

## OFFICE OPENING & CLOSURE DATES

The office will be closing on Friday  
22nd December 2023 for the  
Christmas holidays and will reopen on  
Thursday 4th January 2024.

WINTER 2023

# Christmas in Hawthorn

We aim to make Christmas as special as possible for our tenants. With this in mind we have arranged a number of events, details of which can be found on pages 3&4. We hope that you will join us, and we can all come together at this time of year to celebrate.  
*Ho ho ho!*



## CHRISTMAS GIFTS FOR CHILDREN

Building on last year's lovely event, Committee members will be handing out Christmas gifts for children that live in our houses. The boxes are for babies up to all primary school children. Please come to the office on **Friday the 15th of December** from 3.15 pm until 4.30pm.



# How do you want us to contact you?

You will see from other articles in this newsletter that the Co-op has been successful in getting various grants to help tenants.



Colin Turnbull, Director

We always try to get grants that can benefit every tenant, but sometimes the funds might mean only some tenant's benefit. Very often the people supplying the grants specify who should get the support. Similarly, we are often applying for a limited pot of money – so we need to apply quickly so that we can access the funds for our tenants.

This means that we often need to contact tenants quickly to let them know about the funding available.

Colin Turnbull, Director says, "We can only really do this electronically, it takes too long to distribute a letter to every tenant and we can't be sure that tenants will read these letters anyway. We did try to send a leaflet out in relation to one of the grants and by the time we were due to distribute the letter the funding had been fully spent and none of our tenants got anything."

## Facebook & Email

The Co-op wants to ensure that all tenants are aware of grants and other benefits that the Co-op has managed to obtain. We always post these on Facebook and **we would strongly recommend that you follow the Co-op on Facebook.** If you follow the Co-op on Facebook you will also get a chance to get involved in discussions

about the Co-op and what is happening in the area and with your community.

We also email tenants about grants and benefits as well activities and events that the Co-op is organising. Over half of our tenants have given us their email address to allow us to quickly email them. **Please provide us with your email address** if you would like us to let you know about benefits in this way.

## Other ways of communicating with tenants

The Co-op should have a new housing management software installed by the end of March next year. This will provide the Co-op with another way to communicate quickly with tenants – through text messages.

It is important therefore that you **tell us about any changes to your email address or telephone numbers.**

# Over 50's party

This year our Over 50's Christmas Lunch will be returning to The Inn. Tenants will be able to enjoy a 3-course meal, with some entertainment and bingo. The Co-op will be providing a bus to take tenants there and back.

Lunch will be on **Friday 8<sup>th</sup> of December at 12.30pm**. Tenants can book their space with a £5 deposit which will be returned on the day. Non-tenants and under 50's are also welcome at a cost of £14.50 per person. Please put your name down by **Thursday 30<sup>th</sup> November 2023 at 4pm**.

Contact the office to book your space – please let us know whether you would like a space on the bus and your menu choice (Turkey, Steak Pie, or Vegetarian).



## Visit from Santa

Santa will be visiting the area on **Sunday 3<sup>rd</sup> December**. He will make a stop outside the Co-op office. Time to be confirmed, please keep an eye on social media nearer the time.

Join us for some hot drinks and snacks.



## KIDS CORNER!

Send us your funniest Christmas joke, either by text to **07305 080 391**, 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 15th December 2023 at 4pm**.

Winner will be announced on Facebook on **Tuesday 19<sup>th</sup> December 2023**.





## TENANT RAFFLE

All tenants (one per household) will be entered into a prize draw which will be drawn on Friday 1<sup>st</sup> December 2023. The prizes are:

- 1<sup>st</sup> £50 gift voucher for Gary Walker Butchers
- 2<sup>nd</sup> 2 adult and 2 child's tickets to see Beauty & the Beast panto at the Fort Theatre on the 14<sup>th</sup> December 2023

The winners will be announced on Facebook.

## 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 Kevin Wallace. We would encourage everyone to place a bauble or message on the tree to commemorate loved ones.



# 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 20<sup>th</sup> December 2023** between 3.45pm & 4.30pm so make sure that your lights are switched on for 3.45pm.

*Good luck to all who take part.*

**Prize:  
£50  
Tesco Gift  
Voucher**



# ESOL CLASS

In September the Co-op organised an ESOL class for tenants who do not speak English as their first language. The idea came from one of our tenants who was keen to develop their English skills. The Co-op worked in partnership with The Glasgow ESOL Forum to deliver a 10-week course for up to 11 people.

The Co-op has obtained funding from Glasgow City Council to cover the cost of the course.

The Co-op would be keen to hear from tenants who may be interested in participating in another course.



## Policy Review

The Co-op has recently reviewed the following policies:

- **Gas Management**
- **Former Tenant Balances**
- **Complaints Handling Procedure**
- **Redress & Compensation for Complaints**
- **Committee Expenses**
- **Asbestos Management**
- **Treasury Management**

- **Financial Regulations & Procedures**
- **Communication**
- **Value for Money Strategy**

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.

# CO-OP MAKES A DENT IN FUEL POVERTY!

The Co-op recognises that one of the biggest issues facing tenants has been the massive rise in fuel costs and the effect this has had on many of our tenants. Colin Turnbull, Director, says “It is important that we provide homes that are as cheap as possible for our tenants to heat and over the next few years we will be spending a huge amount of our tenants’ money to install more efficient windows. However, as a landlord that is run and controlled by the community, we also think it is important that we do all we can to help tenants with the financial difficulty they are facing due to the increase in heating costs”.

