



2018/19

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

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www.hawthornhousing.org.uk

Office Opening Hours

Monday	9.00am – 4.30pm
Tuesday	9.00am – 4.30pm
Wednesday	10.30am – 4.30pm
<i>(on the last Wednesday of every month the office will close between 9.00am – 1.30pm for staff training)</i>	
Thursday	9.00am – 4.30pm
Friday	9.00am – 4.00pm

Emergencies Outwith Office Hours

For gas central heating repairs and for all other emergency repairs please contact City Building on 0800 595 595.

Following a new installation of heating system or bathroom please report any defects/repairs in the first year to CCG on 0141 643 3744.

Other Emergency Numbers

Gas leaks: 0800 111 999

Scottish Water: 0845 601 8855

Scottish Power: 0845 272 7999





Message from the Chair

I hope you find this annual report and charter interesting and enjoyable. The style and layout of the report was agreed with the members of the Tenant Consultation Panel who told us they found the calendar format easy to read, informative and useful.

We have included, for the first time, our Assurance statement that we must send to the Regulator before the end of October this year.

The Assurance statement gives assurance to our Regulator and to our tenants that we comply with all our legal, financial and regulatory requirements. Although the statement is very short, a huge amount of work lies behind it to demonstrate that we do meet these standards.

The report provides loads of details on the work of the Co-op over the year, but I am particularly pleased that the large scale tenant satisfaction survey we carried out in September 2018 showed a general increase in satisfaction amongst our tenants/members.

Just before the end of March we agreed what values underlie everything we do. I hope these values strike a note with you and you can see that we do try to operate in line with these values.

- We do the right thing
- We show respect to our members and our community



- We recognise the importance of the team
- We try new ideas
- We go the extra mile
- We ensure our community is treated fairly.

Helen Graham
Chairperson



Our People

Management Committee as of 31st March 2019



Office Bearers:

Chairperson Helen Graham
 Vice Chairperson Mattie McGeouch
 Secretary Catherine Ritchie
 Treasurer Gillian Spence

Other Committee Members:

Rae Bowman, Bert O'Donnell, Lambert Iku, Laura Harrison, Oluwakemi Belgore, Adebimpe Ademosu, Robert Stewart, Elizabeth Todd and Eileen Wallace.

The following Committee member left the Committee during the year: Betty Anderson, December 2018

To lead the creation of a community with excellent Homes where people want to live

OUR STAFF TEAM



Consultants

Auditor: Armstrong's Chartered Accountants
Internal Auditor: Tiaa Ltd
Financial Consultant: AC Davidson & Co
Development Consultant: Bridges Housing Association Ltd

Elaine Bannerman, Temporary Housing Allocations Officer started on the 25th June 2018
 Megan Malarky, Modern Apprentice, left on the 15th August 2018
 Jason Patterson, Trainee Estate Caretaker, left on the 2nd October 2018

