

OFFICE OPENING & CLOSURE DATES

The office will be closed on Friday 29th March 2024, Monday 1st April 2024, Monday 6th May 2024, Friday 24th May 2024, Monday 27th May 2024, Friday 12th July 2024 and Monday 15th July 2024 for public holidays.

SPRING 2024

Co-op to shift to texting

The Co-op has brought in new software which allows us to modernise and improve the way we communicate with tenants. We are shifting to using texts as our main way of getting information quickly to tenants. You will be receiving texts from our new number **077234 14076**.

We will develop this over the coming months to send you reminders of gas servicing appointments etc. We have made this change as some tenants had said we relied too

heavily on Facebook to communicate with tenants. This allows us to communicate quickly with tenants. It is really important therefore that you let us know if you change your mobile number.

We are covering the cost of texting by reverting back to two newsletters a year. The new software will allow you to check your rent balance and request repairs electronically.

We think this will hugely improve our communication with tenants.



Hawthorn Housing
Co-operative Ltd

Christmas Events at Hawthorn

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Council to charge for lifting garden waste bins – impact on grass cutting service

Glasgow City Council is introducing a permit system for garden waste bins used by tenants who have their own garden. It will only lift these brown bins where the householder has a permit – which will cost £50 a year. The Co-op will continue to cut the common backcourts where the caretakers use a skag which finely chops the grass cutting and the cuttings are left on site.

However, in the individual gardens the lawnmowers do not cut the grass short enough to leave it. The caretakers will only cut the grass where they are able to place the cuttings in the tenant's garden waste bin. If a tenant doesn't have space in their garden waste bin then the caretakers will not be able to cut the grass and the tenant will need to arrange to



get their grass cut and dispose of the grass cuttings themselves.

Council to introduce a new bin and new policy

The Council is planning to introduce a new colour of bin in this area from May for tenants living in houses with a front and back door. Tenants who do not live in a flat will receive a grey bin for plastics, metals, cartons, soft plastics and film.

The Council is also introducing a new contamination policy where bin crews will lift the lid of each bin and check the container for unacceptable material. Depending on the level of contamination present, the bin may not be emptied, and it will be tagged asking the householder to remove the wrong items before putting it out on the next scheduled collection day.



Under the new arrangements the bins will be lifted as follows -

- **Grey bin** [plastics, metals, cartons, soft plastic] - every 4 weeks
- **Blue bin** [paper, card and cardboard] - every 4 weeks
- **Green bin** [non-recyclable] - every 3 weeks
- **Purple bin** [Glass] - every 8 weeks
- **Brown bin** [Food and garden waste] - every 2 weeks

New energy advice project for Hawthorn tenants!



The Co-op, in partnership with Queens Cross Housing Association and Maryhill Housing Association has obtained funding for an energy advice project for our tenants. The project is called 'Energy Savings in North West Glasgow'.

Tenants should contact the Co-op and we can arrange for you to get expert advice on a range of issues including –

- Meter/bill issues
- Fuel debt
- Crisis help
- Setting up energy accounts
- Reducing energy use
- Advocacy/complaints/suppliers
- Fuel vouchers

You can contact Co-op staff at any time and they will refer you to an adviser. We can also arrange an appointment for staff at a monthly surgery in the Co-op office.

These will be held on the following dates in the afternoon –

- Thursday 4th of April
- Thursday 2nd May
- Thursday 6th of May
- The afternoon of the first Thursday of the month after that

Colin Turnbull, Director at the Co-op, says “We are delighted that we have managed to get this project operating in the area. Fuel poverty is a

real issue for many of our tenants and we are sure that this project will make a huge difference for many people in this community”.



Colin Turnbull

Used laptops & mobiles

The Co-op has a few laptops, screens and mobile phones that we no longer need. They will all be 'cleaned'. Could you please let us know if you would like to be considered for one by Thursday 28th of March 2024. We will then do a draw to allocate them to those that have shown an interest.

Improving the bus service

The Co-op has been campaigning for an improved bus service for this community for some time. We have been speaking with the Council and bus companies and now want to get the community's views so we can demonstrate that there is demand for an improved bus service.

