



2015/16

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



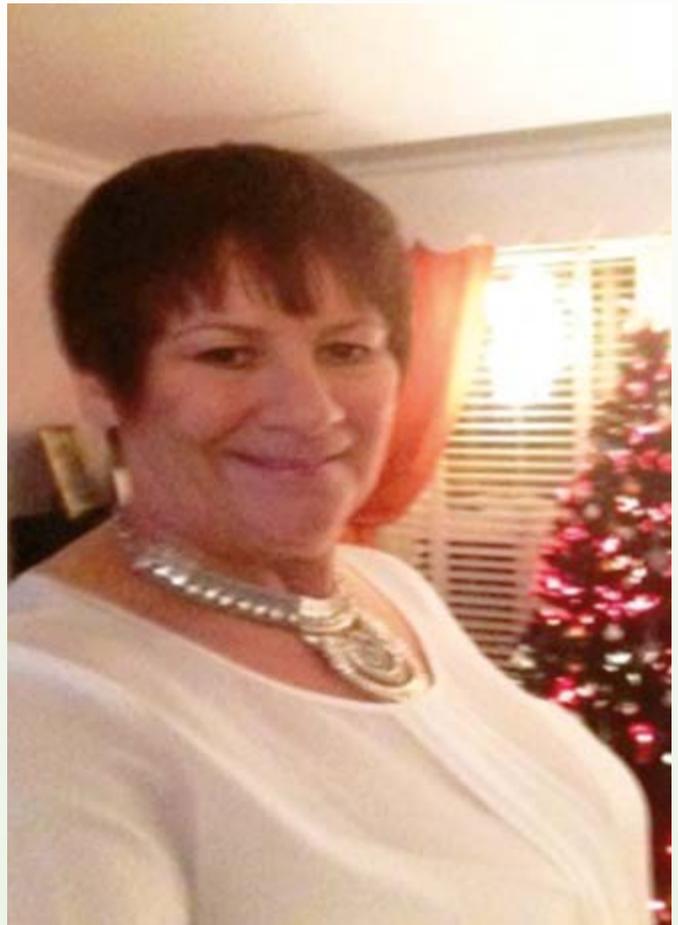
Chair's Opening Remarks

Welcome to our annual report/charter report for the period 1st April 2015 to 31st March 2016. 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.

This has been an extremely busy year for the Co-operative, we have been working up the plans for building new houses at Ashfield Street, carried out estate inspections with tenants leading to improvements being made on the estate and introduced an app you can load on to your smartphone.

I would like to thank our committee members and other members of the community who volunteer at the food project and urban village project for their commitment to the area and this community.

The Cooperative was set up to provide the community of this area with the best possible homes and to improve the quality of life of individual members and our community. This is still relevant after nearly 30 years and we are committed to doing all we can to provide members with the best homes, the best services and the best community we possibly can.



Helen Graham

Chairperson



Our People

Management Committee



Chairperson:
Helen Graham



Secretary:
Cathie Ritchie



Treasurer:
Katie Bowie



**Vice
Chairperson:**
Mattie
McGeouch



Betty Anderson, Rae Bowman, Gillian Spence, William Donald, Bert O'Donnell, Ann Lawrance [co-opted], Kate O'Donnell, Stephen Martin. During the year Lambert Iku and Laura Harrison were co-opted and Oluwakemi Belgore attended as a prospective committee member.

