



2020/21

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

Email: enquiries@hawhousing.co.uk • Tel: 0141 336 2138

Facebook: 'Hawthorn Housing Cooperative' • Twitter: '@HawthornHousing'

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**.

Other Emergency Numbers

Gas leaks: 0800 111 999
Scottish Water: 0800 077 8778
Scottish Power: 0800 092 9290

Impact of Covid – Please note that the office may not be open to the public at certain times due to Scottish Government guidance. Our services can be accessed by phone, text or email at these times.



Message from the Chair

At last it seems that we are emerging from Covid and getting back to some normality. The Co-op's staff have been working from the office for a few months and I hope this has reassured the community that the Co-op is providing services and supporting people as much as we can. I am really pleased that we are starting to organise social events that help to bring the community together. These events are so important after more than 18 months where they weren't possible.

In my report last year I said one of our priorities would be to try to ensure as many of our families as possible are 'digitally connected' as this is so important in ensuring our families have the best opportunities possible. I am delighted that we were able to provide more than 100 families with the IT equipment they need to get digitally connected. I think this shows the difference the Co-op can make to our lives.

In March this year the Co-op agreed our Business Plan for the next three years. Although this report looks back over the last year I think is particularly important that we look forward so that members can see what our priorities are for the next three years. Our top priorities are:

- Aim for inflation only rent increases
- Continue with improving our existing houses
- Try to obtain grants for -
 - A strategy for heating houses after gas
 - An option appraisal on the older flats
- Attract grants for our wider activities
- Working with others to -
 - Improve condition of roads
 - Improve job opportunities
 - Better bus service with a closer bus stop

I hope this shows how the Co-op continues to be relevant to this community and



makes a real difference in improving the quality of all our lives.

Finally, I would like to thank the community for your continuing support and the committee members and staff for their commitment and hard work over the last year.

Yours sincerely,

Helen Graham
Chairperson



Management Committee

Our Office Bearers:

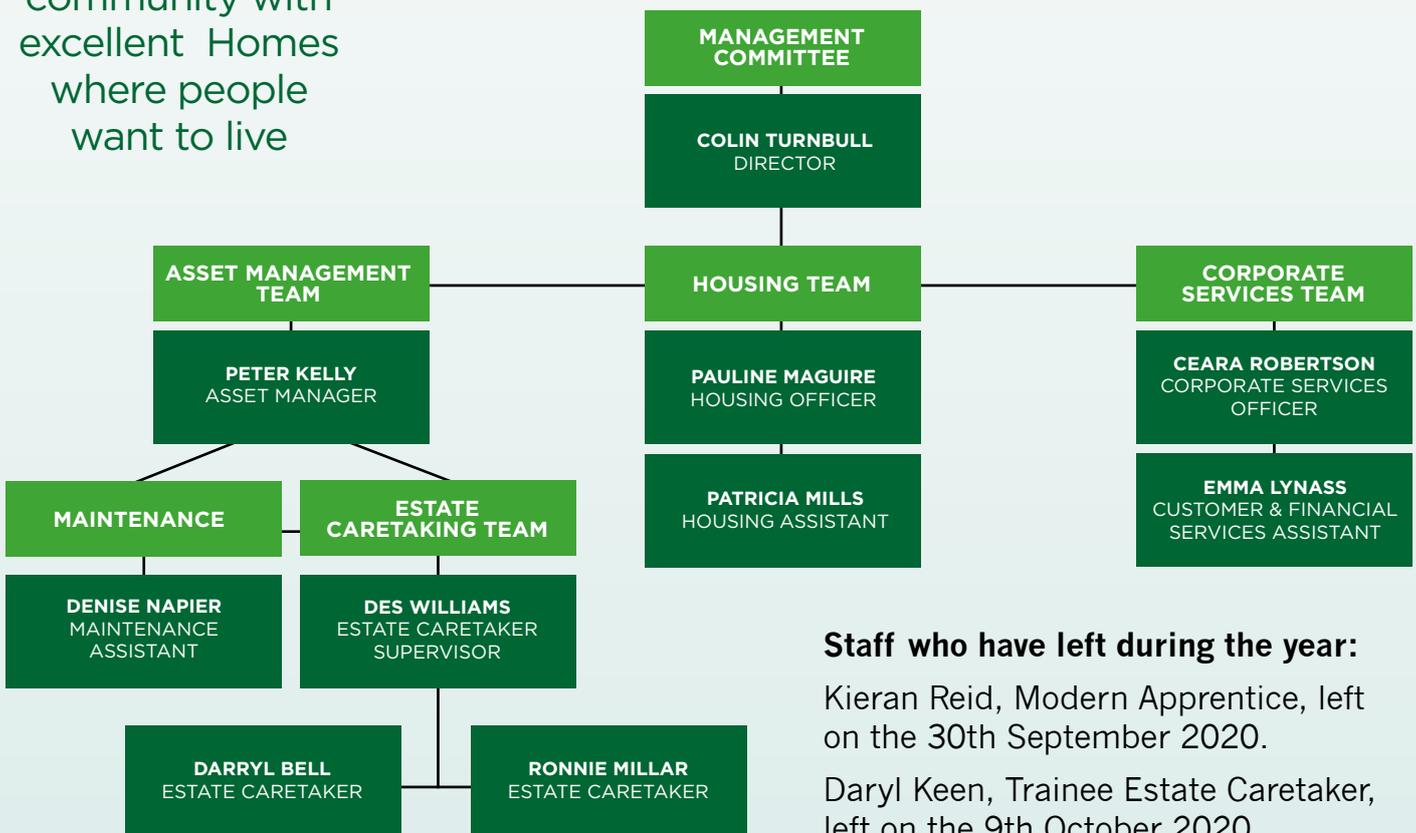
- Chair - Helen Graham
- Vice Chair - Mattie McGeouch
- Secretary - Cathie Ritchie
- Treasurer - Robert Stewart

