

**OFFICE OPENING
& CLOSURE DATES**

The office will be closing on Friday
23rd December 2022 for the Christmas
holidays and will reopen on Thursday
5th January 2023.

WINTER 2022

Santa comes to Hawthorn

CHRISTMAS IN HAWTHORN

We aim to make Christmas as special as possible for our tenants. With this in mind we have arranged a number of events, details of which can be found on pages 1 & 2. We hope that you will join us and we can all come together at this time of year to celebrate. Ho ho ho!

Hawthorn and other community organisations have worked in partnership to arrange a sleigh visit from Santa on Sunday the 4th of December. Please join us at the office at 2pm to meet Santa and enjoy some festive refreshments of mulled fruit juice and mince pies. It is a family event, sure to be enjoyed by your little ones. There will also be an opportunity for tenants to leave messages on the memory tree, where they can commemorate loved ones at this special time of year.



OVER 50'S PARTY

We are delighted to be holding our over 50s Christmas lunch for the first time in three years! It is being held at the Inn at Lambhill on Friday 9th of December. Many thanks to our own tenant Sharon Deans for helping to host and organise the event. We would also like to thank CCG who are sponsoring the event. There will also be a prize draw, sponsored by Everwarm, of energy efficient equipment.

CHRISTMAS GIFTS FOR CHILDREN

Building on last year's lovely event, Committee members will be handing out Christmas gifts for children that live in our houses. The boxes are for babies up to all primary school children. Please come to the office on Thursday the 15th of December from 3.15 pm.

GOLDEN TICKET FOR AN AIRFYER

If you have a GOLDEN TICKET inside your copy of this Newsletter you have won an airfryer. Give us a call on 0141 336 2138 and the winner will be announced in the next newsletter.

The above prize has been donated by Everwarm.

Memory Tree

We will again have the lovely Memory Tree outside the Office. The tree sits on a Whisky Barrel donated by Beam Suntory and decorated by Committee member Kevin Wallace. We would encourage everyone to place a bauble or message on the tree to commemorate loved ones.

Children that attend the event will receive a Christmas Eve gift and will also get the chance to put a message on the tree.



CHRISTMAS LIGHTS COMPETITION

Dear Tenants,

The Committee have decided to hold the Christmas lights competition for the best garden/window again this year.

Prize: £50 Tesco Vouchers

The judging will take place on THURSDAY 15TH DECEMBER 2022 between 3.45pm & 4.30pm so if you want your Christmas lights/window to be considered for the above prize make sure your lights are switched on for 3.45pm.

Good luck to all who take part.

Pauline Maguire

Housing Officer



**PRIZE:
£50 TESCO
GIFT
VOUCHER**

Young co-operator of the Year

The Co-op is delighted to announce that Reece McQuade of Ashfield St has been chosen as the Young Co-operator of the year for 2022. Gillian Halliday, Community Link Up worker with the Co-op says, "Reece is

always keen to help with the weeding and other tasks at the Glasgrov Community Garden and it is lovely to see all his hard work being recognised."

Memorial garden opens at the Glasgrov site

The memorial garden will be opened at Glasgrov site on the 10th of December. There will also be food and refreshments. The garden will provide an attractive, quiet place where people can remember lost ones. Colin Turnbull, Director at the Co-op says, "The Memorial Garden has been named after Robert Stewart, former Committee member who did

so much for this community and who had the vision for the site being developed for the community. The event will also be used to commemorate Councillor Gary Gray and Mary Darling for their work in the community."

Colin says, "We encourage anyone in the community to use the memorial garden,

there is a space where people can leave a message for loved ones."

The Co-op would like to thank the Lintel Trust, Froglife, YPF, Wesrec, Springburn Men's Shed, Glasgow City Council, Brian Land and Stephanie Wright for all their work supporting the community to create this lovely space.

Bikes, bikes, bikes!

More tenants and their families have benefited from our partnership with NG Homes to get a good quality used bike. Here we see some of the local people showing off their new bike!



KIDS CORNER!



Social Media

Hawthorn uses Facebook to update the community with local events, things of interest, as well as keeping you up to date with what is happening at Hawthorn. There are plenty of interesting posts so please check us out at Hawthorn Housing Cooperative on Facebook.

Can you make us laugh?

Send us your funniest Christmas joke, either by text to 07458 304 944, phone on 0141 336 2138 or on Facebook and the funniest joke will win a Lego set!

Please be sure to include child's name and age on entries.

Competition ends Friday 16th December 2022 at 12pm. Winner will be announced on Facebook on Monday 19th December 2022.

Co-op aims to keep rent increase below inflation

The Co-op is aiming to set a rent increase of 5%. This is significantly below the October CPI rate of 11.1%.



Colin Turnbull, Director of the Co-op says, "The management committee realise how important it is for tenants that rents are as affordable as possible, this was confirmed in the recent Tenant Satisfaction Survey. That is particularly important this year as there has been a big jump in the

inflation rate."

The Committee has looked at its expenditure and believes that it should be able to keep the increase below the inflation rate while ensuring that it covers its costs over the long term and raises enough money to pay for future investment in the houses.

The Committee decided however, not to offer any options to tenants on the level of increase this year. Colin explains, "The situation is more complicated this year because there has been a national rent freeze and we are not sure how

long the rent cap may last. We intend to make this increase if we are allowed and we don't think we can go any lower whilst carrying out the work we think is important."

The Co-op is therefore consulting on only one option - an increase of 5%.

