

SUMMER 2021

WIN A  
**£50**  
VOUCHER!

# Garden Competition

Many of our tenants take great pride in their gardens/verandahs and we feel it is important to mark this and get all tenants involved. The Co-operative will therefore be holding a garden competition.

This will be taking place on **Wednesday 21st July 2021** between 11am and 12.30pm and the winners will be announced at the AGM. The winners will be chosen by an independent judge. Vouchers will be awarded for the best three gardens in the area.



The prizes are:

**1<sup>st</sup> £50 | 2<sup>nd</sup> £30 | 3<sup>rd</sup> £15**

All front gardens will be automatically entered into the competition. If you wish to enter your back garden, please phone the office to register and make sure someone will be at home between 11.30am and 12.30pm to allow access.

Good luck to everyone!

## Do you want to discuss the Allocations Policy?

The Co-op is going to be reviewing its policy on how it allocates its houses. The policy must fit in the law that applies to how social housing should be allocated and we are looking for tenants who would like to be consulted / involved in reviewing the Allocations Policy.

This Policy sets out how the Co-op allocates its void properties and how points are awarded to Applicants on the waiting/transfer lists.

Things we intend to discuss include –

- Our rules for mutual exchanges,
- How we deal with harassment and neighbour disputes,
- Should we, and can we, take into account the

length of time someone has been waiting for a move,

- Anything else you would like to be considered.

The views will then be reported back to the Management Committee so that they can consider the amendments proposed by the staff and consultation group.

These consultation meetings are likely to be held over zoom or via email surveys, or questionnaire's for anyone who is interested in getting involved.

Please phone the Co-op on 0141 336 2138 to express an interest and provide your email address if you would like to get involved in the group.

# New Tenant's Group – Hawthorn Tenant Circle



Would you like to take part in meetings with your neighbours to discuss what's going on at the Co-op? We'd love to hear what you have to say – and you could even win £30 of Tesco vouchers for taking part.

The next meeting will take place via Zoom on **Thursday 29th July 2021 at 6pm** and will cover the following:

- Reception Design
- Website Development

If you would like to join in the chat then please email [emma@hawhousing.co.uk](mailto:emma@hawhousing.co.uk) or text on 07458 304 944 to get the zoom link. All attendees will be entered into a prize draw to win £30 Tesco voucher.

# ELECTRICAL & FIRE SAFETY



New legislation and standards have been introduced by the Scottish Government and the Scottish Housing Regulator whereby all properties must have upgrades carried out to their smoke alarms by 2022 and electrical inspections undertaken within a 5-year cycle. The purpose of this work is to provide increased electrical and fire safety for your household and for any visitors you may have.

The Co-operative commenced its contract in November 2020 however this was interrupted by the restrictions imposed

by Lockdown 2. Works recommenced again in April 2021, and we have completed the majority of those properties on the programme. However, there are certain properties where we are facing difficulty gaining access and I would urge all such tenants to get in touch with the Co-operative to ensure that these safety measures are completed.

We have enclosed a short guide by the Electrical Safety-First organisation who provide expert advice on Electrical Safety and how you can avoid accidents.

## Estate Walkabout

**Do you want to have a say in what work is done to improve the common areas of your estate?**

**Then - Your Community needs You!**

Help us agree the priorities for improving the estate.  
We will look at –

- Backcourts,
- Closes,
- Common areas,
- Car parking areas,
- Common walls and fences.

If you would like to take part in the walkabout please come to the Co-op office at **3pm on WEDNESDAY 28<sup>TH</sup> JULY 2021** for an Estate Walkabout with staff and committee members.

## New-Build Contract at Ashfield St

Final snagging inspections have been completed by the Co-operatives clerk of works and these have been combined with previous reports by tenants to provide a comprehensive list of defects that will be rectified by the developer McTaggart's at no extra cost to the Co-operative. It is hoped that these works will commence shortly as McTaggart's are keen to finalise their involvement with the project.

## 5 YEAR PAINTING CONTRACT 2020-25

This year's painting contract has got off to a slow start with issues affecting supply of paint, manufacturing of the metal capping detail at 14 & 16 Finlas St and some other site issues regarding the fence painting. The contractor Mitie have now begun to progress all matters and have also advised that as part of their community benefits commitments within the contract that they will provide a 4-year painting apprenticeship to a 16-17 year old who lives in the Hawthorn community. The selection process is currently on-going but hopefully the Co-operative can announce the successful person soon.