## Benefit to tenants

Over the last two years the Co-op has obtained well over £300,000 to provide activities, support and facilities for our tenants. Much of this has been to reduce fuel poverty with more than £180,000 in support and grants. This includes debt of over £15,000 being written off, direct payments of at least £300 to every tenant [£100 has still to be distributed] and fuel vouchers distributed to more than 20 tenants.

More than 30 of our tenants have received energy advice on how to reduce their heating costs with the same number benefitting from energy saving appliances.

## Overall impact

All of this has had a significant impact on the quality of life for our tenants with an average of nearly £500 help for every tenant to reduce fuel poverty.



Theresa McCreddie receiving her new duvet & air fryer

# 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
- Lochsloy Court
- Glendarvel Gardens

We have a Gritting Plan which allows for certain patches within the area to be gritted by our caretakers where possible.

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.



## 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.

# YOUNG CO-OPERATOR OF THE YEAR AWARD

Each year the Co-op holds a Young Co-operator of the Year Award. The award is made to a young person from our community who has made the greatest contribution to the community or who has had the greatest achievement.

The Co-op believes it is important to recognise and reward the positive contribution of young people and will award a £50 gift voucher to a young person from one of our houses.

Please phone the office if you would like to nominate a resident under the age of 18 and tell us why you think they would be deserving of the award.

WIN A  
**£50**  
GIFT  
VOUCHER!





# 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 (0800 595 595).

## 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.

## CONTENTS INSURANCE

There's no legal requirement to have tenant's insurance – it's completely up to you whether you buy a policy. But taking out insurance is the only way to ensure you wouldn't be left out of pocket if your personal possessions were damaged or stolen.





# 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. Getting the boiler serviced not only ensures the boiler is running

safely but that it is also running efficiently which could save you money on your fuel bills.

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 Grids'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



# PAYING YOUR RENT OVER THE FESTIVE PERIOD

**We would like to remind all tenants that they can make payments towards their rent by using their Allpay payment card at any paypoint outlet or downloading the Allpay App, by Standing Order through their bank, by Direct Debit or direct payment through on-line banking.**

Tenants wishing to pay through online banking can contact a member of the Housing Management Team who can provide you with the bank details to allow you to do this.

We know at this time of year people like to spend money on presents etc for family and friends but we need to remind you that it is essential that you keep to any arrangements made and continue to make payments agreed over the festive period.

If you miss any payments, we will be left with no option but to escalate your case which may result in your case being booked into court and you will be at serious risk of losing your home.

The Co-operative only proceeds to Eviction as a last resort but when tenants continually break arrangements and do not co-operate with staff efforts to reduce their balance then we have no other option.



## IMPROVING YOUR HOMES

2023/24 has been a busy year for Planned Maintenance with a kitchen renewal and associated work contract taking place.

March-ins were carried out at 51 addresses at:

- 10 Ashfield Street
- 2-6 Fruin Place and
- 3-7 Sloy Street

Work is due to commence on site in January and be completed by March 2024.



## PLANNED MAINTENANCE 2024/2025

The details of the stock condition survey have been inserted into our Planned Maintenance Module which has assisted greatly with the long term planning for the Co-op. Work scheduled for 2024/25 includes:

- Bathroom & toilet room renewal for Torr Street, Torr Gardens and Torr Place
- Window renewal and associated work at 10 Ashfield Street and 2-12 Fruin Street

Exact details have still to be finalised in these contracts and addresses may be subject to change.



# Programme of Planned Maintenance & Cyclical Maintenance for 2024/2025

Phase	Addresses	Gas Servicing	Detector Servicing	Close Cleaning	Grounds Maintenance	Gutter Cleaning	Other
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	✓	✓	✓	✓	✓	
PHASE IV	2, 6, 8, 10, 12, 14, 16 Fruin St & 10 Ashfield St	✓	✓	✓	✓	✓	Window renewal 2-12 Fruin St & 10 Ashfield 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	✓	✓		✓	✓	Bathroom/toilet room renewal
ASHFIELD	Ashfield St, Bardowie St, Allander St & Denmark Close	✓	✓	✓	✓	✓	Repainting

The above represents the main contracts for Planned Maintenance and Cyclical Maintenance for 2024/2025. 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 Gordon Wilson, Maintenance Manager.

# COMPLAINTS AND CUSTOMER FEEDBACK

## April to September 2023

We recognise how important it is to listen to our tenants and to try our best to get things right for them. This can be difficult at times but it is important to do it where we can. This section looks at how we have dealt with and learned from complaints made by tenants and from other feedback we have received in surveys with Hawthorn Tenants Circle. Please get in touch if you would like to join Hawthorn Tenants Circle – nearly half our tenants are members of the circle and it can be a quick and easy way to influence the Co-op.

### Complaints

The table below looks at the complaints we received in the first six months of the financial year.

Complaints	April to June	June to September	Total	% Responded to on time
Stage 1	7	0	7	100
Stage 2	2	1	3	100
Antisocial Behaviour (ASB)	9	17	26	100



## Categories

The tables below show the complaints resolved 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.