Have your say

The Co-op is sending survey forms to every tenant asking for their views on the rent increase. Staff will also be consulting tenants who are members of the Tenants Circle.

All the feedback will be pulled together and reported to the management committee meeting on 30th of January 2022. At that meeting the Management Committee will consider this feedback along with all the other factors. Committee will then decide on the increase that will be made.

New Defibrillator unveiled at Hawthorn



We were recently gifted a 24-hour access defibrillator by NatWest in partnership with St Andrews First Aid. The defibrillator was installed outside the office on Finlas Street and is ready and available for use should an emergency arise. Until recently, there were no 24-hour access defibs in Possilpark and there are now 2 which is a huge boost to the local community.

St Andrews First Aid will be providing community training for local people on how to use the defibrillator on **Wednesday 7th December** in the committee room. The training is designed to increase the confidence of local people in using the defib, ensuring that should an emergency arise, people are ready and able to use the device if needed.

We are extremely grateful to both NatWest and St Andrews First Aid for the opportunity which will provide local people with both the equipment and skills to save a life.



PAYING YOUR RENT OVER THE FESTIVE PERIOD



We would like to remind all tenants that they can make payments towards their rent by using their Allpay payment card at any paypoint outlet or downloading the Allpay App, by Standing Order through their bank, by Direct Debit or direct payment through online banking.

Tenants wishing to pay through online banking can contact a member of the Housing Management Team who can provide you with the bank details to allow you to do this.

We know at this time of year people like to spend money on presents etc for family and friends but we need to remind you that it is essential that you keep to any arrangements made and continue to make payments agreed over the festive period.

If you miss any payments, we will be left with no option but to escalate your case which may result in your case being booked into court and you will be at serious risk of losing your home.

The Co-operative only proceeds to Eviction as a last resort but when tenants continually break arrangements and do not co-operate with staff efforts to reduce their balance they have no other option.



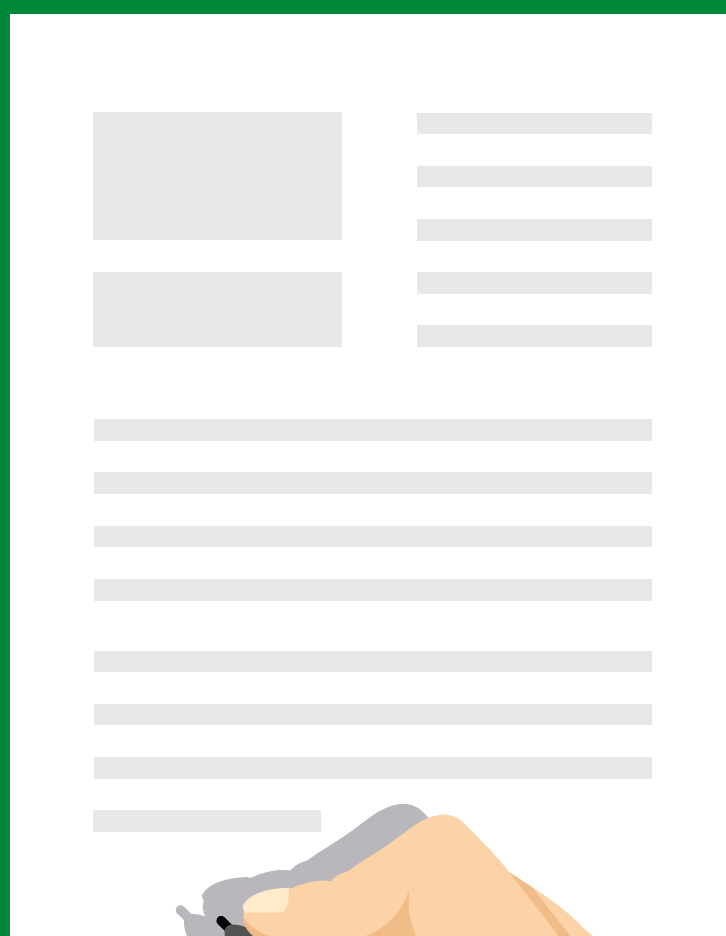
Co-op submits fourth Assurance Statement

The Co-op submitted its fourth assurance statement to the Scottish Housing Regulator in October. The Co-op has assessed that our level of compliance has fallen in relation to the quality of our housing and maintenance service. This is mainly because of a drop in satisfaction levels in the recent tenant satisfaction survey. Where the Co-op assessed that there are areas where it could improve, none of these were assessed as being material.

The Co-op has a one year plan to improve our compliance with the regulatory standards. This is detailed in this newsletter. Progress against this plan is monitored at each monthly management committee meetings.





The Assurance Statement is in our Annual Report which was sent to every tenant along with the calendar for 2023. It is underpinned by a mass of detailed evidence to demonstrate and justify the level of compliance the Co-operative is claiming to achieve. To make sense of all this information the Co-op has a dashboard with a traffic light system to indicate the grade of compliance.

The dashboard summarises our compliance against the Scottish Social Housing Charter, the Regulatory Standards and Regulatory requirements and legislation. It also explains why we do not think we have achieved full compliance in any area and the steps we will be taking to improve our compliance in these areas. The dashboard is shown on the next few pages.



