



2022/23

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' • 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



Message from the Chair

Last year saw us moving close to normality, with covid having very little impact.

The biggest challenge we have faced over the year was with our committee. As many of you know we very sadly lost Councillor Gary Gray and Robert Stewart within weeks of each other early in 2022 and this still had an impact on the Co-op during the year. Both were fantastic assets and advocates for this community. They worked so hard to ensure this community got a fair crack of the whip. It is not easy to replace that level of competence and commitment.

Since then we have lost other experienced committee members who moved to new jobs or new homes, including Gillian Spence who works for another Housing Association and was a very valued member of the committee for many years I would also like to thank Ola, Lambert and Bimmy for their work during the year.

We have managed to recruit new community members and it is essential that we get new committee members on board to keep the co-op healthy, successful and run by tenants. Please feel free to have a chat if you would like to get involved in the committee.

During the year we managed to appoint our first Community Development Worker – Gillian Halliday. Her post was fully grant funded for the year and we were delighted to obtain a further three years funding from Glasgow City Council that meets most of her staff costs. This has allowed us to develop a three year social strategy to improve the quality of life in the area.

We continued to improve the houses within our programme of installing new kitchens in the older flats.

The repairs service returned to the standard we provided before the lockdown



and we installed 44 new kitchens and 109 new bathrooms during the year. A priority that emerged during the year was to help tenants cope with cost of living crisis. We were delighted that we obtained nearly £84,000 in grants to help tenants with the increase in fuel costs. Most of this we distributed directly to tenants.

We were also pleased to see the wider community get involved in various campaigns to ensure that other organisations didn't neglect the area. As a result of community campaigning we got planters installed at the top of Ashfield Street, potholes fixed at Finlas Street and road markings installed on Bardowie Street. These were small victories but they show the collective strength that this community has if we stick together.

Helen Graham

Chairperson



Management Committee

Our Office Bearers:



HELEN GRAHAM
CHAIR



MATTIE MCGEOUCH
VICE CHAIR



CATHIE RITCHIE
SECRETARY



EILEEN WALLACE
TREASURER

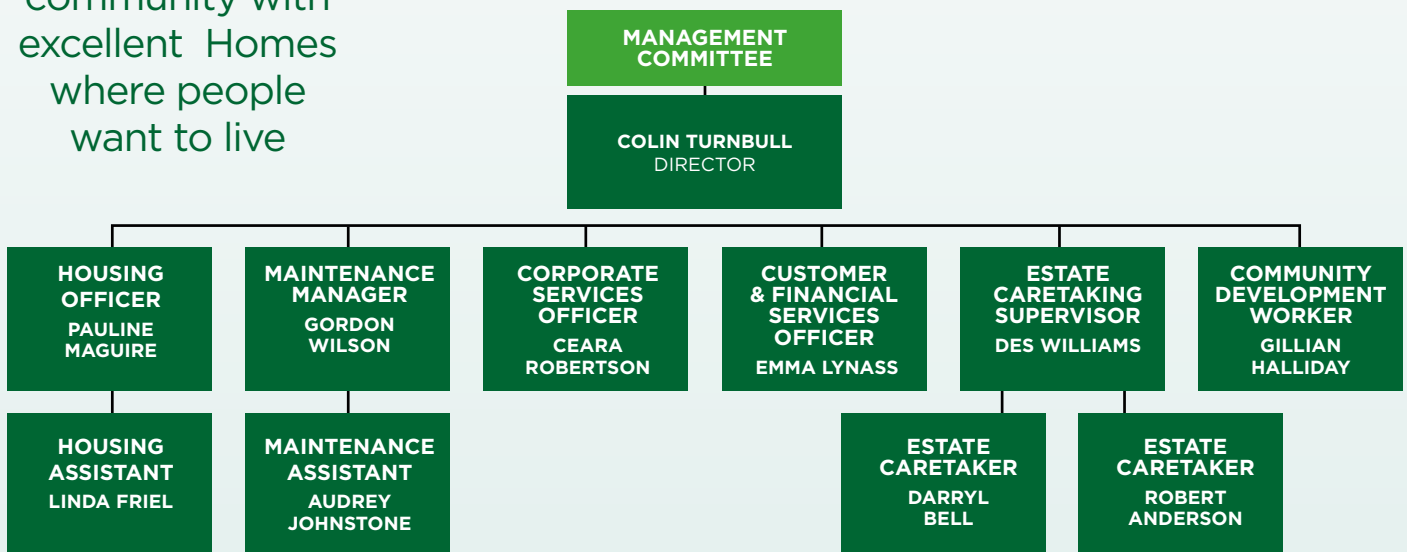
Committee Members:

Rae Bowman, Nesbah Frempong, Joseph Kane, Sarah Jane Wison and Kevin Wallace.