### Stage 1 & 2 complaints

Service Area	Stage 1	Stage 2	Total	As % of all Complaints	% Upheld
Reactive Repairs	4	1	5	50%	60%
Planned Maintenance	2	1	3	30%	100%
Estates	1	0	1	10%	100%
Housing Management	0	1	1	10%	100%
Total	7	3	10	100%	-

### ASB Complaints

Issue	Number of Complaints
Noise complaints	7
Bins/Bulk	7
Behaviour of children	4
Condition of close	4
Infrequent disturbance	1
Frequent disturbance	1
Verbal harassment	1
Dog fouling	1
Total	26



## Learning from complaints

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

Description	Learning Recorded / Action Taken
Tenants were not happy with the paint colours for the close	The colour for the baseband was changed.
Private gate being left open, allowing access to the back gardens	The Code for the padlock was changed.
Tenant unhappy with bathroom condition following leak	After discussion with contractor, sections of wallboard were replaced.
Unhappy about treehouse being built at the Glasgrow site	Tenants were lettered to gather feedback about the den.

# Co-op submits fourth Annual Assurance Statement



**The Co-op has to submit an Assurance Statement to the Scottish Housing Regulator by the end of October each year.**

**The statement comments on how the Co-op complies with all the Regulation and legislation that applies to us as a social landlord.**

The Co-op has to be able to demonstrate its compliance by holding evidence to support its assessment.

The Statement submitted this year is shown below. Please get in touch with Colin at the office if you would like to discuss this.

## 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 awareness 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 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 we have put appropriate controls 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:

*Cathie Ritchie*  
**Chairperson**

*Colin Turnbull*  
**Director**

Date: 24<sup>th</sup> October 2023

# HOW THE CO-OP PERFORMED LAST YEAR



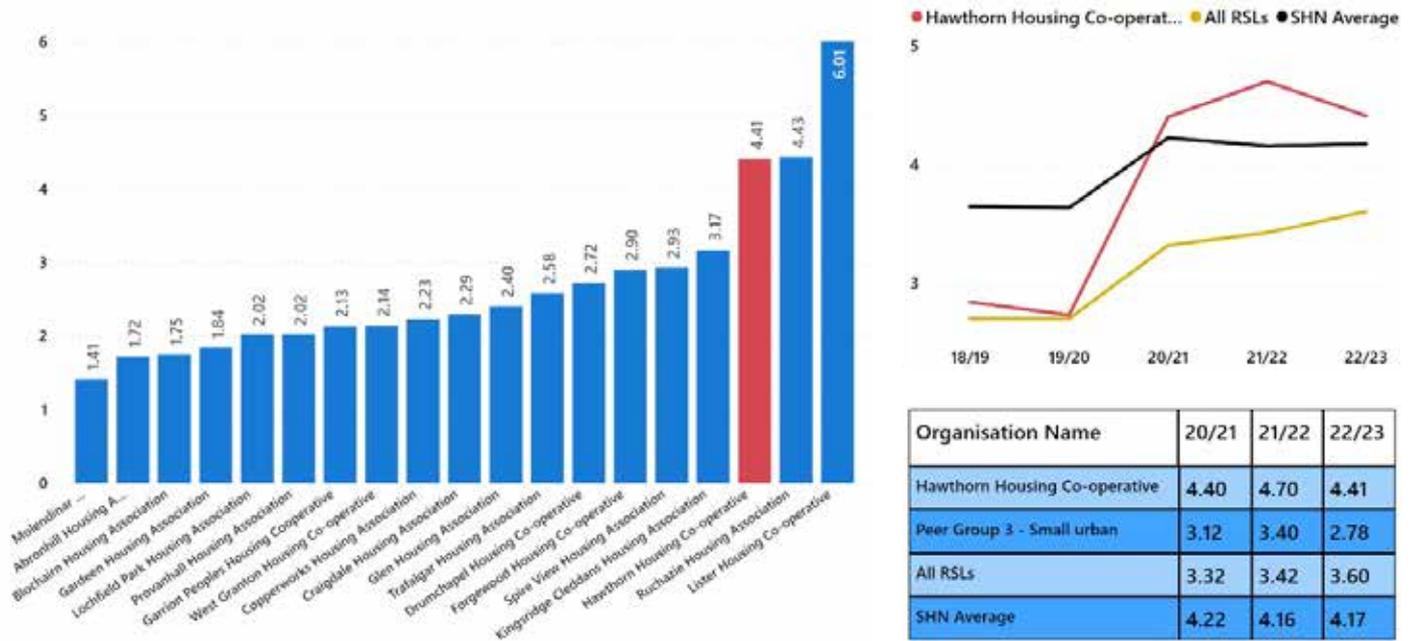
The Co-op measures its performance as a landlord between April and March every year. We try to make this more meaningful by comparing our performance with previous years and with other housing associations of a similar size.

This report summarises how the Co-op has performed in some key areas.



