' Panel to review the service
- Continue to improve the use of our new IT system to target service improvements and increased efficiencies

objective 5

Ensure LHA's financial position remains robust by striving for efficiencies, controlling costs, and closely matching housing stock investment needs to income to ensure LHA remains an agile, responsive and relevant independent community-controlled asset

During 24/25, we did:

- Secured a £7.5 million loan; £6.5 million used to complete the essential investment in the pre-1919 tenements and £1 million to grow our housing stock
- Secured grant funding support to take pressure off rents for our community and neighbours by growing our stock with new builds or off-market existing homes
- A review of rents to ensure rental income reflects the cost of borrowing to invest in the housing stock after the deduction of any grants

During 25/26, we will:

- Start a review of our rents and service costs to ensure rental income reflects the investment in the housing stock after the deduction of any grants
- Achieve clean internal and external audits of our systems and functions

objective 6

Developing and delivering our Tenant Engagement Strategy to ensure LHA services and investment plans are well informed by customer views and priorities

During 24/25, we did:

- Listen to our tenants on how we can further improve access to our staff and services
- Introduced our new Customer Service Standards
- Developed an Unacceptable Actions Policy to protect tenants and staff

During 25/26, we will:

- Launch our Tenant Engagement Strategy
- Involve the community in the creation of 3 grant-funded murals

Objective 7

Developing our Committee, leadership and staff teams to be fit for current and future challenges

During 24/25, we did:

- Completed annual staff and committee appraisals to ensure training and development needs were addressed, whilst improving customer service and securing our key business objectives

During 25/26, we will:

- Deliver staff and committee training required within budget
- Value our human resources to ensure that they remain fit and agile, and able to deliver our business objectives

LHA will remain focused on demonstrating solid strategic governance of the Association and financial control over the business by ensuring the following:

- A skilled voluntary Management Committee alongside a motivated management and staff team
- We sustain a healthy financial position in terms of our capacity to borrow to improve, build, and acquire new housing stock
- A reasoned approach to rent policy and service costs involving our tenants

- Maintaining positive working relationships with the Residents' Panel, the Scottish Housing Regulator, GCC, and other voluntary and statutory organisations with whom we work

In conclusion, LHA has clear, action-focused goals to ensure it remains an independent, community-controlled, and owned asset for future generations living in our community. We look forward to the remainder of 2025 and into 2026 with optimism and a sound basis.

2025 is LHA's 50th anniversary as a social landlord, and we look forward to continuing for the next 50 years!



94% of anti-social behaviour cases were resolved within target



During 2024/25, LHA secured just under £8k in grant funding to support our community regeneration work in the area

PART 6 – Financial Highlights

The money we collect from rent is the Association's main source of income, and it allows us to pay for the cost of delivering services to our customers and maintaining our housing stock. The Association's total income during 2024/25 was £7,908,281. Table 1 below tells you how this income is made up.

Income	£ Amount	% of all income
Rental income	6,370,198	81%
Grant income	78,225	1%
Other activities, including factoring income	105,641	1%
Interest received	40,255	0.5%
Revaluation shops/Pension changes	443,432	5.5%
Grants released from deferred income	870,530	11%
TOTAL	7,908,281	100%