Assurance Framework Dashboard November 2022

Key

	Compliant
	Compliant (with non-material areas for improvement)
	Working towards compliance
	Not compliant

A Scottish Social Housing Charter

The Customer/Landlord Relationship

1 Equalities

- Equality and Diversity Audit June 2018
- Equality Action Plan 2019 – good progress made but needs review
- Programme for Equality Impact Assessments being implemented 3 completed in 2022
- Diversity in community better reflected on committee [race, gender, employment, age] though 2 committee members from ethnic minorities resigned and another did not process to membership of committee
- TPAS award received for work with Chinese tenants - meeting bi-monthly
- We are gathering equalities data for all
- 3 BME tenants attended HCAG [though currently inactive]

2 Communication

- Satisfaction with being kept informed slight fall to 99% from 100% and opportunities to participate increased to 100% from 97.6%. This compares well with other small urban RSLs [95.6% and 91.3%]
- Committee meetings summarised in Facebook
- Monthly updates being issued to members of Tenants Circle

3 Participation

- Hawthorn Tenants Circle established, with improved and increased amount of electronic communication
- Regular surveys being held with HTC
- Hawthorn Community Action Group set up with broad cross-section – though group currently inactive.
- groups
- Self-assessment of our approach to customer engagement reported to committee on 30.05.22
- Community campaigning led by Co-op

Reason for assessment

- Still to fully gather and analyse equalities data, to embed commitment to equalities throughout Co-op & to reflect diversity amongst staff and committee.

Changes to be made to improve compliance

- Assess equalities data and develop action plan to address any issues
- Encourage greater diversity on Committee to reflect diversity within community
- Continue self assessment programme

Comments and recommendation - keep amber, but consider shift to green once actions completed re analysis of equalities data etc

Housing Quality and Maintenance

4 Quality of housing

- Stock condition survey completed Sept 2022– 30 year investment strategy from own resources still viable,
- All houses - other than 1 in abeyance - now comply with SHQS, [3.5% of peer group fail]
- High proportion stock meets EESSH == 99.7% compared to 97.7% for peers
- Major investment in older properties [all to have received new heating systems, kitchens and

- bathrooms by 2024. Bathroom contract underway.]
- All investment to be financed without borrowing this to be reassessed following stock condition survey
- Despite investment, customer satisfaction with quality of home dropped to 86%. [slightly lower than peer group of 88.3%]
- Tenant safety scorecard introduced
- EICRs all complete other than 3 in abeyance [no access]
- smoke detectors complete

5 Repairs, maintenance, and Improvements

- Repairs timescales have slipped
- emergencies slightly slower than peers, non-emergencies slightly quicker
- We do not have a formal appointment system, but tenants do specify when they would like work carried out.
- level of repairs carried out right first time -94.6% higher than peers 91.8%
- Big drop in satisfaction with repairs services from 92.3% to 79% compared to 92.5% for peers
- All houses had gas service within 12 months
- Follow on work to 1 unsatisfactory EICRs is in hand

Comments and recommendation – reassessed as amber due to significant drop in satisfaction and current uncertainty about ability to keep to long term investment programme. repairs times have slipped – but not a significant issue

Changes to be made to improve compliance

- Record inspections
- Introduce repair satisfaction surveys
- Assess reasons for dissatisfaction with quality of home

Neighbourhood and Community

6 Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes.

- Caretaking team restructured with additional equipment
- Caretaking service expanded [weed killing etc] those very satisfied increased to 100% from 75%, reflecting the full resumption of the service after lockdown estate now very well maintained.
- However, Survey showed low levels of satisfaction with grounds maintenance of our land and of land not owned by us [do people know what land we own?]
- 91% of tenants satisfied with management of neighbourhood [a drop from 97.6%] compared to 93.5% for peers
- ASB complaints are low level and all dealt with on time [96.8% for peer group] in 2020/21, though 1 not dealt with in time so far this financial year.
- Been unable to encourage tenants to attend estate walkabout. Housing Officer now carrying out regular estate inspections.

- Have struggled to get Council to deal with fly-tipping, to maintain derelict land and to repair roads/improve roads network.
- Glasgow site being developed by volunteers

Reason for assessment

- Drop in tenant satisfaction following staff being furloughed,
- Benchmarking with MHA,
- Difficulty in getting council to deal with issues

Changes to be made to improve compliance

- Review once we have results from Tenant satisfaction Survey
- Continue to develop community campaigning to ensure Council meets its obligations

Comments and recommendation - Retained as amber, due to drop in satisfaction, though not clear how much of this is responsibility of Co-op