# Emergency Repairs

Average hours to complete emergency repairs

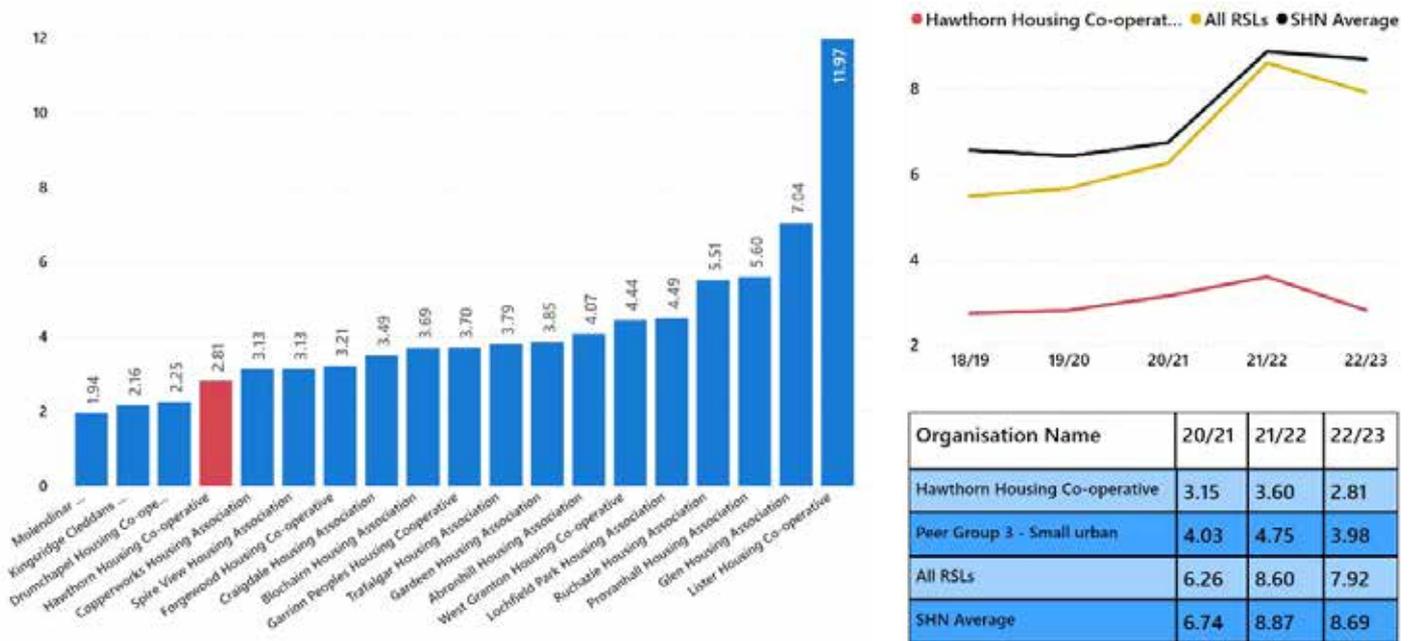


## Commentary –

We seem to take a bit longer to carry out emergency repairs than other Associations. We are visiting other Associations to see what we can do to improve our performance in this area. Our average time to carry out emergencies has increased significantly since the Covid lockdowns.

# Non-Emergency Repairs

Average working days to complete non-emergency repairs

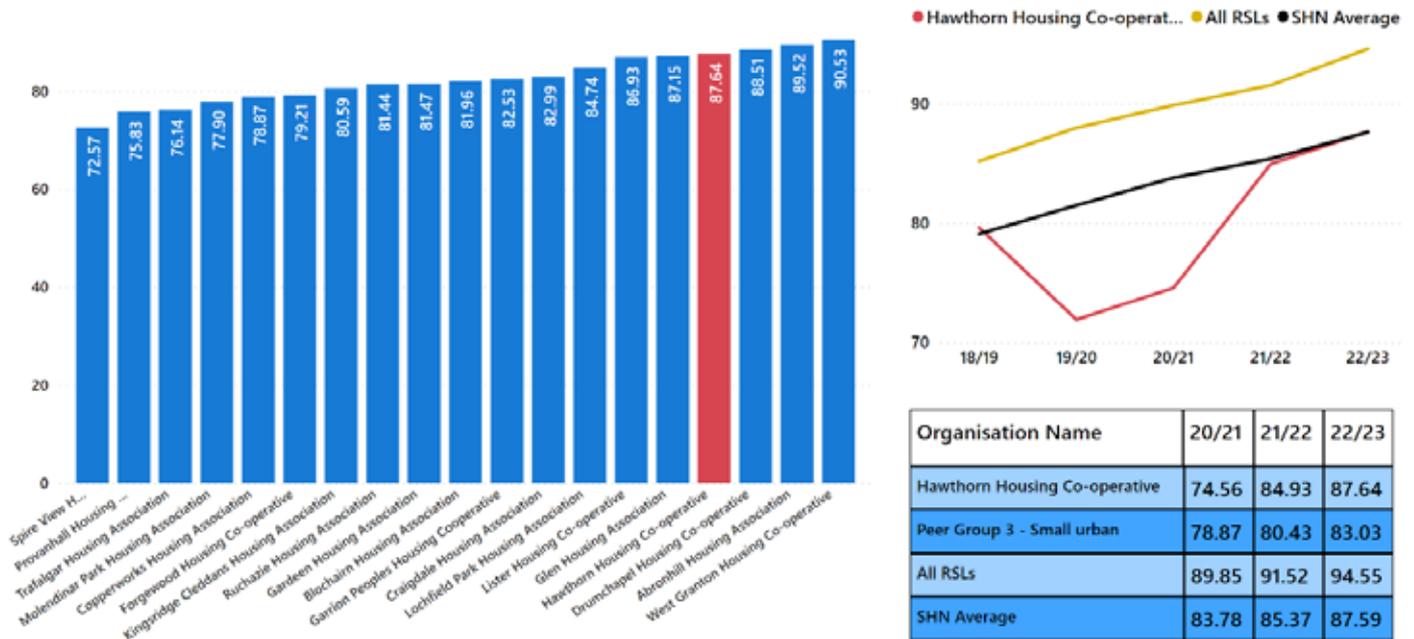


## Commentary –

We are quicker than most Associations at carrying out non-emergency repairs.

