ANNUAL GENERAL MEETING			THURSDAY 4 <sup>TH</sup> SEPTEMBER 2025
AGENDA ITEM:	7	PRESENTATION AUDITORS REF	N OF ANNUAL ACCOUNTS, BALANCE SHEET, & PORT

Registered Housing Association No. HAL95 FCA Reference No. 2296R(S) Scottish Charity No. SC031879

CRAIGDALE HOUSING ASSOCIATION LIMITED

REPORT and FINANCIAL STATEMENTS

For the year ended 31 March 2025

## REPORT and FINANCIAL STATEMENTS

## For the year ended 31 March 2025

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#### **BOARD, EXECUTIVES AND ADVISERS**

#### For the year ended 31 March 2025

**BOARD** 

Des Phee Chairperson
Stephen Baxter Secretary
Claire Taylor Treasurer

Louise Bacon Vice Chairperson

Hilary Tennant Resigned 5 September 2024

Morag Cameron Kevin Boyle Stephen Kelly

Christine McCormack

Lucy Madigan

R Leedham Appointed 27 January 2025

#### **EXECUTIVE OFFICERS**

Linda Chelton - Chief Executive Officer

#### **REGISTERED OFFICE**

83/85 Dougrie Road Castlemilk Glasgow G45 9NS

#### **EXTERNAL AUDITORS**

CT Audit Limited Chartered Accountants and Statutory Auditor 61 Dublin Street Edinburgh EH3 6NL

#### **INTERNAL AUDITOR**

Wbg Services LLP 168 Bath Street Glasgow G2 4TP

#### **BANKERS**

Bank of Scotland 82 Main Street Rutherglen G73 2HZ

#### **SOLICITORS**

BTO 48 St.Vincent Street Glasgow G2 5HS

#### REPORT of the BOARD

#### For the year ended 31 March 2025

The Board present their report and the audited financial statements for the year ended 31st March 2025.

#### **Principal Activities**

The principal activity of the Association is the provision and management of affordable rented accommodation.

#### Governance

Strengthening governance continues to be one of Craigdale's strategic objectives as contained within our Business Plan for 2024 – 2027. We have continued to strengthen our governance and our engagement plan from the Scottish Housing Regulator recognised this when we were classed as being fully compliant and meeting all levels of assurance including governance and financial management. The SHR needs no further assurance from us apart from regulatory returns. We will continue to ensure excellent governance is embedded within the organisation as Craigdale grows from strength to strength.

We are now governed by a Board of 9 members, with 8 longer term members and at the AGM we recruited 1 new board member. The board members bring a wealth of experience in governance, housing, maintenance and community investment. We will be looking to recruit further members in the coming year and will be looking to target recruitment to people with HR and financial expertise and additional tenants if possible.

#### **Business Plan**

The Association revised its Business Plan in October 2023, and developed 6 strategic objectives:

- Providing excellent Customer Service
- · Investing in our homes for a sustainable future
- Working with partners to improve communities and tenant's lives
- Delivering excellence in Governance, Risk Management and Assurance
- Demonstrate value for money and strong financial management
- Value our people

Our Business Plan and associated delivery plans cover the period 2024-2027. The Business Plan will ensure the Association continues to evolve, whilst ensuring Craigdale remains a strong independent community-controlled housing association, delivering excellent services, within the context of excellent governance. We are a values driven organisation and this underpins everything that we do.

#### **Staffing**

We undertook a full staff review in Summer 2023. This looked at changing the way we deliver services and changing staff roles to match this new way of working. Since the 2020 covid pandemic and the subsequent lockdowns we have seen a dramatic fall in people accessing our services in person. Customers now engage with us either online or in person. For that reason, the Board took the decision to reduce the reception opening time from 5 days a week down to 3. This has enabled staff to be out in the community more often than before. It also reduces costs for staffing reception and for heating and lighting the reception area. This reduced opening doesn't affect our customers' ability to contact us and we have improved our online and telephone systems.

#### **Housing Management**

The Association's Housing Team had another busy and successful year, particularly as they continued to achieve the majority of internal targets set by the Association. A full tenant satisfaction survey was also undertaken in 2022 with excellent results. A new survey will be undertaken in Summer 2025.

#### REPORT of the BOARD

#### For the year ended 31 March 2025

Here are some of the Team's key achievements for the year ending 31 March 2025:

- 16 properties were re-let during the year
- The average time to re-let a property was 2.4 days
- Void loss was 0.03%
- Gross rent arrears were 2.74%
- 30 anti-social behaviour complaints were received and resolved in full
- 95% of the Association's tenants were satisfied with the overall service provided by the Association

#### **Maintenance**

The Association continued to provide an excellent repairs service to its tenants throughout the year. The majority of repairs performance improved this year, here are some highlights:

- Tenants reported 341 emergency repairs
- Average length of time taken to complete emergency repairs was 2.3 hours
- Tenants reported 1123 non-emergency repairs
- Average length of time taken to complete non-emergency repairs was 3.37 days
- 98.73% of the Association's reactive repairs were completed right first time

Further information on the Association's performance can be found on the Scottish Housing Regulator's website: https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/craigdale-housing-association-ltd

#### **Community Involvement**

Craigdale takes great pride in delivering an exciting schedule of community events and competitions throughout the year, for its tenants and their families. The following is a summary of the main community events, competitions and other projects run by the Association during the year:

- Children's Halloween Party
- Children's Christmas Party
- Tenant's Christmas Party
- Twelve Days of Christmas with cash prizes
- Free books for the under 5's through Dolly Parton's Imagination Library

The Association is currently developing a wider action strategy for the coming financial year and the hope is to deliver more initiatives for tenants in partnership with other local organisations.