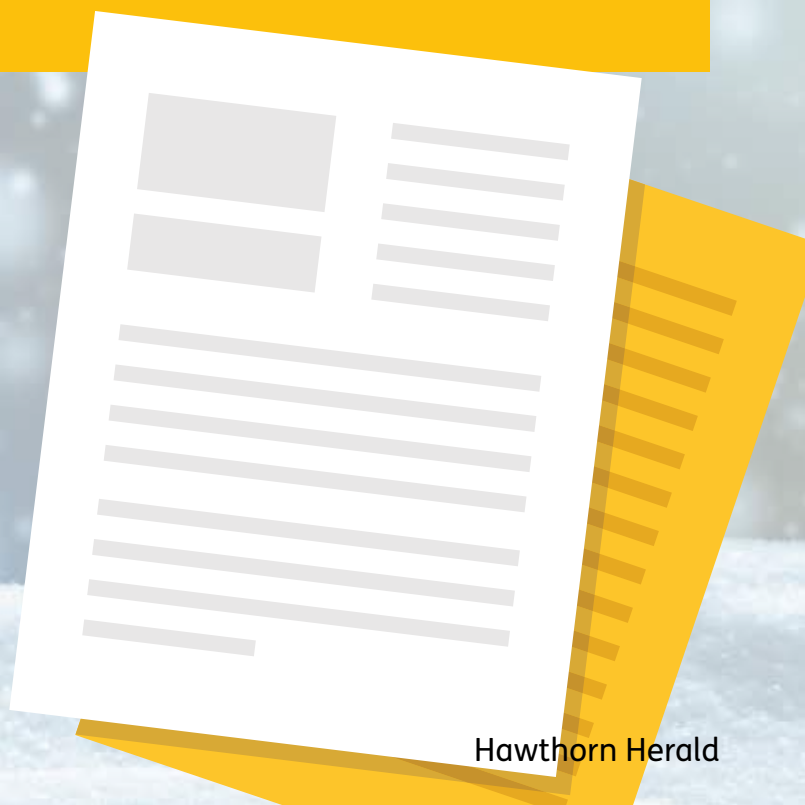
Access to Housing and Support

7, 8 & 9 Housing Options

- Applicants are offered interviews to complete applications and consider options

10 Access to Social Housing

- Allocations policy reviewed to comply with 2014 Act
- Significant increase in houses let to homeless - from 4.2% to 45.3% [net of transfers]
- 217 applicants have applied online for housing



11 Tenancy sustainment

- Welfare advice, Financial inclusion and Tenancy support services are available and have been reviewed and shown to provide VFM
- Tenancy sustainment increased from 88.9% to 98.3% compared with average of 93.2% for peer group
- No evictions in 2020/21 or 2021/22 with one since March 2022
- Starter packs made available for new tenants

Reason for assessment

- Drop in tenancies sustained in previous year [though numbers are very small] & lack of mainstreamed support services

Changes to be made to improve compliance

- Consider approach to support projects if grant funding not obtained
- Review whether we should introduce housing options interviews
- Application made for funding for Link up worker

Comments and recommendation - Keep amber with possible review to green if tenancy support service etc obtains long term funding

Getting Good Value from Rents and Service Charges

13 Value for Money

- Level of overall satisfaction slightly lower than peer group average [fell slightly from 92.9 % to 92.2% compared to 93.3% for peers] though remained at similar level despite impact of covid restrictions on services provided
- Improvement in voids and arrears performance in 2021/22
- Completed external review of pensions liability in 2022
- Have carried out VFM review of caretaking service and support services that we purchase
- Last two post recruitments have reduced salary costs
- Posting rental Payments fully automated
- one member of staff studying for finance qualifications
- Pyramid financials fully operational
- Low rate of absence – 0.82% compared to 4.89% for peers
- Analysis of our costs show - our houses to staff ratio is comparable with this sample of RSLs, Our management costs per house are higher than peer group.
- Regularly participate in collaborative procurement
- Have been appointed of hubWest
- Internal audit of rent arrears provided full assurance
- Increased use of frameworks in procurement
- Voids performance improved [though affected by covid], from 0.65% to 0.54%. This is higher than 0.41% for peers
- In consultation on the annual rent increase 90% of the tenants that responded said we provided VFM
- Improved rent arrears performance. From 8.74% to 7.35% over 5 years - still significantly poorer than peers [3.46%]
- VFM and procurement strategies being reviewed every year

- Non rental income being maximised by successful grant applications - £41,204 in 2020/21, £26,750 in 2021/22

14 & 15 Rents and Service Charges.

- Rent increase at 31.03.23 was below CPI.
- Rents restructured from 2015 – 2017. Significant increase but Co-operative financially viable over long term
- 2020 – all rents assessed to be affordable using SFHA tool.
- Satisfaction that rents provide value for money fell from 86% to 82%. Lower than peer group average 89.2%. May reflect impact of cost of living increases.
- Rents are generally slightly higher than peers, though all sizes are slightly lower than Scottish Average
 - 2 apt £79.15 compared to £71.36
 - 3 apt £81.39 compared to £78.24
 - 4 apt £88.93 compared to £88.07
 - 5 apt £98.75 compared to £98.94

Reason for assessment

- Management costs compared to peers, rent arrears performance and rents compared to peers.

Changes to be made to improve compliance

- Difficulty of achieving affordable rent increase with inflation projected to be 11%, consider feasibility of lower than inflation increase with increase phased in over future years when inflation reduces.
- Review rent levels for different sized houses.
- Review feedback from TSS
- Review management costs compared to peers

Comments and recommendation - Keep amber due to slow progress with arrears and little chance of acceptable rent increase being implemented this year.

B Regulatory Standards –

Standard 1 – Leadership and direction

5 statements are compliant
1 statements compliant (with non-material areas of improvement)

Standard 2 – Openness and accountability to customers

4 statements are compliant
0 statement compliant (with non-material areas of improvement)

Standard 3 – Managing resources for affordable rents

6 statements are compliant
1 statement compliant (with non-material areas of improvement)

Standard 4 – Making decisions and managing risk

5 statements are compliant
1 statement compliant (with non-material areas of improvement)

Standard 5 – Honesty and integrity

8 statements are compliant
0 statements compliant (with non-material areas of improvement)

Standard 6 – Skills and knowledge

6 statements are compliant
1 statement compliant (with non-material areas of improvement)

Standard 7 – Organisational changes

9 statements are compliant
0 statements compliant (with non-material areas of improvement)