# Rents

## Lettable self-contained units – Total - Average Weekly Rent

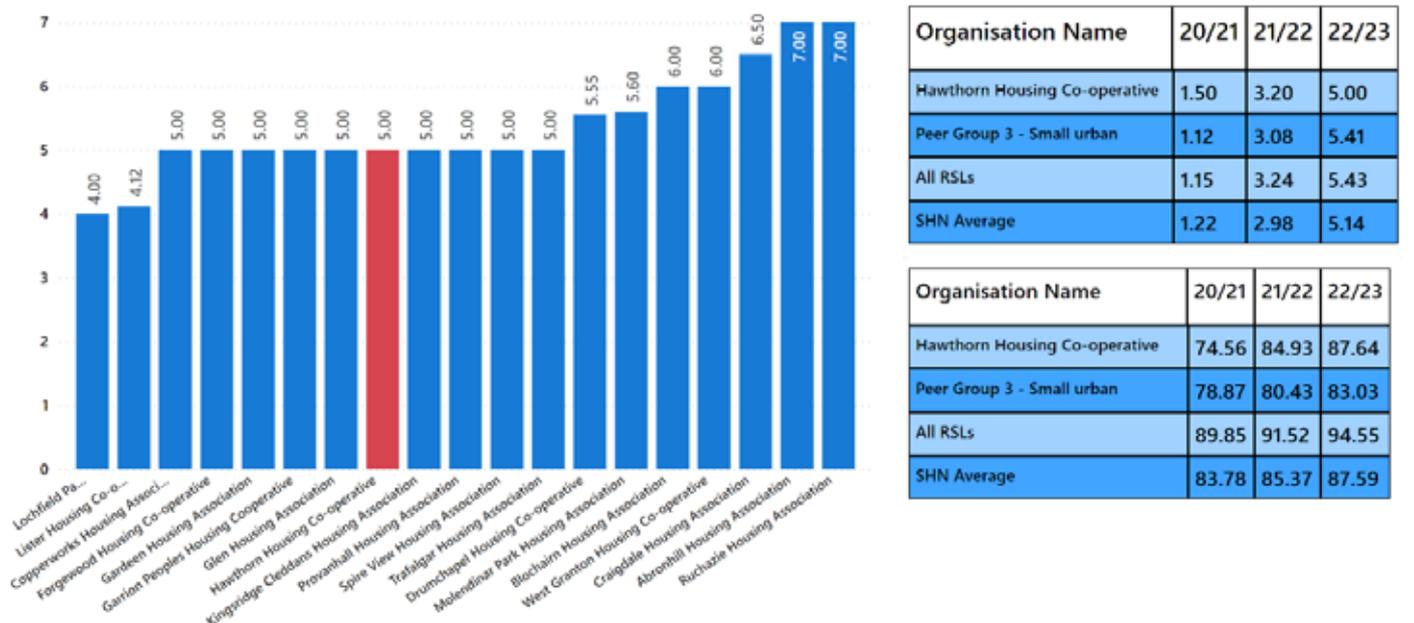


### Commentary –

We need to be careful about comparing average rents as this is affected by the type and size of houses each Association has. Our average rents are a bit higher than other small housing associations and around the average for all housing associations.

