

OFFICE OPENING & CLOSURE DATES

The office will be closed on Monday 4th May 2025, Friday 22nd May 2026, Monday 25th May 2026, Monday 15th June 2026, Friday 17th July 2026 and Monday 20th July 2026 for public holidays.

SPRING 2026

Co-op gets funding to celebrate the World Cup

Amanda Gauld from the Lintel Trust presents the Co-op with a cheque for £500. This was for the clothes that local people put in the textile bank outside the office. It shows again what the community can achieve when it pulls together.

We surveyed every tenant on the event they would like to see the Co-op organise – a World Cup event or a One Community event. 59% of the 71 tenants that voted opted for the World Cup event and 11 tenants volunteered to help organise it.

Gillian will be working on this with residents and we are sure we will draw together a really enjoyable event for everyone in the community.



WORLD CUP STREET PARTY

Saturday 13th June 2026 • Ashfield Street • 11am-2pm

Music

Games

Food

Stalls





Young Co-operators have a plan

Each year the Co-op has a Young Co-operator Award to recognise a young person from the area for their work in the community or for their personal achievement.

This year; committee decided it had to go to three young people – sisters Alexa and Emily Adams and their cousin Tia Mooney. The three girls made a computer presentation about their plans for the improvements they would like to see made to the play park and the Co-op sent this to the Council. As

a result of their effort, a trampoline and a climbing frame were added to the plans.

Cathie Ritchie, Chair of the Co-op said, “It is great to see the play park so well used and thanks to the hard work of Alexa, Emily and Tia, young people from the area will benefit for years to come.”

The Co-op has also obtained funding for work to encourage safe, active travel in the area and following the work to the play park it hopes to agree further improvements with the Council.

Estate Walkabout

The next estate walkabout is **Wednesday 22nd May 2026 at 11am**. Please come to the office if you would like to join and help us agree the priorities for improving the estate.



Pauline and Linda

Policy Review

The Co-op has recently reviewed the following policies:

- Anti-social behaviour policy
- Child & vulnerable adult protection policy
- Rechargeable repairs policy
- Decoration allowance during improvement works
- Gritting plan

- Openness and confidentiality policy
- Disciplinary policy

By reviewing these policies, the Co-op 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.



Christmas Events at Hawthorn

The Co-op hosted a number of very successful Christmas events including:



The over 50 Christmas party which 54 tenants attended.



Over 80 children received a Christmas gift.



A Santa visit.



Christmas lights winner.

These photos show how much fun everyone had. We will be organising similar events this Christmas as well.

Co-op introduces toolkit to deal with

DAMP & MOULD

The Co-op recognises that in the West of Scotland, many homes, and the people that live in them, have suffered from damp and mould. The Co-op has a damp and mould policy which means we assess the severity of the damp problem and the vulnerability of the members of the household before deciding what action we will take.

The Co-op recognises that we need to do everything practical to deal with the issue of damp and mould. We have therefore introduced a toolkit which provides staff with more options to deal with damp and mould. The toolkit also means we can be more proactive, improving knowledge and awareness amongst staff and tenants.

Being Proactive

Colin Turnbull says, “The Co-op realises the impact that damp and mould can have on families, we think that we can’t just rely on tenants reporting the issue to us. We also think it is also important that we are realistic and deliver what we say we will do.”

The new toolkit includes the following steps -

- Any time a member of staff visits a house they should ask the tenant if they have any dampness/mould. If the tenant advises that there is mould, the member of staff will take photos and will either assess what action is required, or refer to a member of the maintenance team.
- The Co-op will also send a text to every tenant once a year asking if they have any damp/mould. The Co-op will then inspect where a tenant reports mould and damp. These texts will be sent on a monthly basis to each phase of housing starting in October each year.
- The Co-op’s Senior Caretaker is to receive training to obtain a Level 3 Qualification in dealing with damp and mould.

Increasing Knowledge and Awareness

The Co-op also recognises that it needs to increase and maintain the knowledge and awareness of both tenants and staff if it is to deal effectively with damp and mould. The Co-op will improve the awareness of tenants in the following ways:

- Uploading information and guidance which will be held in a ‘damp and mould’ section on our website.
- This article with a further article every autumn when damp and mould problems tend to emerge.
- Issuing a revised pack on causes of condensation to every new tenant from June 2026.
- Providing a leaflet on causes of condensation, need for ventilation and how to use each type of fan we provide to every tenant by September 2026.

