

AUGUST 2020

EMERGENCY AND USEFUL NUMBERS
For all emergency repairs out with office hours including gas central heating repairs Freephone City Building on 0800 595 595. However, if you recently had a new heating system, kitchen or bathroom installed and there is a problem with it then you should contact CCG Scotland on 0141 643 3744.



Our plans for opening the office

Now that we have entered Phase 3, we are in the process of re-opening the office to the public. We have still to absolutely confirm these arrangements, but our plans at this stage are to open on an appointments-only system from the 10th of August, for those tenants who require welfare advice or assistance. Tenants wanting to speak with staff about any other matter should continue to contact us by phone, email, or text. We will not be

allowing tenants into the office for any other purpose at this stage. If you require an appointment with Agnes, please contact the office on 0141 336 2138.

We hope that from the 24th of August, we will be open for some of the week, possibly for appointments only, for tenants and applicants to come into the office. Please be aware that only one tenant will be allowed in the office at a time, so there will be a queuing system in place outside.

We are 'phasing-in' the office opening to make sure we have the correct arrangements in place and to ensure that people can visit the office safely. However, the safest option is that you remain at home and, for the safety of our staff and our tenants, we would prefer that any communication with the office is done through phone or email where possible, so we ask that you only come to the office for urgent issues.

A NOTE FROM THE DIRECTOR

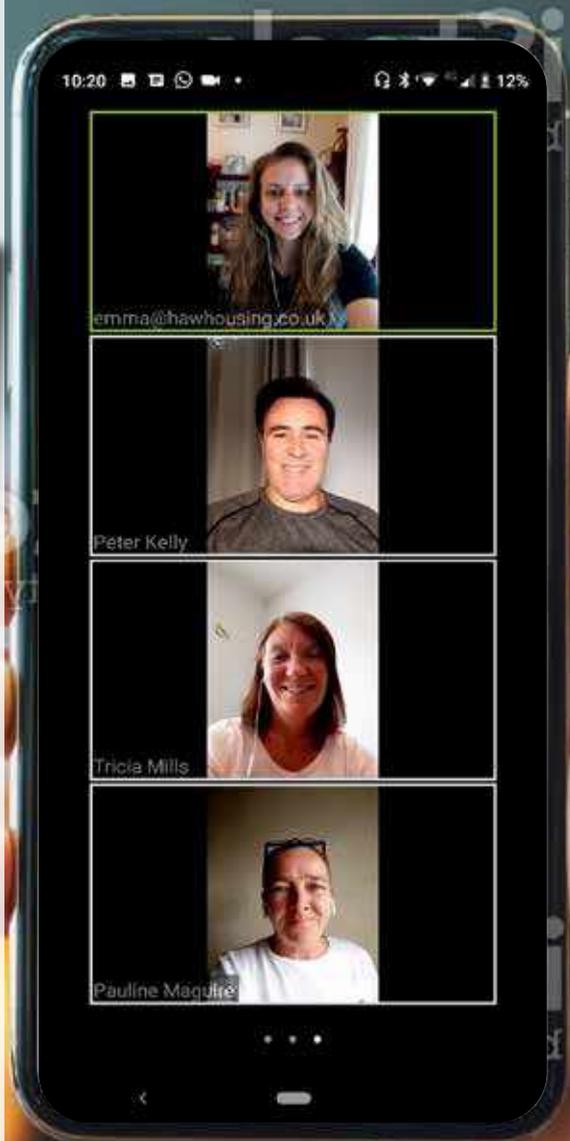
The last few months have been difficult for everyone. For the first time since the Co-operative was formed over 30 years ago, the office was closed to the public.



Most staff worked from home and we continued to hold committee meetings etc. but we all found it really difficult not to be around the community. Things are starting to ease up and the caretakers have resumed the grass cutting service and, in a separate article, I have explained our plans for opening the office.

However, the last few months have shown us how important the Co-operative is to this community – it is the focus of the community and what makes it different from every other community in Glasgow.

I would like to thank everyone for your patience and for being so reasonable over the last few months. I would particularly like to thank those members who took responsibility for cleaning their closes and for cutting their grass and the grass of their neighbours.



Some of our staff having a Zoom meeting from home!

Supporting our Tenants during Covid-19

The Co-operative is working with YPF to ensure that any of our vulnerable tenants have access to food and support if needed. At the beginning of lockdown, we phoned everyone to gather a list of tenants who may require additional support. If you have not put your name down and there is anything you think the Co-operative can help with, please get in touch.