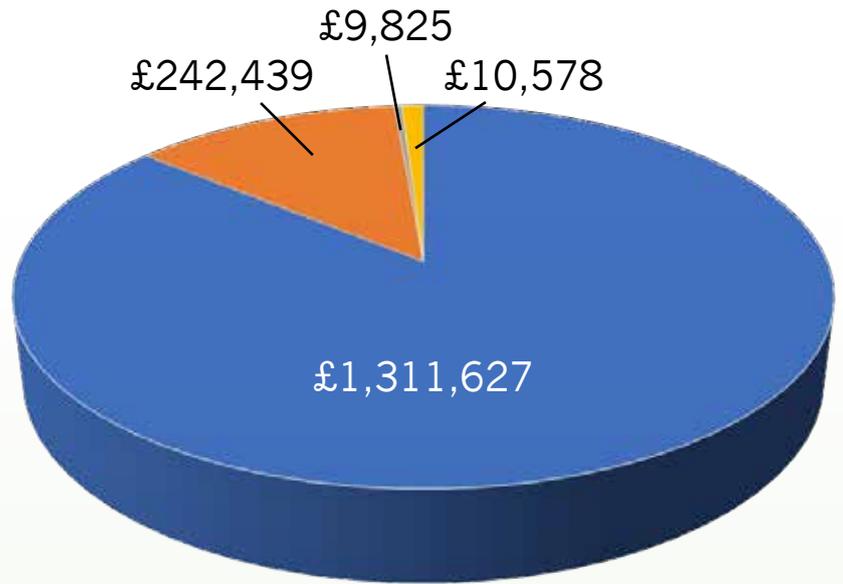


Our Finances 2018/19

Income

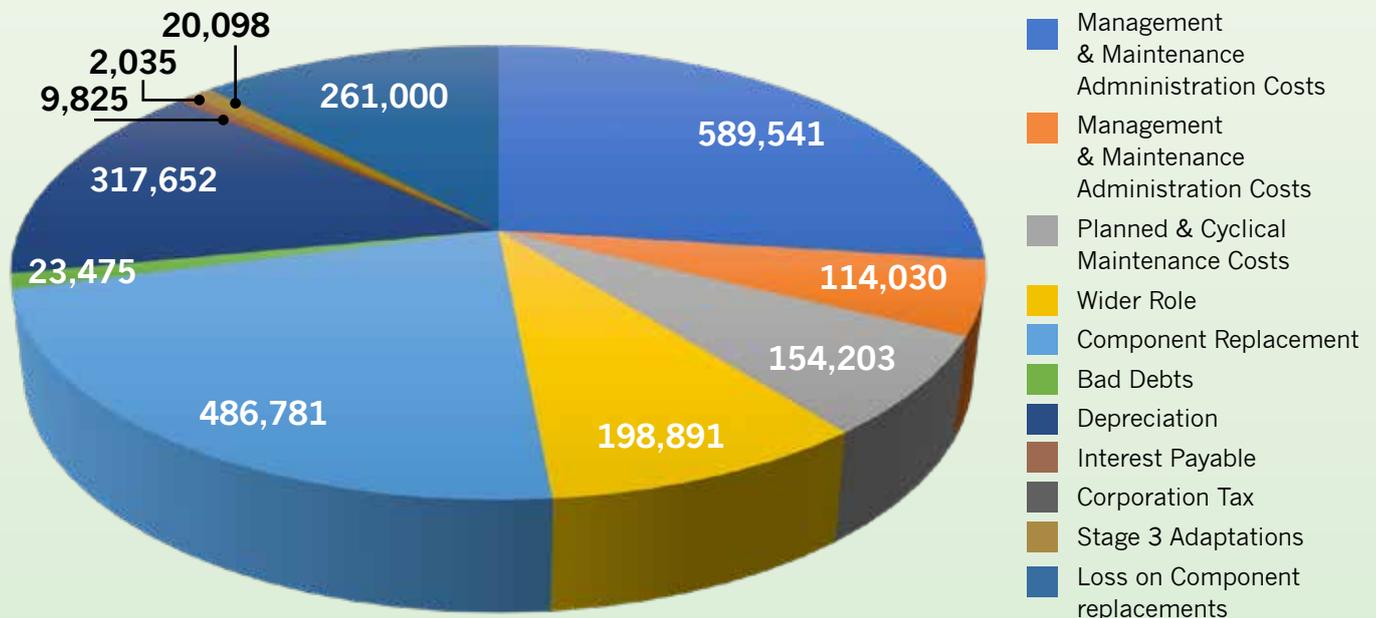
Rents Receivable	£1,311,627
Wider Role	£242,439
Interest Receivable	£9,825
Grants From Scottish Ministers	£10,578
Total	£1,574,469

- Rents Receivable
- Wider Role
- Interest Receivable
- Grants from Scottish Minister



Expenditure

Management & Maintenance Administration Costs	589,541
Reactive Maintenance Costs	114,030
Planned & Cyclical Maintenance Costs	154,203
Wider Role	198,891
Component Replacement	486,781
Bad Debts	23,475
Depreciation	317,652
Interest Payable	9,825
Corporation Tax	2,035
Stage 3 Adaptations	20,098
Pension Deficit Remeasurement	261,000
Total	£2,177,531



A full copy of the Annual Accounts can be collected from the Co-op office or is available on our website.



Our Homes, our rents and value for money

We provide 316 homes for families in Possilpark. These houses generated rental income of £1,293,752 during the financial year. We increased our rents by an average of 2.4% on 28th March 2019.

Average Rent Charges compared to other landlords

Size	Number of houses we have	Our average weekly rent	Scottish average weekly rent	% lower than Scottish average
2 Apt	70	£75.73	£76.10	0.5
3 Apt	160	£77.18	£77.70	0.7
4 Apt	63	£84.83	£84.44	0.5
5 Apt	23	£93.83	£93.49	0.4

The amount of money we collected for current and past rent was equal to 100.6% of total rent due. This compares to the 96.7% we collected last year, the Scottish average this year of 99.1% and 100.1% for small urban Registered Social Landlords (RSLs).

We took an average of 40 days to let a house. This compares with 49 days last year and Scottish average this year of 31.9. We did not collect 0.8% of rent due because of the time houses were empty, compared to the Scottish average of 0.9%. The main reason for our poor performance was the time taken to install heating systems in vacant flats.