The Castlemilk Housing Associations have always worked in partnership with each other sharing a housing application process and jointly funding the Castlemilk Pantry. In 2023 the Chief Executives of the four Associations came together to look at a project around human rights for the area. We have jointly produced a handbook for tenants and staff around what human rights means within a community. We have also started a 'lived experience' group to look at how the human rights of people with the area can be protected. This joint approach is proving extremely successful and a representative of the group spoke to the United Nations about the effect not having an affordable supermarket in the area has on people's cost of living.

Craigdale also received Government Funding through the 5G Innovation Fund to look at the use of alternative technologies to improve both communication and the quality of homes. A number of properties have been fitted with air quality monitors and this data is being used along with other data held to build a picture of our properties. A new communication platform is also being developed to aid tenant participation as part of this project.

#### REPORT of the BOARD

#### For the year ended 31 March 2025

#### **Tenant Satisfaction**

In July 2022 an independent company carried out our 3 yearly Tenant Satisfaction Survey, the results of which are noted in the table below. The survey results demonstrate the high tenant satisfaction levels Craigdale has in relation to its service delivery and landlord functions, all the satisfaction indicators are above the Scottish average. Our next full survey is in the Summer of 2025.

Scottish Housing Regulator Indicators				
	2016	2019	2022	ARC 2023/24
Taking everything into account, how satisfied or dissatisfiedareyouwiththeoverallservice provided by Craigdale Housing Association? (% very/fairly satisfied)	99%	98%	95%	86.5%
How good or poor do you feel Craigdale is at keeping you informed about their services and decisions? (% very/ fairly good)	100%	99%	98%	90.5%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making process? (% very/fairly satisfied)	100%	100%	99%	87.7%
ThinkingabouttheLASTtimeyouhadrepairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale? [Repair carried out in the last 12 months] (% very/fairly satisfied)	98%	96%	93%	87.3%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	99%	92%	95%	84.2%
Taking into account the accommodation and services your landlord provides, to what extent do you think yourrentrepresents value formoney? Is it (%stating very/ fairly good)	97%	91%	84%	82%
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/fairly satisfied)	99%	98%	97%	85%
Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Craigdale Housing Association? (% very/fairly satisfied)		86%	75%	60%

#### Risk management

The Association has an active risk management process, with policies, risk matrix map and a business continuity plan. All major risks are considered so mitigating action can be planned.

Key risks include: Internal risks - loss of key staff or Board Members, fraud, health & safety failures; and these are mitigated by robust policies, procedures, and a range of audits. External risks include: - welfare reform impacts, changes in regulatory requirements, data loss/cyber-security issues and these are mitigated by close attention to external information and advice, active membership of representative bodies and obtaining best-practice advice on IT security and data protection matters.

#### **REPORT of the BOARD (Continued)**

#### For the year ended 31 March 2025

#### Statement of Board's responsibilities

The Co-operative and Community Benefit Act 2014 require the Board to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the Association and of the surplus or deficit of the Association for that period. In preparing those Financial Statements, the Board is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements;
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the Association will continue in business;
- prepare a statement on Internal Financial Control.

The Board is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association and to enable them to ensure that the Financial Statements comply with the Co-operative and Community Benefit Societies Act 2014, the Housing (Scotland) Act 2014 and the Determination of Accounting Requirements - 2024. They are also responsible for safeguarding the assets of the Association and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. It is also responsible for ensuring the Association's suppliers are paid promptly.

The Board must in determining how amounts are presented within items in the statement of comprehensive income and balance sheet, have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting practices.

As far as the Board are aware:

- there is no relevant audit information (information needed by the Association's auditors in connection with preparing their report) of which the Association's auditors are unaware, and
- the Board have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Association's auditors are aware of that information.

#### **REPORT of the BOARD (Continued)**

#### For the year ended 31 March 2025

#### Statement on Internal Financial Control

The Board acknowledges its ultimate responsibility for ensuring that the Association has in place a system of controls that is appropriate for the business environment in which it operates. These controls are designed to give reasonable assurance with respect to:

- the reliability of financial information used within the Association, or for publication;
- the maintenance of proper accounting records; and
- the safeguarding of assets against unauthorised use or disposition.

