



2016/17

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	10.30am – 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



Message from the Chair

Welcome to our annual report/ charter report for the period 1st April 2016 to 31st March 2017. 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.

I am delighted to have been elected Chair of the Co-operative at the Annual General Meeting in September 2017 taking over from Helen Graham who was the Chair during the charter report period. Helen was required to stand down at the AGM because she had been Chair for 5 years. It has been a really busy and successful year and work has started on site at Ashfield Street with the building of 48 houses. I was also really pleased to see that the Co-op's good work was recognised during the year with Betty Anderson being a finalist in the EVH committee member of the year award and the Co-op being runner-up for a TPAS award.



I would like to thank our committee members and other members of the community who volunteer at the food project, install planters, work at the Glasgow garden and organise events to benefit this community and make it a better place to live.

I was a member of the original Steering Group that set up the Co-operative 30 years ago and I am so proud of the transformation we have made this year. I look forward to a really exciting 30th anniversary where we can celebrate our success and plan for further improvements.

Mattie McGeouch

Chairperson



Our People

Management Committee as of 31st March 2017



Chairperson:
Helen Graham



Secretary:
Cathie Ritchie



Treasurer:
Katie Bowie



Vice Chairperson:
Mattie McGeouch



Betty Anderson, Rae Bowman, Gillian Spence, Bert O'Donnell, William Donald, Lambert Iku, Laura Harrison, Oluwakemi Belgore and Ann Lawrance [co-optee].
The following Committee member left the Committee during the year: Kate O'Donnell 30/01/2017

To lead the creation of a community with excellent Homes where people want to live