# Investment Works

**The restrictions imposed by the 2nd Lockdown has impacted upon our bathroom replacement contract at the terraced houses and flats at Coulin Gardens, Glendarvel and Glentrool. Originally, we had planned for these to be completed before April 2021 however they have spilled over into the current financial year and only started in May 2021. It is expected that these will be completed by the end of July 2021.**

The 3-Year Kitchen Replacement contract to the tenement properties that was due to commence in the summer of this year is currently being finalised and is on track for starting. A brief reminder of those properties involved is shown below, and tenants will be contacted shortly.

Year	Tenement Properties
2021	2-16 Finlas St; 23-33 Fruin St
2022	21 Fruin St & 2-8 Sloy St; 16,14,12,10 Fruin St
2023	2, 6, 8 Fruin St; 10 Ashfield St; 2,4,6 Fruin Pl & 3,5,7 Sloy St

Now that many of the Covid 19 restrictions are being gradually lifted there is a massive demand from many customers

for previously delayed or suspended construction and maintenance works to re-start. Unfortunately, this has coincided with a severe shortage of labour and materials in the construction industry which has resulted in significant increases in costs and also longer waiting times before works can start. Hopefully this will only be a short-term issue and costs etc will begin to level out again as the year progresses, however later in the year the Co-operative will be looking in more detail at how much these costs have impacted upon its overall 30 Year Maintenance Programme.

# Good Water Hygiene

**Good water hygiene within the home is important as not only can it prevent simple bacteria's from forming which may upset your stomach but can also prevent more serious bacteria such as legionella which can cause Legionnaires Disease.**

Legionnaire's disease is a severe form of pneumonia and people can catch it by inhaling small droplets of water such as from a spray from a shower or from sink taps which contain the legionella bacteria. You cannot get legionnaires disease from drinking the water itself as it must be inhaled into your respiratory system.

Legionella bacteria may be formed where stored water is allowed to lie unused over a period of time and reach temperatures between 20°C and 40°C. It does not appear to multiply below 20°C and will not survive above 60°C.

It is more likely to occur in cooling towers or large communal water storage tanks that are present in hospitals and swimming pools.

**A supply of nutrients is also necessary for the bacteria to thrive and can commonly be found in water systems that are not routinely cleaned. Sediment, scale and sludge may help to harbour Legionella and it is therefore essential to prevent these from building up. It is recommended that as a minimum a three monthly cleaning cycle should involve the following:**

## Disinfection of shower heads

Accumulations of grease and slime should be removed from the shower head and hose with a clean sterile cloth and plastic bristled cleaning brush.

Remove showerhead and hose and submerge in a disinfectant solution for a period of 1hr. Flush clear disinfectant with clean water before reconnecting showerhead and hose.

## Disinfection of tap outlets

The plastic spreader fitted on the tap outlet may accumulate grease or slime and this should be removed with a clean sterile cloth and plastic bristled cleaning brush.

Turn on the tap and leave to run for 2 minutes. Once this is completed, spray a disinfectant cleaner on the tap outlet and inside the tap spout. Leave for 2 minutes and flush clear.

## Void Properties

The Co-operative will ensure that any void properties will receive a flushing and cleaning regime to ensure that the property is handed over to the new tenant with a good state of water hygiene.



# Co-op to trial extended opening hours



**The Co-op surveyed tenants for your views on the services we provide and how we can make it as easy as possible for tenants to access them.**

So from 20th July 2021 staff will be answering telephone calls from tenants and other customers every Tuesday evening until 6pm. This will particularly benefit working tenants who find it difficult to contact us during normal office working hours.

We would like to thank the 59 tenants that responded to the survey [17% of our tenants], they told us that:

- They found it easy to contact us – even during the lockdown,
- More tenants are contacting us electronically [Facebook, text email etc],
- They like to be able to visit the office in person,
- They were interested in the possibility of phoning staff direct.

As a result of this feedback, the Co-op will [in addition to late opening on a Tuesday] also be:

- Contacting those tenants that told us that they found it less easy to contact us to hear what changes they would like to see,
- Issuing guidance to tenants on the options for contacting us electronically and when we would recommend that they use them,
- Reverting to pre-pandemic opening hours at the office when Government guidance permits,
- Investigating the practicality of introducing direct dial numbers for staff once we return the office.