Committee Members:

Gillian Spence, Lambert Iku, Adebimpe Ademosu, Nesbah Frempong, Ola Opanike, Eileen Wallace, Kevin Wallace and Cllr Gary Gray.

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

OUR STAFF TEAM



Staff who have left during the year:

Kieran Reid, Modern Apprentice, left on the 30th September 2020.
Daryl Keen, Trainee Estate Caretaker, left on the 9th October 2020.

Consultants

- External Auditor:** French Duncan
- Financial Consultant:** AC Davidson & Co
- Governance:** Mulholland Associates
- Legal Services:** TC Young
- Internal Auditors:** Quinn Internal Audit Services Ltd

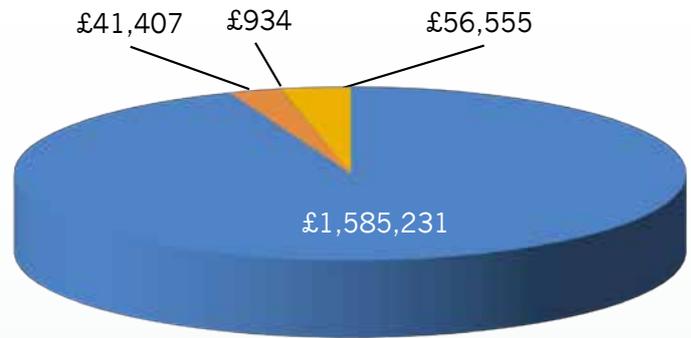


Our Finances 2020/21

Income

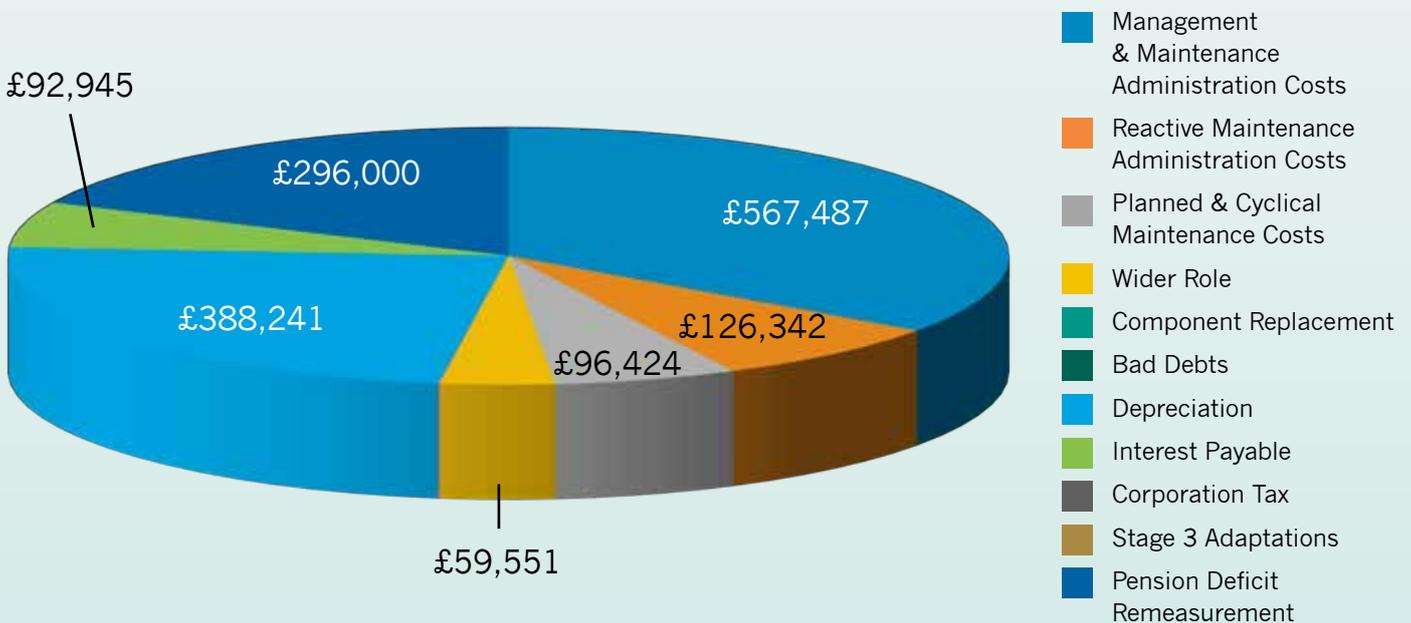
Rents Receivable	£1,585,231	94.13%
Wider Role	£41,407	2.46%
Interest Receivable	£934	0.06%
Grants From Scottish Ministers	£56,555	3.36%
Total	£1,684,127	100.00%

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



Expenditure

Management & Maintenance Administration Costs	£567,487	34.85%
Reactive Maintenance Costs	£126,342	7.76%
Planned & Cyclical Maintenance Costs	£96,424	5.92%
Wider Role	£59,551	3.66%
Component Replacement	£0	0.00%
Bad Debts	£694	0.04%
Depreciation	£388,241	23.85%
Interest Payable	£92,945	5.71%
Corporation Tax	£480	0.03%
Stage 3 Adaptations	£0	0.00%
Pension Deficit Remeasurement	£296,000	18.18%
	£1,628,164	100.00%





Our Homes, our rents and value for money

We provide 364 homes for families in Possilpark. These houses generated rental income of £1,568,563 during the financial year. We increased our rents by an average of 1.5% on 28th March 2021.

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	78	£79.15	£79.48	-0.04
3 Apt	188	£68.27	£82.60	-17.3
4 Apt	72	£77.15	£89.81	-14.1
5 Apt	26	£99.12	£99.97	-0.9

The amount of money we collected for current and past rent was equal to 104.0% of total rent due. This compares to the 104.1% we collected last year, the Scottish average this year of 99.1% and 99.7% for small urban Registered Social Landlords (RSLs).