OUR STAFF TEAM



COLIN TURNBULL
DIRECTOR



ASSET MANAGEMENT TEAM



HOUSING TEAM



CORPORATE SERVICES TEAM



CARETAKING TEAM



PETER KELLY
ASSET MANAGER



PAULINE MAGUIRE
HOUSING OFFICER



CEARA ROBERTSON
CORPORATE SERVICES ASSISTANT



DES WILLIAMS
ESTATE CARETAKER SUPERVISOR



STEVEN MURPHY
MAINTENANCE ASSISTANT



TRICIA MILLS
HOUSING ASSISTANT



MEGAN MALARKY
MODERN APPRENTICE



RONNIE MILLER
ESTATE CARETAKER



JASON PATTERSON
TRAINEE ESTATE CARETAKER

Consultants

Auditor: Armstrong's Chartered Accountants,

Financial Consultant: AC Davidson & Co

Development Consultant: Bridges Housing Association Ltd

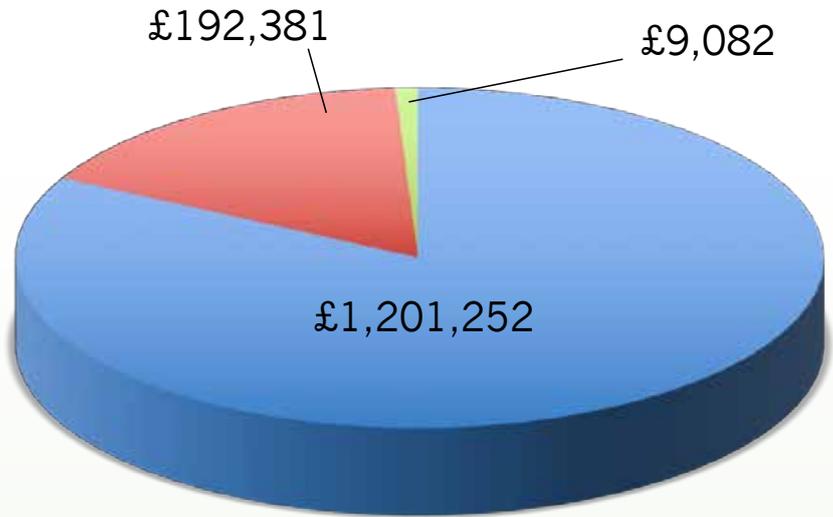


Our Finances 2016/17

Income

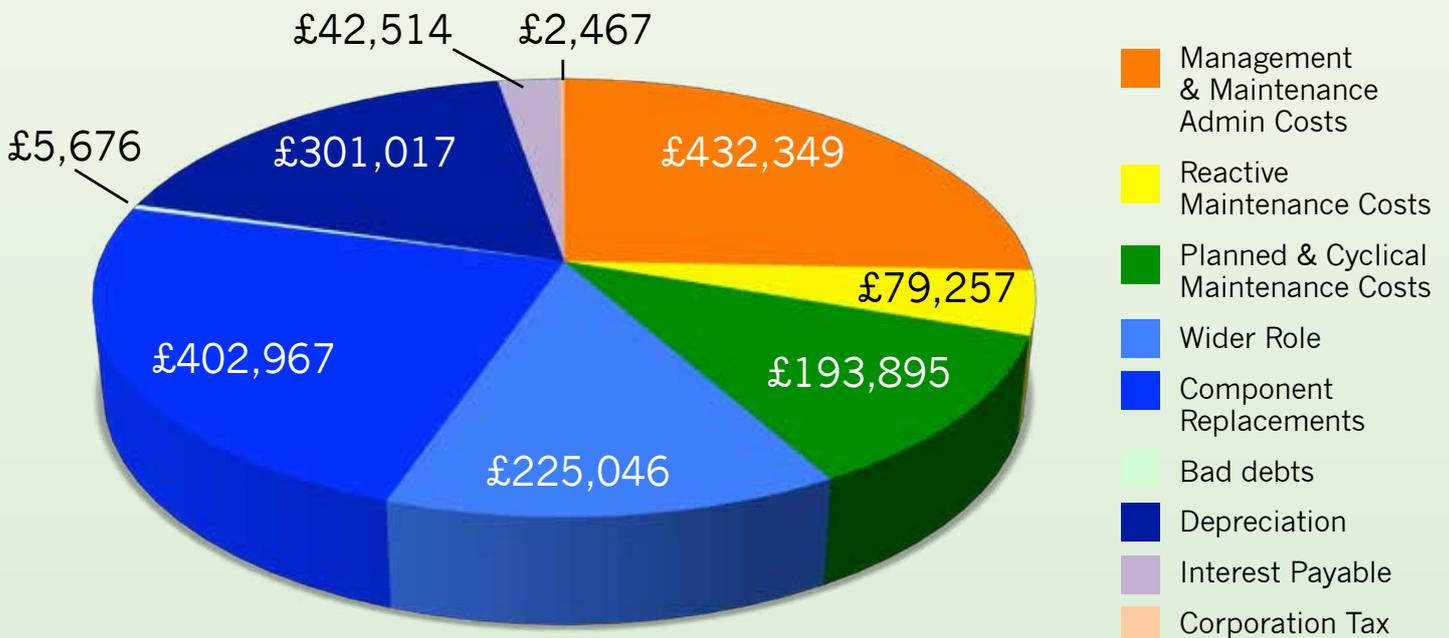
Rents Receivable	£1,201,252
Wider Role	£192,381
Interest Receivable	£9,082
Total	£1,402,715

- Rents Receivable
- Wider Role
- Interest Receivable



Expenditure

Management & Maintenance Administration Costs	£432,349
Reactive Maintenance Costs	£79,257
Planned & Cyclical Maintenance Costs	£193,895
Wider Role	£225,046
Component replacements	£402,967
Bad Debts	£5,676
Depreciation	£301,017
Interest Payable	£42,514
Corporation Tax	£2,467
Total	£1,685,188





Our Homes, our rents and value for money

We provide 316 homes for families in Possilpark. These houses generated rental income of £1,276,556 during the financial year. We increased rent by an average of 5.3% on 1st April 2017.

Average Rent Charges compared to other landlords

Size	Number of houses we have	Our average weekly rent	Scottish average weekly rent	% lower than Scottish average
2 Apt	70	68.45	71.67	4.5
3 Apt	160	71.60	73.13	2.1
4 Apt	63	78.63	79.42	1
5 Apt	23	86.69	88.02	1.5

The amount of money we collected for rent was equal to 93.5% of total rent due. This compares to the 98.4% we collected last year and the Scottish average this year of 99.6%.

We took an average of 21.4 days to let a house. This compares with 37.65 days last year and Scottish average this year of 31.5. We did not collect 0.3% of rent due because of the time houses were empty. The Scottish average was 0.9%.

Action points

Arrears – have been increasing over the last five years. This remains a priority issue for the Co-operative and we have put in place an arrears action plan and Committee are closely monitoring the situation to reduce arrears.

Voids – performance has improved significantly, but we are worried about the impact of the new build. We will be taking a number of steps, including employing a temporary member of staff to try to minimise the impact.



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 1044 responsive repairs at a cost of £59,199. Last year we carried out 1187 repairs at a cost of £58,813

We carried out Emergency Repairs in an average of 2.9 hours. The Scottish average was 4.7 hours. It took us an average of 2.9 days to carry out a non-emergency repair, the Scottish average was 7.1 days.

We completed 97.1% of day to day repairs right first time, compared to 96.2% last year. The Scottish average was 92.4%.

As a result of this, 84.7% of our tenants who received a repair were satisfied with the service they received. The Scottish average was 90.6%

Planned and Cyclical Maintenance

The Co-operative invested £596,892 in both Planned and Cyclical Maintenance.

We secured grant funding of £9,962 to carry out 10 medical adaptations.

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

As a result of this investment all of our houses meet the Scottish Housing Quality Standard. The Scottish Average is 93.6%. 73.6% of our tenants were satisfied with the standard of their home. This compares with 73.8% last year.