Office Staff



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



Peter Kelly:
Asset
Manager



**Pauline
Maguire:**
Housing
Officer



Tricia Carron:
Admin Officer
[left August
2016]



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



**Ronnie
Millar:**
Estate
Caretaker



Liam Norris:
Apprentice
Estate
Caretaker
[left January
2016]

Caretakers



Patricia Mills:
Housing
Assistant



**Steven
Murphy:**
Maintenance
Assistant



**Ceara
Robertson:**
Corporate
Service
Assistant
[started
August 2016]



**Megan
Malarky:**
Modern
Apprentice
[started
August 2016]

Consultants

Auditor:
Armstrong's Chartered Accountants,

Financial Consultant:
AC Davidson & Co

Development Consultant:
Bridges Housing Association Ltd

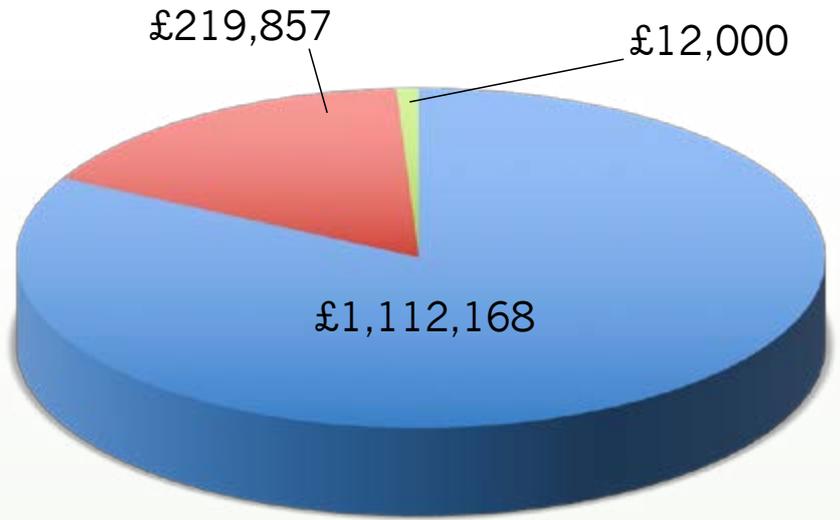


Our Finances 2015/16

Income

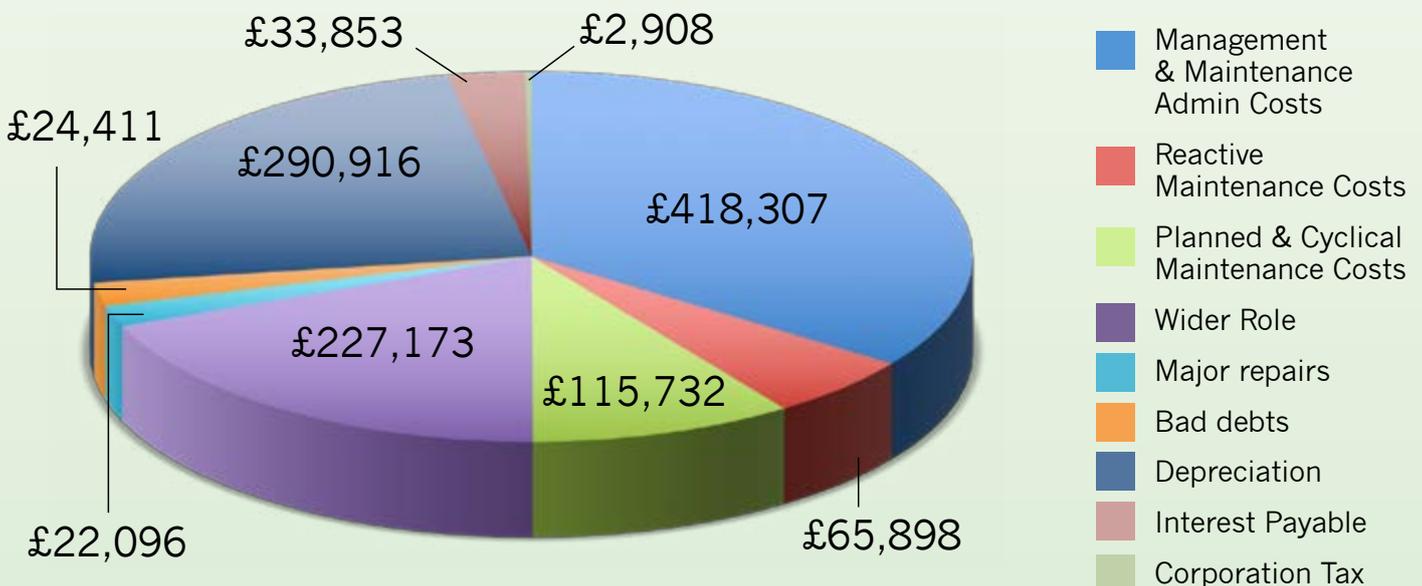
Rents Receivable	£1,112,168
Wider Role	£219,857
Interest Receivable	£12,000
Total	£1,344,025

