



HAWTHORN HOUSING
CO-OPERATIVE

From the Community, for the Community.

2014/15

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

Email: enquiries@hawhousing.co.uk • Tel: 0141 336 2138

Facebook: 'Hawthorn Housing Cooperative' • Twitter: '@HawthornHousing'

www.hawthornhousing.org.uk

Office Opening Hours

Monday	9.00am – 4.30pm
Tuesday	9.00am – 4.30pm
Wednesday	1.30pm -4.30pm <i>(on the last Wednesday of every month the office will close between 9.00am – 1.30pm for staff training)</i>
Thursday	9.00am – 4.30pm
Friday	9.00am – 4.00pm

Emergencies Outwith Office Hours

For gas central heating repairs and all other emergencies:

City Building: 0800 595 595
Gas leaks: 0800 111 999
Scottish Water: 0845 601 8855
Scottish Power: 0845 272 7999



Chair's Opening Remarks

Welcome to our annual report/charter report for the period 1st April 2014 to 31st March 2015. We have pulled together both reports so you can find all the information you need in one place. We have also tried to ensure this report gives you the most important information without giving unnecessary or confusing detail.

We co-opted a new Committee member during the year (Stephen Martin). This has helped us ensure we continue to govern effectively. We obtained funding for a site investigation which we hope leads to the Co-operative also building our first houses since 2004.

The information contained in this report shows that in many areas of performance we continue to compare very favourably to other landlords though there are a few that we lag a bit behind and that we will strive to improve.

I am proud of the work the Cooperative has done to improve the quality of life of individual members and our community. You can be assured we will continue to do all we can to provide members with the best homes, the best services and the best community we possibly can.



Helen Graham

Chairperson



You can be assured we will continue to do all we can to provide members with the best homes, the best services and the best community we possibly can.





Our People

Management Committee



Chairperson:
Helen Graham



Secretary:
Cathie Ritchie



Treasurer:
Katie Bowie



**Vice
Chairperson:**
Mattie
McGeouch



Betty Anderson, Rae Bowman, May Gowans, Gary Mooney, Gillian Spence, William Donald, Bert O'Donnell, Ann Lawrance, Kate O'Donnell, Margaret Dewar, Stephen Martin

Office Staff



**Irene
Campbell:**
Director [left
20th July 2015]



**Colin
Turnbull:**
Director since
10th Aug 2015



Peter Kelly:
Property
Services
Manager



**Pauline
Maguire:**
Housing
Officer



Tricia Carron:
Admin Officer



Patricia Mills:
Housing
Assistant



**Steven
Murphy:**
Administrative
Assistant

Caretakers



Liam Norris
- Apprentice
Estate
Caretaker



Ronnie Millar
- Estate
Caretaker



Des Williams
- Estate
Caretaker
Supervisor
(started 10th
October 2015)

Consultants

Auditor: Armstrong's Chartered Accountants,
Financial Consultant: AC Davidson & Co
Development Consultant: O'Boyle Housing Services

