

Your community needs you! – Co-op holds AGM

The Co-op will be holding its Annual General Meeting on Tuesday 16th of September 2025 at 6pm in the Possilpark Masonic Club.

This is the main event where Co-op members/tenants can hear about the work of the Co-op and you can let us know your views on the work of the Co-op over the last year.

The Committee will be elected at the AGM and the Co-op is really keen to get more tenant/members involved in the Co-op's management committee.

Cathie Ritchie, Chair of the Co-op says, "the Co-op is run entirely by the tenants who live in the Co-op's houses. If you believe it is important that the Co-op is controlled by local people, then we need more tenants to step forward to join with their neighbours and get involved in the Co-op".

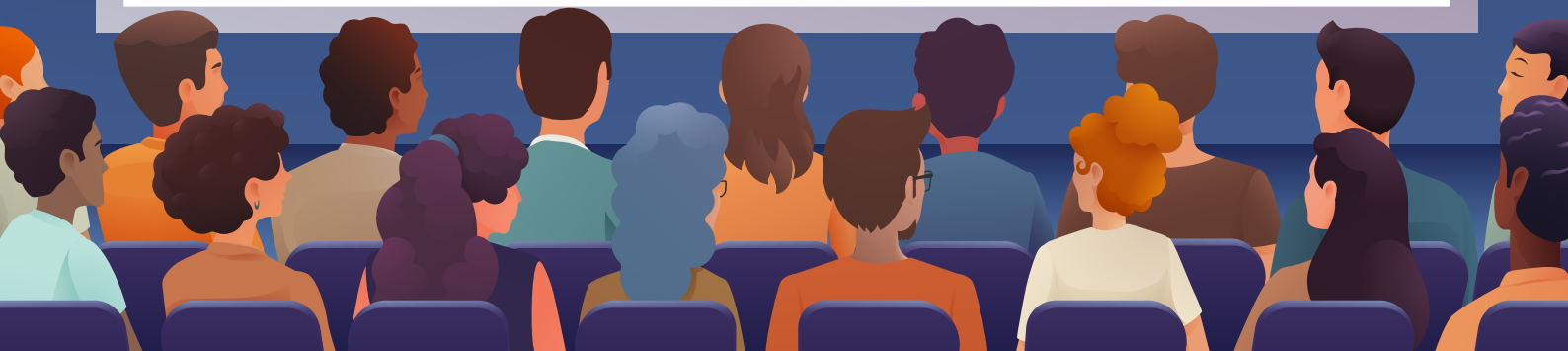


Good turnout

It is really important that the Co-op gets a good turnout at the AGM and that we get more tenants involved in the management committee. Cathie says, "please let me, Helen Graham or Eileen Wallace know if you would be interest in getting involved on the Committee. You can also speak with Colin at the office if you would like to find out more about being a committee member."

Bingo

As well as the business of the AGM, Bingo and refreshments will be provided to give people a chance to socialise with their neighbours.



Dropped Kerbs

We were recently contacted by a tenant regarding the lack of dropped kerbs in the area. The tenant highlighted the negative impact this was having on wheelchair users and people who use mobility scooters, walking aids or parents with prams.

Thanks to support from Possilpark Community Council, Councillor Robert Mooney and Glasgow City Council, we have been successful in getting several dropped kerbs installed, making the area more accessible for everyone.

Colin Turnbull, Director of the Co-op says "This is what the Co-op is all about. Bringing people together to campaign on an issue that has made a huge difference for a lot of people in this community".



Litter Pick

In May, Gillian Halliday, Community Development Worker with the Co-op arranged a litter pick. The Co-op worked in partnership with volunteers from the Suntory Group and local Councillor Robert Mooney to host a community clean up.

Volunteers started on Torr Street and worked their way round the area, including the Indian Trail, to make the streets nicer for all our tenants. We collected an astonishing amount of rubbish on the day.

Gillian says "We would like to thank Councillor Mooney and the Suntory Group staff for all their hard work. It made a tremendous difference to the area."



Over 50's Christmas Lunch

This year we will be returning to The Inn on the 5th December 2025 where tenants will be able to enjoy a 3-course meal, a game of bingo, raffle and entertainment. More details will be announced nearer the time.

Annual Health Check Visit



Co-op staff have started carrying out annual tenant visits. Staff hope to visit every house and will look at the following areas:

- Any outstanding repairs,
- Condensation and mould,
- Check of fire doors (if applicable),
- Any support needs re health and wellbeing,
- Any financial/benefits/energy use issues we could help with,
- Contact and household details,
- Interest in joining the management committee.