Comments and recommendation – no change



C Regulatory Requirements & Legislation

Health and Safety

- Management committee trained on Health and safety
- Smoke detectors in every house
- EICR carried out all but 3 houses in last 5 years. Those tenants have refused to give access
- Employer issues – Comply with Best practice and EVH guidelines/advice
- Our processes for ensuring tenant safety were externally assessed in 2021.
- All gas services carried out within 12 months
- Corporate staff taken on responsibility re compliance with tenant safety maintenance activity
- Minor works for fire safety completed,
- contract for installing self-closers is 75% complete
- Tenant safety scorecard introduced and reported to Operations sub

- Health and safety assessment completed
- Regulator has closed notifiable event re tenant safety
- Vibration levels of equipment reviewed

Reason for assessment

- Range and complexity of issue, need to ensure new monitoring regime is effective

Changes to be made to improve compliance

- Sustain quarterly scorecard for year then review compliance level

Comments and recommendation – Issue of vibration shows complexity and range of this issue – keep at amber as cant be assured we are covering all issues.

Scottish Public Services Ombudsman Complaints

- Complaints handling reviewed to ensure we learn from complaints and to comply with SPSO guidance
- 2 Complaints made to SPSO in 2021 – SPSO did not take complaints forward.

Reason for assessment

- Not been adequately tested.

Changes to be made to improve compliance

- review our procedures to ensure they comply with best practice

Comments and recommendation – close to green

Data Protection and Published Information

- Website has been reviewed to comply with FOI during full overhaul
- GDPR policy in place.
- FOI policy in place – fully compliant
- Have obtained cyber essentials and undergoing Usecure training
- Annual report in 2021 was reviewed to ensure compliance
- FOISA included in minute taking protocol

Reason for assessment

- Minimal scrutiny/checking to ensure we consistently meet this standard

Changes to be made to improve compliance

- Carry out external assessment

Comments and recommendation – possible shift to green if positive external assessment

Equality and Human Rights

- Equalities and Diversity action plan in place.
- Equality Impact Assessment tool in place. Policies identified where it should be used
- Approach to gathering equalities data agreed March 2022
- Equality and diversity policy reviewed April 2020
- Equalities data been gathered for staff and committee and being gathered for tenants and applicants
- Monthly updates being issued to members of Tenants Circle
- 3 BME tenants attended HCAG

Reason for assessment

- Equality Impact assessments not carried out systematically
- No strategy for human rights

Changes to be made to improve compliance

- Develop strategy in relation to human rights
- Assess equalities data and report to committee with action plan to address any issues identified.

Comments and recommendation – keep amber, maybe shift to green once Human Rights strategy is being implemented

Accounting Taxation and Financial returns

- External auditors been appointed following competitive tender.
- Internal auditors been competitively tendered and 3 year programme agreed.
- New Accountants appointed
- All financial returns made on time
- Annual accounts submitted to 2021 AGM

Reason for assessment

- New accounting system, accountants and external auditors recently introduced. This has highlighted various issues which are being dealt with but need properly 'tested' to ensure confidence.

Changes to be made to improve compliance

- Decide on whether there is greater benefit in procuring accountancy services on three year contract or an a year-by-year rolling contract.

Comments and recommendation – keep amber

Constitutional

- Annual Assurance Statement submitted
- Comply with Regulatory Standards [with some areas identified for improvement]
- Committee reports indicate constitutional fit

Comments and recommendation – keep green

Performance Reporting, Tenant Scrutiny, Complaints

- Charter return has been audited/validated,
- Arrears ARC figures has been audited by internal auditor
- Assurance statement submitted by 31.10.22 with improvement plan developed to improve compliance and progress reviewed after 6 months
- 8% of tenants regularly feeding back via Hawthorn Tenants Circle
- Complaints handling reviewed to ensure we learn from complaints with recording by person receiving call introduced
- New comprehensive quarterly performance report introduced
- Completed self-assessment re customer engagement

- Stage 1 and 2 complaints dealt with quicker than peers
- Fewer recorded complaints per house than peers

Reason for assessment

- Tenant scrutiny [outwith committee members] remains fairly limited with surveys rather than ongoing dialogue

Changes to be made to improve compliance

- Develop dialogue with Tenants Circle
- Complete two further self-assessments

Comments and recommendation – getting close to being re-assessed as green

Environmental Protection

- All activities [eg weed spraying] comply with environmental regulations
- Environmental Impact Policy approved Sept 2021
- Biodiversity being developed at Glasgow site with plans for further work
- Fully funded plan agreed with Council for developing Bardowie Street park

Reason for assessment

- Poor performance by some tenants re waste disposal/recycling and lack of strategy to improve energy performance of our homes

Changes to be made to improve compliance

- Increase community buy-in to development of Glasgow site
- Improve treatment of waste [reduce bulk, improve recycling at flats]
- Encourage bike use
- Develop policy re reduce energy use & carbon consumption in heating our homes
- Energy Audit being carried out on Finlas St flats

Comments and recommendation -keep as amber, due to lack of buy-in from many tenants and difficulty achieving net zero with our stock

Whistleblowing

- Whistleblowing Policy in place
- Committee demonstrated awareness of whistleblowing in appraisal
- Committee members received training prior to signing COC
- Training for staff and committee Sept 2021

Comments and recommendation – keep as green

Housing Law

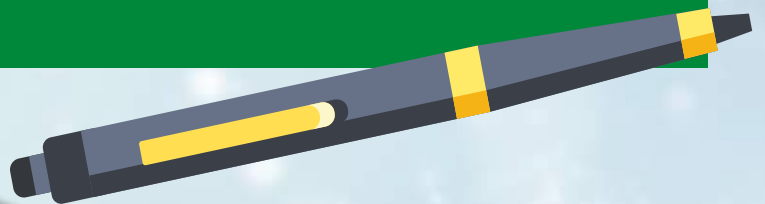
- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act following training from TPAS
- Allocs policy reviewed May 2022 with key elements approved by solicitor