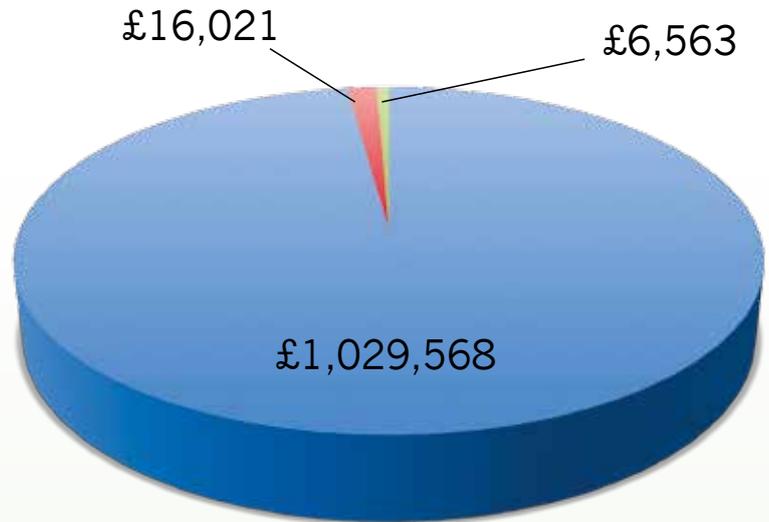


Our Finances 2014/15

Income

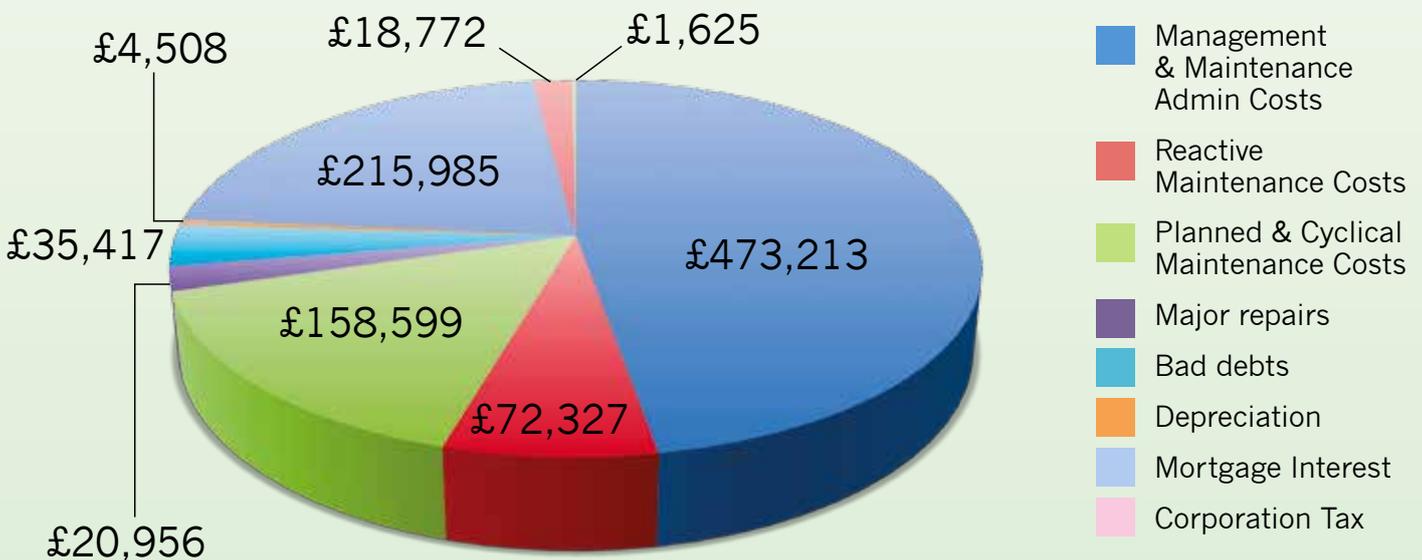
Rents Receivable	£1,029,568
Wider Role	£16,021
Interest Receivable	£6,563
Total	£1,052,152

- Rents Receivable
- Wider Role
- Interest Receivable



Expenditure

Management & Maintenance Administration Costs	£473,213
Reactive Maintenance Costs	£72,327
Planned & Cyclical Maintenance Costs	£158,599
Wider Role	£20,936
Major repairs	£35,417
Bad Debts	£4,508
Depreciation	£215,985
Mortgage Interest	£18,772
Corporation Tax	£1,625
Total	£1,001,402



Surplus over the year [after taxation] is £1,052,152 - £980,446 = £71,702. This Surplus will be held in the bank to fund future work.



Our Homes, our rents and value for money

We provided 316 homes for families in Possilpark at 31st March 2014. These houses generated rental income of £1,017,138. We increased rent by an average of 9.7% on 1st April 2015.

Average Rent Charges compared to other landlords

Size	Number of houses we have	Our average weekly rent	Scottish average weekly rent
2 Apt	70	£54.90	£68.54
3 Apt	160	£61.32	£69.60
4 Apt	63	£68.25	£75.69
5 Apt	23	£73.91	£84.04

The amount of money we collected for rent was equal to 98.6% of total rent due. This compares to the 101.3% we collected last year and the Scottish average this year of 99.5%.

We took an average of 33.9 days to let a house. This compares with 27.4 days last year and Scottish average this year of 36.8. We did not collect 0.5% of rent due because of the time houses were empty. The Scottish average was 1.1%.

Action points

We recognised that our rents were significantly lower than most other Associations and that we were not generating enough rental income to maintain your homes to a high standard in the long term. On the 1st of April 2015 we implemented the first stage of a 3 year rent rationalisation exercise that will simplify the rent structure and significantly increase rental income to ensure the long-term financial viability of the cooperative.

We have identified that most of the rent loss on void houses is due to the time taken to identify new tenants for some houses. We will be making changes to speed up this process.

We will also review our rent arrears policy to ensure we are dealing with arrears as effectively as possible.



Our Performance

Repairs & Maintenance

Our maintenance service aims to deliver efficient and effective maintenance within the resources available and offer a good quality of service to all our customers.

Day to day & Empty House Repairs

The Co-operative carried out 1284 responsive repairs at a cost of £72,326.

We carried out Emergency Repairs on time in an average of 4.1 hours. The Scottish average was 5.9 hours.

It took us an average of 2.8 days to carry out a non-emergency repair, the Scottish average was 7.9 days.

We completed 96.1% of day to day repairs right first time, the Scottish average was 90.2%.

As a result of this, 81.7% of our tenants who received a repair were satisfied with the service they received. The Scottish average was 89.3%.

Planned and Cyclical Maintenance

The Co-operative invested £192,291 in both Planned and Cyclical Maintenance.

We secured grant funding of £18,235 for medical adaptations.

We carried out every annual gas safety out within the target timescale

As a result of this investment all of our houses meet the Scottish Housing Quality Standard. The Scottish Average is 91%. 76.1% our tenants were satisfied with the standard of their home. This compares with 77.5% last year.