Staff have carried out 16 home visits so far which has resulted in the following:

Maintenance	12 work orders raised for 7 tenants to repair outstanding or new repairs 3 mould issues found, and work raised to rectify issues
Housing	1 tenant referred to Welfare Benefits Advisor 1 tenant referred to Energy Advice Project 2 tenants raised ASB issues which are being investigated

Visits will be completed throughout the year so you may be contacted by a member of staff shortly to arrange one. If you have any questions please contact the office for more information.

UC – Universal Credit

We are aware that a lot of tenants are/will be having their DWP Benefits reviewed and will be moved across to Universal Credit.

Pauline Maguire, Housing Manager, says “Please get in touch if your benefits are changing to Universal Credit, to allow us to help you in making sure the change goes smoothly and there is no break in your entitlement.”

Please contact the office to make sure we have a note of your National Insurance Number on file. It is important you do this as Universal Credit use your National Insurance Number when making payments and not your name so we need to make sure we have this to allow payments

to be credited to your rent account.

Pauline says, “We can get you an appointment with the Welfare Benefit’s Adviser, Ruby, who can assist you with this change.”

You should ask for your rent (Housing Costs) to be paid direct to the Co-op, but you should be aware that on most occasions the 1st payment for rent is made direct to the tenant, so you should check your journal when your payment is due and it will tell you if you have been paid your housing costs. If you have been paid them, please contact the housing team to arrange to make payment to the Co-op to prevent you falling into rent arrears.



Estate Walkabout

The next estate walkabout is Wednesday 13th August 2025 at 11am. Please come to the office if you would like to join Pauline and Linda on a walkabout. Help us agree the priorities for improving the estate.

Complaints & ASB – January to June 2025

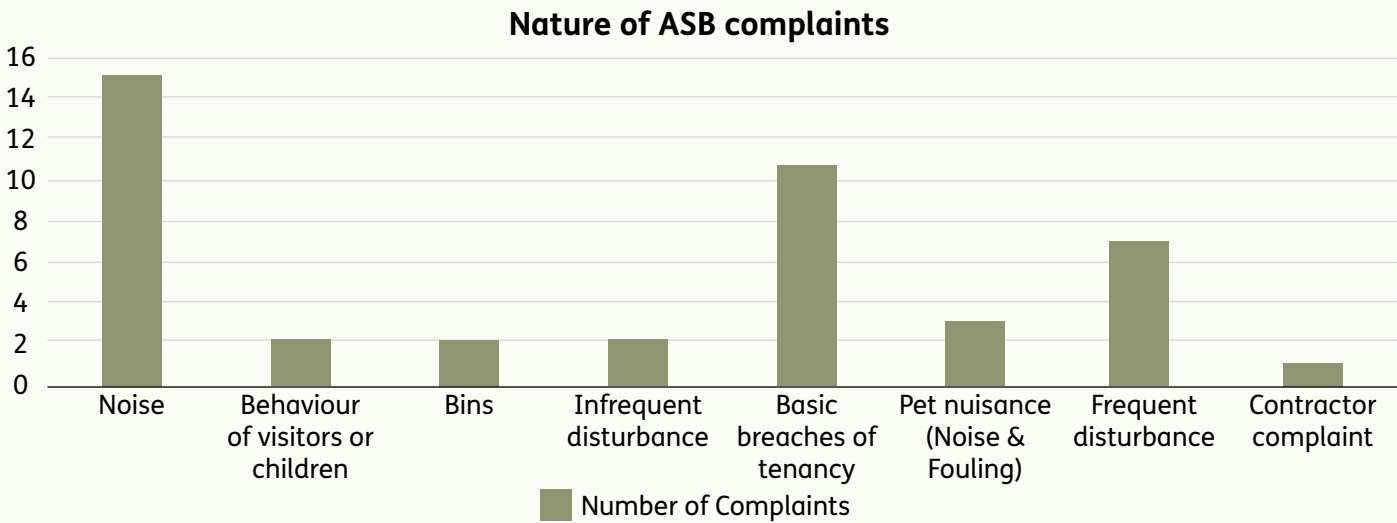
Complaints & Anti-Social Behaviour

Hawthorn Housing Co-operative is committed to providing high-quality customer services. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.

It is also important that our tenants don't suffer from anti-social behaviour and show respect and consideration for others. Anti-social behaviour can have a profound impact on communities, and we try to act quickly and decisively to resolve incidents as soon as they arise. You can pick up a copy of our Anti-Social

Behaviour Policy at our office, on our website or call us to request a copy.

January to June 2025	Stage 1	Stage 2	ASB
All complaints received	0	1	42
The percentage of all complaints responded to in full	N/A	100	95
The average time in working days for a full response	N/A	9	2.3



Learning from complaints

The table below provides an example of the themes and learning identified from the complaints.