Committee members who left during the year: Gillian Spence, Elizabeth Smith, Lambert Iku, Arthur McCreadie, Adebimpe Ademosu and Ola Opanike.

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

OUR STAFF TEAM



Consultants

External Auditor: French Duncan

Financial Consultant: FMD Financial Services Ltd

Legal Services: TC Young

Internal Auditors: Quinn Internal Audit Services Ltd

Management Consultant: Ideal Outcomes

New staff members

Gordon Wilson, Maintenance Manager started on 4th of July 2022

Gillian Halliday, Community Development Worker started on 16th of May 2022

Stephanie Ritchie, Temporary Corporate Services Officer started on 27th of September 2022 to cover Ceara Robertson's maternity leave.

Staff members who have left

Peter Kelly, Asset Manager left on 1st of April 2022

Lisa Viola left on 31st of March 2023.



Our Aspirations

Our Vision

We see our vision as “Leading the creation of a community with excellent homes where we are proud to live” and doing this by being “For the Community, from the Community”.

Our Strategic Direction

The Co-operative grew from members of this community having the bravery, ability, resilience, and confidence to create a better community through self-help and taking control of its own future. The Co-operative believes this ethos remains as valid today but has to be refined to deal with the challenges we now face.

The Co-op is committed to providing its community with the best homes and quality of life we can, but we recognise that we have to keep the organisation safe and secure in order to achieve this and to demonstrate that we provide value for money to ensure our homes are as affordable to our members as possible.

There are therefore three strands to our strategic direction, these are reflected in our three strategic objectives. We also recognise that, due to our size, we need to work collaboratively with others to attract more services and investment into our community.

Our Values

We have six values that underlie all we do and guide our behaviour:

- **We do the right thing,**
- **We show respect to our members, our customers 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.**

Our Strategic Objectives

We have identified three strategic objectives for achieving our vision of “leading the creation of a community with excellent homes where we are proud to live”:

- **Ensuring our members have the best possible quality of life,**
- **Keeping the Co-operative safe and secure,**
- **Getting the most from our resources and delivering value for money.**



Our Highlights

Our highlights in 2022/23 were –

Installing **46 new bathrooms** and **109 new kitchens**.

Carrying out non-emergency repairs in an average of **2.8 days** compared to 4.3 days for other small urban RSLs

Obtaining over **£211,000 in grants to benefit our members**, allowing us to:

employ a **community development worker**,

spend £84,000 to reduce fuel poverty,

plant **more than 100 trees**,

install a defibrillator for the community.

Reduce the time houses were empty by **more than 10 days** during the year.

Achieve **extremely high satisfaction** amongst our tenants for the opportunities we provide them to participate and for our communication.

Help the community **launch successful campaigns** to get work carried out in the area by the Council.

Every house has an **energy rating of B or C** and only two do not meet the Scottish Housing Quality Standard [as we are unable to carry out EICR checks].

Organising various **activities and events** for the community to enjoy and benefit from.

Memorial garden created at the Glasgow site.