It is the Board's responsibility to establish and maintain systems of Internal Financial Control. Such systems can only provide reasonable and not absolute assurance against material financial misstatement or loss. Key elements of the Association's systems include ensuring that the:

- formal policies and procedures are in place, including the ongoing documentation of key systems and rules relating to the delegation of authority, which allow the monitoring of controls and restrict the unauthorised use of Association's assets;
- experienced and suitably qualified staff take responsibility for important business functions and annual appraisal procedures have been established to maintain standards of performance;
- forecasts and budgets are prepared which allow the management team and the Board to monitor key business risks, financial objectives and the progress being made towards achieving the financial plans set for the year and for the medium term;
- quarterly financial management reports are prepared promptly, providing relevant, reliable and up to date financial and other information, with significant variances from budget being investigated as appropriate;
- regulatory returns are prepared, authorised, and submitted promptly to the relevant regulatory bodies.
- all significant new initiatives, major commitments and investment projects are subject to formal authorisation procedures, through the Board;
- the Board receive reports from management and from the external and internal auditors to provide reasonable assurance that control procedures are in place and are being followed and that a general review of the major risks facing the Association is undertaken;
- formal procedures have been established for instituting appropriate action to correct any weaknesses identified through internal or external audit reports.

The Board has reviewed the effectiveness of the system of internal financial control in existence in the Association for the year ended 31 March 2025. No weaknesses were found in the internal financial controls which resulted in material losses, contingencies or uncertainties which require disclosure in the financial statements or in the auditor's report on the financial statements.

#### **Auditors**

A resolution to reappoint CT Audit Limited as auditors will be proposed at the Annual General Meeting.

#### BY ORDER OF THE BOARD

#### SIGNATURE REDACTED

Secretary

Date: 25.08.25

# REPORT OF THE AUDITOR TO THE MANAGEMENT COMMITTEE OF CRAIGDALE HOUSING ASSOCIATION LIMITED ON CORPORATE GOVERNANCE MATTERS FOR THE YEAR ENDED 31 MARCH 2025

#### **Opinion**

In addition to our audit of the Financial Statements, we have reviewed your statement on page 6 concerning the Association's compliance with the information required by the Regulatory Standards in respect of internal financial controls contained within the publication "Our Regulatory Framework" and associated Regulatory Advisory Notes which are issued by the Scottish Housing Regulator.

#### **Basis of Opinion**

We carried out our review having regard to the requirements on corporate governance matters within Bulletin 2009/4 issued by the Financial Reporting Council. The Bulletin does not require us to review the effectiveness of the Association's procedures for ensuring compliance with the guidance notes, nor to investigate the appropriateness of the reason given for non-compliance.

#### **Opinion**

In our opinion the Statement on Internal Financial Control on page 6 has provided the disclosures required by the relevant Regulatory Standards within the publication "Our Regulatory Framework" and associated Regulatory Advisory Notes issued by the Scottish Housing Regulator in respect of internal financial controls and is consistent with the information which came to our attention as a result of our audit work on the Financial Statements.

Through our enquiry of certain members of the Board and Officers of the Association and examination of relevant documents, we have satisfied ourselves that the Board's Statement on Internal Financial Control appropriately reflects the Association's compliance with the information required by the relevant Regulatory Standards in respect of internal financial controls contained within the publication "Our Regulatory Framework" and associated Regulatory Advisory Notes issued by the Scottish Housing Regulator in respect of internal financial controls.

#### **CT Audit Limited**

Chartered Accountants and Statutory Auditors 61 Dublin Street Edinburgh EH3 6NL

Date:

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CRAIGDALE HOUSING ASSOCIATION LIMITED ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### **Opinion**

We have audited the financial statements of Craigdale Housing Association Limited (the 'Association') for the year ended 31 March 2025 which comprise the Statement of Comprehensive Income, the Statement of Changes in Capital and Reserves, the Statement of Financial Position, the Statement of Cash Flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, Part 6 of the Housing (Scotland) Act 2010 and the Determination of Accounting Requirements 2024 issued by the Scottish Housing Regulator.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Board's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Association's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Board with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Board is responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CRAIGDALE HOUSING ASSOCIATION LIMITED ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### Other information (continued)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- proper books of account have not been kept by the Association in accordance with the requirements of the legislation:
- a satisfactory system of control over transactions has not been maintained by the Association in accordance with the requirements of the legislation;
- the financial statements are not in agreement with the books of account of the Association; or
- we have not received all the information and explanations we require for our audit.

#### **Responsibilities of the Management Committee**

As explained more fully in the Statement of the Board's Responsibilities set out on page 5 the Board is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CRAIGDALE HOUSING ASSOCIATION LIMITED ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the Association operates in and how the Association is complying with the legal and regulatory frameworks:
- inquired of management and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud; and
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures, we consider that the most significant laws and regulations that have a direct impact on the financial statements were, but not limited to, FRS 102, Housing SORP 2018, the Scottish Housing Regulator's Determination of Accounting Requirements 2024, the Co-operative and Community Benefit Societies Act 2014 and the Housing (Scotland Act) 2010. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing financial statement disclosures against the requirements of the relevant financial reporting standards.

We also performed audit procedures to inquire of management, and those charged with governance whether the Association is in compliance with these laws and regulations, inspected correspondence with regulatory authorities including mandatory submissions to the Regulator, reviewed minutes of meetings of the Board and relevant sub-committees, and reviewed available online information.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

#### Use of our report

This report is made solely to the Association's members, as a body, in accordance with Section 87 of the Cooperative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the Association's members, as a body, those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Association and the Association's members, as a body, for our audit work, for this report, or for the opinions we have formed.