Action point

We will continue our major investment in the older tenements. We will install 20 new boilers, 24 full heating systems, 20 new kitchens and 24 bathrooms in 2017/18. We plan to have installed new kitchens, new bathrooms and new heating systems in every one of our renovated tenement flats by 2023.



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, though there is a lower demand for the older flats. We processed all new applications for housing within an average time of 3 days and kept the waiting list up to date by regularly reviewing applications.

We let 18 empty houses, 3 to existing tenants, 9 to people on our direct waiting list and 6 to referrals from Glasgow City Council.

How does our performance in 2016/17 compare with other similar landlords?

Category	Hawthorn	Scottish Average
Time to re-let empty houses	21.4	31.5
Rent loss [% of rent due]	0.3%	0.9%

Action point

We will continue preparations to ensure that we are organised to deal with the additional voids and workload that will arise from the new houses being built at Ashfield Street.



Dealing with anti-social behaviour

We dealt with 28 complaints of anti-social behaviour compared to 22 the year before. We dealt with all of

these within target compared to a Scottish average of 87.2%.

Customer Complaints

We are committed to providing high-quality customer service. 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 2016/17 we managed a total of 8 complaints. All but one was resolved within the timescales set out in our Complaints policy.

Action point

We will continue to hold four 'customer feedback' days alongside a two-yearly survey of customer satisfaction. Committee will receive a comprehensive customer feedback report every quarter. We will also continue to try to recruit tenants to carry out independent scrutiny. We

recognise the importance of complaints and the need to accurately record the complaints we receive. Each month staff discuss complaints to ensure we are recording all the complaints we receive and to learn lessons from them.



Your view of us and our services

Customer Satisfaction

We employ an independent market research company to monitor customer satisfaction. The company surveyed 126 customers in September 2016 and the table below shows our customers levels of satisfaction compared to the Scottish average:

Question	Our Average %		Ave for all Scottish landlords %	Better or worse than Scottish average
	Last year	This Year		
Tenants satisfied with overall service provided by landlord	97.5	92.06	89.7	
Tenants who feel their landlord is good at keeping them informed about their services and decisions	98.75	96.83	91.1	
Tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	95	90.48	83.8	
Tenants who had received a repair in the last 12 months satisfied with the service	92	84.7	90.6	
Tenants satisfied with the standard of their home on moving in	92.88	77.78		
Tenants satisfied with the quality of their home	73.75	73.6		
Tenants satisfied with the management of the neighbourhood they live in	86.25	91.72		
Tenants who feel that the rent for their property represents good value for money	78.75	75.4		



Community Involvement events 2016/17



Some of the popular community events we supported include :-

- **Over 50's Xmas Party**
- **A Xmas event for children with Santa's grotto and reindeer**
- **The development of the Glasgrov site at the bottom of Fruin Street (before and after photos are pictured here)**
- **A weekly food distribution project**
- **Ready Steady Cook**
- **Dog show**
- **Zoo trip**



Donations made from Hawthorn Housing Co-operative

Date Agreed by Management Committee	To	Amount
24/10/2016	Hawthorn's Christmas Grotto	£200 – Selection Boxes at £1 each
24/10/2016	Possilpark Parish Church – Xmas fayre 26/11/2016	Food project hamper
21/11/2016	Santa for Xmas Grotto	£20
21/11/2016	Postman	Bottle of 70cl Smirnoff Vodka



Possilpark People's Trust

'Making Possilpark the best place for people to prosper'

The Co-operative has been working with partners to set up Possilpark People's Trust. The Trust will be community controlled and supported by agencies that work and are committed to Possilpark. Its top priority is to get a high class family and community centre to replace Possilpoint. The Trust

will then be looking at the broader needs in Possilpark including improving the derelict land and buildings in the area.

The Trust is keen to build up membership in the area, so please speak to Colin in the office if you are interested in getting involved.





Tenant Scrutiny

The Co-operative is really keen to encourage tenants who are not involved in the committee to get involved in independently scrutinising the services we provide. We see this as really good way of ensuring tenants have their say and can really influence decisions about the housing services that they receive. The Co-op would provide tenants with the information and support to look at the services we receive and advice on the changes they would like to see.

Tenants would choose the services they want to examine.

If you would like to find out more, please contact Colin Turnbull on 0141 336 2138.



Social Media

Like us on Facebook:



Hawthorn Housing
Cooperative

Follow us on Twitter:



@HawthornHousing

Visit our website:



www.hawthornhousing.org.uk





The Hawthorn App



HAWTHORN HOUSING
COOPERATIVE

Download our free mobile App
today for handy access to...



Available on iPhone and Android



@hawthornhousing



www.hawthornhousing.org.uk

Please call
into the
office if
you would
like help to
download
the app.