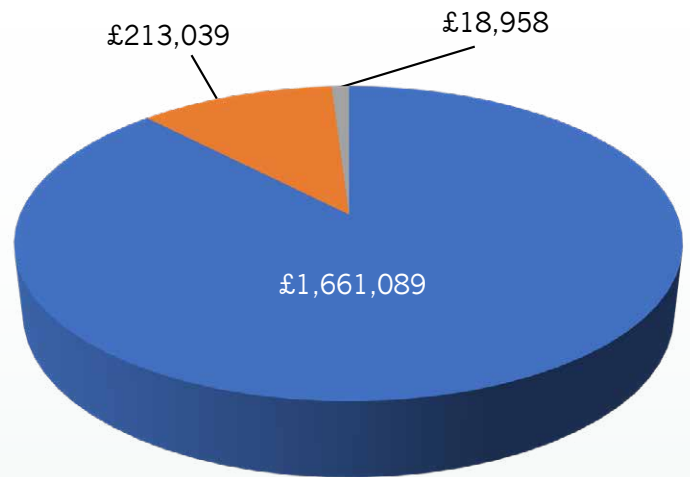


Our Finances 2022/23

Income

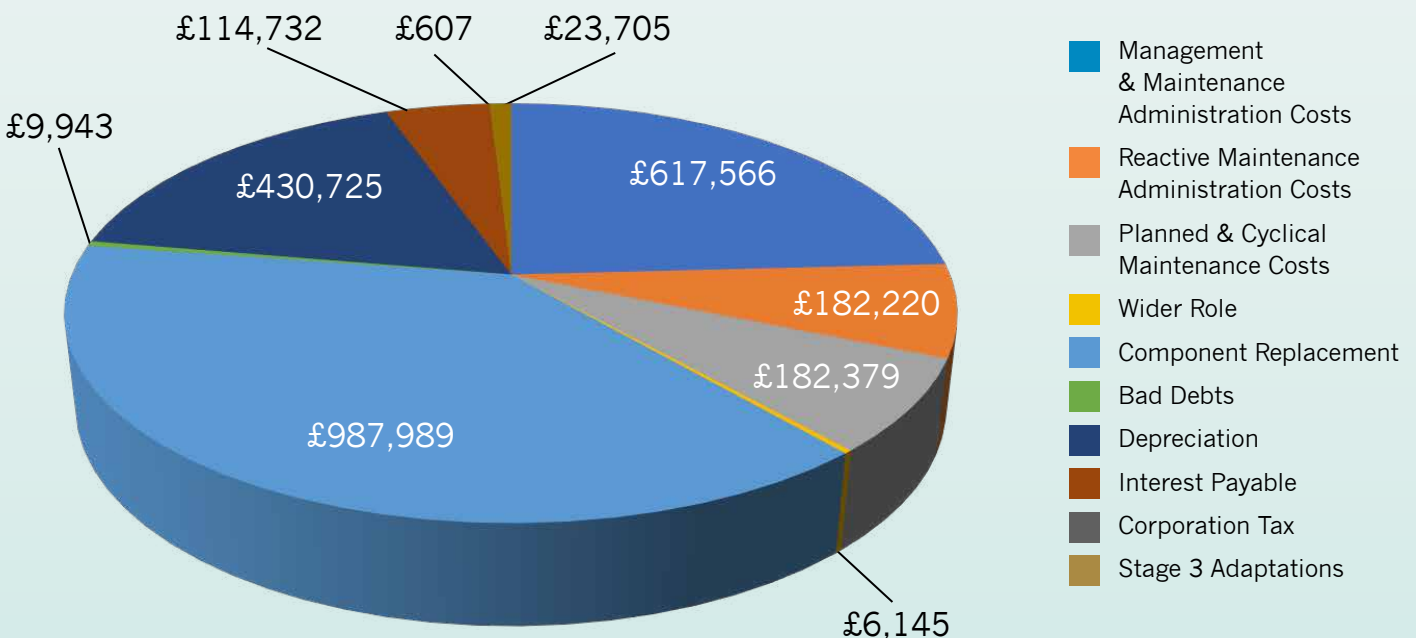
Rents Receivable	£1,661,089	87.7%
Other Income	£213,039	11.2%
Interest Receivable	£18,958	1.8%
Total	£1,893,086	100.00%

- Rents Receivable
- Wider Role
- Interest Receivable



Expenditure

Management & Maintenance Administration Costs:	£617,566	25.13%
Reactive Maintenance Costs:	£182,220	7.42%
Planned & Cyclical Maintenance Costs:	£182,379	7.42%
Wider Role:	£6,145	0.25%
Component Replacement:	£987,989	40.21%
Bad Debts:	£9,943	0.40%
Depreciation:	£430,725	17.53%
Interest Payable:	£114,732	4.67%
Corporation Tax:	£607	0.02%
Stage 3 Adaptation:	£23,705	0.96%
Total:	£2,358,245	100%



A full copy of the management accounts is available from the office and on our website.