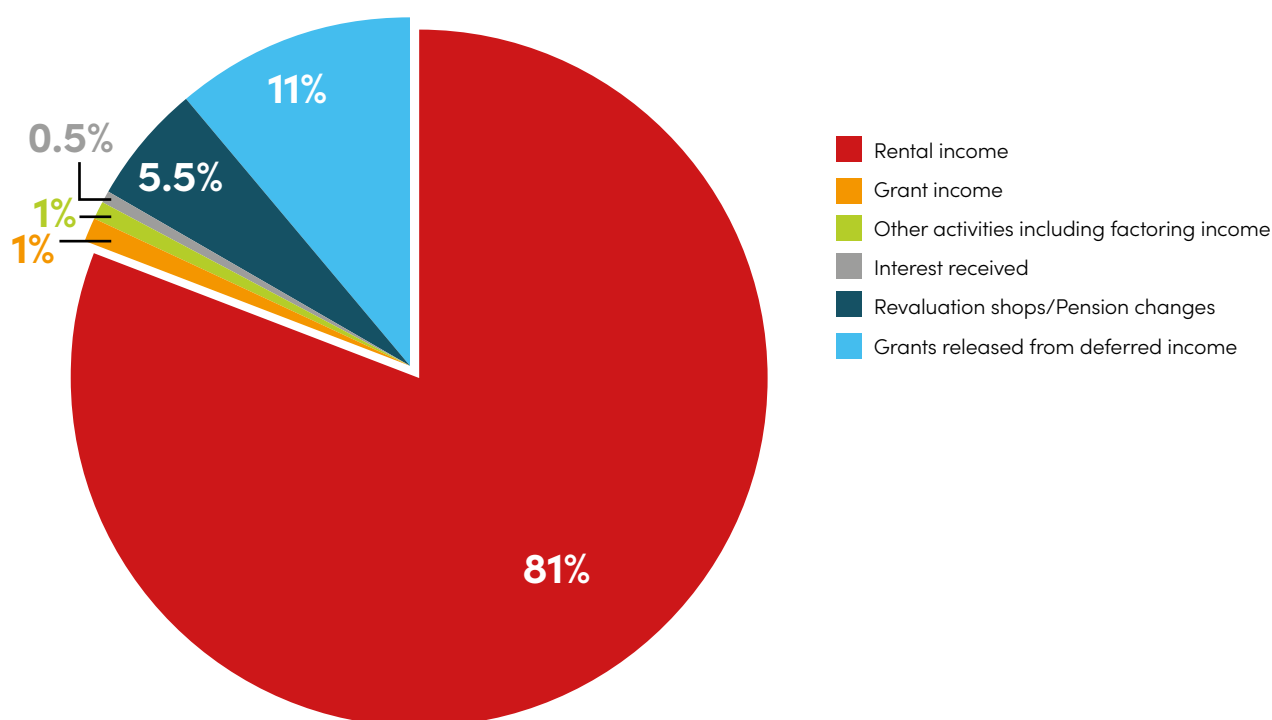
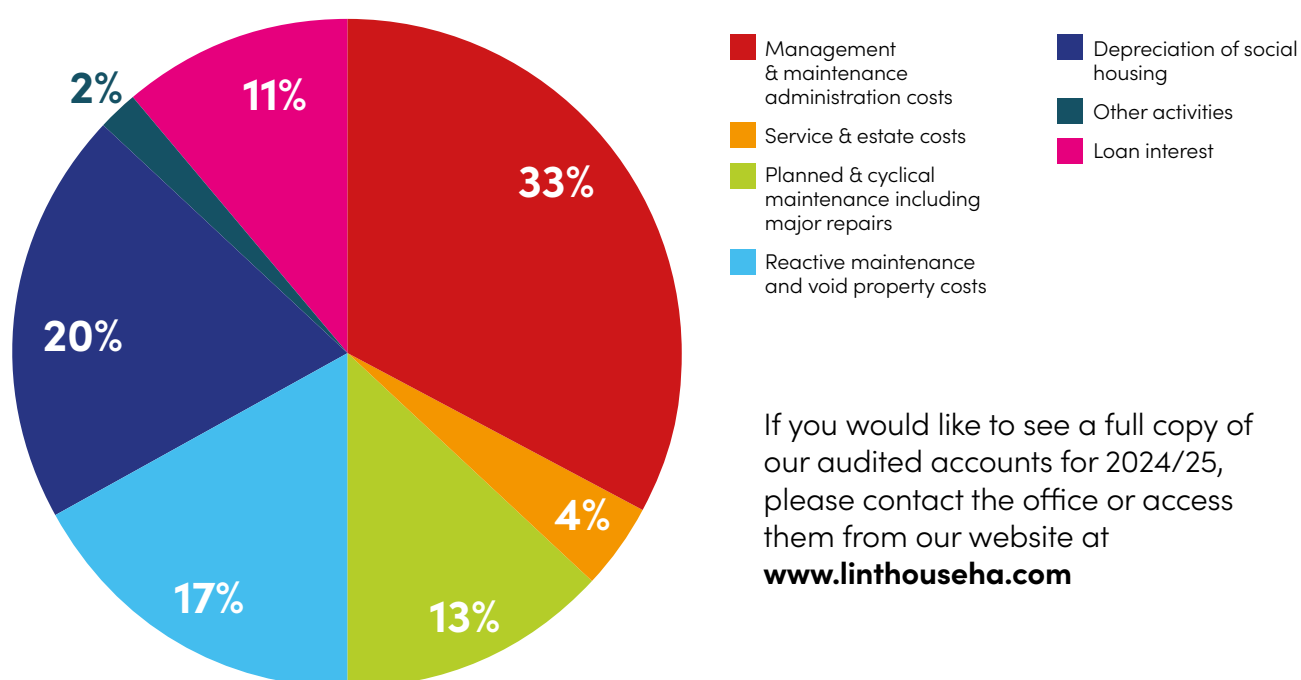


Table 2 below provides a breakdown of how the Association's total expenditure of £7,412,063 was spent during 2024/25. Any surplus income versus expenditure in any one financial year is retained by the Association and used for future investment.

Expenditure Item	£ Amount	% of all expenditure	Description
Management & maintenance administration costs	2,458,445	33%	What it costs to run LHA
Service & estate costs	269,952	4%	Additional services provided to Linthouse tenants and in common areas
Planned & cyclical maintenance, including major repairs	965,022	13%	Major repairs, external painting, environmental costs, and gas safety checks
Reactive maintenance & void property costs	1,272,323	17%	Routine maintenance costs, including day-to-day repairs
Depreciation of social housing	1,513,864	20%	Depreciation on housing properties
Other activities	114,183	2%	Costs of the factoring activity & funded wider role projects
Bad debts	26,282	-	Changes in bad debt provision and write-offs
Loan interest	791,992	11%	Interest paid on LHA loans
TOTAL	7,412,063	100%	





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