The gross rent arrears at the end of the reporting year was £99,323 which was 6.29% of rent due for reporting year. This compares to 8.74% last year, the Scottish average this year of 6.1% and 3.4% for small urban Registered Social Landlords (RSLs).

We took an average of 53.7 days to let a house. This compares with 62.3 days last year and Scottish average this year of 56.3 days and 26.8 for small urban RSLs. We did not collect 0.7% of rent due because of the time houses were empty, compared to the Scottish average of 1.4% and 0.5% for our peer group. Our performance over the year was affected by Covid as we were unable to carry out any void repairs during the first lockdown.

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. Regular meetings are being held to monitor progress dealing with arrears and they are being monitored every month by Committee members.

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 continue to have issues with managing/ resetting meters in void houses which has caused a significant amount of delay.



Our Performance - 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. Generally performance was affected by the restrictions imposed by both lockdowns during the pandemic.

Day to day & Empty House Repairs

The Co-operative carried out 1183 responsive repairs at a cost of £96,412.01. In the year before we carried out 1364 repairs at a cost of £116,101. The reduction in the number of repairs was because we were unable to carry out non-urgent work during the lockdowns. This means the average cost of a repair fell from £85.12 to £81.50.

We carried out Emergency Repairs in an average of 4.4 hours. The Scottish average was 4.2 hours and 2.8 hours for small urban RSLs. It took us an average of 3.2 days to carry out a non-emergency repair, the Scottish average was 6.7 days and the average for small urban RSLs was 4.3 days.

We completed 93.6% of day-to-day repairs right first time, last year it was 96.4%. The Scottish average was 91.5% and 92.8% for small urban RSLs.

As a result of this, in a survey carried out in August 2020, 91.8% of our tenants who received a repair were satisfied with the service they received. The Scottish average last year was 90.1% and 94.1% for small urban RSLs.

Planned and Cyclical Maintenance

The Co-operative invested £96,424 in both Planned and Cyclical Maintenance.

We secured grant funding of £4,784 for medical adaptations to carry out 4 adaptations. It took on average 46.5 days to complete the adaptations.

We carried 95.33% of annual gas safety checks within the target timescale of 12 months. This was the first time in many years we have not achieved 100% and arose because we did not force access to carry out servicing where the tenant was shielding.

As a result of this investment 99.73% of our houses meet the Scottish Housing Quality Standard. The Scottish average was 91.0%, with an average of 96.2% for small urban RSLs.

88.1% of our tenants were satisfied with the standard of their home in August 2020. The Scottish average last year was 87.1% and 88.8% for small urban RSLs.



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 2021 we owned and let 364 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 17 empty houses, 5 to existing tenants, 5 to people on our direct waiting list and 7 to referrals from Glasgow City Council.

How does our performance in 2020/21 compare with other similar landlords?

Category	Hawthorn	Scottish Average	Small Urban RSLs
Time to re-let empty houses	53.7 days	56.3 days	26.8 days
Rent loss [% of rent due]	0.7	1.4	0.5

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.



Anti-Social Behaviour

Dealing with anti-social behaviour

We dealt with 39 complaints of anti-social behaviour compared to 44 the year before. We dealt with all of these within target. We resolved 100% of the anti-social behaviour cases compared to a Scottish average of 94.5% and 98.7% for small urban RSLs.

Category	Number of complaints
A – Anti-social Behaviour	0
B – Anti-social Behaviour	0
C – Neighbour Nuisance	39

Category C Complaints – Neighbour Nuisance

Types of Complaint	Number of complaints
Infrequent disturbance	7
Noise complaints	25
Running a business	0
Unauthorised alterations	0
Behaviour of visitors or children	3
Basic breaches of tenancy e.g. pet nuisance	1
Maintenance of garden/common grounds	3
Family disputes affecting neighbours	0
Total	39

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 2020/21 we managed a total of 20 complaints (Stage 1 & 2). 88.24% of stage 1 and 100% of stage 2 complaints were resolved within the timescales set out in our Complaints Policy. In the year before we received 8 complaints and 100% were responded to within timescales.