Through our partnership with Possilpark People's Trust, we have also been given grant funding to help our tenants. We have been delivering Tesco Vouchers to those affected by Covid-19. Please get in touch if you are struggling with fuel bills or buying essentials due to Covid-19 [e.g. you have been furloughed or laid off etc].



These vouchers will be issued on a first come- first served basis to tenants who meet the criteria.

Actions on Arrears

The Co-operative's rent arrears have continued to rise over the last year. They are at a level where we need to ensure they are managed and reduced over the coming months and years. This does mean that we will need to manage rent arrears more firmly and take action more quickly - particularly where a tenant breaks or fails to make an arrangement.

We will continue to do all we can to work with tenants to reduce their arrears, but if someone continuously fails to work with us we will take the firmest action.

Tenants should be aware that this can, and does, include eviction. So it is really important that you contact us as soon as you have any difficulties paying your rent. We have expert advice available to help you if you are having problems.



Allocations

We are starting to let houses. This had been held up during the lockdown as we couldn't carry out the letting and repairs safely.

★ COMPETITION ★

★ COMPETITION ★

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Treat your neighbour

Do you know someone who deserves a little thank you? If you have a neighbour who has helped you out during lockdown, let us know and they could win a voucher for a takeaway meal and a bottle of wine! Send your nominations to emma@hawhousing.co.uk or via the Co-operative's Facebook page.

Competition open until 7th August at 4pm. Winners will be announced via Facebook on the 10th August and the winner will be contacted.



Caretaking Service

After spending a number of weeks on furlough due to Covid-19, we are happy to announce that our Caretaking Team returned to work on Monday 8th of June. We are sure you will be delighted to see them around the area again, but we do ask that you help to ensure safety by maintaining a 2-metre distance from them at all times. The caretaking team will be working through the backlog of work as detailed in this newsletter, so please bear with us while we get up to speed!

Grass Cutting

We have received several calls enquiring about the grass cutting services our caretakers usually carry out. As you know, the caretaking team was furloughed for a number of weeks as it was determined that they were unable to carry out their duties safely in accordance with government guidance whilst in the lockdown phase of the crisis.

Now that the team has returned to work and are able to resume some grass cutting services, they will be prioritising back courts and easily accessible areas but will hopefully be back to the normal programme as soon as possible.

We would like to say a huge thank you to all of our tenants who were able to help out in their absence.



Close Cleaning

We arranged for a private contractor to give the closes a one-off clean. This is because of the backlog of grass-cutting work our caretakers face. We know many of you have been looking after the close during this period and we would be really grateful if you could continue doing this until the caretakers are able to recommence the close cleaning.



BULK UPLIFT

There has been an increasing number of enquiries around the build-up of bulk rubbish in the area. Unfortunately, the cleansing department has suspended their services for the time being. Now that the caretakers are back to work, they will be focussing on tidying the bin areas as a priority however it would be helpful for those with a car to dispose of their own bulk rubbish at Dawsholm Recycling Centre rather than adding to the collection for the time being.

The following items of rubbish are being accepted at Dawsholm:

- Bags of household waste
- Garden waste
- Cardboard
- Wood (including small furniture)
- Mattresses

There has also been a problem with waste being dumped at the service gap alongside 6 Finlas St. It looks as if this is being dumped



by a contractor. We are installing CCTV to monitor the site and to deter the person from doing this.

If you have any information on who may be doing this, we would be grateful if you could let us know as it presents a real hazard to young people

Day to Day Repairs Service

Following the Scottish Governments move into Phase 2 of the route map out of lockdown the Day to Day Repairs Service resumed fully on Monday 3rd July 2020 subject to certain control measures being put in place by the contractors together with the consent of the tenant.

We will question all tenants who report a repair on whether they or others in their household have the Covid-19 symptoms so we can advise contractors of any risks involved. However, it will also be a requirement for all contractors to question tenants before they enter their home.

All our Approved Contractors have been contacted to remind them of the risk assessments that they require to undertake when carrying out the work and the control measures that are expected to be put in place.

The main ones are maintaining 2m social distancing with tenants and hygiene measures prior to entering tenants' homes.

You can also help by taking the few simple steps below recommended by the Employers in Voluntary Housing for visitors to your home.