Comments and recommendation – keep green

Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH

Comments and recommendation – Keep green



COMPLAINTS AND CU

1/2 year review (April to September 2022)

1. Complaints

Complaints	Number	% Responded to on time
Stage 1	4	100
Stage 2	1	100
Antisocial Behavior (ASB)	23*	100

2. Categories

The tables below show the complaints resolved during quarter 1 and 2 by service area and type, sorted by those most prevalent. The number of these complaints that were upheld is also shown as useful context but ASB complaints are not considered to be upheld or not.

Service Area	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Estates & ASB*	23	0	23	82.1%	0
Planned Maintenance	1	0	1	3.6%	1
Allocations	1	0	1	3.6%	1
Reactive Repairs	1	0	1	3.6%	1
Housing Management	1	1	2	7.1%	0
Corporate / CCT	0	0	0	0	0
Rent Account	0	0	0	0	0
Total	27	1	28	100%	3

Type	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Poor quality service	1	1	2	40%	1
Poor comms / lack of info provided to customer	0	0	0	0	0
Disagreeing with allocation	1	0	1	20%	0
Long standing issues not addressed	0	0	0	0	0
Disagreeing with previous decision	1	0	1	20%	1
Missed appointment	0	0	0	0	0
Staff attitude or contractors / professionalism	1	0	1	20%	1
No response to previous enquiry / complaint	0	0	0	0	0
Total	4	1	5	100%	2

STOMER FEEDBACK

3. Learning from complaints

The table below provides examples of the themes and learning already identified from quarter 1 & 2 complaints. A summary will also be included in each edition of the customer newsletter.

Description	Learning Recorded / Action Taken
Complaints regarding how allocations are made	Tenant was provided with the recent allocation policy that highlights what is considered when allocations are made.
Estate management issues	There have been a few complaints regarding rats in the area, while the Co-op does not have control over the issues we try and help tenants as much as possible including reporting issues to the GCC or the local Councillor. The director has discussed with Councillor Higgins the ongoing issues within Allander Care Home and asked these matters are actively addressed.
Dog Fouling- common grounds	Tenants have been reporting concerns over dog fouling not been picked up. We have put a post on Facebook to highlight the issue in hope this addresses the matter and encourages dog owners to pick up. We also previously highlighted this in the Spring newsletter.



Bulk uplift over the Christmas period

We have arranged with the contractor that he will do a bulk uplift on -

- Wednesday 28th of December and
- Wednesday 4th of January

This will be from the usual points.

Please do not leave items in the bulk uplift areas until the Tuesday evening before the uplift date. This is to keep the place tidy and to prevent items being strewn around the area.

Policy Review

The Co-op has recently reviewed the following policies:

- Suspensions & Calculation of Allocations Policy
- Risk Management Policy
- Maintenance Policy
- Openness & Confidentiality Policy
- FOI Policy
- Assignment of tenancy Policy
- Taking in a lodger
- Electrical Safety & Smoke Detector Management Control Manual
- Disciplinary Policy
- Parking Space Policy
- Former Rent Arrear Policy
- Gritting Plan
- Void Management Policy
- Estate Management Policy
- Anti-Social Behaviour 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 a look at them.



Windy Weather

Can you please ensure all trampolines, garden furniture or anything else that can blow away are tied down or are stored away in sheds etc. These items can be a real danger in high winds.

Grit Bins



If you are snowed under or your paths are icy, and you need some grit, there are grit bins located in the following areas;

- Torr Street (Opposite Torr Gardens)
- Finlas Street (Outside Co-op office)
- Fruin Street (At Glendarvel Gardens)
- Outside 1 Finlas Street
- Ashfield Street
- Braemore Gardens
- Lochsloy Gardens
- Glendarvel Gardens.

We have recently introduced a Gritting Plan that will allow for certain patches within the area to be gritted by our caretakers were possible.

If you see that the grit bins need filled or the roads need gritted, please call Glasgow City Councils, Roads and Lighting Department on freephone **0800 373 635** or chargeable on **0141 267 7000**.

Beat the Freeze

There are many ways that you can prevent cold weather from causing damage to your home and contents this winter. However, should you be unfortunate to suffer water damage to your belongings it is essential that you have the correct contents insurance cover to replace your damaged goods.

Contents Insurance

There's no legal requirement to have tenant's insurance – it's completely up to you where to buy a policy. But taking out insurance is the only way to ensure you wouldn't be left out of pocket if your personal possessions were damaged or stolen.

Avoiding frozen pipes

- Try and avoid burst or frozen pipes by keeping your home reasonably warm during the day and at night. In particularly during cold weather, keep the heating on during the night at a low temperature.
- Run taps occasionally to prevent freezing.
- If you leave your house empty for a short period in the winter please ensure the heating is left on at a low setting.
- If you are going on holiday for 2 weeks over the winter period please advise the office.
- The Co-operative will drain down and turn off water supplies to all void properties over the Christmas break.
- Know where the internal stop valve is located.
- Keep the Co-operative's emergency call-out number at hand.

