

The office will be closing on Friday
24th December 2021 for the
Christmas holidays and will reopen on
Thursday 6th January 2022.

DECEMBER 2021

Christmas in Hawthorn!

We have arranged a few events to try to make Christmas as special as possible. We have organised these events to try to keep everyone as safe as possible!



Santa comes to Hawthorn

By working with other organisations from the area we have managed to arrange for Santa to travel through the area on his sleigh. He is visiting Hawthorn on Sunday 5th of December. He will be visiting the office at 2pm where we will have mulled fruit juice and refreshments for families from the area. Please bring your children round to join the fun and you will also be able to leave messages on the memory tree.

Christmas Eve packs

Building on last year's lovely event, Committee members will be handing out Christmas Eve packs to primary school age children that live in our houses. Please come to the office on Tuesday 14th of December from 3.15 pm.



Over 50's draw

We tried various venues for the over 50 party but we couldn't arrange anything that we felt would be suitable. We had considered Buzz bingo but they weren't providing a Christmas lunch. We have decided to replace it with a draw for our members.

All households with members aged 50 and above will be included in the draw. The prizes are:

- Ages 65 and above - one prize of £200
- Aged from 50 to 64 - two prizes of £100

The draw will be made by the Chair, Helen Graham, on Friday 17th of December. We will post a video of the draw on Facebook. Helen will not be included in the draw, but other committee members will be.

Continues on page 2

KIDS Corner!



Can you make us laugh?

Send us your funniest Christmas joke, either by text to 07458 304 944, phone on 0141 336 2138 or on Facebook and the funniest joke will win a Lego set!

Please be sure to include child's name and age on entries.

Competition ends Friday 17th December 2021 at 12pm. Winner will be announced on Facebook on Monday 20th December 2021.

GOLDEN TICKET

At the over 50's event we usually have a prize draw. We have extended this draw to all tenants. If you have a GOLDEN TICKET inside your copy of this Newsletter you have won a prize. Give us a call on 0141 336 2138. Your lucky ticket will be swapped for a festive treat.

1st Prize – Bottle of 1lt Whisky & 70cl vodka - 1 winner

2nd Prize – 3 70cl Bottles of Whisky – 1 winners

3rd Prize – 2 70cl Bottles of Whisky – 1 winners

4th Prize – 2 Bottles of Wine – 3 winners

All prizes have been donated by our contractors.

Memory Tree

We will again have the lovely Memory Tree outside the Office. The tree sits on a Whisky Barrel donated by Beam Suntory and decorated by Committee member Kevin Wallace. We would encourage everyone to place a bauble or message on the tree to commemorate loved ones.

Children that attend the event to receive a Christmas Eve gift will also get the chance to put a message on the tree.



Christmas Lights Competition

The Committee have decided to hold the Christmas lights competition for the best garden/window again this year.

If you want to take part in the competition, please make sure that your lights are switched on to enable us to take your effort into consideration on the day of judging. The judging will take place on **Wednesday 15th December 2021** between 3.45pm & 4.30pm so make sure that your lights are on for 3.45pm. An independent person will judge the competition. Good luck to all who take part.



**PRIZE:
£50 TESCO
GIFT
VOUCHER**

Co-op aims to keep rent increase below inflation

The Co-op is aiming to set a rent increase of 3.2%. This is below the October CPI rate of 4.2% and a RPI rate of 6% in October.

The issues we think are important

Colin Turnbull, Director of the Co-op says, “the management committee realise how important it is for tenants that rents are as affordable as possible, this was confirmed in the recent Tenant Satisfaction Survey. That is particularly important this year as there has been a big jump in the inflation rate.”

The Committee has looked at its expenditure and believes that it should be able to keep the increase below the inflation rate while ensuring that it covers its costs over the long term and raises enough money to pay for future investment in the houses.

The Committee decided however, not to offer any options to tenants on the level of increase this year. Colin explains, “the Co-op has set a priority of keeping rents as affordable as possible. We have assessed that we can’t

really go any lower than 3.2% and we don’t want to set a higher rent as we are concerned that it would be difficult for those tenants that don’t receive any help with their rent.”

The Co-op is therefore consulting on only one option - an increase of 3.2%.

Have your say

The Co-op is sending survey forms to every tenant asking for their views on the rent increase. Staff will also be phoning a random sample of tenants to discuss the rent increase.

All the feedback will be pulled together and reported to the management committee meeting on 24th of January 2022. At that meeting the Management Committee will consider this feedback along with all the other factors. Committee will then decide on the increase that will be made.

Co-op lays out its plans for the year

The Co-op has agreed its plan for the coming year. This has been developed to:

- Improve our compliance against the regulations that apply to us,
- Address the priorities identified by tenants in the Tenant Satisfaction Survey and

- Improve performance in key areas of service delivery where our performance is not as good as some other Associations.

Please get in touch if you would like any more information on these priorities.

Our plan of priorities for 2022

By end of January

Arrange for CSO to support chair in carrying out director's appraisal.

Consider setting specific targets for director at his appraisal rather than Co-op's targets. Check against other RSLs.

Ensure that a copy of the Director's appraisal is taken to the Management Committee with a covering report approved by the Chair and any actions noted.

Pyramid financials are to be fully operational.

Make a 'Young Co-operator Award' for 2021.