The Co-op will ensure its staff are well trained in dealing with damp and mould by:

- Providing enhanced training on dealing with damp and mould by end April 2026 and an annual refresher.
- Training and qualification for Senior Caretaker.

Increasing the tools and capacity

Colin says, “These changes to our approach require that we have greater capacity and more tools to deal with damp and mould, particularly with the more complex cases.”

The Co-op has agreed it will take the following steps:

- The Senior Caretaker will carry out initial visits. He is authorised to provide advice to tenants and to instruct work by the caretaking team [cleaning mould, providing gel dehumidifier, cleaning fan, insulated wallpaper] and to request a visit by a contractor to apply insulated paint.
- More complex cases will to be handled by Maintenance staff who will be authorised to instruct replacement fan, installation of environmental sensors, dry lining and other structural repairs. They can make referrals to and liaise with our specialist partner, and are authorised to instruct a three-stage treatment which includes ‘fogging’ [to kill the mould].
- The Co-op has appointed Richardson & Starling as an expert partner to provide support in dealing with individual cases and in ensuring the approach reflects best practice.
- By end of June 2026, the Co-op will have explored the feasibility of carrying out thermal imaging on all houses to help identify any issues with failed cavity wall insulation or cold bridging.

Escalation Process

The Co-op realises the importance of having an escalation process for dealing with damp and mould. Colin says, “this is to ensure we deal with the problem appropriately and provide all our tenants with value for money”. This ‘stepped approach’ is shown below.

- Co-op is made aware of an issue by tenant reporting or an officer identifying.
- Senior Caretaker or Maintenance Officer/ Manager visits.
- Senior Caretaker Visits and either orders work, provides advice or reports to Maintenance Officer/Manager with email sent to tenant confirming action taken by the Co-op and action to be taken by tenant.
- If Senior Caretaker doesn’t refer, he will revisit in 6 weeks to establish if issue has been resolved, if not then he refers to Maintenance Officer/Manager.
- Maintenance Officer/Manager assesses and arranges appropriate action [visit, repairs, referral to partner etc] with email sent to tenant confirming action taken by the Co-op and action to be taken by tenant.
- Maintenance Officer/Manager reinspect 6 weeks after action completed.
- If issue not resolved, then partner specialist instructed to carry out an independent review and recommend action.
- All actions recorded on register which will be monitored by Maintenance Assistant to ensure actions are followed up.

Colin says, “We think it is important that we include, as a final step, the opportunity for an independent expert to assess the situation and advise what additional action should be taken,”



Hawthorn forges links with other Co-ops

Hawthorn has been working closely with the other 6 Scottish Housing Co-ops over the last two years and earlier this month we took part in the launch of the Confederation of Co-operative Housing's Manifesto – "Leading a Co-operative Housing Renewal in Scotland".

The manifesto aims to promote and support Co-operative housing in Scotland. The manifesto calls for the following.

Communities at the centre of housing policy

A call to renew Scotland's long tradition of co-operative and community-led housing. Scotland has a strong legacy of collective housing solutions. Today, co-operative housing in Scotland takes many forms, including registered social landlord co-operatives, mutual home ownership models, student housing co-operatives, and community land trusts. Across these different models, a shared principle remains: residents are not simply tenants but active members who collectively govern and shape their housing. The manifesto argues that communities must play a greater role in shaping housing systems and that public policy should enable, rather than hinder, democratic housing models.

Legal recognition for co-operative housing

One of the manifesto's key proposals is the creation of a bespoke legal framework for co-operative housing. This would recognise housing co-operatives as a distinct tenure rather than forcing them into traditional landlord-tenant legal structures.

Access to land for community benefit

The document calls for stronger mechanisms to prioritise community ownership and co-operative housing when public land is disposed of, including the introduction of a public interest test. Access to land remains one of

the most significant barriers for co-operative housing.