Dealing with frozen pipes

- Turn off the water at the mains stop valve. This is generally located at the incoming supply pipe to your home, usually in the kitchen although in certain flats they are located in the hall at the entrance doors.
- Open all cold taps to drain the system and collect the remaining water in your bath for washing and WC flushing.
- Call the Co-operative's emergency number for a plumber. If you get a burst pipe:
 - Turn off the water at the mains stop valve.
 - Try and block the escaping water with thick cloths or towels.
 - Open all taps to reduce flooding pressure.
 - Call the Co-operative's emergency number for a plumber.



Gas Servicing & Maintenance



The Co-operative as your landlord is required by law to test the gas boilers and pipe-work within your home every 12 months to ensure they are safe for you to use and are maintained in a good condition.

City Building have been instructed by the Co-operative to carry out these inspections and they will leave a copy of the safety certificate in your home after they have carried out the service. They will also issue a copy to the Co-operative for our records.

It is obviously in your interest to give City Building access to carry out this work. They will contact you by letter directly to advise you when they intend to visit your home and will give you the option of changing it to another date that is more suitable for you.

If an arrangement has been made and the engineer does not attend, please contact the Co-operative immediately to allow us to investigate the matter and ensure that you are not given the blame for no-access.

It is very important that the Co-operative complies with its legal duty and gets access to carry out the gas service. Getting the boiler serviced not only ensures the boiler

is running safely but that also its running efficiently which could save you money on your fuel bills.

Should you not give access to your home, you will be in breach of your tenancy agreement and we may be left with no alternative but to use the Landlords Right of Access and force entry to your home. The costs will also be recharged to you.

Gas Safety

Should you suspect a gas escape please contact the National Grids's Emergency Service, freephone anytime on 0800 111 999. Please also carry out the following:

- Turn off the gas supply at the meter
- Put out all sources of ignition
- Do not smoke
- Do not operate electrical switches
- Open doors and windows for ventilation

Improving your homes

2022/2023 has been a busy time for the Co-op with 2 major projects on site that improve the quality of our homes:

Kitchen renewal

- Kitchen renewal and associated work was carried out at 109 homes at Finlas Street, Fruin Street and Sloy Street at a cost of £650,000.
- This work started on site in June and was completed in October.

Bathroom renewal

- Bathroom renewals are currently being carried out to 50 homes at Finlas Street and Braemore Gardens at a cost of £261,000
- This work started on site in October and is scheduled to be completed in December

Surveys will be carried out on both of these projects to measure Tenant satisfaction.



Planned Maintenance 2023/2024

In September 2022 the Co-op instructed a stock condition survey to be carried out. The results of this survey have now been submitted to us and the information is being used to shape our future investment. Gordon Wilson, Maintenance Manager says “this will be a particularly challenging time for Planned Maintenance for the Co-op considering rising costs, labour shortages and post covid effects”.

Despite this the Co-op plan to carry out a further 54 kitchen renewals and associated work during 2023/2024 which will mean that every one of the Co-op’s renovated tenement properties has had a new kitchen. This work will be carried out in Ashfield Street, Fruin Place, Fruin Street and Sloy Street. The work will cost around £250,000.

Work planned for 2023/2024

Phase	Addresses	Gas Servicing	Detector Servicing	Close Cleaning	Grounds Maintenance	Gutter Cleaning	Kitchen Replacement
PHASE I	2,4,6,8,10,12,14,16 Finlas St	✓	✓	✓	✓	✓	
PHASE II	18a,18b,20,22 Fruin St, 1,3,5,7,9,11 Glentool Gardens	✓	✓		✓	✓	
PHASE III	2,4,6,8 Sloy St, 21,23,25,29,31,33 Fruin St	✓	✓	✓	✓	✓	
PHASE IV	2,6,8 Fruin St 10 Ashfield St	✓	✓	✓	✓	✓	✓
PHASE V	3,5,7 Sloy St, 2,4,6 Fruin Pl	✓	✓	✓	✓	✓	✓
NB FRUIN ST	1-15 Coulin Gardens, 24,26,28,30 Fruin St, 1-12 Glendarvel Gardens	✓	✓	✓	✓		
TOFFS	1-49 Braemore Gardens, 1,3,5,7,9,11,15,17,19,21,23 Finlas St	✓	✓	✓	✓		
LOCHSLOY	1-17 Lochsloy Crt	✓	✓		✓		
TORR	Torr St,Torr Place & Torr Gardens	✓	✓		✓		
ASHFIELD	Ashfield St, Bardowie St, Allander St & Denmark Close	✓	✓	✓	✓		

The above represents the main contracts for Planned Maintenance and Cyclical Maintenance for 2023/2024. Tenants involved in any of these proposed works to their property will be lettered prior to commencement of the measures to be undertaken, to advise them and seek any necessary approvals. If tenants have any questions relating to the forthcoming programme of works they should contact Gordon Wilson, Maintenance Manager.



Co-op lays out its plans for the year



The Co-op has agreed its plan for the coming year. This has been developed to:

- Improve our compliance against the regulations that apply to us,
- Address the priorities identified by tenants in the Tenant Satisfaction Survey.

By the of January

Make successful application to Lintel Trust [for Children's group and series of taster activities to improve wellbeing on young women in the community].