By end of February

Review how we implement the 9 year rule at appraisals to ensure we comply fully.

Financial Services procurement completed.

Plan for developing Bardowie St park agreed with GCC.

Plan for developing Glasgow site and funding plan agreed with HCAG.

Strategy developed for effective electronic consultation with Tenants Circle, pilot by consulting on accessibility to offices and services.

Identify campaign that community can carry out digitally.

By end of March

Review Risk Management Policy – particularly section 5.2 - by comparing with other RSLs [ours is a bit brief].

Consider whether it may be more practical to breakdown standing orders into separate documents.

Consider adopting Clydebanks HAs self-assessment framework.

Shift to individual electronic consultations with Tenants Circle [surveys & dialogue], compare with other RSLs.

Add to evidence bank the remit of audit subcommittee.

Copy evidence from 6.1 into 6.2.

Review of website to include improved signposting and a search function.

Review minute taking protocol to mention FOISA.

Consider adopting CHAs method for calculating number of committee members to be re-elected at AGM and include statement of suitability for position.

60% of lets to section 5 referrals.

By end of March (continued)

Void days to let reduced to 40 days.

Reviewed allocations policy implemented.

Rent arrears reduced to 4%.

Rent increase no higher than CPI.

New website fully operational.

By end of April

Made decision re additional pyramid modules and agreed programme for introduction if appropriate.

Have completed two SHN self-assessments.

By end of May

Consider changing title of Committee appraisal process to something more positive.

Amend typo to Whistleblowing policy.

Obtained funding to enable continuation of young people's group organised by YPF.

Ensure there is a half yearly review of expenditure against budget.

By end of July

Ensure that all actions recommended by external audit have been implemented.

Started review of level of welfare advice.

By end of August

Review arrangements other RSLs have where Senior Officer provides advice in an issue they have an interest in.

Majority of Improvements from Tenant Safety plan fully implemented.

By end of October

Review policies of other RSLs to consider whether we should develop [NB Recruitment and Succession Planning Policy have been reviewed].

Review approach of other RSLs [re code of conduct and Declarations of Interest] to consider whether we should make any changes.

Review approach of other RSLs re Entitlements etc to consider whether we should develop any.

Consider adopting SFHA models for role descriptions for office bearers and committee members.

Review effectiveness of induction policy and whether 'new' members have received appropriate induction. Shift evidence from 6.3

Review notifiable events registers of other RSLs to ensure we are not 'missing any'.

Review registers used by other RSLs to identify best practice.

Review best practice amongst the other RSLs & review DOI template.

Void days to let reduced to 37 days.

Rent arrears reduced to 3.7%.

45 of pre-2005 houses to have new bathrooms.

130 of renovated flats to have new kitchens.

All houses to have had EICR inspections within last 5 years.

All houses to have smoke detectors that comply with legislation.

7 closes & externals painted & 20 houses/flats.

200 tenants have access to affordable broadband.

Started review of software package.

Start VFM exercise for day-to-day repairs.

Social Media

Hawthorn uses Facebook and Twitter to update the community with local events, things of interest, as well as keeping you up to date with what is happening at Hawthorn. There are plenty of interesting posts so please check us out at Hawthorn Housing Cooperative on Facebook and @HawthornHousing on Twitter.



Windy Weather

Can you please ensure all trampolines, garden furniture or anything else that can blow away are tied down or are stored away in sheds etc. These items can be a real danger in high winds.



Disposal of Household Refuse

It has been noted recently that cleanliness of the back court/bin stores across the scheme are deteriorating as some tenants are not disposing of bin bags in the proper way.

We have found a few cases where bags of rubbish are being left outside the bins and not being placed inside the bins, this is unacceptable and I must insist that all tenants dispose of refuse properly in the bin stores provided.

Some tenants are sending small children down to put rubbish out and they are unable to reach the bin lids and therefore leaving bags in the bin store. Please do not send small children down to dispose of rubbish if they can't reach the bin

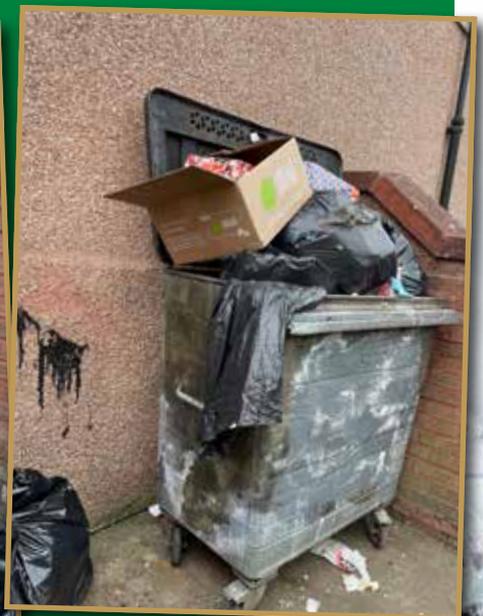
lids to open and close it.

The result of all this rubbish being left lying outside the bins is that it is encouraging birds/dogs etc to tear the bags open and make a mess.

If those responsible are identified further action will be taken. It is a condition of your Tenancy Agreement to

dispose of refuse and keep the area well maintained which some tenants are not doing.