# Rents

## Percentage average weekly rent increase to be applied next year

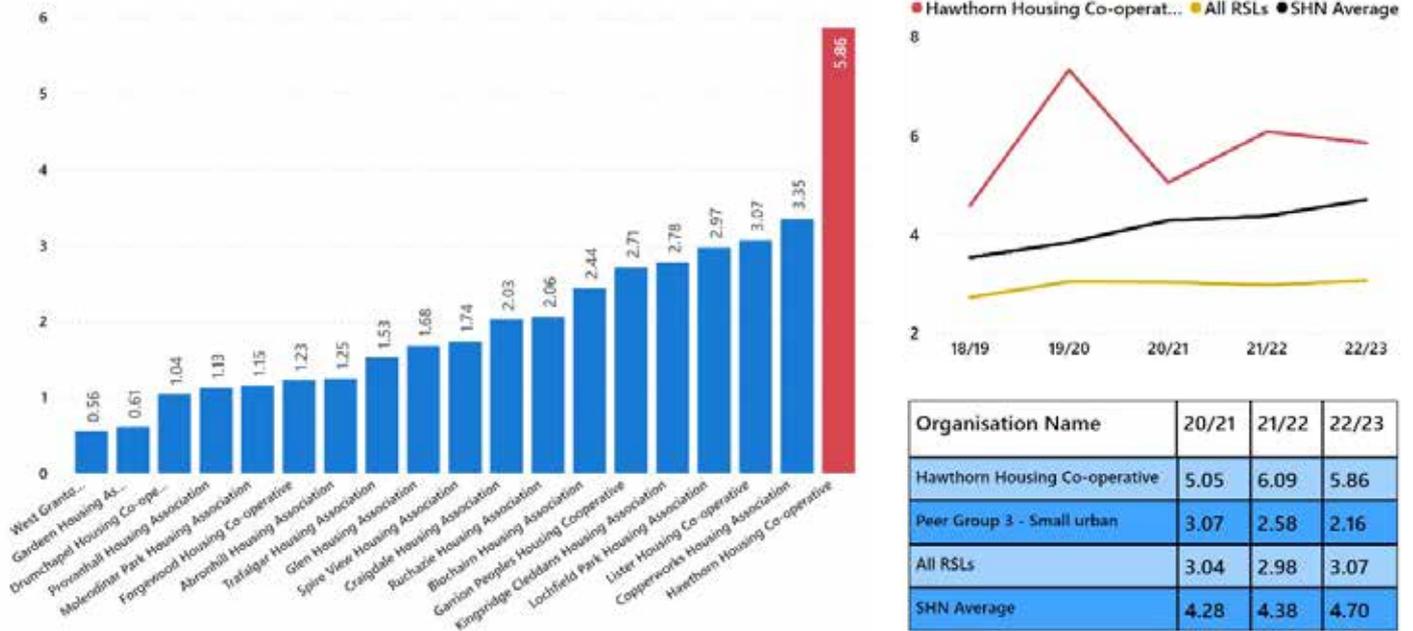


### Commentary –

Our rent increase in April this year was lower than the average for other associations. Only two small associations had a lower average increase than the Co-op.

# Arrears

Current arrears percentage of rent due

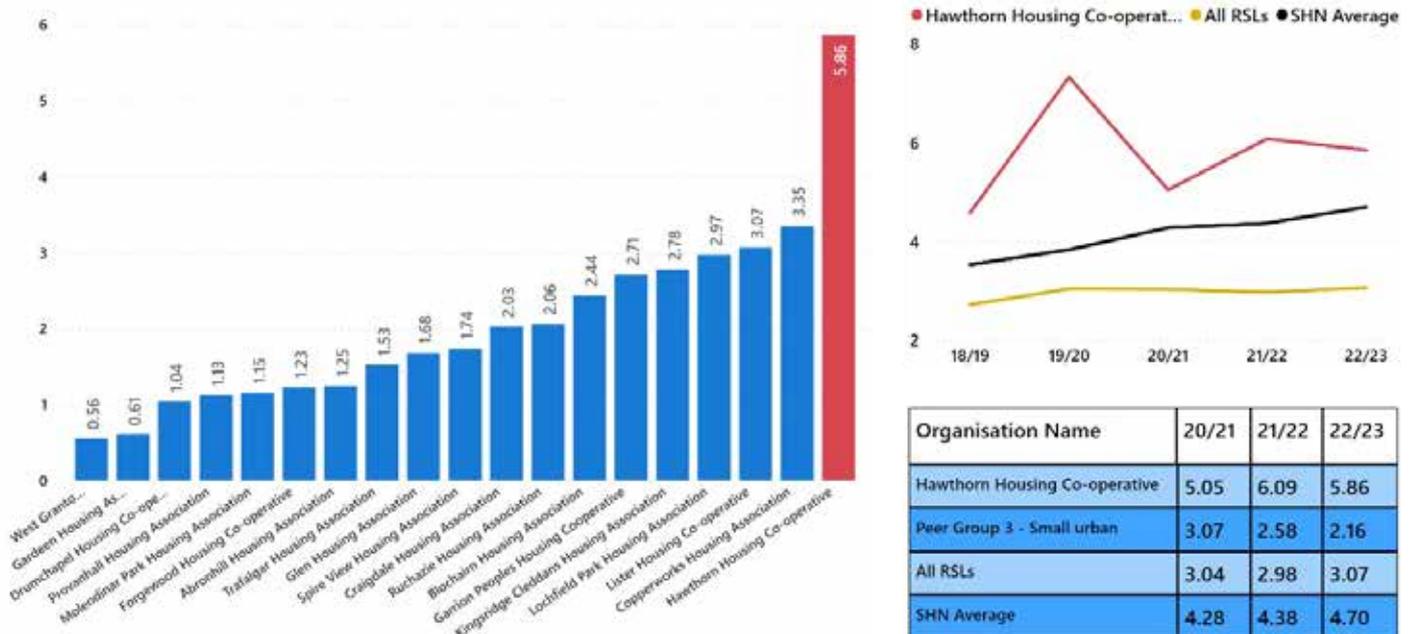


## Commentary –

This table clearly shows that our arrears remain significantly higher than other associations and it is a priority for us to improve.

# Relet Times

Average time to re-let properties



## Commentary –

We significantly reduced the average time to let a house last year. While our average is longer than for other small RSLs, we do now let them more quickly than the average for all associations.