#### **CT Audit Limited**

Chartered Accountants and Statutory Auditors 61 Dublin Street Edinburgh EH3 6NL

Date:

#### STATEMENT of COMPREHENSIVE INCOME

#### For the year ended 31 March 2025

	Notes	<b>2025</b> £ £	<b>2024</b> £ £
Revenue Operating Costs	2 2	2,446,296 (2,220,611)	2,323,367 (1,937,089)
Operating surplus		225,685	386,278
Interest receivable and other income Interest Payable and Similar Charges Other Finance Charges	7	54,889 (196,732) (7,000)  (148,844)	45,767 (203,836) (2,000) (160,069)
Surplus for the year	8	76,842	226,209
Other comprehensive income Actuarial gain/(loss) recognised in the pension liabi	lity	24,000	(81,000)
Total comprehensive income for the year		100,842 ======	145,209 ======

All amounts relate to continuing operations.

The financial statements were approved by the Board and authorised for issue and signed on their behalf on Monday 25<sup>th</sup> August 2025 by:

SIGNATURE REDACTED

SIGNATURE REDACTED

SIGNATURE REDACTED

Chairperson Ti

Treasurer

Secretary

#### STATEMENT of FINANCIAL POSITION

## As at 31 March 2025

	Notes	£	<b>2025</b> £	£	<b>2024</b> £
Fixed assets					
Housing properties – depreciated cost	10(a)		20,221,259		20,739,435
Other tangible assets	10(b)		330,608		341,018
Other tangible assets	10(b)				
			20,551,867		21,080,453
Current assets			20,001,001		21,000,100
Debtors	11	89,663		138,342	
Cash at bank and in hand	• • •	640,431		615,915	
Short term deposits		1,403,376		1,366,640	
Onort term deposits					
		2,133,470		2,120,897	
Creditors: amounts falling due within one year	12			(626,780)	
Creditors. amounts failing due within one year	12	(337,294)		(020,700)	
Net current assets			1,596,176		1,494,117
Total acceta lana assument linkilitian					00 574 570
Total assets less current liabilities			22,148,043		22,574,570
Creditors, amounts falling due ofter more than			(0.000.000)		(0.000.004)
Creditors: amounts falling due after more than			(2,806,296)		(2,909,204)
one year	40		(400,000)		(4.40.000)
Pension scheme liability	13		(123,000)		(140,000)
B ( )					
Deferred income			(4.4.000.440)		(44.040.040)
Social Housing grants	14		(11,209,416)		(11,610,016)
Other Grants	14		(157,780)		(164,641)
Net assets			7,851,551		7,750,709
			=======		=======
Equity					
Share capital	16		78		78
Revenue reserves			7,851,473		7,750,631
			7,851,551		7,750,709
			=======		=======

The financial statements were approved by the Board and authorised for issue and signed on their behalf on Monday 25<sup>th</sup> August 2025 by:

SIGNATURE REDACTED	SIGNATURE REDACTED	SIGNATURE REDACTED
Chairperson	Treasurer	Secretary

The notes on pages 15 to 28 form part of these financial statements.

## STATEMENT of CASH FLOWS

## For the year ended 31 March 2025

	Notes	£	<b>2025</b> £	£	<b>2024</b> £
Net cash inflow from operating activities	15		613,184		548,271
Investing activities Purchase of Property Acquisition and construction of properties Capital Grants Received Purchase of other fixed assets Movement of funds on deposit Interest received		(229,905) - (9,454) (36,736) 54,889		(91,940) (517,171) 90,980 (1,908) (766,640) 45,767	
Net cash outflow from investing activities			(221,206)		(1,240,912)
Financing activities Interest paid on loans Loan principal repayments Issue of share capital Loan drawdown		(196,732) (170,729) (1)		(203,836) (138,096) (1)	
Net cash outflow from financing activities			(367,462)		(341,933)
Increase/(decrease) in cash		-	24,516		(1,034,574)
Opening cash and cash equivalents			615,915		1,650,489
Closing cash and cash equivalents		-	640,431		615,915 ======
Cash and cash equivalents as at 31 March Cash			640,431		615,915
			======		======
Analysis of Changes in Net Debt					
	<b>2024</b> £	Cash Flows £	Finance		<b>2025</b> £
Cash and cash equivalents	1,982,555 ======	61,252 ======		-	2,043,807 ======

## STATEMENT of CHANGES IN EQUITY

## As at 31 March 2025

	Share Capital £	Revenue Reserve £	Total £
Balance as at 31 March 2024 Cancellation of shares Issue of Shares Surplus for the year	78 (2) 2 	7,750,631 - - 100,842	7,750,709 (2) 2 100,842
Balance as at 31 March 2025	78 =====	7,851,473 ======	7,851,551 ======
	Share Capital	Revenue Reserve	Total
	£	£	<b>Total</b> £
Balance as at 31 March 2023 Cancellation of shares Issue of Shares Surplus for the year	-		

#### **NOTES to the FINANCIAL STATEMENTS**

#### For the year ended 31 March 2025

#### 1. Principal accounting policies

#### **Statement of Compliance**

These financial statements were prepared in accordance with Financial Reporting Standard 102 - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Statement of Recommended Practice for social housing providers 2018. The Association is a Public Benefit Entity in terms of its compliance with Financial Reporting Standard 102.