It is also very disheartening for our Estate Caretaking Team who are then left to clear up the mess, please take this into consideration when putting your rubbish out.



Pay Your Rent or Pay the Price

Many tenants appear to be of the opinion that Hawthorn won't chase you if you fall behind with your rent and they won't evict you. This is not the case!

Of course, we understand that people can get into financial difficulties, or may need help with benefit claims or the like. However, as a Co-op we rely on rent payments for our income and if tenants don't pay we have no option but to chase them.

If you are behind with your rent then expect staff to be in touch.

Staff will be as sympathetic as they can be and will be happy to give advice about how best to deal with budgeting or benefits. However, they also need to protect the position of the Co-op and other tenants to ensure we have the income to invest in improvements to our

homes and area.

You can make payments towards your rent by using your Allpay payment card at any paypoint outlet, using internet banking or by cash in the office. For help please contact a member of the Housing Management Team.

If you find yourself with rent arrears don't ignore it, co-operate with the staff and above all make sure you pay your rent. No one wants to lose their home but it can happen!

Don't bury your head in the sand, the problem will not go away unless you deal with it.



Bulk uplift over the Christmas period

We have arranged with the contractor that he will do a bulk uplift on -

- Wednesday 29th of December and
- Wednesday 5th of January

This will be from the usual points.

However, the Council is not allowing fridges and fridge freezers to be left at their dumps so please do not put these out for uplift at this time. Please do not leave items in the bulk uplift areas until the Tuesday evening before the uplift date. This is to keep the place tidy and to prevent items being strewn around the area.



Policy Review

The Co-op has recently reviewed the following policies:

- Rent arrears
- Universal Credit
- Procurement Policy for Reactive Works
- Electrical Safety & Smoke Detector Management Control Manual
- Fire Safety Management
- Management Committee Recruitment Policy & Application Form
- Succession Planning
- Disposals

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.

Gas Servicing & Maintenance

The Co-operative as your landlord is required by law to test the gas boilers and pipe-work within your home every 12 months to ensure they are safe for you to use and are maintained in a good condition.

The Co-operative has instructed City Building to carry out these inspections and they will leave a copy of the safety certificate in your home after they have carried out the service. They will

also issue a copy to the Co-operative for our records.

It is obviously in your interest to give City Building access to carry out this work. They will contact you by letter directly to advise you when they intend to visit your home and will give you the option of changing it to another date that is more suitable for you.

If an arrangement has been made and the engineer does not attend, please contact the Co-operative immediately to allow us to investigate the matter and ensure that you are not given the blame for no-access.

It is very important that the Co-operative complies with its legal duty and gets access to carry out the gas service.

Should you not give access to your home, you will be in breach of your tenancy agreement and we may be left with no alternative but to use the Landlords Right of Access and force entry to your home. The costs will also be recharged to you.

Gas Safety

Should you suspect a gas escape please contact the National Grid's Emergency Service, freephone anytime on 0800 111 999. Please also carry out the following:

- Turn off the gas supply at the meter
- Put out all sources of ignition
- Do not smoke
- Do not operate electrical switches
- Open doors and windows for ventilation

Co-op submits third Assurance Statement

We submitted our third assurance statement to the Scottish Housing Regulator in October. Our assessment is that while we had improved our level of compliance over the year, there continues to be areas where we can improve our compliance with the legislation, regulation and regulatory standards that apply to us. However, there are no areas where we assessed this non-compliance as material.

An external consultant has reviewed this and took the view that our assessment of our compliance was reasonable and was supported by evidence.

We have a one year plan to improve our compliance with the regulatory standards. This is detailed in this newsletter. Progress against this plan is monitored at each monthly management committee meetings.