Our Homes, our rents and value for money

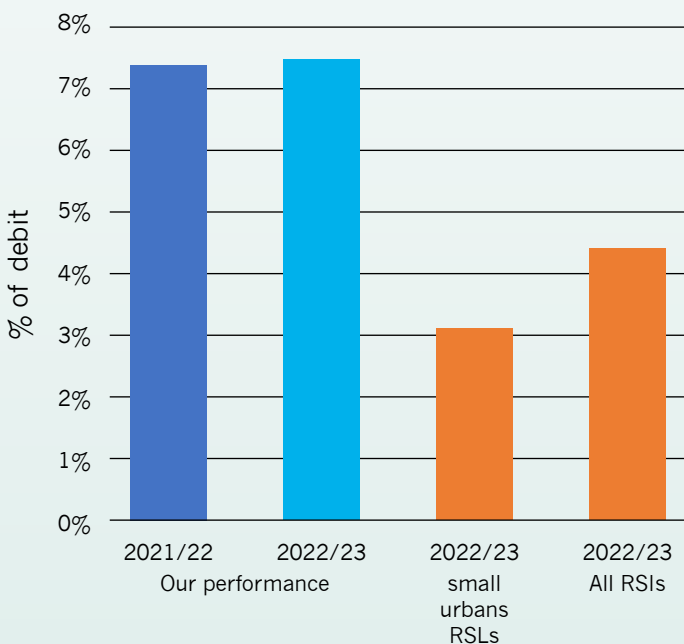
We provide 364 homes for families in Possilpark. These houses generated rental income of £1,661,089 during the financial year. We increased our rents by an average of 5% on 31st of March 2023.

Average Rent Charges compared to other landlords

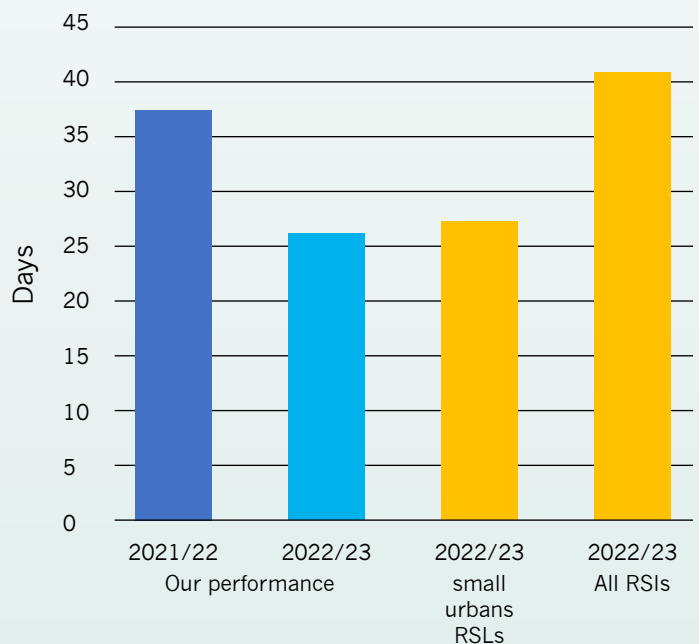
Size	Number of houses we have	Our average weekly rent	Scottish average weekly rent	% lower than Scottish average
2 Apt	78	£82.91	£83.46	-0.7%
3 Apt	188	£85.26	£86.28	-1.2%
4 Apt	72	£93.15	£93.96	-0.9%
5 Apt	26	£103.83	£103.72	0.1%

Our Performance compared to other landlords –

Gross rent arrears as % of debit



Ave no. of days void



Action points

Arrears – Our top priority is to reduce arrears, we will monitor all arrears closely, supporting tenants who are struggling to pay rent by maximising their income but will take firm action against any tenants who fail to work with us.

Voids – We will continue to let houses as quickly as possible, concentrating on trying to ensure that we manage meters as effectively as we can.



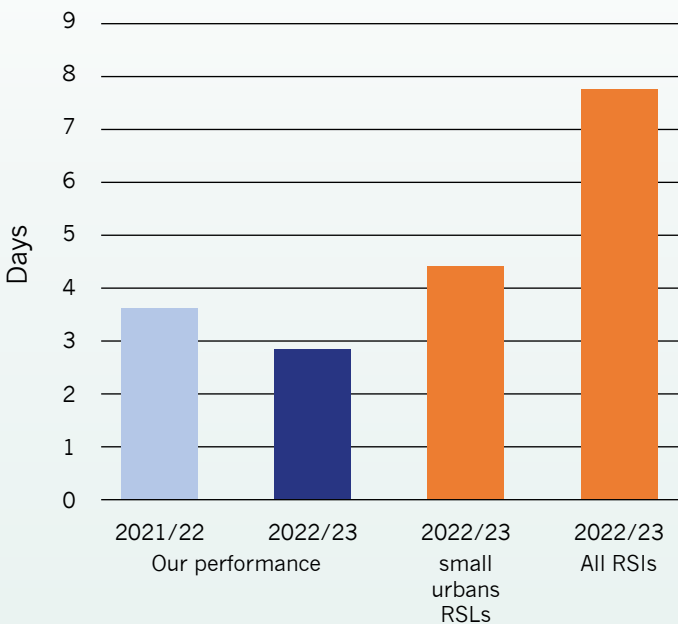
Our Performance - Repairs & Maintenance

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.