#### **Basis of Accounting**

The Financial Statements have been prepared in accordance with applicable Accounting Standards, the Statement of Recommended Practice - Accounting by Registered Social Landlords 2014, and on the historical cost basis. They also comply with the Determination of Accounting Requirements 2024. A summary of the more important accounting policies is set out below.

#### Revenue

The Association recognises rent receivable net of losses from voids. Service Charge Income (net of voids) is recognised with expenditure as it is incurred as this is considered to be the point when the service has been performed and the revenue recognition criteria is met.

Government Grants are released to income over the expected useful life of the asset to which it relates.

#### **Retirement Benefits**

The Association participated in the Scottish Housing Association Defined Benefits Pension Scheme and retirement benefits to employees of the Association are funded by the contributions from all participating employers and employees in the Scheme. Payments are made in accordance with periodic calculations by consulting Actuaries and are based on pension costs applicable across the various participating Associations taken as a whole.

The Association accounts for amounts that it has agreed to pay towards the Scheme deficit in accordance with paragraph 28.11A of FRS 102. The present value of this liability has been recognised in the Statement of Financial Position. The discount rate applied to this obligation is that of a yield rate for a high quality corporate bond.

The expected cost to the Association of pensions is charged to income so as to spread the cost of pensions over the service lives of the employees in the scheme taken as a whole.

The Association has moved from the Defined Benefit scheme to the Scottish Housing Association Defined Contribution Scheme.

#### **Valuation Of Housing Properties**

Housing Properties are stated at cost less accumulated depreciation. Housing under construction and Land are not depreciated. The Association depreciates housing properties by major component on a straight line basis over the estimated useful economic lives of each identified component. All components are categorised as Housing Properties within note 10 Impairment reviews are carried out if events or circumstances indicate that the carrying value of the components listed below is higher than the recoverable amount.

Component	Useful Economic Life
Land	Not Depreciated
Structure	50 years
Central Heating	10 years
Windows	35 years
Bathrooms	25 years
Kitchens	20 years

#### **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 1. Principal accounting policies (continued)

#### **Depreciation and Impairment of Other Non-Current Assets**

Non-current Assets are stated at cost less accumulated depreciation. Items above £1,000 are capitalised. Depreciation is charged on a straight line basis over the expected economic useful lives of the assets at the following annual rates:

#### **Asset Category**

Office Property
Furniture & Fittings
Computer Equipment
Office Equipment

#### **Depreciation Rate**

2% straight line per annum 25% straight line per annum 33% straight line per annum 20% straight line per annum

The carrying values of non-current assets are reviewed for impairment at the end of each reporting period.

#### Social Housing Grant and Other Grants in Advance/Arrears

Social Housing Grants and Other Capital Grants are accounted for using the Accrual Method as outlined in Section 24 of Financial Reporting Standard 102. Grants are treated as deferred income and recognised in income on a systematic basis over the expected useful life of the property and assets to which they relate.

Social Housing Grant attributed to individual components is written off to the Statement of Comprehensive Income when these components are replaced.

Social Housing Grant received in respect of revenue expenditure is credited to the Statement of Comprehensive Income in the same period as the expenditure to which it relates.

Although Social Housing Grant is treated as a grant for accounting purposes, it may nevertheless become repayable in certain circumstances, such as the disposal of certain assets. The amount repayable would be restricted to the net proceeds of sale.

#### **Sales Of Housing Properties**

First tranche Shared Ownership disposals are credited to turnover on completion. The cost of construction of these sales is taken to operating cost. In accordance with the Statement of Recommended Practice, disposals of subsequent tranches are treated as non-current asset disposals with the gain or loss on disposal shown in the Statement of Comprehensive Income.

Disposals of housing property under the Right to Buy scheme are treated as non-current asset disposals and any gain or loss on disposal accounted for in the Statement of Comprehensive Income.

#### **Taxation**

The Association is a Registered Scottish Charity and is not liable to taxation on its charitable activities.

## **Estimation Uncertainty**

The preparation of financial statements requires the use of certain accounting estimates. It also requires the Management Committee to exercise judgement in applying the Association's Accounting Policies. The areas requiring a higher degree of judgement, or complexity, and areas where assumptions or estimates are most significant to the financial statements, are disclosed below:

#### a) Rent Arrears - Bad Debt Provision

The Association assesses the recoverability of rent arrears through a detailed assessment process which considers tenant payment history, arrangements in place and court action.

#### b) Life Cycle of Components

The Association estimates the useful lives of major components of its housing property with reference to surveys carried out by external qualified surveyors.

#### c) Useful life of properties, plant, and equipment

The Association assesses the useful life of its properties, plant and equipment and estimates the annual charge to be depreciated based on this assessment.

#### **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 1. Principal accounting policies (continued)

#### **Works to Existing Properties**

The Association capitalises major repairs expenditure where these works result in an enhancement of economic benefits by increasing the net rental stream over the life of the property.

#### **Capitalisation of Development Overheads**

Directly attributable development administration costs relating to development activities are capitalised in accordance with the Statement of Recommended Practice.