Policies that prioritise community ownership—such as land trusts, co-operative development zones, or public land allocation for non-profit housing—can help ensure that land is used to deliver long-term social value rather than short-term financial returns.

Financing co-operative housing development

The manifesto also addresses one of the most persistent challenges for housing co-operatives: access to finance. It proposes exploring asset pooling and collective financial mechanisms, as well as support from public institutions such as national investment banks.

Globally, many co-operatives struggle to access conventional lending because their governance models and non-profit orientation do not fit standard financial risk frameworks. Yet numerous successful alternatives already exist—from community share offers and member loan stock to partnerships with ethical lenders and public investment institutions. Expanding these types of financing tools could unlock new opportunities for co-operative housing development in many regions.

Engaging the next generation through student housing co-operatives

The manifesto also highlights the growing role of student housing co-operatives, pointing to initiatives such as the Edinburgh Student Housing Co-operative. These models provide affordable housing while giving young residents practical experience in democratic governance and collective living. Student co-operatives are increasingly emerging in cities around the world. Beyond addressing affordability challenges for students, they also serve as an entry point for younger generations into the broader co-operative movement.

Supporting their growth could therefore strengthen the future leadership and sustainability of the co-operative housing sector.

Retrofitting co-operative housing for climate goals

The manifesto emphasises the importance of retrofitting existing housing stock to improve energy efficiency and reduce carbon emissions. Many co-operatives operate older buildings that require investment to meet modern environmental standards. Dedicated retrofit funds and green financing mechanisms could enable housing co-operatives to contribute significantly to national climate goals while ensuring that the transition to low-carbon housing remains socially inclusive.

CHANGES TO THE MAINTENANCE TEAM

Tenants may be aware that Peter Kelly has moved on after his short return to the Co-op. The Co-op has decided to delay putting a permanent replacement in post as Colin Turnbull, Director, will be retiring in October and it is important that the new Director gets the opportunity to influence the long-term arrangements.

As a result, Audrey Johnston will act up as Maintenance Officer for 6 months and Mary Dunsmore has been recruited as a temporary Maintenance Assistant.



Mary Dunsmore

Complaints & ASB - July to December 2025

Complaints & Anti-Social Behaviour

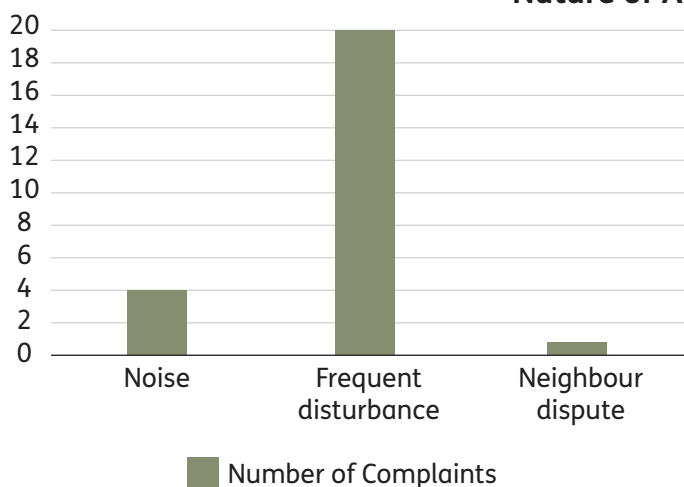
Hawthorn Housing Co-operative is committed to providing high-quality customer services. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.

It is also important that our tenants don't suffer from anti-social behaviour and show respect and consideration for others. Anti-social behaviour can have a profound impact on communities, and we try to act quickly and decisively to resolve incidents as soon as they arise. You can pick up a copy of our Anti-Social

Behaviour Policy at our office, on our website or call us to request a copy.

July to December 2025	Stage 1	Stage 2	ASB
All complaints received	3	1	25
The percentage of all complaints responded to in full	100%	100%	100%
The average time in working days for a full response	3.7	14	1.7

Nature of ASB complaints



Did you know?

As a tenant, you can report a significant performance failure to the Scottish Housing Regulator. For more information, please visit our website or contact the office.