Action points

Arrears – Staff will continue to work hard to reduce arrears. We will take legal action quicker and every effort will be made to prevent arrears from start of tenancy. Early intervention appointments will be made for tenants with the Financial Inclusion Officer and Welfare Benefits Advisor. Weekly meetings are being held to monitor progress dealing with arrears.

Voids – All efforts will be made to reduce void rent loss by carrying out inspections on the same/ next day and issuing repair orders as soon as possible. We have appointed a void contractor to provide capacity to deal with the additional voids, increased the budget for void repairs, appointed a temporary member of staff and built up the waiting lists for our houses.



Our Performance - Repairs & Maintenance

Repairs & Maintenance

Our maintenance service aims to deliver efficient and effective maintenance within the resources available and offer a good quality of service to all our customers.

Day to day & Empty House Repairs

The Co-operative carried out 1309 responsive repairs at a cost of £114,030. In the year before we carried out 1344 repairs at a cost of £107,130. This means the average cost of a repair rose from £79.71 to £87.11.

We carried out Emergency Repairs in an average of 2.8 hours. The Scottish average was 3.6 hours and 2.4 hours for small urban RSLs. It took us an average of 2.7 days to carry out a non-emergency repair, the Scottish average was 6.6 days and the average for small urban RSLs was 2.7 days.

We completed 96.9% of day to day repairs right first time, last year it was 97.1%. The Scottish average was 92.5% and 95.1% for small urban RSLs.

As a result of this, in a survey carried out in September 2018, 93% of our tenants who received a repair were satisfied with the service they received. The Scottish average was 91.7% and 96.8% for small urban RSLs.

Planned and Cyclical Maintenance

The Co-operative invested £471,855 in both Planned and Cyclical Maintenance.

We secured grant funding of £22,108.82 for medical adaptations to carry out 11 adaptations.

We carried out every annual gas safety within the target timescale of 12 months.

As a result of this investment 99.4% of our houses meet the Scottish Housing Quality Standard. The Scottish average was 94.1%, with an average of 96.8% for small urban RSLs.

88.1% of our tenants were satisfied with the standard of their home in September 2018. The Scottish average was 88% and 92.7% for small urban RSLs.

Stock Condition Survey

The Co-operative arranged for a stock condition survey to be undertaken by consulting surveyors, Brown and Wallace. The findings of the survey will allow us to prepare our investment plan for the next 5 years. We will publish this in our next newsletter once the Management Committee have agreed it.



Housing Management Service

Our housing management service aims to offer high levels of service to all our customers. We use a range of measures to monitor our performance including setting targets, quality checks, and taking account of customer feedback.

At 31st March 2019 we owned and let 316 houses. There is a healthy demand for houses in our area, though there is a lower demand for the older flats. We processed all new applications for housing within an average time of 3 days and keep the waiting list up to date by regularly reviewing applications.

We let 27 empty houses, 5 to existing tenants, 10 to people on our direct waiting list and 6 to referrals from Glasgow City Council.

How does our performance in 2018/19 compare with other similar landlords?

Category	Hawthorn	Scottish Average	Small Urban RSLs
Time to re-let empty houses	48.9 days	30.7 days	13.3
Rent loss [% of rent due]	0.8	0.7	0.2

Action point

Voids – All efforts will be made to reduce void rent loss by carrying out inspections on the same/next day and issuing repair orders as soon as possible. We have appointed a void contractor to provide capacity to deal with the additional voids, increased the budget for void repairs, appointed a temporary member of staff and built up the waiting lists for our houses.



Anti-Social Behaviour

Dealing with anti-social behaviour

We dealt with 39 complaints of anti-social behaviour compared to 46 the year before. We dealt with all of these within target compared to a Scottish average of 89.9%.

Category	Number of complaints
A – Anti-social Behaviour	0
B – Anti-social Behaviour	2
C – Neighbour Nuisance	37

Category B Complaints – Anti Social Behaviour

Types of Complaint	Number of complaints
Frequent disturbance	0
Vandalism/graffiti to property	0
Verbal harassment	2
Total	2

Category C Complaints – Neighbour Nuisance

Types of Complaint	Number of complaints
Infrequent disturbance	7
Noise complaints	8
Running a business	0
Unauthorised alterations	0
Behaviour of visitors or children	8
Basic breaches of tenancy e.g. pet nuisance	2
Maintenance of garden/common grounds	12
Family disputes affecting neighbours	0
Total	37

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.



Customer Complaints

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.