#### Key Judgements made in the application of Accounting Policies

#### a) The Categorisation of Housing Properties

In the judgement of the Management Committee the entirety of the Association's housing stock is held for social benefit and is therefore classified as Property, Plant and Equipment in accordance with FRS 102.

#### b) Pension Liability

The Association received details from the Pension Trust of the valuation of the pension scheme and the Pension Trust's estimate of the Association's future past service deficit contributions. The Association has used this to provide the basis of the pension past service deficit liability in the financial statements. The Management Committee feels this is the best available estimate of the past service liability.

## 2. Particulars of turnover, operating costs and operating surplus or deficit from affordable letting and other activities

	Turnover	2025 Operating Operating surplus Turnover Costs		Turnover	Operating Costs	•	
	£	£	£	£	£	£	
Affordable letting activities (note 3) Other activities (note 4)	2,444,165 2,131	(2,212,662) (7,949)	231,503 (5,818)		(1,921,498) (15,591)	399,847 (13,569)	
	2,446,296	(2,220,611)	225,685	22,323,367	(1,937,089)	386,278	

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

3. Particulars of income and expenditure from affordable letting activities	General Need £	Shared Total £	<b>2025</b> <b>Total</b> £	<b>2024</b> <b>Total</b> £
Rent receivable net of service charges	2,023,384	6,086	2,029,470	1,900,662
Gross income from rents and service charges Less voids	2,023,384 (2,691)	6,086	2,029,470 (2,691)	1,900,662 (8,845)
Net income from rents and service charges	2,020,693	6,086	2,026,779	1,891,817
Amortised grant Other revenue grants from Scottish Government	406,238 9,926	1,222	407,460 9,926	408,082 21,446
Total turnover from affordable letting activities	2,436,857 ======	7,308	2,444,165 ======	2,321,345
Management and maintenance administration costs Planned & cyclical maintenance including major repairs Reactive maintenance costs Bad debts – rents and service charges Depreciation of affordable let properties	803,423 421,735 223,403 13,603 745,374	2,416 - - - 2,708	805,839 421,735 223,403 13,603 748,082	718,534 371,298 222,716 4,103 604,847
Operating costs for affordable letting activities	2,207,538	5,124	2,212,662	1,921,498
Operating surplus for affordable letting activities	229,319	2,184	231,503	399,847
Operating surplus for affordable letting activities for 2024	396,805 ======	3,042	399,847 ======	======

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

4. Particulars of revenue, operating costs and operating surplus or deficit from other activities

	Grants from Scottish Ministers £		Supporting	Other	Tatal	Operating		surplus/	surplus			
		revenue grants		Other income	Total turnover	costs - bad debts	costs - other	(deficit) 2025	(deficit) 2024			
		£	£	£	£	£	£	£	£	£	£	£
Factoring	-	-	-	2,131	2,131	-	(2,131)	-	-			
Wider Role	-	-	-	-	-	- (4.050)	(1,762)	(1,762)	(2,190)			
Bad Debt	-	-	-	-	-	(4,056)		(4,056)	(11,379)			
Total from other activities	-	-	-	2,131	2,131	(4,056)	(3,893)	(5,818)	(13,569)			
	=======	======	=======	=======	======	======	======	=======	======			
Total from other activities for 2024	-			2,022	2,022	(11,379)	(4,212)	(13,569)				
	=======	=======	=======	=======	=======	=======	=======	=======				

## **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 5. Officers' emoluments

The officers are defined in the Co-operative and Community Benefit Societies Act 2014 as the members of the Board, managers, and employees of the Association. Key management personnel is considered to be the Board and the Executive Officer.

Board and the Executive Officer.	<b>2025</b> £	<b>2024</b> £
Emoluments payable to Chief Executive (including pension contributions)	67,908 ======	65,147 ======
Emoluments payable to Chief Executive (excluding pension contributions)	67,908 =====	65,147 ======
Total number of key management personnel with emoluments between £60,000 to £70,000	1	1
6. Employee information	<b>2025</b> No.	<b>2024</b> No.
Average monthly number of full time equivalent persons employed during the year	9	8
Average total number of employees employed during the year	9	8 ======
Staff costs	£	£
Wages and salaries Social Security costs Other pension costs	345,023 29,912 26,133	299,302 20,491 23,584
	401,068 =====	343,378 =====
7. Interest payable and similar charges	<b>2025</b> £	<b>2024</b> £
Bank loans and overdrafts	196,732 ======	203,836
8. Surplus for the year	<b>2025</b> £	<b>2024</b>
Surplus for the year is stated after charging/ (crediting): Depreciation – tangible owned fixed assets Auditors' remuneration – audit services Auditors' remuneration – non audit services	767,947 10,560	621,939 9,840
Loss on disposal	43,437	5,092

## 9. Tax on surplus on ordinary activities

The Association is a Registered Scottish Charity and is not liable to United Kingdom Corporation Tax on its charitable activities.