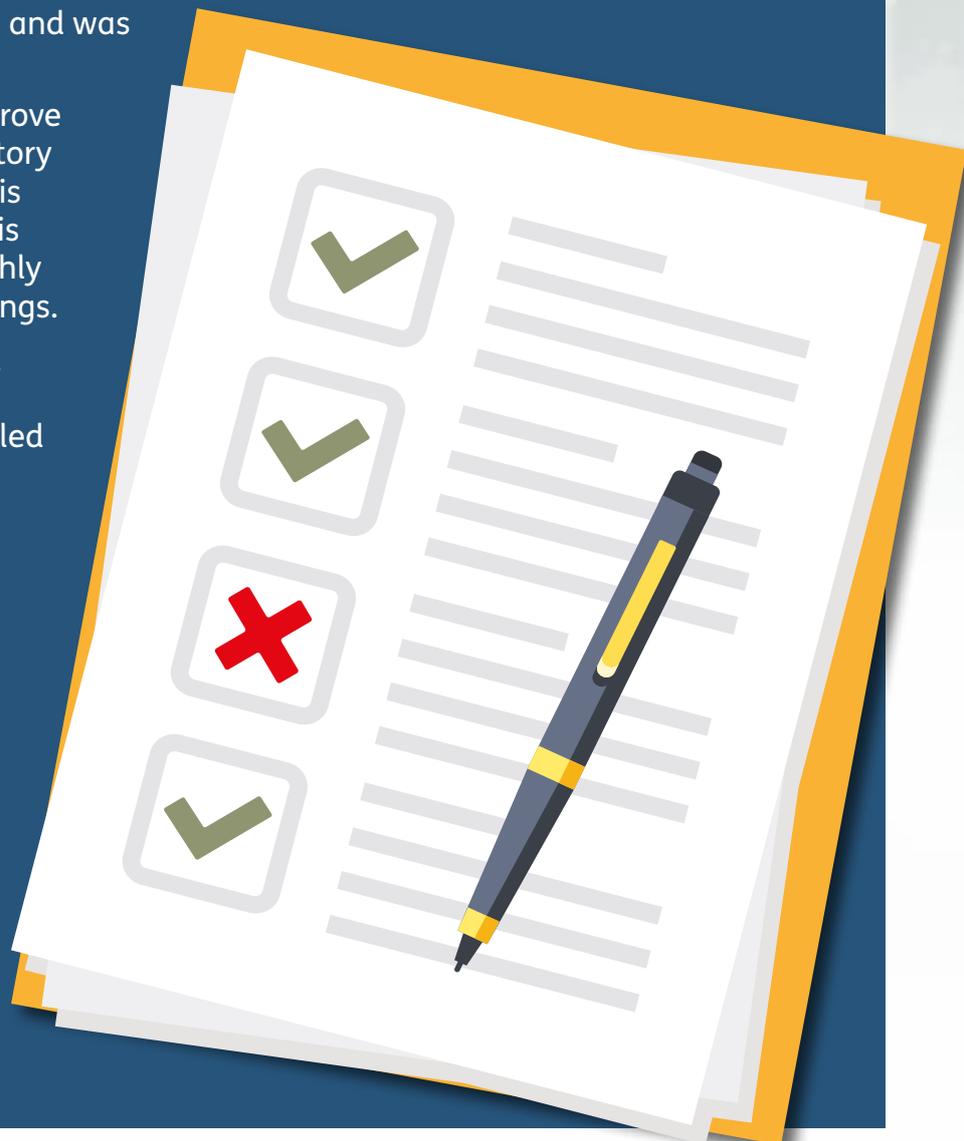
While the Assurance Statement is only one page long, it is underpinned by a mass of detailed evidence to demonstrate and justify the level of compliance the Co-operative is claiming to achieve. To make sense of this we have adopted two levels of assurance to organise and order all the data. Each level uses a traffic light system to indicate the grade of compliance. The highest level is a dashboard – summarising our compliance against the Scottish Social Housing

Charter, the Regulatory Standards and Regulatory requirements and legislation. This is shown on the next page.

The 2021 return is summarised below –

- Fully compliant 42
- Compliant but with areas for improvement 5
- Materially non-compliant 0

Please get in touch with Colin Turnbull on 0141 336 2138 or colin@hawhousing.co.uk if you would like to discuss any of this.



Assurance Framework Dashboard

Position statement approved by the Management Committee
on the 18/10/2021 - Scottish Social Housing Charter

KEY

-  Compliant
-  Working towards compliance
-  Compliant (with material areas for improvements)
-  Not compliant

The Customer/Landlord Relationship (Equalities, Communication and Participation)

- Equality and Diversity Audit June 2018
- Equality Action Plan 2019 – good progress made but needs review
- Satisfaction with being kept informed increased from 96.8% to 100% and opportunities to participate fell to 94% from 97.6%. This compares well with other small urban RSLs [96.1% and 95.5%]
- Recording and learning from complaints reviewed 2021
- Hawthorn Tenants Circle established, with improved electronic communication
- Regular surveys being held
- Committee meetings summarised in Facebook
- Programme for Equality Impact Assessments being implemented
- Diversity in community better reflected on committee [race, gender, employment]
- Hawthorn Community Action Group set up with broad cross-section
- TPAS award received for work with Chinese tenants - meeting bi-monthly
- Extended opening hours for receiving calls to 6.30 pm. Trial terminated due to poor take-up.

Neighbourhood and Community (Estate management and Anti-social behaviour)

- High satisfaction with the management of neighbourhood 98% [93.5% for peers]
- Caretaking team restructured with additional equipment
- Caretaking service expanded [weedkilling etc] though those very satisfied fell from 91% to 75%, reflecting the cancellation of the service during early lockdown estate now very well maintained
- ASB complaints are low level and all dealt with on time [96.8% for peer group] in 2020/21, though 1 not dealt with in time so far this financial year.
- Been unable to encourage tenants to attend estate walkabout. Housing Officer now carrying out regular estate inspections.

Housing Quality and Maintenance

- Repairs carried out quickly - though performance affected by covid
- emergencies slightly slower than peers, non-emergencies slightly quicker
- Stock condition survey completed – 30 year investment strategy from own resources in place
- All houses - other than 1 in abeyance - now comply with SHQS, [3.5% of peer group fail]
- 6 flats insulated to leave 1 [in abeyance] not complying with EESSH1
- Major investment in older properties [all to have received new heating systems, kitchens and bathrooms by 2024. Bathroom contract underway.]
- All investment to be financed without borrowing
- Customer satisfaction with quality of home remained at 88%. [but lower than peer group of 91.5%]
- We do not have a formal appointment system, but tenants do specify when they would like work carried out.
- level of repairs carried out right first time % fell from 96.4% to 93.5%. Covid
- 92% satisfaction with repairs service compared to 96% for peers
- Action Plan to address tenants' safety issues identified in audits is being implemented
- 10 houses did not have gas service within 12 months [due to suspension of forced accesses for shielding tenants] – all now completed.