Action point

We recognise that we need to invest heavily in your homes over the long term to ensure they provide the standard of housing that people expect. The 3 year rent increase will ensure this is in place.

In the shorter term we are introducing a 'deep clean' of void houses to improve the standard for incoming tenants and will be working with tenants to review the repair service to ensure we provide the type of service tenants value.



Housing Management Service



Our housing management service aims to offer high levels of service to all our customers. We use a range of measures to monitor our performance including setting targets, quality checks, and taking account of customer feedback.

We manage 316 houses. There is a healthy demand for houses in our area. We had 288 applicants on the waiting list at 31.3.15. We processed all new applications for housing within an average time of 3 days and keep the waiting list up to date by regularly reviewing applications.

We let 16 empty houses, 6 to existing tenants, 8 to people on our direct waiting list and 2 referrals from Glasgow City Council.

How does our performance in 2014/15 compare with other similar landlords?

Category	Hawthorn	Scottish Average*
Time to re-let empty houses	33.9 days	36.8 days
Rent loss [% of rent due]	0.5%	1.1%

Action point

We recognise we need to improve performance on the time it takes us to re-let empty houses.



Housing Management Service

Rent Arrears

Arrears have reduced by £46,110 since 2008 to £42,268. However, there has been an increase over the last three years with current tenant arrears increasing by £9,475 in 2014/15. We will continue to focus efforts on rent collection to bring performance up to the standard achieved by other small landlords.

The Co-operative carried out 1 eviction in 2014/15 due to non-payment of rent.

Dealing with anti-social behaviour

We dealt with 22 complaints of anti-social behaviour compared to 14 the year before. We dealt with all of these within target compared to a Scottish average of 83.2%.

Action point

From this we will work in partnership with others to increase the financial advice and services available for our members to help them deal

with welfare reform. We will also explore ways to reduce the time taken to let houses.





Your view of us and our services

Customer Satisfaction

We employ an independent market research company to continuously monitor customer satisfaction. In 2014/15 the company surveyed 80 customers and the table below shows our customers levels of satisfaction compared to the Scottish average:

Question	Our Average %		Ave for all Scottish landlords %
	This year	Last year	
1. tenants satisfied with overall service provided by landlord	90.6	90	88.1
2. tenants who feel their landlord is good at keeping them informed about their services and decisions	97.8	97.5	89.3
3. tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	92.8	91.25	79.6
4. tenants satisfied with the standard of their home on moving in	85.7	100	86.05
5. tenants satisfied with the quality of their home	77.5	76.1	85.84
6. tenants satisfied with the management of the neighbourhood they live in	86.25	92.2	84.91
7. tenants who feel that the rent for their property represents good value for money	76.25	75	76.79





Your view of us and our services

Customer Complaints 2013-14

We are committed to providing high-quality customer services. **We value complaints and use information from them to help us improve our services.** If something goes wrong or you are dissatisfied with our services, please tell us. In 2014/15 we managed a

total of 32 complaints. All were resolved within the timescales set out in our Complaints policy.

The vast majority of the complaints related to our repairs service and estate management issues.

Action point

Customer feedback from satisfaction surveys and from complaints provides invaluable information that we will gather and analyse to shape the services we provide.

We are holding 2 estate walkabouts to discuss issues and the maintenance of the estate with tenants to agree an action plan on improving the

estate. We will monitor the implementation of the plan with quarterly inspections with tenants.

We plan to introduce deep cleans to void properties and we will invite tenants to participate in a group to explore ways of improving the repairs service.



Community Involvement events 2014/15



Some of the popular community events we supported include :-

- **Over 50's Xmas Party**
- **Bird of Prey day**
- **Dog Show on Possil Meadow**
- **Young People's Futures Gala Day in Possilpoint**



Do you want to help your community?

Volunteers Needed!

The Co-operative is looking for local volunteers to help out with a food distribution outlet run from the co-op's offices on a weekly basis.

We won't be able to do it without the help of about 10 local people.

Could you give up a couple of hours a week to help pack and distribute the food in the office on a weekly basis? All the food will go to local people – at no cost!

If you are interested contact Pauline or Steven on 0141 336 2138 or by email: enquiries@hawhousing.co.uk or message us on Facebook.

Hawthorn Housing Co-op – From the community, for the community!





Tenant Scrutiny

Your Opinion Matters To Us

- What do you think about your area?
- What do you think about the services provided by the Co-op?
- How can we improve our services?



Hawthorn Housing Cooperative was set up to provide local people with the best services, the best homes and the best quality of life we can.

Would you like to be part of a group of tenants that looks at the services the Co-op provides and discusses how they could be improved?

If so, please contact Colin Turnbull on 0141 336 3128 to discuss what role you could play.



Social Media

Like us on Facebook:



Hawthorn Housing
Cooperative

Follow us on Twitter:



@HawthornHousing



Visit our website:

www.hawthornhousing.org.uk



Coming Soon - The Hawthorn app!