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

## 10. Fixed assets

## (a) Housing properties

	Housing Property Held for Letting	Work in Progress	Shared Ownership Held for Letting	Total
	£	£	£	£
Cost				
As at 1 April 2024	30,338,220	457,172	135,396	30,930,788
Additions Transfer	148,018 457,172	81,887 (457,172)	-	229,905
Disposals	(310,141)		-	(310,142)
As at 31 March 2025	30,633,269	81,887	135,396	30,850,552
Depreciation				
As at 1 April 2024	10,132,681	-	58,672	10,191,353
Charge for year	701,937	-	2.708	704,645
Disposals	(266,705)	-	-	(266,705)
As at 31 March 2025	10,567,913	-	61,380	10,629,293
Net Book Value				
As at 31 March 2025	20,065,356	81,887 ======	74,016 ======	20,221,259
As at 31 March 2024	20,205,539	457,172	76,724	20,739,435
	=======	=======	=======	=======

The amounts capitalised can be further split between component replacement of £229,905 (2024: £518,131) and acquisitions of £Nil (2024 - £90,980)

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

## 10. Fixed assets

## (b) Other tangible assets

	Computer Equipment £	Office Equipment £	Office Premises £	Furniture and Fittings £	Total £	
Cost	~	~	_	_		
As at 1 April 2024 Additions	46,715 9,454	29,153 -	491,423 -	24,329 -	5	91,621 9,454
Eliminated on disposal	-		<del>-</del>			-
As at 31 March 2025	56,169	29,153	491,423	24,329	6	601,075
Aggregate Depreciation						
As at 1 April 2024	50,628	26,869	151,985	21,120	2	250,603
Charge for year	4,544	2,284	9,828	3,209		19,865
Eliminated on disposal	-	-	-	-		-
As at 31 March 2025	55,172	29,153	161,813	24,329		270,467
7.5 at 6 :a.c.: 2025						
Net Book Value					_	
As at 31 March 2025	998 ======	- =======	329,610 ======	-		330,608 ======
As at 31 March 2024	1,424	2,284	334,101	3,209		341,018
11. Trade and other receiv	vahles				2025	2024
The fraue and emerican	vabioo				£	£
Arroars of ront and sarving a	horaco			6.	3,835	72.002
Arrears of rent and service of Less: Provision for doubtful					5,033 5,291)	72,993 (15,533)
<u>=====</u> . 1 104101011 101 40401141	dobto					
					3,544	57,460
Other receivables				5	1,119	80,882
				89	9,663	138,342
					•	=======
12. Creditors: amounts fal	lling due within	one year			2025	2024
12. Creditors. amounts la	iiiig dde witiiii	one year			2025 £	<b>2024</b> £
Trade payables					9,879	162,975
Housing Loans					2,793	380,614
Rent received in advance					3,318	63,971
Other payables					4,837	4,094
Accruals and deferred incom	ne			3.	1,467	15,127
				53	7,294	626,780
					====	=======

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

13. Creditors: amounts falling due after more than one year	<b>2025</b> £	<b>2024</b> £
Housing Loans Pension Deficit	2,806,296 123,000	2,909,204 140,000
	2,929,296 ======	3,049,204

Housing loans are secured by specific charges on the Association's properties. Loans are repayable at current rates of interest ranging from SONIA+CAS +0.4% to +1.4%.

#### 14. Deferred income

	Housing Property Held for Letting	Shared Ownership Held for	Total
	£	Letting £	£
Social Housing Grants As at 1 April 2024 Additions	19,785,106	115,281	19,900,387
Eliminate on disposal	(23,853)	-	(23,853)
As at 31 March 2025	19,761,253 	115,281 	19,876,534 
Amortisation As at 1 April 2024	8,237,162	53,209	8,290,371
Amortisation in the year Eliminate on disposal	397,445 (23,333)	2,635	400,080 (23,333)
As at 31 March 2025	8,611,274	55,844	8,667,118
Net Book Value As at 31 March 2025	11,147,344	59,437	11,209,416
As at 31 March 2024	====== 11,547,944	62,072	======= 11,610,016
Other Grants As at 1 April 2024	343,000	- -	343,000
As at 31 March 2025	343,000	-	343,000
Amortisation As at 1 April 2024 Amortisation in the year	178,361 6,859	- - -	178,361 6,859
As at 31 March 2025	185,220	-	185,220
Net Book Value As at 31 March 2025	157,780	-	157,780
As at 31 March 2024	======= 164,641 ======	- - -	======= 164,641 ======
Total Grants Net Book Value	11,302,489 =====	59,437 ======	11,367,196 ======

#### **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 14. Deferred income (continued)

This is expected to be released to the Statement of Comprehensive Income in the following years:

Amounts due within one year Amounts due in one year or more	<b>2025</b> £ 413,800 10,953,396	2024 £ 408,082 11,336,574
	11,367,196 ======	11,774,656
15. Statement of cash flows	<b>2025</b> £	<b>2024</b> £
Surplus Depreciation Loss on disposal	225,685 767,947 -	,
Amortisation of capital grants Change in debtors Change in creditors SHAPS past deficit payment	(407,460) (21,665) 48,677	(43,225)
Net cash inflow from operating activities	613,184 ======	548,271 ======
16. Share capital	<b>2025</b> €	<b>2024</b> £
Shares of £1 each issued and fully paid As at 1 April 2024 Issued in year Cancelled in year	78 2 (2)	79 3 (4)
At 31 March 2025	78 ======	78

Each member of the Association holds one share of £1 in the Association. These shares carry no rights to dividend or distributions on a winding up. When a shareholder ceases to be a member, that person's share is cancelled and the amount paid thereon becomes the property of the Association. Each member has a right to vote at members' meetings.