- Observe the 2m social distancing guide
- Leave windows open for ventilation
- Leave all internal doors open
- Keep pathways within the home clear from any obstructions
- Keep areas well-lit and curtains open
- Where possible other members of household should gather in one room
- Shut pets safely away in another room

Gas Servicing

Gas Servicing has been classed as essential works by the Scottish Government during the lockdown period and our legal responsibility to obtain access and carry out the gas service still remains.

The gas service contractor City Building will arrange for the engineer to attend with the appropriate Personal Protective Equipment and will ask you to remain in a separate room. For those tenants who are shielding and believe that there are greater risks from the spread of the Covid-19 virus than those risks from not getting a gas service carried out then please advise the Co-operative of your intentions and we will respect your wishes. Once you feel it is safe to undertake the service please advise us accordingly.



Top Tips for Safe Home Visits

Staff will be carrying out home visits only when necessary. To report any minor repairs, we ask that you take a photograph of the issue, and send it to the office via:

- Text
- Whatsapp
- Email
- Facebook

Where this is not possible, and you have agreed a home visit with staff, we ask that you take the following advice into consideration:

- **Do not** arrange a home visit if you have any Covid-19 symptoms or are feeling unwell in general
- **Do** wear a facemask
- **Do** tell our staff in advance if you are shielding
- **Do** keep a 2m distance at all times
- **Do** leave all windows and internal doors open for ventilation



Investment Works 2020/21

The previous newsletter at Christmas gave a detailed programme of all the planned and cyclical works proposed for the next financial year 2020/21 and below is a quick reminder of the main ones.

Proposed Works	Properties
Bathroom Replacements	Coulin Gardens, Glendarvel Gardens, Glentroll Gardens, 18-22 Fruin St New-build and 24-30 Fruin St New-build
Velux Window Replacement	Tenements Finlas St
Smoke Alarm Upgrades	Most properties unless already completed

The progress of these proposed works has obviously been affected by the restrictions imposed by lock-down and this will continue to be the case as the construction industry and all its suppliers gradually get back to a degree of normality. The Scottish Government has given approval to proceed with investment works such as bathroom replacements etc. provided that adequate control measures are in place to protect the wellbeing of tenants and contractors alike, although it is highly unlikely that there will be a quick start to our contracts as there are many aspects out-with the Co-operative's control.

- The Scottish Government requires a 'soft start' by the construction industry and a cautious reintroduction back to work
- There will inevitably be a huge demand from many different sectors to catch up on a backlog of construction work and repairs and the Co-operative and other landlords will all be competing for a finite service
- Until very recently we could not even obtain competitive costs in the hope that we could have a quick start once the relevant phase was reached, as many of the contractors estimating staff were on furlough and they were therefore unable to submit tenders for works anyway
- There is still a bit of uncertainty about how social distancing requirements may change in the near future and this makes it difficult for contractors to price works accurately. This uncertainty would normally result in higher costs or a reluctance by contractors to undertake certain works as they would not want to put their employees at risk



- The availability of many materials used in construction industry has also been affected as many manufacturers and supply chains have been closed and staff furloughed during lockdown

As many of these areas are out-with our control it is therefore very difficult to give you an exact indication of when the works will be undertaken, however it is very unlikely that any works will be completed before Christmas 2020. P Kelly is currently reviewing the programme and will contact tenants when there are more definite timescales.

AGM – hold the date!

15th of
September
at 6.30pm



As many of our tenants will be aware, the Co-operative holds our Annual General Meeting in September every year and all shareholder members are invited. This year, things may be a little different due to the difficulties faced with Covid-19 and the ongoing restrictions put in place by the Scottish government.

We are hoping to hold our meeting this year on the 15th of September at 6.30pm, venue to be confirmed. To allow for social distancing, we also plan to allow tenants to join the meeting from the comfort of their own home using

either a mobile phone, tablet or computer.

We would like to know how many of our tenants would be willing, or able, to access the meeting via Zoom – or whether you have any better suggestions on technology to use or how we could accommodate you in our AGM plans.

Please get in touch to let us know your thoughts on 0141 336 2138. We would love to know whether you will be able to attend, or if there is any way we can help you to do so.

Our Facebook page



Did you know that the Co-operative runs a Facebook and Twitter page?

The page is used to share important information, competitions, and social activities within the surrounding area. It's the quickest

way to receive updates from the Co-operative and is also a great way for you to get in touch with us with any comments or suggestions you may have. Search for Hawthorn Housing Co-operative and click like to keep updated.