Colin Turnbull, Director said “We would like to thank all the tenants who took the time to respond to the survey. I hope that our response demonstrates that we listen to tenants and that it is worthwhile for you to take the time to let us know your views. We are trying to make it as easy as possible for tenants can to access our services.”

## POLICY REVIEW

**The Co-operative has updated the following Policies:**

- Asbestos Management Plan
- Statutory Right to Repair
- Statutory Right to Compensation for Improvement
- Tenants Alterations and Improvement Works
- Decoration Allowance during Improvement Works

- Asset Management Strategy
- Gas Safety Management
- Contractors in Liquidation Policy
- Estate Management

The policies are reviewed periodically to include for new guidance or legislation and are available for viewing in the office or on our website should you wish.

# Our performance last year

**Covid had a huge impact on all landlords last year in their performance dealing with repairs and empty houses. This means it is difficult to compare performance last year with previous years.**

The key points from our performance last year are -

- Both emergency and routine repairs took longer last year. It took us 4.4 hours to carry out an emergency repair compared to 2.73 the year before and routine repairs took us 3.15 hours compared to 2.81. We believe this increase was mainly due to delays arising from Covid - in particular we were unable to carry

out non-emergency repairs during the lockdown but we still had to measure the time taken from the date it was originally reported to us.

- 10 gas safety services were not carried out within 12 months - this was due to some tenants self-isolating etc and the Co-op suspending forced access in these cases.
- We reduced current tenant arrears by 2.28%.
- We let houses in an average of 53.6 days compared to 62.3 days. We estimate that if Covid hadn't occurred then we would have let houses in an average of 40 days.

The table shows how our performance has changed over the last two years, how we compare with some other associations and our targets for next year. Those areas in red are where we most need to improve performance and those in amber are the next highest priority. Those shown in green are where we perform particularly well.

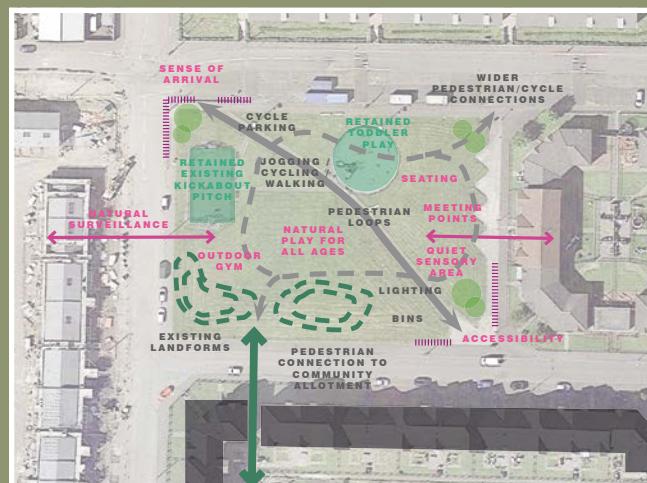
When we set our targets we looked the performance of the small urban associations in Scotland. This tends to be the highest performing group and we have chosen this performance as our target if we don't currently achieve it.

## Co-op residents building support for Bardowie St park plans

The campaign by local people for better facilities at the Bardowie St park is gathering momentum. Following the consultation event where residents showed their support for the proposals, representatives from the Co-op and the community Action Group met with Baillie Jackie McLaren to outline their proposals.

The Co-op and Action Group have obtained grants of over £30,000 to install fitness equipment and additional play equipment at the park. This is the first phase of redevelopment of the park and the plans to link it into the Indian Trail and Glasgrow site.

The plan shows the Group's vision for the park and how they hope it links in with the Indian Trail and Glasgrow sheds.



Please contact the office if you would like to get involved with your neighbours in their efforts to get a top quality leisure area for all the community to enjoy.