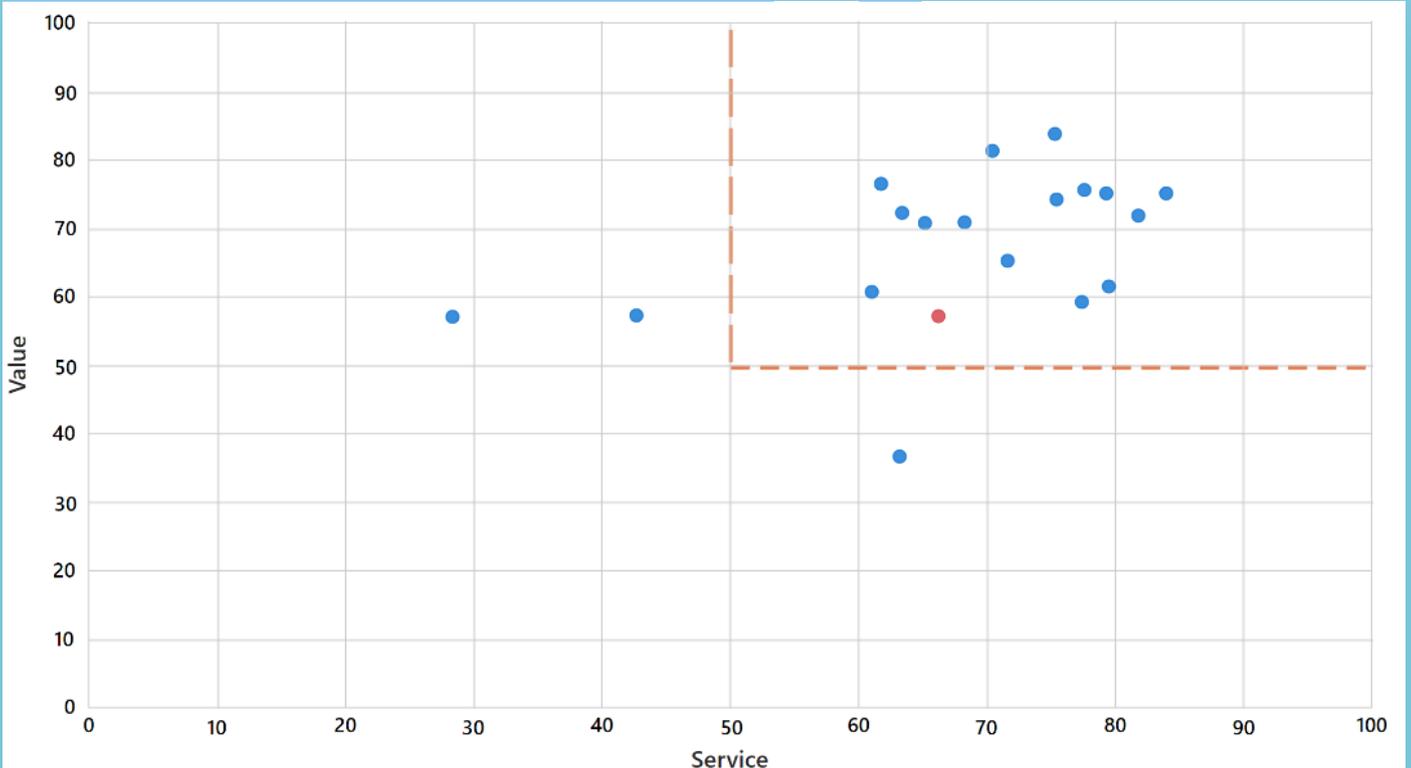
# Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
West Granton Housing Co-operative	99.50	99.50	100.00	90.66	2.14	4.44	94.28	96.63	100.00	6.00	87.46	90.53	99.86	0.05	15.20
Kingridge Cleddons Housing Association	98.16	99.39	100.00	100.00	3.17	2.16	99.88	98.11	100.00	5.00	79.07	80.59	100.22	0.18	11.83
Blocham Housing Association	96.36	95.73	85.80	62.33	1.75	3.69	90.72	95.96	100.00	6.00	81.81	81.95	100.33	0.10	7.40
Lodfield Park Housing Association	96.23	92.92	83.96	97.67	2.02	4.49	93.88	96.55	100.00	4.00	81.76	84.74	102.80	0.39	34.19
Trafalgar Housing Association	95.48	99.44	100.00	99.00	2.58	3.79	92.04	100.00	100.00	5.00	73.05	76.14	99.42	0.10	6.88
Abronnill Housing Association	93.39	96.05	91.45	42.64	1.72	4.07	91.38	94.68	100.00	7.00	88.23	89.52	101.49	1.02	78.78
Craigdale Housing Association	94.90	98.43	99.22	95.57	2.29	3.49	99.38	92.79	100.00	6.50	80.09	82.99	99.27	0.23	9.31
Gardeen Housing Association	93.55	99.35	93.55	100.00	1.84	3.85	98.31	99.30	100.00	5.00	78.30	81.47	99.32	0.06	3.39
Molendinar Park Housing Association	93.03	98.51	96.52	100.00	1.41	1.54	90.09	92.31	96.15	5.80	77.57	77.90	100.14	0.21	12.68
Provanhall Housing Association	92.80	98.80	99.20	96.91	2.02	5.60	93.66	96.35	100.00	5.00	72.55	75.83	104.70	0.12	30.17
Hawthorn Housing Co-operative	91.78	96.63	100.00	99.45	4.41	2.81	94.05	79.41	100.00	5.00	85.26	87.54	99.68	0.39	26.00
Forgewood Housing Co-operative	91.43	87.14	85.71	100.00	2.90	3.21	96.68	88.71	100.00	5.00	78.38	79.21	100.29	0.23	8.36
Rachziele Housing Association	90.85	96.48	95.89	99.56	4.43	5.51	94.70	96.89	100.00	7.00	79.92	81.44	99.23	0.13	14.20
Copperworks Housing Association	90.41	97.95	96.58	98.89	2.23	3.13	97.72	100.00	100.00	5.00	80.43	78.87	100.39	0.20	13.38
Spire View Housing Association	89.43	95.15	94.71	98.45	2.89	3.13	97.60	100.00	100.00	5.00	72.09	72.57	100.41	0.18	10.63
Garron Peoples Housing Cooperative	89.38	90.00	86.25	100.00	2.13	3.70	98.49	87.64	100.00	5.00	80.64	82.53	100.00	0.26	9.39
Lister Housing Co-operative	87.93	90.52	83.62	88.65	6.01	11.97	74.65	87.30	87.50	4.12	83.99	86.99	99.89	0.39	89.80
Drumchapel Housing Co-operative	87.91	99.53	100.00	98.96	2.72	2.25	97.53	90.30	95.74	5.55	84.11	86.51	100.33	0.33	14.21
Glen Housing Association	84.23	91.24	72.09	95.96	2.40	7.04	82.95	95.31	83.33	5.00	88.07	87.15	99.35	0.22	18.29

## Commentary –

This report summarises our performance compared to other small associations and we will be focussing on improving our performance in those areas highlighted in red.