Learning from complaints

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

Description	Learning Recorded / Action Taken
Dog Fouling	Tenants are being asked to contact Glasgow City Council (GCC) to report dog fouling on public roads and pavements as Co-op is unable to take any action unless we know who the owner is. Co-op is also logging fouling with GCC.
Noise Complaints	Tenants advised to report noise complaints to GCC or the police as well as to the Co-op.
ASB – frequent disturbance	We ask tenants to report any repeated disturbances from neighbours so we can keep an accurate record of all incidents. If issues aren't reported, we have no way of knowing that the problem is continuing.

Annual Health Check Visit



Co-op staff have started carrying out annual tenant visits. Staff hope to visit every house and will look at the following areas:

- Any outstanding repairs
- Condensation and mould
- Check of fire doors (if applicable),
- Any support needs re health and wellbeing
- Any financial/benefits/energy use issues we could help with

- Contact and household details
- Interest in joining the management committee.

Visits will be completed throughout the year so you may be contacted by a member of staff shortly to arrange one. If you have any questions, please contact the office for more information.

Gas Safety

Top 10
Tips to
stay safe

Read our top 10 tips to keep you safe and warm in your home.

1. Only use a Gas Safe registered engineer to fix and service your cooker. You can find and check an engineer at GasSafeRegister.co.uk or call 0800 408 5500. The Co-op will fit and disconnect cookers to keep you safe (we only fit **NEW** cookers).
2. Check both sides of your engineer's Gas Safe Register ID card. Make sure they are qualified for the work being carried out. You can find this information on the back of the card.
3. Have all your gas appliances regularly serviced and safety checked every year. Ensure you provide access every year to allow the Co-op to service your boiler.
4. Know the six signs of carbon monoxide (CO) poisoning – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.
5. Check gas appliances for warning signs that they are not working properly e.g. lazy yellow flames instead of crisp blue flames, black marks or stains on or around the appliance and too much condensation in the room.
6. Make sure the carbon monoxide alarm provided by the Co-op is working and is not removed.
7. Keep vents clear and make sure you don't block any vents, as they are vital to ensure gas appliances burn properly.
8. Use gas appliances only for their intended purpose. Don't be tempted to use them for something they weren't meant for (e.g. using a gas cooker to heat a room).
9. Know the emergency procedure, if you smell gas or suspect immediate danger, make sure you call the 0800 111 999.
10. Spread the word. Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.

THE CO-OP'S PLAN FOR 2026



Each year the Co-op produces a plan that lays out our priorities for the year. The plan is informed by feedback from tenants, the priorities in our long-term business plan and other priorities identified by the Management committee.

So, each of the actions in the plan help us achieve our bigger goals. Progress against these actions is then reported to the management committee every month, so they see how well we are progressing.

Please contact the office if you would like any more information on any of these priorities.

Carbon Monoxide

What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas which has no taste, colour or smell. It can make you feel seriously ill and can kill quickly without warning.

What are the signs of a carbon monoxide leak?

Carbon monoxide can be produced when poorly maintained, incorrectly fitted or badly repaired appliances do not burn gas completely. Look out for the following signs that could indicate that a gas appliance is not working correctly, and CO may be present in the house:

- Floppy yellow or orange flame on your gas hob, rather than a crisp blue flame
- Dark, sooty staining on or around gas appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows



HEADACHES



NAUSEA



DIZZINESS



BREATHLESSNESS



COLLAPSE



LOSS OF CONSCIOUSNESS

What are the physical symptoms of carbon monoxide poisoning?

If you're suffering from any of the symptoms and feel better when you leave the house, it could be CO poisoning. If you're concerned you or someone in your household may be suffering from carbon monoxide poisoning, make sure you do the following:

- Get fresh air immediately
- Open all doors and windows, switch off gas appliances and leave the house
- Contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning

If you're concerned there is immediate danger, call the gas emergency helpline on 0800 111 999 (mainland GB), or look up the number for your UK region at <http://bit.ly/gasemergency>.