Address issues identified by auditor [depreciation & recording grant income & expenditure]

Completed second SHN self assessment re ASB

Electronic Evidence Bank is being used to collate data

Apply for stalled spaces funding or similar re land at junction of Bardowie St and Ashfield St

Make a 'Young Co-operator Award' for 2022

Complete assessment of TSS to identify causes of dissatisfaction with quality of home

Introduced system for assessing satisfaction with repair carried out

Walking Group, Angling Group, Parent and toddlers group and Guitar group are meeting regularly

Complete report to committee on outcome of consultation re rent increase

Decision made on whether to proceed with proposed alterations to office

By end of February

Strategy in place for improving energy efficiency of older flats

Start VFM exercise for day-to-day repairs

Commence community campaign re Bardowie street park if council haven't progressed plans.

Plan for developing Glasgrow site and funding plan agreed with HCAG with 5 residents involved in developing the site.

Strategy developed for effective electronic consultation with Tenants Circle, pilot by consulting on accessibility to offices and services

Community campaigns re bus stop, safe road crossings and roads underway in partnership with Councillor

By end of March

Develop a funded programme of community activities

Develop range of volunteering opportunities

Agree the two topics to be covered via SHN self assessments

Void days to let reduced to 27 days

Rent arrears reduced to 5.5%

Rent increase strategy to ensure increase over 5 years does not exceed CPI

105 Trees planted at Glasgrow site

Induction Training Programme [including complaints] complete for committee members

Strategy approved re equalities and human rights

Co-op lays out its plans for the year (continued)



and

- Improve performance in key areas of service delivery where our performance is not as good as some other Associations.

Please get in touch if you would like any more information on these priorities.

By end of April

Made decision regarding whether we shift to Cloud based Pyramid software.

By end of May

Contractors are advertising vacancies with the Co-op

By end of July

Low scale review of demand for welfare advice given the COL crisis

By end of August

Review arrangements other RSLs have where Senior Officer provides advice in an issue they have an interest in

Report to audit sub regarding method for procuring Financial services

Review our VFM strategy

Internal Audit to have completed 3 yearly comprehensive review of compliance

Majority of Improvements from Tenant Safety plan fully implemented

By end of October

Arrange external review of our planning process to ensure consistency with business Plan

Tenant safety Scorecard has been reported every quarter

All houses to fully comply with SHQS

Void days to let reduced to 19 days

Rent arrears reduced to 5 %

85 pre-2005 houses to have new bathrooms

Every renovated flat to have new kitchen

All houses to have had EICR inspections within last 5 years

All houses to have smoke detectors that comply with legislation

200 tenants have access to affordable broadband

All renovated closes to have been painted

By end of December

Young Co-operator Award 2023 has been awarded

Develop replacement heating strategy

Decision made regarding future software provided

Obtained £50k in grant this year

GLASGROW Community Garden

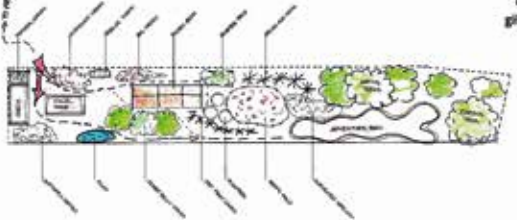
Behind 4 Fruin Street

Glasgrow is a garden designed by the community for the community. We need helpers to continue developing and maintaining the site. No gardening experience necessary, we're all learning together as we go along

Join us every Wednesday at
1pm



For more info contact
Gillian on 07856282027
gillian@hawhousing.co.uk



LITTLE RASCALS POSSILPARK



TUESDAY & FRIDAY
9.30-11.30 AM
POSSILPOINT
COMMUNITY CENTRE

A SAFE SPACE FOR CHILDREN
AND THEIR PARENTS OR CARERS
TO HAVE FUN AND LEARN
TOGETHER
ALL CHILDREN MUST BE
ACCOMPANIED BY AN ADULT AT
ALL TIMES



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

The Chancers
Community Group
SHARING SKILLS IN THE COMMUNITY

The Chancers are a women's group who come together for a cuppa and blether.
The group enjoys a variety of activities such as bingo, arts & crafts and group workshops.
We are an informal and friendly group who love meeting new people. Why not pop in and say hello?

Wednesday 10.30-2.30
Possilpoint Community Centre
130 Denmark Street
G22 5LQ

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

**Women's
HEALTH & WELLBEING
Group**

Every
Thursday 10.30am - 12pm

JOIN US TO MAKE NEW FRIENDS, LEARN NEW SKILLS, & GAIN SUPPORT

Glasgow Perthshire Football Club
Keppoch Park, Ashfield Street,
Possilpark
More Info: ☎ 07856282027
✉ gillian@hawhousing.co.uk

CARPET BOWLS

Every Friday
12pm - 2pm

Possilpoint Community Centre
130 Denmark Street
G22 5LQ

COME ALONG, JOIN THE FUN, MEET NEW PEOPLE
AND LEARN A NEW SKILL
NO EXPERIENCE NECESSARY
ALL WELCOME - AGE 18+

TEA AND COFFEE AVAILABLE

FREE!!

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



Inner Circle are a group of men who meet every week
We enjoy getting together for a game of pool, some dominoes, carpet bowls and a chance to catch up

Join the fun & be part of our community
Every Monday & Thursday
12.30pm - 2.30pm
Glasgow Perthshire Football Club
Ashfield Street, Possilpark

FREE - Everyone Welcome - 18+

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



Emergencies Outwith Office Hours

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

Other Emergency Numbers

Gas leaks:
0800 111 999

Scottish Water:
0800 077 8778

Scottish Power:
0800 092 9290

Merry Christmas

On behalf of all the staff and Committee at Hawthorn we would like to wish all our tenants a very Merry Christmas and a Happy New Year.

