

The office will be closed on Friday 15th April 2022 and Monday 18th April 2022 for the Easter bank holiday and will reopen on Tuesday 19th April 2022.

SPRING 2022

## Please let us know who is living in your home!



The law on your right to succeed to a house on the death of the tenant was changed in 2014. It is really important that tenants understand the impact of these changes.

Colin Turnbull, Director, says “the law changed in that, basically, social landlords in Scotland can only grant the tenancy to another person where the landlord has been given written acknowledgment that the person has been living there for at least 12 months. The rules are different for a spouse or civil partner,

but the best way of protecting the rights of someone living in the house is to get written agreement from the Co-op”.

There is a leaflet enclosed along with this newsletter. The Co-op would encourage every tenant to confirm that all household residents are declared in order to protect their rights to succeed to the house should the tenant die.

Please get in touch with Pauline or Colin at the office if you would like to speak about this.

## ‘PEOPLE POWER’ GETS RESULT!

The Co-op was delighted to see the rubble and dangerous waste has been removed from the junction of Ashfield Street and Allander Street. This followed a long campaign by residents to get the area cleared.

Colin Turnbull, Director says “the building waste had lain there for some time and was growing. We were worried that it had become a health hazard and had contacted the council a number of times about it. It seems that the Council took action following co-ordinated reporting of the problem by residents using the Council portal. This shows what we can achieve when we work together.”

The Co-op explained on Facebook how to report on the portal and encouraged residents to report at the same time to highlight the issue. The photographs below show the area before and after it was cleared. Colin says, “We



Before



After

want to ensure this area doesn’t get used for dumping again and have asked the council to install concrete blocks so vans and lorries can’t get access.”

The Co-op is now encouraging people to report the rubbish dumped at the derelict site beside the vacant care home on Denmark Street. You can do this through the Zero Waste Scotland website.

# Loss of Robert Stewart and Councillor Gary Gray

The Co-op has been rocked by the loss of two of its committee members in a matter of weeks. Both were really hard working committee members who loved this area and who had put a huge effort into making this community a great place to live.

Robert moved into the area while Gary was born and brought up here but both had the same desire to ensure that the community was treated fairly and that every person who lived here had the same opportunities as people from more affluent areas.



Gary Gray



Robert Stewart

Helen Graham, Chair said “People just don’t realise just how much work committee members like Robert and Gary put into the Co-op. Their passing will leave a huge hole and I know they would both love to see new members come forward to

take on the baton from them. They were both close friends as well as colleagues and community activists and I am sure others will emerge from the community to help us continue the work of Gary, Robert and the others before them who gave so much to make this area the place it now is.”

**Anyone interested in getting involved in the management committee should contact Colin Turnbull on 0141 336 2138.**

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## Community Action Group commemorates Robert

Hawthorn community Action Group has agreed to name the memorial garden it is developing in the Glasgrov site after former group and Co-op committee member Robert Stewart. The Group Chair, Kevin Wallace said “The Group thought it was really fitting that we named the garden after Robert. He thought it was really important that the community had a nice, restful place where local people could remember their loved ones. We would like to thank Springburn Men’s Shed for the amazing sign.”

The Group hope to complete the work on the garden within a few weeks and they hope that local people will then use it to place plaques and other items in memory of loved



ones. The garden has been built completely by volunteers, including Springburn Men’s Shed. The group will be holding an opening event in the near future where they will also unveil a red rose planted in memory of resident, Co-op committee member and Councillor Gary Gray and a Californian Lilac Concha in memory of Robert as suggested by his sister.



# In's and Out's at the Co-op

The last few months have seen a few changes in staff at the Co-op.

Many of you will have seen the new caretakers - Darryl and Boab working alongside Des. We have also seen Denise, Trica and now Peter move on to new jobs with other Housing Associations.

We would like to thank all three of them for the commitment over the years. Denise moved to Blairtummock Housing Association in Easterhouse, Tricia to Link Housing Association in West Lothian and Peter has been appointed Director of Asset Management of Arden Glen Housing Association in Castlemilk.

We have recently recruited two new staff members -

- Audrey Johnston is the new Maintenance Assistant and
- Lisa Viola is the new Housing Assistant.

We are in the process of recruiting a replacement for Peter.

We would like to welcome the new staff to the Co-op and wish the departing staff all the best for the future.



## Please clean up after your dog!

**If your dog fouls in an open space, you must clean it up. There are litter and dog waste bins around the estate but you can also put bagged dog waste in your domestic refuse (green) bin.**

If you do not dispose of your dog waste correctly and are caught, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if **not** paid within 28 days.

You can report someone for dog fouling anonymously on the Glasgow City Council website or by using the MyGlasgow app.

## 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





# Kitchen Replacement Contract 2021/22

The kitchen replacement contract had not been progressing as well as we would have hoped and had been affected by many problems caused by a lack of adequate labour on site and recent changes in the senior management team within the installation company.

As there were no sign of matters improving, we decided to terminate the contract and have put the works back out to competitive tendering. It is expected that the tenders will

be returned in mid-March 2022, and we will be contacting tenants afterwards to advise approximately when the contract will resume.