## Service vs Value for Money



## Commentary –

This graph compares our cost of service and quality of service with other small housing associations. It shows that we are in the right area – but that there is scope for improvement.

# FESTIVE FUN COLOURING PAGE

**JUST  
FOR  
FUN**



# Group Activities

All Community groups will finish on Friday 15th December 2023 and will restart W/C 8th January 2024. For more information about any of the following groups, please contact Gillian on 07856282027 or [gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk).

- Inner Circle Men's Group – Mondays & Thursdays, 12.30pm-2.30pm at Glasgow Perthshire FC
- Little Rascals Parent & Toddler Group – Tuesdays & Fridays, 9.30am-11.30am at Possilpoint
- The Chancers Women's Group – Wednesdays 10.30am-2.30pm at Possilpoint
- Women's Health & Wellbeing Group – Thursdays 10.30am-11.30am at Glasgow Perthshire FC
- Carpet Bowls – Fridays, 12.30pm-2.30pm at Possilpoint
- Youth Football – Fridays, 4pm-5pm at Possilpoint

All groups are open to new people, please pop in.



**Inner Circle are a group of men who meet every week**  
**We enjoy getting together for a game of pool, some dominoes, carpet bowls and a chance to catch up**

Join the fun & be part of our community  
 Every Monday & Thursday  
 12.30pm - 2.30pm  
 Glasgow Perthshire Football Club  
 Ashfield Street, Possilpark

**FREE - Everyone Welcome - 18+**

For more information contact Gillian  
 07856282027 or [gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk)



**CARPET BOWLS**

**Every Friday**  
**12.30pm - 2.30pm**

**Possilpoint Community Centre**  
**130 Denmark Street**  
**G22 5LQ**

COME ALONG, JOIN THE FUN, MEET NEW PEOPLE  
 AND LEARN A NEW SKILL  
 NO EXPERIENCE NECESSARY  
 ALL WELCOME - AGE 18+

TEA AND COFFEE AVAILABLE

**FREE!!**

For more information contact Gillian Halliday  
 07856282027 or  
[gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk)





**The Chancers**  
 Community Group  
SHARING SKILLS IN THE COMMUNITY

The Chancers are a women's group who come together for a cuppa and blether.  
 The group enjoys a variety of activities such as bingo, arts & crafts and group workshops.  
 We are an informal and friendly group who love meeting new people. Why not pop in and say hello?

Wednesday 10.30-2.30  
 Possilpoint Community Centre  
 130 Denmark Street  
 G22 5LQ

For more information please contact Gillian  
[gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk)  
 07856282027








# LITTLE RASCALS POSSILPARK



**TUESDAY & FRIDAY  
9.30-11.30 AM  
POSSILPOINT  
COMMUNITY CENTRE**

A SAFE SPACE FOR CHILDREN  
AND THEIR PARENTS OR CARERS  
TO HAVE FUN AND LEARN  
TOGETHER  
ALL CHILDREN MUST BE  
ACCOMPANIED BY AN ADULT AT  
ALL TIMES



For more information contact  
Gillian Halliday  
gillian@hawhousing.co.uk  
07856282027



**Every  
Thursday**

**10.30am -  
12pm**



**JOIN US TO MAKE NEW FRIENDS, LEARN NEW SKILLS, &  
GAIN SUPPORT**

Glasgow Perthshire Football Club  
Keppoch Park, Ashfield Street,  
Possilpark

More Info: ☎ 07856282027  
✉ gillian@hawhousing.co.uk



# COMMUNITY FOOTBALL



**Friday night  
youth football.  
4pm-5pm  
Possilpoint Community  
Centre**

Supported by a coach from  
Glasgow Perthshire Football  
Club

**Boys and Girls Welcome**

Places are free but are limited.  
Please contact Gillian to book your space.  
07856282027  
gillian@hawhousing.co.uk

# MONTHLY SOCIAL EVENING

In October the Co-op held a Bingo night as the first of a series of evening social events. After consultation with tenants, Bingo was the firm favourite for future nights and dates have been booked in the Possilpark Masonic for a monthly Bingo event.

Dominoes was also popular, and we will be looking to hold a dominoes night in the near future.

Contact Gillian on 07856 282 027 or [gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk), if you'd like information on upcoming events or if you would like to help with the organisation.



Hawthorn Housing  
Co-operative  
Social Evening



## BINGO NIGHT

Join us for some fun prize bingo!

Light refreshments available

All prizes will be non-monetary

### Upcoming Dates

13th December 2023

16th January 2024

13th February 2024

12th March 2024

7pm - Possilpark Masonic Hall



Contact Gillian for more info  
07856282027 or [gillian@hawhousing.co.uk](mailto:gillian@hawhousing.co.uk)

# 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.



## 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