ANNUAL PLAN – 2026

January 2026	Set up tenants' panel
Check with West Granton and Drumchapel Housing Co-ops the process they use to offer and method of recording refusals	May 2026
Agree staff structure	Review policy re incentives for tenants feedback
Resurrecting complaints as a standing item at staff meetings [review Facebook for issues that may be defined as complaints]	MC to set performance targets [benchmarked] for 2026/7
All houses identified in SCS as not meeting SHQS have been dealt with.	June 2026
Review relet procedures following discussions with Forgewood and Garrion	ESOL group to review a policy to ensure it does not allow harassment and victimisation
Increase response to rent consultation to 90 tenants	July 2026 / August 2026
Speak to Muirhouse re treatment of arrears then agree action to reduce no. of low-level cases	E&HRIAs carried out for every policy that is reviewed
AAS Improvement action plan progress to be reviewed at Strategy Day on 28/01/26.	Promote engagement plan in newsletter and on Facebook.
February 2026	Carry out EIA on communication methods.
Review strategy on VFM after considering benchmarking report	Tenants Circle to review format of 2026 annual report
Review ARC definition of ASB	Review interest from tenant visits on setting up a Tenants Panel
Complete review of 30 year investment programme and spreadsheet for holding data	September 2026
Check with Forgewood and Garrion re definition we are using re ASB.	Explore options for funding improved insulation in our houses
Review method used at Forgewood and Garrion to deal with Arrears	Complete work funded by Cycling Scotland grant
Agree approach for dealing with TMVs at Ashfield St newbuild	IA of financial assumptions and component lifecycles
Contact Chinese tenants to see if they want the quarterly meetings re-established	October 2026
Support Community Council to submit a Local Place Plan	Area has a more convenient bus stop
Secured funding to continue social strategy	Poor service to this community raised as a breach of the human rights of this community
Establish if ESOL class wish to review any policies	Include section on lessons learned or how we used the customer feedback in the annual report.
March 2026	Ask ESOL to establish their views on whether they feel our policies adequately reflect both our responsibilities as a landlord and as an employer in respect of harassment or victimisation.
Inspect 10% of balconies and each window type	November 2026
Check we are using correct definition of Right First Time	Business Plan fully implemented
320 tenants digitally engaging	Road network to access the area has been improved
Current tenants' arrears reduced to 2.78% [half-way to peer group average]	Condition of roads and paths improved with safer road crossings
Pyramid cloud software fully implemented.	December 2026
Average time to relet houses reduced to 19 days	60 houses & 3 closes have new windows installed
8 active partnerships	8 closes to have c/e doors overhauled
£210k grant/externally funding obtained	Obtained £50k of grant funding
14 groups established	Use Young Co-operator award to engage with and promote our young people
12% surplus on turnover	Tenants Circle to have developed scrutiny role through scrutiny of 2 policies during the year
5 systems audited and/or content validated	Carry out 4 estate walkabouts, integrated with walking group, 20 tenants attended
Staff turnover < 7%	10 tenants a month being referred for support
Committee turnover <9%	Strengthen partnerships by regularly attending Possilpark partners meetings & developing partnership with northwest RSLs
9 tenants a month being referred for support [Benefits etc]	Continue partnership with Glasgow ESOL Forum
International Women's Day to celebrate 'Women Around the World' within our community	Current tenants' arrears reduced to 2.28% [half-way to peer group average from target at 31.03.25]
Continue to host & promote ESOL classes	6 bulk texts during year
April 2026	Involvement in Co-op promoted at 2 community events
Alterations to office and improvements to reception area underway	E & HRIAs carried out on 5 policies
Refresher training on complaints	Carried out 182 Annual tenant visits

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.



**Dog fouling
Clean it up**



Bulk Rubbish

Tenants are reminded to only put out their bulk rubbish on a Tuesday evening at the designated bulk waste areas to ensure that the estate is kept tidy. Please do not put out rubbish before Tuesday evening or after the bulk is collected on a Wednesday morning. The bulk waste areas are:

- Service lane between 2 Sloy Street and 21 Fruin Street
- 2 collection points on Finlas Street
- 10 Ashfield Street
- Bottom of Denmark Close



Any rubbish placed at any other location will be treated as fly tipping and will be reported to the Council.

Help with Annual Report & Annual Assurance Statement



If you would be interested in giving feedback on the layout and content of our Annual Report or Annual Assurance Statement then please contact the office.