Only 23 out of the original 80 programmed properties have been completed to date and the remaining 57 will be completed first as part of the new tender before completing the 53 properties that were programmed for this financial year 2022/23. A brief reminder of those tenement addresses is shown below.

	Tenement	Units
Remaining 57 to be completed	2-16 Finlas St	29
	23-33 Fruin St	28
This years to be completed afterwards	21 Fruin St	6
	2-8 Sloy St	22
	10-16 Fruin St	25
<b>Total</b>		<b>110</b>

## Fire safety upgrades within common closes



Following fire risk assessments carried out on our common closes by a specialist fire safety adviser all the closes have been classed as having low risk of ignition by fire.

The safety adviser however did suggest the following recommendations that could be carried out to further increase the safety within the closes.

- Evacuation procedure notice displayed within the close
- No-smoking and other signage within the close
- Fire safety advice issued to tenants

All the above recommendations which are mostly of an advisory nature have now almost been completed. In addition to

these measures, the fire safety adviser also recommended that the following works should be carried out to those flat entrance doors within the closes.

- Overhead self-closing device
- Intumescent fire strips and smoke seals to door or frame
- Intumescent strips to letter boxes

Many flats already have one or more of such items fitted at the moment and we will be looking to ensure that all our flats have all the items fitted. We will be contacting tenants soon with regard to who the appointed contractor will be and for arranging access for the works to be completed.

# COMPLAINTS AND CUSTOMER FEEDBACK

## Q3 (October to December 2021)

### 1. Complaints

Complaints	Number	% Responded to on time
Stage 1	4	75
Stage 2	0	N/A
Antisocial Behaviour (ASB)	5	100

### 2. Categories

The tables below show the complaints resolved during quarter 3 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	6	0	6	67	0
Planned Maintenance	1	0	1	11	1
Allocations	0	0	0	0	0
Reactive Repairs	0	0	0	0	0
Housing Management	2	0	2	22	0
Corporate / CCT	0	0	0	0	0
Rent Account	0	0	0	0	0
Total	9	0	9	100	1

### Stage 1 and 2 complaints only (no ASB)

Type	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Poor quality service	2	0	2	50	1
Poor comms / lack of info provided to customer	0	0	0	0	0
Disagreeing with allocation	0	0	0	0	0
Long standing issues not addressed	2	0	2	50	0
Disagreeing with previous decision	0	0	0	0	0
Missed appointment	0	0	0	0	0
Staff attitude /professionalism	0	0	0	0	0
No response to previous enquiry / complaint	0	0	0	0	0
Total	4	0	4	100	1

### 3. Learning from complaints

The table below provides an example of the themes and learning identified from quarter 3 complaints.

Description	Learning Recorded / Action Taken
Delay in kitchen being fitted after old kitchen removed.	Kitchens or bathrooms etc will not be stripped unless new kitchen has been delivered on site to ensure tenants still have access to cooking facilities.

# Policy Review

The Co-op has recently reviewed the following policies:

- Estate Management
- Customer Engagement Strategy
- Whistleblowing
- Grievance
- Privacy

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.



## Tenant Circle

How would you like to take part in surveys to discuss what's going on at the Co-op and to make your views known? We'd love to hear what you have to say – and you could even win voucher for taking part in selected surveys.

If you would like to receive surveys then please email [emma@hawhousing.co.uk](mailto:emma@hawhousing.co.uk) or text on **07458 304 944** to be added to the mailing list.

## Dumping of fridges and freezers



**The council have advised the Co-op that they are no longer accepting fridges or fridge/freezers at their dump because some people had been leaving food inside them.**

Could you please make sure that if you put a fridge or freezer out to be removed with the bulk uplift that you remove all food and give it a clean inside.

# Glasgow & Clyde Rape Crisis

Glasgow and Clyde Rape Crisis will be holding a surgery in the Co-op's office on Friday 1<sup>st</sup> April 2022 and Friday 20<sup>th</sup> May 2022 between 9.30am and 12.30pm.



**SUPPORT and ADVOCACY** service for **WOMEN AND GIRLS** from **BLACK AND MINORITY ETHNIC COMMUNITIES** who have experienced sexual violence at any point in their lives

## Services include:

Structured **emotional support and advocacy** sessions

**Female interpreters** provided

**Helpline**

**0800 800 0014**

Free to call daily: 11am-2pm



The Ruby Project  
Glasgow and Clyde Rape  
Crisis Centre, 5th floor,  
30 Bell Street, Glasgow  
G1 1LG

GCRC

Have you ever experienced sexual violence?

want to talk about it?

**08088 00 00 14**  
call for free and confidential support  
Open daily from 11am-2pm

The poster has a dark blue background with a purple wavy shape at the bottom. It features a circular logo with 'GCRC' in the top right. The text is in white and light blue. An illustration of two women, one with long blonde hair and one with short blonde hair and glasses, is in the center. The phone number is in large white digits.

## Comments/Suggestions

If you have any comments on anything contained within the newsletter or suggestions on what could be included in future publications please fill out the section below and return it to the Co-op office. If you include your contact details you will be entered into a prize draw and the winner will win a £30 Tesco gift card.

Name:

Address:

WIN A  
**£30**  
TESCO GIFT CARD