17. Housing stock	2025	2024
	No.	No.
The number of units of accommodation in management at the year end was:		
General needs – new build	260	260
General needs – rehabilitation	147	147
Shared ownership	3	3
	410	410

### 18. Leasing commitments

At the year end, the total future minimum lease payments under non cancellable operating leases were as follows:

	2025	2024
	£	£
Within one year	4,942	5,380
Between two and five years	5,216	9,162
	10,158	12,609
	=======	=======

#### **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 19. Related party transactions

Members of the Board are related parties of the Association as defined by Financial Reporting Standard 102.

Those members who are tenants of the Association have tenancies that are on the Association's normal tenancy terms and they cannot use their position to their advantage.

Any transactions between the Association and any entity with which a Board member has a connection with is made at arm's length and is under normal commercial terms.

Transactions with Board members (and their close family) were as follows:

2025	2024
£ Rent received from tenants on the Board and their close family	£
Members 24,893	14,200
======	=======

At the year end total rent arrears owed by the Board (and their close family) were £Nil (2024: £Nil).

	2025 No.	2024 No.
Members of the Board who are tenants	3	2
	=======	======
Members of the Board who are owner occupiers		

#### 20. Details of association

The Association is a Registered Society registered with the Financial Conduct Authority and is domiciled in Scotland.

The Association's principal place of business is 83/85 Dougrie Road, Castlemilk, Glasgow, G45 9NS.

The Association is a Registered Social Landlord and Scottish Charity that owns and manages social housing property in Glasgow.

#### 21. Board Member emoluments

Board members received £3,206 $\_$  (2024: £1,695) in the year by way of reimbursement of expenses. No remuneration is paid to Board members in respect of their duties to the Association.

#### **NOTES to the FINANCIAL STATEMENTS (continued)**

#### For the year ended 31 March 2025

#### 22. Retirement benefit obligations

#### General

Craigdale Housing Association Limited participated in the Scottish Housing Association Pension Scheme (the scheme), a multi-employer scheme which provides benefits to some 150 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out in September 2024. This valuation revealed a total deficit of £79.5m. A new Recovery Plan has therefore been put in place, with deficit contributions to re-start from April 2026 for the following four years.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the Association is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the Scheme.

For financial years ending on or before 28 February 2019, it has not been possible for the Association to obtain sufficient information to enable it to account for the Scheme as a defined benefit scheme, therefore the Association has accounted for the Scheme as a defined contribution scheme.

For financial years ending on or after 31 March 2019, it is possible to obtain sufficient information to enable the Association to account for the Scheme as a defined benefit scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation were rolled forward for accounting year-ends from 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2024. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2024 to 29 February 2025 inclusive.

#### Present values of defined benefit obligation, fair value of assets and defined benefit asset/ (liability)

	2025 £'000s	<b>2024</b> £'000s
Fair value of plan assets Present value of defined benefit obligation	922 (1,045)	1,016 (1,156)
Defined benefit liability to be recognised	(123)	(140)

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

## 22. Retirement benefit obligations

Reconciliation of opening and closing balances of the defined benefit obligation	
	2025 £'000s
Defined benefit obligation at start of period Current service cost	1,156 -
Expenses Interest expense Member contributions	2 56
Actuarial losses due to scheme experience Actuarial gains due to changes in demographic assumptions	25
Actuarial gains due to changes in financial assumptions Benefits paid and expenses	(156) (38)
Defined benefit obligation at end of period	1,045
Reconciliation of opening and closing balances of the fair value of plan assets	2025
	£'000s
Fair value of plan assets at start of period Interest income	1,016 49
Experience on plan assets (excluding amounts included in interest income) - loss Contributions by the employer Member contributions	(107)
Benefits paid and expenses	(38)
Fair value of plan assets at end of period	922 ======
The actual return on the plan assets (including any changes in share of assets) over the period en 2025 was (£58,000).	ded 31 March
Defined benefit costs recognised in statement of comprehensive income	
·	2025 £'000s
Expenses	2
Current service cost Net interest expense	- 7
Defined benefit costs recognised in statement of comprehensive income	9
Defined benefit costs recognised in other comprehensive income	
	2025 £'000s
Experience on plan assets (excluding amounts included in net interest cost) - loss	(107)
Experience gains and losses arising on the plan liabilities - loss  Effects of changes in the demographic assumptions underlying the present value of the defined benefit obligation – gain	(25) -
Effects of changes in the financial assumptions underlying the present value of the defined benefit obligation – gain	156
Total amount recognised in other comprehensive income - loss	24
	2

## NOTES to the FINANCIAL STATEMENTS (continued)

## For the year ended 31 March 2025

## 23. Capital commitments

Amounts contracted for but not provided in the financial statements amounted to £Nil (2024: £ Nil). Amounts authorised by the Board but not contracted for amounted to £Nil(2024: £Nil).