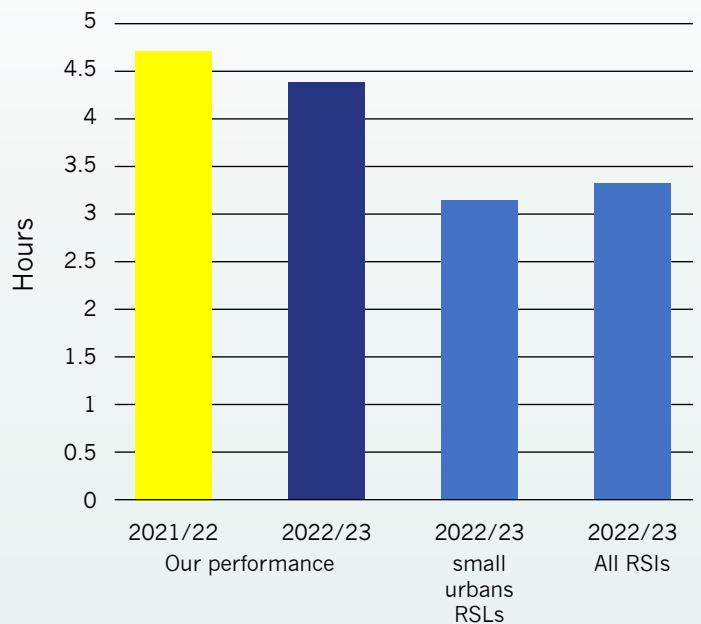
Day to Day Repairs

We significantly improved our performance last year, getting close to the performance we achieved before the covid lockdowns. While we take a bit longer to carry out emergencies, we carry out routine repairs significantly quicker than other Associations.

Average time taken for non-emergency repairs [days]



Average time taken for emergency repairs [hours]



Planned and Cyclical Maintenance

The Co-operative invested £65,000 in both Planned and Cyclical Maintenance compared to £95,000 the year before. This was to install 44 bathrooms and 109 kitchens.

We secured grant funding of £23,700 for medical adaptations.

As a result of this investment 99.45% of our houses meet the Scottish Housing Quality Standard. The average for all RSLs was 78%, with an average of 90%

for small urban RSLs.

One house did not have a gas service carried out within 12 months. The happened because of a failure with the contractors systems. However, the Co-op is responsible for ensuring the servicing is carried out on time.

86.3% of our tenants were satisfied with the standard of their home in August 2022. The same for all RSLs, but 2% lower than the average for small urban RSLs.

Action points

Repair – We will review the feedback from the repair satisfaction survey for lessons we can learn to improve the service received by tenants.

Gas servicing – We have set up processes to ensure that all services are carried out on time, doing spotchecks to ensure that all 364 houses are on the control sheet.



Anti-social Behaviour

Dealing with anti-social behaviour

We dealt with 35 complaints of anti-social behaviour compared to 30 the year before. We dealt with all of these within target. We resolved 100% of the anti-social behaviour cases compared to an average of 97.7% for all Associations and 98.8% for small urban RSLs.

Category A – Serious Anti-social behaviour

Types of complaint	Number of complaints	
	2021/22	2022/23
Racial element	2	1
Total	2	1

Category B Complaints – Anti Social Behaviour

Types of complaint	Number of complaints	
	2021/22	2022/23
Vandalism/graffiti to property	1	0
Verbal harassment	1	0
Total	2	0

Category C Complaints – Neighbour Nuisance

Types of complaint	Number of complaints	
	2021/22	2022/23
Infrequent disturbance	0	2
Noise complaints	16	17
Unauthorised alterations	1	0
Basic breaches of tenancy e.g. pet nuisance	4	2
Maintenance of garden/common grounds	5	7
Bins	0	6
Total	26	34

Action points

Anti Social Behaviour – There was an increase in complaints about use of bins [e.g. dumping rubbish in other people’s bins]. We will continue to liaise with council re bin collection service and advise tenants on proper use of bins.