If something goes wrong or you are dissatisfied with our services, please tell us. In 2018/19 we managed a total of 21 complaints (Stage 1 & 2). 95% of complaints were resolved within the timescales set out in our Complaints Policy. In the year before we received 13 complaints and 100% were responded to within timescales.

Complaints Received	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Complaints received at Stage 1	0	15	1	2	18
Complaints received at Stage 2	0	1	1	0	2
Escalations					
Escalations to Stage 2	0	0	1	0	1
Complaints Resolved					
Complaints resolved at Stage 1	0	14	1	2	17
Complaints resolved at Stage 2	0	1	2	0	3

You can pick up a guide to our complaint's procedure at our office, on our website or call us to request a copy.

Reason for Complaint	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Contractor	0	7	0	0	7
Maintenance	0	3	0	2	5
Finance	0	0	0	0	0
Housing Management	0	0	1	0	1
Equalities	0	0	0	0	0
Governance	0	0	0	0	0
Policies & Procedures	0	7	1	0	8
Staff	0	0	0	0	0
Estate Management	0	0	0	0	0

Satisfaction with Outcome of Complaints	Total	Percentage (%)
Stage 1	17	94.4
Stage 2	3	100

	Total	Percentage (%)
Stage 1		
Complaints responded to in full	18	100
Complaints upheld by the landlord	13	72.2
Complaints responded to within timescales	17	94.4
Stage 2		
Complaints responded to in full	3	100
Complaints upheld by the landlord	1	33.3
Complaints responded to within timescales	3	100

What did we learn/change as a result of these complaints?

The increase in complaints was mainly due to tenants complaining about the allocation of the new build houses and complaints regarding the central heating contract. We think that the high number of complaints about the central heating contract are due, in a large part, to improved recording of the complaints received. In previous contracts most of these would probably have been dealt with without being recorded as a complaint.

The complaints regarding allocation of new build houses was partly due to tenants being unfamiliar with the Co-op's Allocation Policy. We published an article in 2018 winter newsletter which described how the Co-operative allocates properties. The Tenant Consultation Panel met to discuss the changes to our Allocation Policy due to the Housing [Scotland] Act 2014 and proposed a number of recommendations to the Management Committee.



Your view of us and our services

Your Satisfaction

We employ an independent market research company to monitor customer satisfaction. The company surveyed 126 customers in September 2018 and some of the results from this survey are reported at various points throughout this report. The Table shown below compares the satisfaction of the Co-op's tenants compared to 2016 when the previous survey was carried out.

This shows that satisfaction levels improved for all but one indicator.

The table also compares our pervious with other members of Scotland's housing Network. This gives some context to the performance information and makes it more meaningful. We have chosen to compare our performance with the following:

- All the RSLs that submitted data,
- The group of small urban RSLs because we are members of this group and it tends to be a very high performance
- NG Homes as our nearest neighbouring landlord.

Question	Hawthorn HC 2016	Hawthorn HC 2018	All RSLs	Small urban RSLs	NG Homes
% of Tenants satisfied with overall service provided by landlord	92.1	93.7	90.7	96.4	92.7
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96.8	96.0	93.2	97.1	92.8
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	90.5	97.6	87.1	93.3	95
% of tenants who had received a repair in the last 12 months satisfied with the service	84.7	93	92.6	96.8	83.4
% of tenants satisfied with the standard of their home on moving in	90	95.7	92.8	96.3	97.5
% of tenants satisfied with the quality of their home	73.6	88.1	89	92.7	79.1
% of tenants satisfied with the management of the neighbourhood they live in	91.27	98.4	88.1	93.5	83.4
% of tenants who feel that the rent for their property represents good value for money	75.4	85.7	83	89.5	93.5

- Red** – lowest satisfaction rates of the four comparators, high priority for improvement,
- Amber** – second lowest level of satisfaction, performance could be improved, lower priority,
- Clear** – second highest level of satisfaction
- Green** – performing well

We analysed some of the issues underlying the satisfaction levels and came up with various actions to improve our tenant's satisfaction – this is shown on the next page.



You said, we did!

In September 2018 we carried out a survey of 126 tenants/members to get your views on the co-op. It is important that we listen to our tenant/members and try to bend and improve the services we provide to ensure they are closer to what you want.