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

Complaints Received	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Complaints received at Stage 1	2	10	5	0	17
Complaints received at Stage 2	0	0	1	0	1
Complaints escalated to Stage 2	0	2	0	0	2

	Stage 1	Stage 2
No of complaints responded to in full in the reporting year	15 out of 17	3 out of 3
The percentage of all complaints responded to in full	88.24%	100%
Time taken in working days to provide a full response	36 days	19 days
The average time in working days for a full response	2.4 days	6.33 days

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



Your view of us and our services

Your Satisfaction

The satisfaction results included in the Annual Charter Return to the Scottish Housing Regulator for 2020/21 are shown in the table below. The satisfaction survey was completed in August 2020 and was carried out by an independent market research company. The Table shown below compares the satisfaction of the Co-op’s tenants compared to 2016 and 2018 when the previous surveys were carried out.

The most recent survey was carried out during the lockdown and while the satisfaction levels remained fairly high, less of our tenants said they were ‘very satisfied’ in most of the indicators. Other Associations seem to have experienced this as well and we suspect it may have been affected by the impact of the lockdown on our services and relationship with our tenants.

The table also compares our results 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
- National Average.

Question	Hawthorn HC			All RSLs	Small urban RSLs	National Avg.
	2016	2018	2021			
% of Tenants satisfied with overall service provided by landlord	92.1	93.7	92.9	89.8	93.5	89
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96.8	96.0	100	92.8	96	91.7
% of tenants satisfied with the opportunities given to them to participate in their landlord’s decision-making processes	90.5	97.6	93.65	87.9	92.3	86.6
% of tenants who had received a repair in the last 12 months satisfied with the service	84.7	93	91.8	90.3	94.1	90.1
% of tenants satisfied with the quality of their home	73.6	88.1	88.1	87.8	88.8	87.1
% of tenants satisfied with the management of the neighbourhood they live in	91.27	98.4	97.6	86.6	92.0	86.1
% of tenants who feel that the rent for their property represents good value for money	75.4	85.7	85.7	83.0	88.5	82.8

- 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 August 2020 we carried out a survey of 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 used the feedback to inform the Business Plan that the Co-op agreed in March this year:

- **Our focus in the Plan is to improve the services, homes and quality of life of our community.**
- *We will continue to aim for CPI rent increases where possible to improve value for money.*
- **The Plan reflected tenants' priorities of affordable rents, good repairs service and modernised homes.**
- *We reported the very high support for the housing stock being managed and controlled by our community in the business plan.*
- **We will campaign for a better bus service and improved roads in the area**

During the year we carried out various surveys of tenants. These were mainly electronic because the office was not open to tenants for long periods of the year. Some of the changes made are outlined below:

Rent Increase consultation -

- We introduced a bulk uplifting service funded by a rent increase

Consultation with tenants who had received a Chromebook/PC -

- We now send out electronic versions of the Newsletter to those who have requested one,
- We set up 'Hawthorn Tenants Circle' that we use to communicate electronically with tenants,
- We invited the tenants who expressed an interest to attend the AGM remotely.

Consultation on how easy it is to contact the Co-op -

- We trialed accepting telephone calls till 6pm on a Tuesday evening, though we stopped due to little use being made of the service,
- We returned to pre-pandemic opening hours as quickly as we could,
- We reintroduced regular meetings with our Chinese tenants.

Improvements to tenants homes -

- We changed the choice of floor coverings for bathroom and kitchen contracts to include vinyl rather than just non-slip.



Living By Our Values

We believe that it is particularly important that a Co-operative has a clear set of values and 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.

Our new Business Plan has been built around these values.

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. The Co-op has 6 values that are outlined in the table.

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.

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.



Grants and Community events

During the year we obtained grants from a number of organisations which allowed us to deliver a number of activities for the community. Activities included -

- Distributed bike lights and locks to some tenants;
- Fitted bike racks to former bin stores;
- Gave local children a Christmas box;
- Christmas Lights Competition;
- Memory Tree;
- Christmas 'Golden Ticket' give away;
- Helped tenants get digitally connected by distributing over 100 Chromebooks and PCs.