# Performance and targets for this year

Indicator	Hawthorn Housing Co-op			Performance in 2020/21			
	Perf in 19/20	Perf in 20/21	Target for 21/22	All other RSLs	Small urban RSLs	NG Homes	
		Actual	Covid deducted				
Ave time to complete emergencies [hrs]	2.73	4.40	3.2	2.73	2.95	2.99	2.63
Ave time to complete non-emergencies [days]	2.81	3.15	3.2	2.8	7.02	4.37	4.68
% repairs right first time	96.4	93.5	96		88.74	90.99	94.29
No. of Gas safety certificates fails within 1 year	0	10	0		2784	83	2
% of offers refused	21	18.2	18		25.69	19.23	44.23
% of ASB cases resolved within local targets	100	100	100		96.04	98.67	96.97
% of tenancies sustained for more than 1 year	80	96.6	100		89.95	95.8	88.3
% of houses that became vacant during year	20.6	5.77	5.77		7.87	5.82	8.1
Rent collected as % of rent due	104.03	98.81	100		99.55	98.41	98
Current arrears as % of rent due	7.33	5.05	4.0		2.81	2.71	5.01
Former arrears as % of rent due	1.44	1.04	1.00		1.32	0.92	0.82
% of rent lost through voids	3.41	0.65	0.5		1.56	0.68	0.89
Ave time to relet houses [days]	62.3	53.65	40	37	55.59	42.78	36.37
Abandonments as % of stock	1.1	0.82	0.3		0.37	0.3	0.65
Evictions as % of stock	0.55	0	0		0.03	0.04	0.02
Complaints per 1000 houses	2.2	5.49			5.03	3.79	2.84
% of stage 1 complaints responded to on time	100	100	100		98.73	98.01	91.78
% of stage 2 complaints responded to on time	100	100	100		94.79	95.83	90
% satisfied with repairs service	92.98	91.78	N/A		89.97	93.1	77.51
% satisfied with management of neighbourhood		97.62	N/A		86.6	92.97	85.73
% satisfaction with VFM	85.71	85.71	89.23		83.18	89.23	85.64
% satisfied with VFM in rent consultation exercise	81.2	90	92				
% satisfied with overall service		92.86	94.29		89.87	94.29	90.06
% satisfied with being kept informed	96.03	100			91.1	95.91	86.60
% satisfied with opportunities to participate	97.62	93.65			85.7	90.83	90.47
% of properties meeting SHQS	99.73	99.73	100		90.89	96.62	88.36
% satisfied with quality of home	86.1	88.1	90.91		88.29	90.91	73.9
	2018/19	2019/20			Scot ave	WSHA	NGH
Ave rent of a 2 apt	75.53	76.66			82.14	81.70	78.96
Ave rent of a 3 apt	78.87	80.05			83.49	85.79	86.06
Ave rent of a 4 apt	86.84	87.93			95.88	94.26	95.50

# Annual General Meeting

The Co-operative's Annual General Meeting will take place on Tuesday 14<sup>th</sup> September 2021 at 6pm via Zoom due to Covid-19 restrictions.

At the AGM the Co-operative will present its year end figures and future plans to members.

All shareholding members are invited to the AGM. Members are eligible to vote in the Management Committee elections and can stand for election to the Management Committee themselves.

If you would like to get involved in making the decisions that affect your home and community, you could make a real difference by joining Hawthorn Housing Co-operative's Management Committee.

**Please support the work of your Co-operative and make every effort to attend.**

## Estate Improvements

The Co-op obtained £25,000 from Cycling Scotland to carry out further estate improvements that will encourage more people take up cycling and walking. The Co-op has appointed Lambhill Stables to install the new cycle stores in the older tenements that don't have them, to repair the monoblock areas and to install a barrier at the path between Sloy Street and Braemore Gardens to prevent trail bikes and quads speeding along the path. They will start the work in August.

The funding is allowing the Co-op to install improved lamp heads to its streetlighting which should make the area feel safer when the darker nights return.

## 'What's going on' at the Glasgrow sheds

**Two groups are meeting at the Glasgrow sheds which are at the back of 4 Fruin St – just go through the archway!**

Every Thursday and Friday at 3.30pm YPF have a group for kids at the sheds or at the play park. The young people decide what they want to do – it might be gardening or games etc. Please feel free to come along.

Every Tuesday at 10am a group of local people meet at the sheds and work on the growing spaces. The area is looking really nice with vegetables planted in the growing plots. The group would be delighted to see other tenants get involved, just pop along if you would like to help out and get to know some of your neighbours.

The Co-op would like to thank YPF and Brian Land, your community connector, for all their support getting the sheds back up and running.