We made the following changes as a result of what you told us:

- 2 tenants said they were interested in being involved in scrutiny – we contacted them and set up the Tenant Consultation Panel.
- 56% of tenants said they didn't know the difference between a housing co-operative and a housing Association – we wrote an article in the newsletter for Winter 2018 to explain what makes a co-op different.
- 98% said that the Newsletter was your preferred way of getting information from us – so we have introduced a third newsletter each year.
- 56% of members said they use Facebook, but a lot did not get the information we put out on Facebook – so we have been holding various competitions to encourage more members to use our Facebook page.
- 69% of members said their priority was for the Co-op to modernise homes - so we are continuing to invest in the homes we provide and installed 25 bathrooms, 20 new kitchens, 11 new heating systems and 34 boilers during 2019.
- 45% of members said that keeping rents affordable was a priority – so we kept the rent increase down to 2.4%. This was the 4th lowest of 43 Community controlled Housing Associations in the Glasgow area.

LIVING BY OUR VALUES

We believe is particularly important that a co-operative has a clear set of values and that we always try to behave in accordance with these values. The values help members

understand how they can expect to be treated by the Co-operative.

We want our values to be easy to understand, inspiring and to truly reflect who we want to be like and how we want to behave.

During the year the Co-op agreed it had six values.

Value	What it means	Examples
We do the right thing,	We do what we say we will do in the right way	Honest, polite, trusted, don't just take the easy path
We show respect to our members and our community	We make a positive impact our members by our behaviours and actions	Treating all customers with respect and providing the level of service appropriate to their needs
We recognise the importance of the team	We work effectively with others and value differences	Sharing ideas, improving things for the better, pulling in the same direction
We try new ideas	We take responsibility to solve problems	Responding flexibly to deal with new problems, looking elsewhere for better ways of doing things
We go the extra mile	We give all we have got and utilise all our skills	Being determined to overcome barriers, putting in extra time to achieve the best outcome rather than an adequate result
We ensure our community is treated fairly.	Campaigning to assist the community to get its voice heard	Objecting to the proposed use of Torr Street.

Do you think these are values that the co-op should have and do you think we behave in line with them?

Please phone Colin Turnbull on 0141 336 2138 if you would like to discuss this.



Community Involvement events 2018/19

Some of the popular community events we supported include -:

- A weekly food distribution project;
- Community Cinema;
- Community Planters;
- Summer Events organised by YPF including Arts & Crafts and BBQ;
- Tenant Bus Trip to Ayr;
- Maintenance Competition;
- Garden Competition;
- Over 50's Xmas Party;
- A Xmas event for children with Santa's grotto and disco;
- Christmas Hamper Competition;
- Christmas Lights Competition;
- Volunteers Afternoon Tea.

DONATIONS MADE FROM HAWTHORN HOUSING CO-OPERATIVE

Date Agreed by Management Committee	To	Description	Amount
22/10/2018	A committee member	Registration fee for the Big Sleep 2018	£50.00
16/11/2018	TPAS Scotland	Charity raffle prize – 1Ltr bottle of Smirnoff Vodka	£19.50
19/11/2018	Possilpark Parish Church	Two £25 Tesco Gift Vouchers for their raffle	£50
19/11/2018	Tenant	Cleaning fee for Santa suit	£25



Getting Involved

We provide a wide range of ways that you can get involved. We realise that people have different pressures and so we provide different ways to get involved – you can choose what suits you and your interests' best.

- TENANT CONSULTATION PANEL
- SCRUTINY
- VOLUNTEERING
- SOCIAL ACTIVITIES GROUP
- WALKABOUTS

Please pop into the office or give us a ring if you are interested in getting involved in making this the best possible place to live.



Assurance Statement 2019

Hawthorn Housing Co-operative has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework published on the 28th of February 2019
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- Comply with relevant legislative duties
- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

Management committee members have attended two half day events [as well as reviewing at routine committee meetings] to consider the evidence available to demonstrate our compliance with the above. The evidence is summarised by an assurance dashboard which is underlaid by a bank of evidence. This has assured the management committee that the level of compliance we are reporting is accurate.

The dashboard shows that we have assessed that we have no areas of material non-compliance, but we recognise that there will always be areas where self-reflection identifies areas for further enhancement. We have therefore produced a plan of actions we will complete by the 31st of March 2020 and by 31st of March 2021. The Management Committee will monitor progress against this plan each month and will assess compliance against these requirements twice a year.

This Assurance Statement was approved by the Co-operative's management committee at its meeting on 21st of October 2019. I confirm that that as Chairperson I am authorised to sign the statement on behalf of Hawthorn Housing Co-operative's management committee. It is also signed by or Director who is delegated with leading the day to day operational activities of the Co-operative and ensuring we are provided with appropriate advice and guidance to fulfil our role as committee members.

Signed by:

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Helen Graham, Chairperson

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Colin Turnbull, Director