We are exploring two options –

1. The route of the number 8 reverts to go along Barloch Street, Bardowie Street and Ashfield Street and then up to the junction of Hawthorn Street with a bus gate to

prevent other vehicles using the junction of Ashfield Street and Hawthorn Street.

2. A new service is introduced with a small bus that drives round the scheme, down the new road to Sighthill to the bus stop at Tesco, past the Royal Infirmary and down the High Street.

You can complete the survey by picking up a form at the office or by following the link on our Facebook page or website.

It would be great if we could show there was a real demand for these improvements!



Apprenticeship Opportunities

CCG are installing kitchens in some Co-op's houses having won the contract by competitive tender. They are keen to take on apprentices and you can get more information by visiting the CCG website or by following the link on our Facebook page or website.

The Co-op is keen to encourage and help young women from this community to consider apprenticeships in construction and we have teamed up with Smart Works who can help women prepare for a job interview in the following way:

- **Purpose** – To provide interview clothing (including shoes, jackets, jewellery & toiletries) and specific interview coaching

to ensure clients have the confidence to ace their job interview.

- **Eligibility** – Available to any unemployed woman or non-binary person with a confirmed job interview.
- **Service outline** – A consultation with our stylists who will help the client to pick their perfect interview outfit. This is followed by a 1-2-1 Interview coaching session with one of their coaching volunteers who all specialise in HR & Recruitment.

This could make all the difference in helping someone get their first job. Please let us know if you are interested in this and we will refer you to Smart Works.

Exciting Plans for Bardowie Street Park

The Co-op has recently met with the Council to discuss plans to develop the Bardowie Street Park to create a nice park that all the community can use with play and fitness equipment for all ages. We have raised over £30,000 for this work and a further £51,000 to create a nice urban footpath and cycle route for local people. We hope the plan

could incorporate the Indian Trail and safe road crossing points.

The Council has also obtained funding to improve this facility. The Council will draw up plans by this Summer which we will then use to consult with local people. The Council have advised us that they expect the work to be completed by March 2026.



Policy Review

The Co-op has recently reviewed the following policies:

- Code of Conduct for Governing Body Members
- Harassment policy
- Committee Membership policy
- Personal Safety policy
- Lone Working policy
- Committee training policy
- Abandoned Property policy and procedure
- Estate Management policy
- Committee Elections policy
- Mutual Exchange policy
- Rent Arrears policy and procedure

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.

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:

- Fruin St
- Finlas St
- Sloy St and
- Turning circle at Denmark Close.

Christmas Eve

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

- The over 50 Christmas party which 56 people attended.
- Over 100 children received a Christmas gift.
- The Santa visit.



PHOTO
SPECIAL
FEATURE



nts at Hawthorn





Customer Care Charter

The Co-op is seeking volunteers from its tenants and other customers to help develop a Customer Charter. The charter will outline the standard of service that customers can expect to receive when they contact the Co-op.

Colin Turnbull, Co-op director says “A Customer Charter lays out the standard of service that customers can expect to receive when they contact the Co-op. We would like to involve customers in setting the standards that they would hope to receive.”

Any tenants wanting to get involved in producing the Customer charter should contact the Co-op by phone on **0141 336 2138** or pop into the office.

Co-op review policy on House swaps

The Co-op has a policy for dealing with swaps of houses between tenants called the Mutual Exchange policy. The Co-op has been reviewing it and Committee agreed that we would only approve an exchange to a 4 or a 5 apartment where the tenant needs that type of house.

This is because there is a lot of overcrowding, and we want to ensure that our larger houses go to people who need that size.

Please contact the office if you would like to discuss this.



Scottish Housing Co-ops Group

The Co-op has joined with four other Co-ops to highlight the work done by housing co-ops in Scotland and the benefits they provide their communities.

The Group is hoping to make three short videos. One will give members of the Co-op an opportunity to talk about the benefits of being part of a Co-op. Please get in touch if you would be interested in getting involved in this.

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.