Access to Housing and Support (Housing options and Tenancy sustainment)

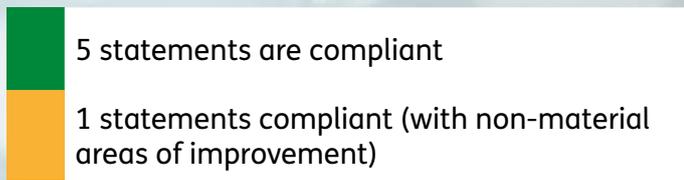
- Applicants are offered interviews to complete applications and consider options
- Welfare advice, Financial inclusion and Tenancy support services are available
- Allocations policy reviewed to comply with 2014 Act
- Significant increase in houses let to homeless - from 4.2% to 46% [net of transfers]
- Tenancy sustainment increased from 88.9% to 98.3% compared with ave of 93.2% for peer group
- No evictions in 2020/21
- Starter packs made available for new tenants
- Can apply online for housing

Getting Good Value from Rents and Service Charges

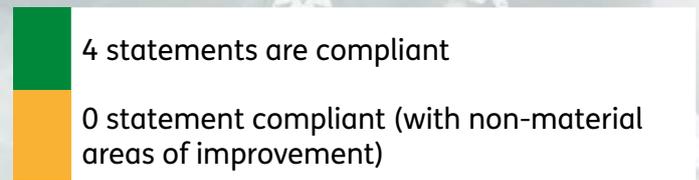
- Level of overall satisfaction lower than peer group average [93 % compared to 95.1%] though remained at similar level despite impact of covid restrictions on services provided
- Rent level getting closer to peer group average. Increase was higher than CPI to reflect additional cost of bulk uplift service.
- Voids performance improved [though affected by covid], from 3.41% to 0.65%. This is slightly lower than 0.68% for peers
- Rents restructured from 2015 – 2017. Significant increase but Co-operative financially viable over long term
- 2020 – all rents assessed to be affordable using SFHA tool.
- Satisfaction that rents provide value for money held at 86%] still slightly lower than peer group average 89.2%
- In consultation on the annual rent increase 90% of the tenants that responded said we provided VFM
- Improved rent arrears performance. Fell by 2.3% to 5.05%, peer group average of 2.71%, so still some way to go
- Posting rental Payments fully automated
- Two staff studying for relevant qualifications
- VFM strategy being reviewed every year
- Non rental income being maximised by successful grant applications - £41,204 in 2020/21 and £26,750 in 2021/22
- Analysis of our costs show - our houses to staff ratio is comparable with this sample of RSLs, our management costs per house are £1397 which gives no cause for concern, we are particularly efficient in investing in our stock
- Regularly participate in collaborative procurement
- Accepted as clients of hubWest
- Big improvement in rent arrears performance – with arrears falling from 7.33% to 5.05%. However, still well behind peer average of 2.71%
- Internal audit of rent arrears provided full assurance

Regulatory Standards

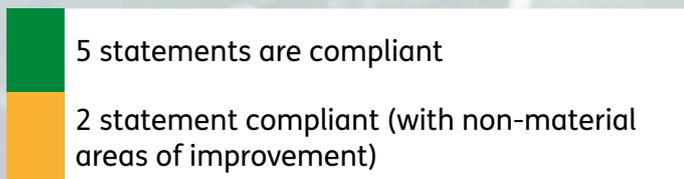
Standard 1 – Leadership and direction



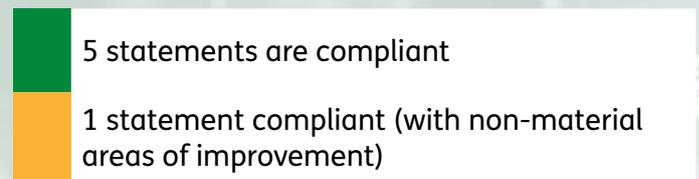
Standard 2 – Openness and accountability to customers



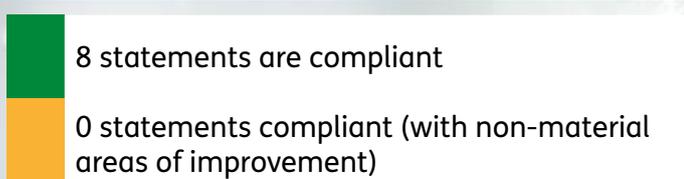
Standard 3 – Managing resources for affordable rents



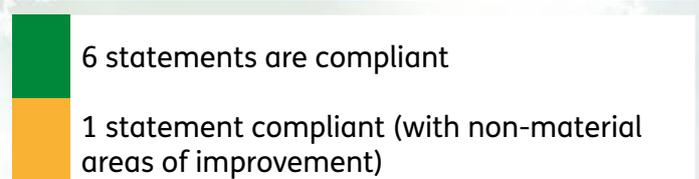
Standard 4 – Making decisions and managing risk