Description	Learning Recorded / Action Taken
Dog Fouling	Tenants are being asked to contact Glasgow City Council (GCC) to report dog fouling as Co-op is unable to take any action unless we know who the owner is. Co-op is also logging fouling with GCC.
Noise Complaints	Tenants advised to report noise complaints to GCC or the police.
ASB – frequent disturbance	Seven of the ASB complaints are regarding an ongoing issue which the Co-op is monitoring.

Did you know?

As a tenant, you can report a significant performance failure to the Scottish Housing Regulator. For more information, please visit our website or contact the office.

Planned Maintenance Work 2025/26

As part of the Planned Maintenance Work for 2025/26, we will be carrying out the following work:

Details of work	Properties	Comments
Window, External door and close window renewal	10 Ashfield St 2 to 16 Fruin St	This work is currently being tendered and forms the first phase of a 3-year window renewal programme.
Roof Component Renewal - Replacement of timber fascias, soffits, eaves and bargeboards with uPVC components. The gutters and downpipes will also be replaced.	1,3,5,7,9,23,29 Finlas St Braemore Gardens	The Quantity Surveyor is preparing a Bill of Quantities, and we are looking to tender this work in August. This work will provide a longer lifespan for components, eliminate painting and help exclude birds nesting in roofs.
Kitchen Renewal	Odd No's of Finlas St Coulin Gardens Glendarvel Gardens Glentroll Gardens 18a,18b,20,22,24,26,28,30 Fruin Street	Surveys will commence in August/September and it anticipated that work will start early in the new year.

The Co-op has also applied for a grant to improve insulation to the houses at 2 – 16 Fruin St and 10 Ashfield St. This would be done at the same time as the new windows are installed. The work would include topping up the loft insulation and cavity wall insulation and installing underfloor insulation to ground floor flats. This would make the houses cheaper to

heat. The grant would also allow the Co-op to install improved fans to all kitchens and bathrooms in these houses which will reduce the likelihood of condensation.

Colin Turnbull, Director says “We will only be able to carry out this work if we obtain the grant. We will let tenants know if we are successful”.

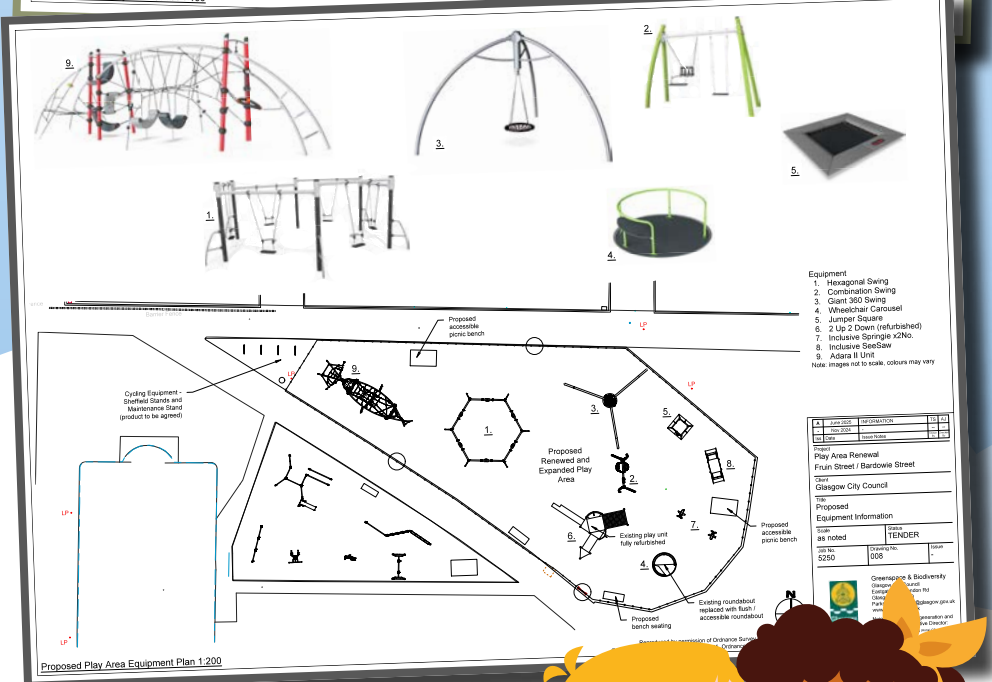
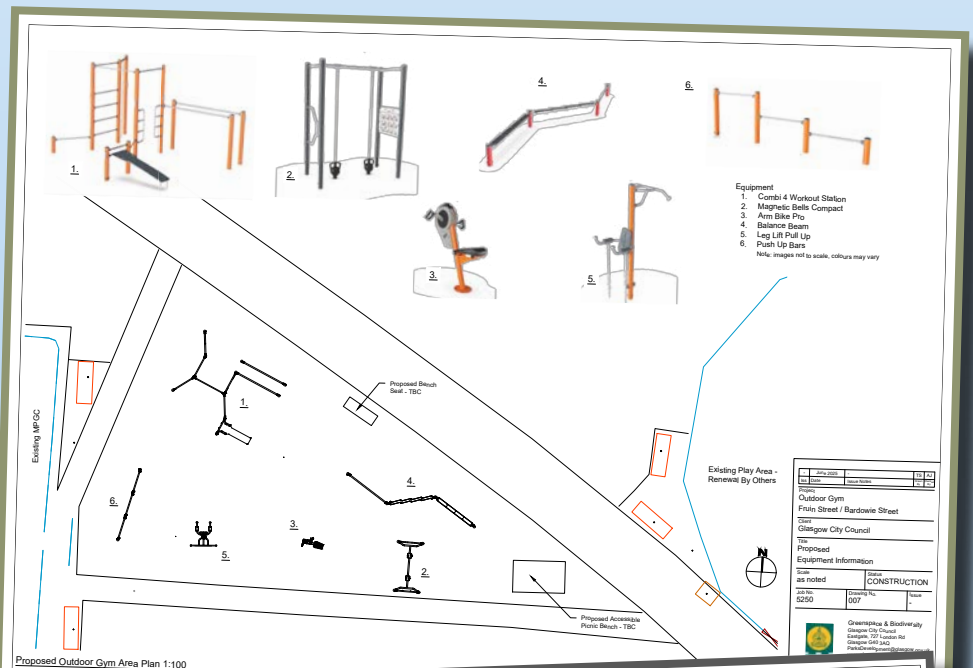
Work starts on improvements to the Bardowie Street play park!