You can pick up a copy of our Anti-Social Behavior 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.

In 2022/23 we managed a total of 11 complaints (Stage 1 & 2). All complaints were resolved within the timescales set out in our Complaints Policy. In the year before we received 13 complaints.

	Stage 1	Stage 2
Complaints received in the reporting year	8	3
Complaints carried forward from the previous year	0	0
All complaints received and carried forward	8	3
No of complaints responded to in full in the reporting year	8	3
The percentage of all complaints responded to in full	100	100
Time taken in working days to provide a full response	14	25
The average time in working days for a full response	1.7	8.3

Reason for Complaint	2021/22	2022/23
Contractor	6	3
Maintenance	0	4
Housing Management	6	1
Allocations	0	1
Condition of home	0	1
Allocation	0	1
Staff	0	0
Estate Management	1	0



Your view of us and our services

Your Satisfaction

We have included the satisfaction results from the survey carried out in September 2022 for information. Although this was carried out after the end of the period 2021/22, tenants views are likely to be formed on their experience of services in that year.

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.

Question	Hawthorn HC			All RSLs	Small urban RSLs	National Avg.
	2018	2020	2022			
% of Tenants satisfied with overall service provided by landlord	93.7	92.9	91.8	88.8	93.3	87.7
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96.0	100	98.6	92.3	95.6	91.2
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	97.6	93.7	100	88.3	91.3	86.8
% of tenants who had received a repair in the last 12 months satisfied with the service	93	92.3	79.4	88.3	92.5	88.0
% of tenants satisfied with the quality of their home	88.1	88.1	86.3	86.3	88.3	85.4
% of tenants satisfied with the management of the neighbourhood they live in	98.4	97.6	89.8	85.9	91.5	85.1
% of tenants who feel that the rent for their property represents good value for money	85.7	85.7	81.5	82.8	88.6	82.5

We have used a traffic light system as follows –

- **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 tenants' satisfaction. These are included on the next page.



You said, we did!

In August 2022 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 did the following to address the priorities identified by tenants at that survey and in other discussion with tenants-

- We introduced a bulk uplift service following consultation with tenants,
 - **We opened late on Tuesdays though we discontinued this because no tenants made use of the service,**
 - We met with the Police to discuss ways of dealing with the issue of quads and dirt bike as this was a priority for tenants,
 - **We reviewed all the comments received in the Tenant Satisfaction Survey to have a clearer view of the issues**
- affecting tenants and the action we can take to deal with them,**
- We explained more clearly in our newsletter what issues are our responsibility in terms of managing the neighbourhood,
 - **We will kept our rent increase well below inflation to support tenants during this cost of living crisis,**
 - We worked with our tenants to ensure fly tipping in the area is addressed as effectively as possible – conducting community campaigns to highlight particular problem areas,
 - **We campaigned for a better bus service and improved, safer roads in the area,**
 - We arranged ESOL classes for tenants whose first language isn't English,
 - **We arranged for additional recycling bins to be installed as well as drainage plugs and padlocked communal bin areas.**



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.

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 below.

In the Tenant Satisfaction Survey we asked tenants to score us out of 10 on how closely we achieve these values. The average score is shown in the last column.

Value	What it means	Examples	Tenants score /10
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	8.27
We show respect to our members and our community	We make a positive impact on our members by our behaviors and actions	Treating all customers with respect and providing the level of service appropriate to their needs	8.52
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	8.52
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	8.32
We go the extra mile	We give all we have got and utilize all our skills	Being determined to overcome barriers, putting in extra time to achieve the best outcome rather than an adequate result	8.07
We ensure our community is treated fairly	Campaigning to assist the community to get its voice heard	Flytipping, pot holes, road markings	8.35

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.



Grants and Community events

During the year we obtained grants totalling over £211,000 from various organisations. This allowed us to deliver a number of activities for the community. Activities included –

1. Helping every tenant with fuel costs
2. Continuing the children's group in partnership with YPF
3. Christmas gifts for kids
4. Providing local residents with refurbished bikes in partnership with NG Homes
5. Christmas Lights Competition
6. Over 50s Christmas lunch
7. Community Campaign for improved road markings and safer roads
8. Young Co-operator Award
9. Trip to Calderglen
10. Pampering sessions on International Women's Day
11. Defibrillator installed and training provided
12. Wheelchair accessible path installed at Glasgrov
13. Memorial Garden Open Day
14. Hawthorn Community Action Group re-established
15. Eight community group sessions held each week

DONATIONS MADE FROM HAWTHORN HOUSING CO-OPERATIVE 2022/23

We made a donation of £100 to Possilpark Masonic Lodge for use of their hall for our AGM, £200 to Comfortzone Charity for Christmas gifts for local children and contributed £200 towards a school trip for Saracen Primary School.