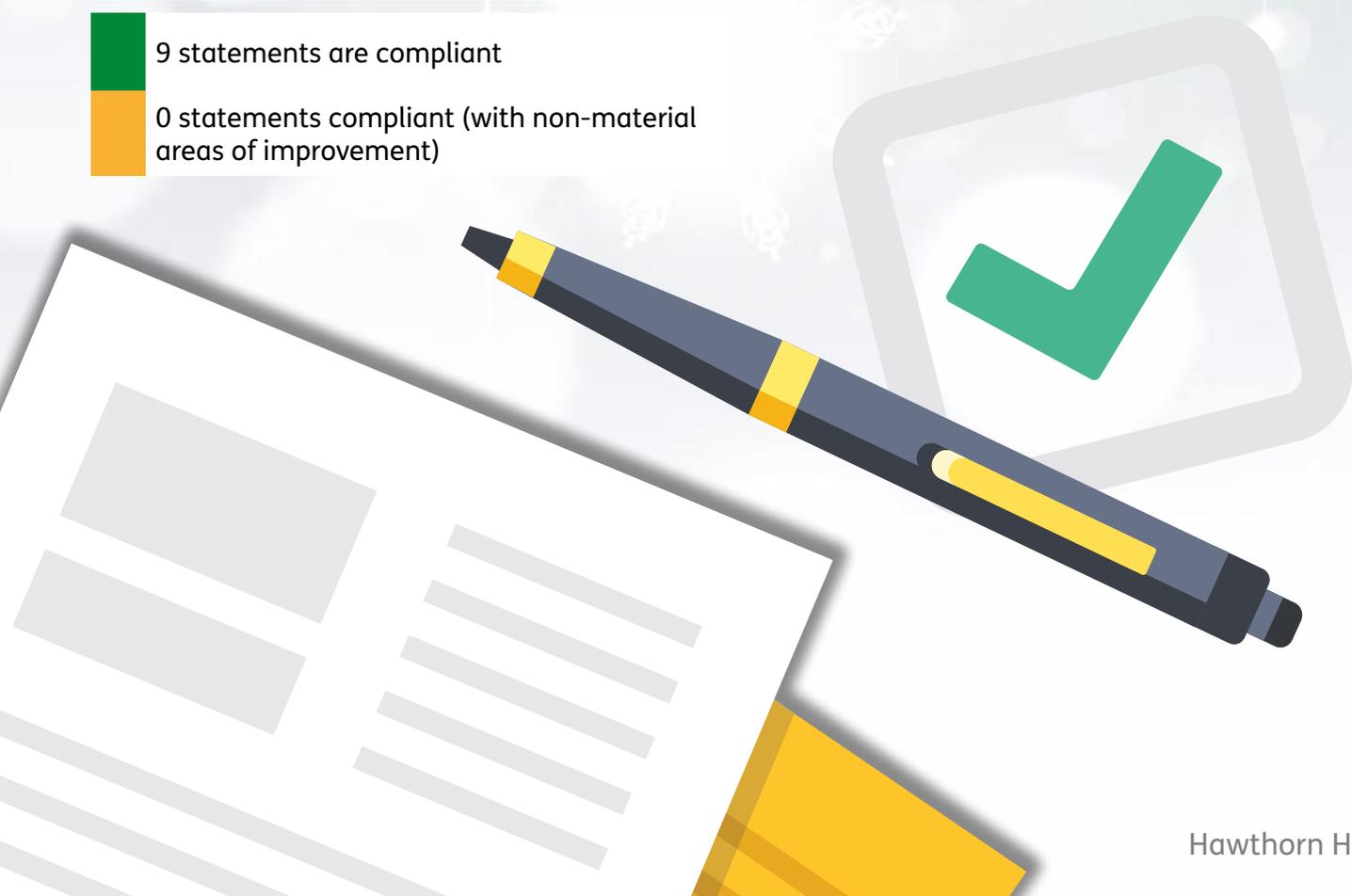
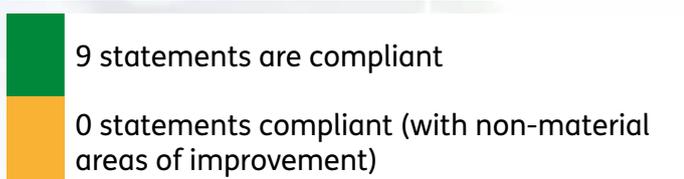
Standard 5 – Honesty and integrity



Standard 6 – Skills and knowledge



Standard 7 – Organisational changes



Regulatory Requirements & Legislation

Health and Safety

- Management committee trained on Health and safety
- Contract to install smoke detectors in every house due to complete by 28.02.22
- Employer issues – Comply with Best practice and EVH guidelines/advice
- Our processes for ensuring tenant safety were assessed in collaboration with 4 other RSLs - 2 assessed as substantial assurance, 2 as adequate assurance and 1 as inadequate assurance. Action plan in place to improve against weaknesses. This is being implemented
- Gas safety failures due to covid in last year plus a notifiable event involving contractor
- Corporate staff taken on responsibility re compliance with tenant safety maintenance activity
- Minor works for fire safety completed, programme for self-closers to be fitted by 31.03.21

Scottish Public Services Ombudsman Complaints

- Complaints handling reviewed to ensure we learn from complaints and to comply with SPSO guidance
- 2 customers raised complaints with SPSO in last year and Co-op was not criticised by SPSO

Data Protection and Published Information

- Website has been reviewed to comply with FOI
- GDPR policy in place.
- FOI policy in place – fully compliant
- Have obtained cyber essentials and undergoing Usecure training
- Annual report will be reviewed to ensure compliance

Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH

Equality and Human Rights

- Equalities and Diversity action plan in place.
- Equality Impact Assessment tool in place. Policies identified where it should be used
- Approach to gathering equalities data being considered
- Equality and diversity policy reviewed April 2020

Performance Reporting, Tenant Scrutiny, Complaints

- Charter return has been audited/validated,
- Arrears ARC figures has been audited
- Assurance statement submitted by 31.10.20 with improvement plan developed to improve compliance and progress reviewed after 6 months
- Hawthorn Tenants Circle provides vehicle for virtual scrutinising
- Complaints handling reviewed to ensure we learn from complaints with recording by person receiving call introduced
- New comprehensive quarterly performance report introduced

Environmental Protection

- All activities [eg weed spraying] comply with environmental regulations
- Environmental Impact Policy approved Sept 2021

Whistleblowing

- Whistleblowing Policy in place
- Committee demonstrated awareness of whistleblowing in appraisal
- Committee members received training prior to signing COC
- Training for staff and committee Sept 2021

Housing Law

- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act following training from TPAS
- Allocations policy being reviewed 2021 and will be checked by solicitor

COMPLAINTS AND CUSTOMER FEEDBACK

1/2 year review (April to September 2021)

1. Complaints

Complaints	Number	% Responded to on time
Stage 1	7	100
Stage 2	5	80
Antisocial Behaviour (ASB)	21*	95

2. Categories

The tables below show the complaints resolved during quarter 1 and 2 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*	22	1	23	70	1
Planned Maintenance	4	2	6	18	4
Allocations	1	1	2	6	0
Reactive Repairs	1	0	1	3	1
Housing Management	0	1	1	3	0
Corporate / CCT	0	0	0	0	0
Rent Account	0	0	0	0	0
Total	28	5	33	100	6

Type	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Poor quality service	4	1	5	42	1
Poor comms / lack of info provided to customer	1	1	2	17	0
Disagreeing with allocation	1	1	2	17	0
Long standing issues not addressed	0	1	1	8	4
Disagreeing with previous decision	0	1	1	8	1
Missed appointment	1	0	1	8	0
Staff attitude /professionalism	0	0	0	0	0
No response to previous enquiry / complaint	0	0	0	0	6
Total	7	5	12	100	6

3. Learning from complaints

The table below provides examples of the themes and learning already identified from quarter 1 & 2 complaints. A summary will also be included in each edition of the customer newsletter.

Description	Learning Recorded / Action Taken
Complaints regarding how allocations are made	<p>The allocation policy is currently being reviewed and tenants have been invited to attend a working group to give feedback on what they would like to be taken into account when allocations are made. Tenants have been invited via the newsletter and Facebook.</p> <p>A recent complaint about our handling of an Investigation into an allocation was considered by the Scottish Public Services Ombudsman but they decided that no further action was required.</p>
Estate management issues	<p>There have been a few complaints regarding cleansing issues. While the Co-op does not have control over the issues we try and help tenants as much as possible including reporting issues to the GCC or to the local Councillors.</p> <p>The Director is arranging to meet with the Cleansing department of GCC to discuss issues including the Allander Care home and the vermin problems.</p>



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

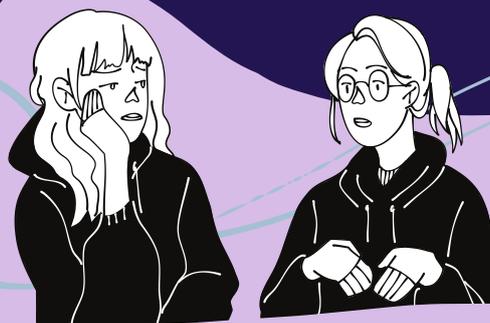


The Ruby Project
 Glasgow and Clyde Rape
 Crisis Centre, 5th floor,
 30 Bell Street, Glasgow
 G1 1LG

Have you ever
 experienced
 sexual
 violence?



want to talk
 about it?



0800 800 0014
 call for free and confidential support

Open daily from 11am-2pm

Beat the Freeze

There are many ways that you can prevent cold weather from causing damage to your home and contents this winter. However, should you be unfortunate to suffer water damage to your belongings it is essential that you have the correct contents insurance cover to replace your damaged goods.

Avoiding frozen pipes

- Try and avoid burst or frozen pipes by keeping your home reasonably warm during the day and at night. In particular during cold weather, keep the heating on during the night at a low temperature.
- Run taps occasionally to prevent freezing.
- If you leave your house empty for a short period in the winter please ensure the heating is left on at a low setting.
- If you are going on holiday for 2 weeks over the winter period please advise the office.
- The Co-operative will drain down and turn off water supplies to all void properties over the Christmas break.
- Know where the internal stop valve is located.
- Keep the Co-operative's emergency call-out number at hand.

Dealing with frozen pipes

- Turn off the water at the mains stop valve. This is generally located at the incoming supply pipe to your home, usually in the kitchen although in certain flats they are located in the hall at the entrance doors.
- Open all cold taps to drain the system and collect the remaining water in your bath for washing and WC flushing.
- Call the Co-operative's emergency number for a plumber.