The Co-op is delighted to announce that work has started on major improvements to the play park. The two drawings detail the work that is being carried out. The first phase is creating a new outdoor gym with 6 pieces of equipment.

Once this work is completed, work will then start on phase 2 – the renovation and extension of the play park. The existing equipment for toddlers will be overhauled with an accessible roundabout, seesaw and 'trampoline' installed. Equipment for older children will also be installed with a climbing frame and various swings.

The Co-op has been keen to ensure that the equipment is accessible as possible to all and we are pleased that this seems to be reflected in the equipment being installed.

Colin Turnbull, Director of the Co-op says, "we are delighted to finally see these improvements taking shape and to see a facility that provides something for everyone in this community, particularly older children. We would like to thank the children from this area who took the time to tell us what they would like to see provided at the play park and we are pleased that a lot of their suggestions have been incorporated into the plans".



The Co-op raised over £32,000 that has been put towards this work. We have also raised a further £52,000 that it hopes to see used to further improve the area with a safe area for learning to cycle and a cycle route route/footpath created for the community.



Policy Review

The Co-op has recently reviewed the following policies:

- Allocation policy
- Parking policy
- Maintenance policy
- Privacy policy
- Data Retention policy
- CCTV policy
- Dampness and condensation policy

- Website policies
- Social media policy
- Notifiable events policy

By reviewing these policies, the Co-operative is ensuring that it complies with best practice as a landlord and as an employer. These policies are available from the office if you would like to have a look at them.



Weekly Community Activity

For more information, contact
Gillian
07856282027
gillian@hawhousing.co.uk

MONDAY	12.30 - 2.30pm	Inner Circle Mens Group	Glasgow Perthshire FC	FREE Age 18+
TUESDAY	9.30 - 11.30am	Little Rascals Parent & Toddler Group	Possilpoint Community Centre	FREE
WEDNESDAY	11am - 2pm	The Chancers Women's Group	Possibilities	£1.50 per week
	11 - 12.30pm	Walking Group	Hawthorn Office	FREE
THURSDAY	10.30-11.30	Womens Wellbeing Group	Possilpoint Community Centre	FREE
	12.30 - 2.30	Inner Circle Mens Group	Glasgow Perthshire FC	FREE
FRIDAY	9.30 - 11.30am	Little Rascals Parent & Toddler Group	Possilpoint Community Centre	FREE
	12.30 - 2.30pm	Carpet Bowls	Glasgow Perthshire FC	FREE
	4pm - 5pm	Youth Football	Possilpoint CE Centre	FREE

Easter Competition

This year we ran an Easter Competition, and our young people could submit an Easter drawing or story/poem. Each entry into the competition received an Easter Egg with the best in each category winning a gift voucher.

Our 2 winners are Elyah and Ajay.

Well done to everyone who took part.



FAMILY TRIP

On the 27th June 2025, the Co-op organised a family trip to Heads of Ayr Farm Park. Despite a bit of rain, everyone had a great day and enjoyed visiting the animals and playing in the park and soft play.