DONATIONS MADE FROM HAWTHORN HOUSING CO-OPERATIVE 2020/21

There were no donations made in 2020/21.



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.

HAWTHORN COMMUNITY ACTION GROUP

This group brings together tenants from across the area who want to see better facilities and activities for the community. It is making improvements to the Glasgow site -creating a small pond and a memorial garden where people can remember their loved ones.

HAWTHORN TENANTS CIRCLE

This group is a great chance to get involved with the co-operative from the comfort of your own home. The Circle is a group of tenants we contact occasionally via e-mail to get their ideas and opinions on a range of subjects – from co-operative decisions to local petitions. It's a great way of making your voice heard for those who simply don't have the time to join our committee. If you'd like to join, simply send us your e-mail address and we'll keep in touch..

SCRUTINY

We are keen to set up a small group of tenants who can meet from time to time to have a look at the services they receive and suggest improvements. This wouldn't take up as much time as being a committee member.

VOLUNTEERING

We provide a range of ways that people can volunteer to help improve the quality of life in the community. You could help maintain the planters dotted around the scheme or help at the various community events throughout the year. You can choose how much you want to get involved and the areas you want to get involved in.

GROUP FOR CHINESE TENANTS

We have a small group that brings together our Chinese tenants up to six times a year with a volunteer interpreter. This helps ensure this group of tenants is aware of the various activities that are happening in the area.

SOCIAL ACTIVITIES GROUP

A group of tenants meet with some of our committee member to arrange the social events we hold. This doesn't have to take up much time and most of the people in this group also help at the events which is in keeping with the Co-operative's ethos of 'self-help'.

WALKABOUTS

We hold estate walkabouts for residents to give you and your neighbours the chance to raise issues about the area with the Housing Officer. We have carried out a lot of work in the estate following these walkabouts and so it is a very effective way for people to influence the area without having to devote too much time to it.

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.



Our Assurance Statement

In October of this year the Co-op submitted its third Annual Assurance Statement to the Scottish Housing Regulator.

The Statement outlines the Co-op's assessment that it has improved its compliance with the legislation and regulation that applies to it. During the year the Management Committee downgraded our assessment of the level of compliance in two areas but has assessed that that we still have no areas of material non-compliance.

The statement is shown below.

Annual Assurance Statement 2021

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.

The Co-operative set up a working group 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. The Management Committee also benchmarked our assessment of our compliance with the levels assessed by another RSL. This led us to downgrade our assessment in two areas from fully complying to complying with areas for improvement. This, along with a collaboratively procured audit of our governance and other audits, has assured the Management Committee that the level of compliance we are reporting is accurate.

The covid pandemic had directly resulted in the Co-operative not complying with the Regulatory Requirement to carry out gas servicing of all appliances within 12 months. This was because where a tenant had informed us that they were shielding; we suspended our practice of forcing access. We were

also unable to carry out non-essential repairs during the lockdowns and it has delayed our programme for installing smoke detectors and carrying our electrical inspections.

Covid continues to have an impact though it is increasingly difficult to establish whether issues are solely due to Covid, or Brexit or other factors are also having an impact.

We have delayed collecting data on equalities as we are seeking clarification on some issues in the recent Guidance. We feel that we should do this before we start collecting the data, but we are committed to doing so by the end March 2022.

Overall, we have assessed that we have no areas of material non-compliance and that we fully comply in three of the seven Regulatory Standards. We also recognise that there will always be areas where self-reflection identifies areas for further enhancement. We are therefore producing a plan of actions we will complete by October 2022. This includes those improvements that we had planned to make this year but did not achieve [due in part to the impact of Covid]. The Management Committee will monitor progress against this plan each month.

This Assurance Statement was approved by the Co-operative's Management Committee at its meeting on 18th of October 2021. 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 our director; he 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:

Helen Graham,
Chairperson

Colin Turnbull,
Director