COMPLAINTS AND CUSTOMER FEEDBACK

Q3 (October to December 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 between October and December 2023.

Complaints

Complaints	Number	% Responded to on time
Stage 1	1	100
Stage 2	0	N/A
Antisocial Behaviour (ASB)	12	92

Categories

The tables below show the complaints resolved during quarter 3 by service area and type, sorted by those most prevalent. The number of these complaints that were upheld is also shown as useful context, but ASB complaints are not considered to be upheld or not.

Service Area	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Customer service	1	0	1	100	0
Total	1	0	1	100	0

ASB Complaints

Category	Number of Complaints
A	0
B	0
C	12
Total	12

Issue	Number of Complaints
Infrequent disturbance	0
Noise complaints	5
Behaviour of visitors or children	1
Basic breaches of tenancy e.g. pet nuisance	2
Condition of close	1
Bins	2
Frequent disturbance	1
Verbal harassment	0
Total	12

Learning from complaints

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

Description	Learning Recorded / Action Taken
Dog fouling	Unfortunately, we get a lot of reports about dog fouling and unless we are told who is responsible, we are unable to do anything except put reminders in the newsletters or letter whole closes etc. Tenants are told this when reporting.

Community Activity Page

After-School Chess Club

In January, the Co-op began a new after-school Chess club for young people who want to learn chess or would like to further develop their skills. The sessions are held in the Co-op Office every Tuesday at 4.30pm until 5.30pm and are supported by a tutor from Chess in Schools and Communities Scotland. The group is free, and you do not need to have experience in chess to come along.

Why not pop along and try something new?



Bingo Social Evenings

Every month the Co-op holds a bingo evening in Possilpark Masonic Hall. The evening was created as a social event to enable local people to get out and catch up with friends and neighbours. It costs £2 per person for 3 games and there is tea and coffee available, or drinks can be bought from the bar.

Keep an eye out on social media for upcoming dates or give Gillian a call on 07856 282 027.



Little Rascals

Is a parent & toddler group which runs twice a week in Possilpoint Community Centre. The group is open to all parents and carers of pre-school aged children and offers a safe and nurturing space for children to play and develop. There is also space for the adults to socialise and meet new people over a cuppa whilst keeping an eye on their little ones. The group is free, and tea/coffee is provided along with toast and biscuits.

All children must be accompanied by an adult.



SPRING WORD SEARCH

X I Z R U M B R E L L A W N
L B Z F G N S N P Y B U G G
S Q S J B Y I G L E U T S R
D E F K U B C F R K N H O A
B X S Q O T R P A T N A C S
L Z A R K E Y G I M Y W Q S
O M W C T O F G N E L Y G G
S D G T Y E C Q B R E E Z E
S O U D X A B H O S B V R R
O B L J T S A U W S G G A V
M V M B U T M P D M N R I B
V J E D L E J U R Z X E N H
U K Z M I R G Z B I C E S S
F K W T P Z K C B O L N V T

BLOSSOM

BUTTERFLY

EASTER

THAW

APRIL

TULIP

BUNNY

ROBIN

NEST

BREEZE

RAIN

RAINBOW

GREEN

UMBRELLA

GRASS

BUD

Comments/Suggestions

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

Name:

Address:

WIN A
£30
TESCO GIFT CARD

Christmas Lights Winner



Congratulations to our Christmas lights competition winners for 2023 - Henry & Violet Donnelly. Thank you to everyone who took part in the competition and to Claire & Teresa from CCG for choosing the winner.



Garden Competition

Many of our tenants take great pride in their gardens/verandahs and we feel it is important to mark this and get all tenants involved. The Co-operative will therefore be holding a garden competition. This will be taking place on Wednesday 10th July 2024 between 11am and 12pm and the winners will be announced at the AGM. The winners will be chosen by an independent judge. Vouchers will be awarded for the best three gardens in the area.

All front gardens will be automatically entered into the competition. If you wish to enter your back garden, please phone the office to register and make sure someone will be at home between 11.00am and 12pm to allow access.

GOOD LUCK TO EVERYONE!