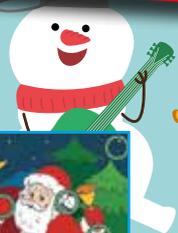
If you get a burst pipe

- Turn off the water at the mains stop valve.
- Try and block the escaping water with thick cloths or towels.
- Open all taps to reduce flooding pressure.
- Call the Co-operative's emergency number for a plumber.



JUST FOR FUN

FIND THE 12 DIFFERENCES



Major Repair & Cyclical Works for 2022/2023

The Co-operative is committed towards undertaking a programme of planned replacement and preventative cyclical repair works to ensure that its properties are maintained to a high standard and to minimise the amount of money that is required to be spent on unplanned repair works, as these are generally more expensive and more inconvenient to tenants.

The annual major repair and cyclical works programme is based on the Co-operatives 30-year maintenance programme which is produced using information obtained from a recent stock condition survey undertaken by consulting building surveyors. This then allows us to prepare a more immediate investment plan over a 5-year period.

The financial year 2021/22 has been a particularly difficult year for maintenance works due to the impact of a whole series of world events such as the Pandemic, Brexit and even the blockage of the Suez Canal. These have meant that the availability of labour and materials cannot meet the surge in demand for services caused by the lifting of restrictions.

A recent article in the Chartered Institute of Housing magazine Inside Housing has stated that the materials shortage has been wreaking havoc on the housing market since the start of the summer and have highlighted that according to the Office for National Statistics the cost in maintenance and repairs has risen by 23% from January 2021 to July 2021.

Such cost increases present's many challenges to the Co-operative and how it ensures that there are sufficient resources set aside to cover future replacement

contracts. Whether costs come back down will remain to be seen, however the Co-operative will be monitoring the situation closely and how it affects its financial projections.

We are now in year 3 of our current 5-year investment plan and the largest area of expenditure this year will be for the continuation of the replacement of kitchens within all the tenement properties.

A programme showing those properties receiving replacement contracts over the remainder of the 5-year plan is shown below.

Financial Year	Tenement Properties - Kitchens
Year 3 - 2022/23	2-8 Sloy St; 16-10 Fruin St
Year 4 - 2023/24	8-2 Fruin St & 10 Ashfield St; 3-7 Sloy St & 2-6 Fruin Place
Financial Year	New-build Properties - Bathrooms
Year 3 - 2022/23	1-49 Braemore Gardens; 1- 23 Finlas St
Financial Year	Tenement Properties - Windows
Year 5 - 2024/25	2 -16 Fruin St & 10 Ashfield St; 3-7 Sloy St & 2-6 Fruin Place

A more detailed programme for all the main areas of expenditure for this financial year is shown in the table opposite. If tenants have any questions relating to the programme, they should contact Peter Kelly, the Asset Manager.

Phase	Addresses	Gas Servicing	Close Cleaning	Grounds Maintenance	Painting Contract	Gutter Cleaning	Kitchen Replacement	Bathroom Replacement
PHASE I	2, 4, 6, 8, 10, 12, 14, 16 Finlas St	✓	✓	✓		✓		
PHASE II	18a, 18b, 20, 22 Fruin St, 1, 3, 5, 7, 9, 11 Glentrool Gardens	✓		✓		✓		
PHASE III	2, 4, 6, 8 Sloy St, 21, 23, 25, 29, 31, 33 Fruin St	✓	✓	✓		✓	21 Fruin St & 2-8 Sloy St	
PHASE IV	2, 6, 8, 10, 12, 14, 16 Fruin St 10 Ashfeild St	✓	✓	✓	✓	✓	10-16 Fruin St	
PHASE V	3, 5, 7 Sloy St, 2, 4, 6 Fruin Pl	✓	✓	✓		✓		
NB FRUIN ST	1-15 Coulin Gardens, 24, 26, 28, 30 Fruin St, 1-12 Glendarvel Gardens	✓	✓	✓				
TOFFS	1-49 Braemore Gardens, 1, 3, 5, 7, 9, 11, 15, 17, 19, 21, 23 Finlas St	✓	✓	✓				✓
LOCHSLOY	1-17 Lochsloy Crt	✓		✓	✓			
TORR	Torr St, Torr Place & Torr Gardens	✓		✓				
ASHFIELD	Ashfield St, Bardowie St, Allander St & Denmark Close	✓	✓	✓				

The above represents the main contracts in the Co-operatives 2022/23 Planned Programme of Major Repairs and Cyclical Works. Tenants involved in any of these proposed works to their property will be lettered prior to commencement of the measures to be undertaken, to advise them and seek any necessary approvals. If tenants have any questions relating to the forthcoming programme of works they should contact Peter Kelly the Co-operatives Asset Manager.

Grit Bins

If you are snowed under or your paths are icy, and you need some grit, there are grit bins located in the following areas;

Torr Street (Opposite Torr Gardens)

- Finlas Street (Outside Co-op office)
- Fruin Street (At Glendarvel Gardens)
- Outside 1 Finlas Street
- Ashfield Street
- Braemore Gardens

If you see that the grit bins need filled or the roads need gritted please call



Glasgow City Councils, Roads and Lighting Department on freephone 0800 373 635 or chargeable on 0141 267 7000.

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

Merry Christmas

On behalf of all the staff and Committee at Hawthorn we would like to wish all our tenants a very Merry Christmas and a Happy New Year.