Donations totalling £2,530 were made to Glasgrov Perthshire Football Club. This was towards the electricity costs for use of their premises by three groups that meet there every week.



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.

MANAGEMENT COMMITTEE

The Management Committee is made up of the Co-op's tenants. It decides on the Co-op's strategy that is then implemented by the staff employed by the Co-op. New members of the management committee receive training and support from more experienced members to help them develop into the role. **For the Co-op to survive it needs to recruit and retain new members. There are places available on the committee.** If you would like to become a member please speak with an existing member or speak with Colin at the office.

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 has made improvements to Glasgrov 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.

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 four 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.

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 fifth Annual Assurance Statement to the Scottish Housing Regulator.

The assessment was supported by an internal audit report and an independent consultant's review that found no material non-compliance. They did find some areas for improvement which the Co-op has accepted and is working on. The statement is shown below.

Annual Assurance Statement 2023

Hawthorn Housing Co-operative's Management Committee has considered its compliance with regulatory and legislative requirements in preparing the Annual Assurance Statement for 2023. The comprehensive bank of evidence that supports this statement includes reports, policies, performance information, financial reporting, internal and external audit reports and reports from external consultants. These have been reviewed by the Management Committee throughout the year.

The Management Committee believes that it has sufficient evidence to assess that we remain materially compliant with the Regulatory Standards. The Management committee believe the Co-op has gathered sufficient evidence to demonstrate we are compliant with:

- All regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

The Management Committee has also assessed that the Co-op has taken appropriate account of regulatory advice provided by the Scottish Housing Regulator.

This self-assessment is supported by two recent external assessments that reported no material non-compliance:

- An internal audit verification of the Co-op's self-assessment process and working files, and
- An assessment by an external consultant of the Co-op's compliance against the Regulatory Framework.

The Regulator has asked that we provide assurance/commentary on two specific areas. This is covered below:

Equalities and Human Rights

Hawthorn Housing Co-operative acknowledge the requirement to consider equality, diversity and human rights issues when making decisions, reviewing policies and delivering services. We collected equalities information that was reported to the management committee in January this year. This was used to inform our new Equalities, Diversity and Human Rights Strategy that was approved by Committee in March this year, prior to that we amended one of our values to reflect our human rights approach more accurately.

This strategy was informed by a self-assessment approach using the 'Social Housing Equality Framework'. We also self-assessed our approach against the PANEL principles that underlie a human rights approach.

We developed equality, diversity and human rights objectives from this assessment and agreed an action plan to achieve them.

We believe that having the correct culture and understanding is as important as accurate data and we are therefore planning to provide further training on Equalities and on Human Rights. We believe this will help ensure that the Co-op adopts an effective human rights approach to our work.

Tenant and Resident Safety Requirements

The Co-operative has adopted a Tenant Safety Scorecard that monitors our performance against all tenant and resident safety requirements. This is reported to our Audit sub-committee every quarter. The scorecard was one of the most significant outputs from a collaborative review of our approach to ensuring tenant safety. In May this year, our audit sub-committee considered an internal audit report on Tenant Safety. It found no material non-compliance but did identify five low priority areas of improvement. The Co-op has incorporated these improvements into our annual plan.

We recognise that one gas servicing visit was not carried out within 12 months. We have identified the cause of this service failure and believe appropriate controls have been put in place to stop it happening again.

We believe this provides sufficient assurance that we have no material non-compliance in relation to tenant and resident safety, that we meet all our duties in relation to tenant and resident safety and that we have obtained appropriate assurance about our compliance with relevant safety requirements.

Compliance Status and Continuous Improvement

There are no significant areas of non-compliance identified with the Regulatory Framework, but we have identified some improvements that we will implement to strengthen governance, tenant engagement and information management. We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to do so.

This statement is provided on behalf of Hawthorn Housing Co-operative. The statement was considered by the Management Committee on 23rd of October 2023. I confirm 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:

Date: 23/10/2023

Cathie Ritchie, Chairperson

Colin Turnbull, Director