- Rents Receivable
- Wider Role
- Interest Receivable



Expenditure

Management & Maintenance Administration Costs	£418,307
Reactive Maintenance Costs	£65,898
Planned & Cyclical Maintenance Costs	£115,732
Wider Role	£227,173
Major repairs	£22,096
Bad Debts	£24,411
Depreciation	£290,916
Interest Payable	£33,853
Corporation Tax	£2,908
Total	£1,201,294





Our Homes, our rents and value for money

We provide 316 homes for families in Possilpark. These houses generated rental income of £1,112,168 during the financial year. We increased rent by an average of 7.7% on 1st April 2016.

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	£61.95	£70.39	12
3 Apt	160	£66.91	£71.55	6.5
4 Apt	63	£73.55	£77.60	5.2
5 Apt	23	£80.74	£85.98	6.1

The amount of money we collected for rent was equal to 98.4% of total rent due. This compares to the 98.6% we collected last year and the Scottish average this year of 99.5%.

We took an average of 37.65 days to let a house. This compares with 33.94 days last year and Scottish average this year of 35.4. We did not collect 0.5% of rent due because of the time houses were empty. The Scottish average was 1.0%.

Action points

The Co-operative has agreed a 3 year rent restructuring to ensure its long term financial viability by bringing its rents up towards the Scottish average. The final year of this plan will be April 2017 when we expect to increase rents by an average of 5.31%.

Arrears – have been increasing over the last three or four years. This is a priority issue for the Co-operative and we have put in place an arrears action plan and close monitoring to reduce arrears.

Voids – we will make changes to our allocations process to reduce the time it takes to let houses.



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 1187 responsive repairs at a cost of £240,399.

We carried out Emergency Repairs on time in an average of 3.7 hours. The Scottish average was 5.1 hours.

It took us an average of 2.5 days to carry out a non-emergency repair, the Scottish average was 7.5 days.

We completed 96.2% of day to day repairs right first time, the Scottish average was 91.3%.

As a result of this, 92% of our tenants who received a repair were satisfied with the service they received. The Scottish average was 89.9%.

Planned and Cyclical Maintenance

The Co-operative invested £256,987 in both Planned and Cyclical Maintenance.

We secured grant funding of £16,528.02 for medical adaptations to carry out 13 adaptations..

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

As a result of this investment all of our houses meet the Scottish Housing Quality Standard. The Scottish Average is 92.8%. 73.8% our tenants were satisfied with the standard of their home. This compares with 76.1% last year.



Action point

We will start our major investment in the older tenements. We will install 60 heating systems and bathrooms in 2016/17. We plan to have installed new kitchens, new bathrooms and new heating systems in every tenement flat 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 keep the waiting list up to date by regularly reviewing applications.

We let 17 empty houses, 5 to existing tenants, 10 to people on our direct waiting list and 2 referrals from Glasgow City Council.

How does our performance in 2015/16 compare with other similar landlords?

Category	Hawthorn	Scottish Average*
Time to re-let empty houses	37.6 days	35.4 days
Rent loss [% of rent due]	0.5%	1.0%

Action point

We will implement our new allocations policy. This will include a review of all our applicants and changes to the process which will allow us to identify new tenants for empty houses more quickly



Dealing with anti-social behaviour

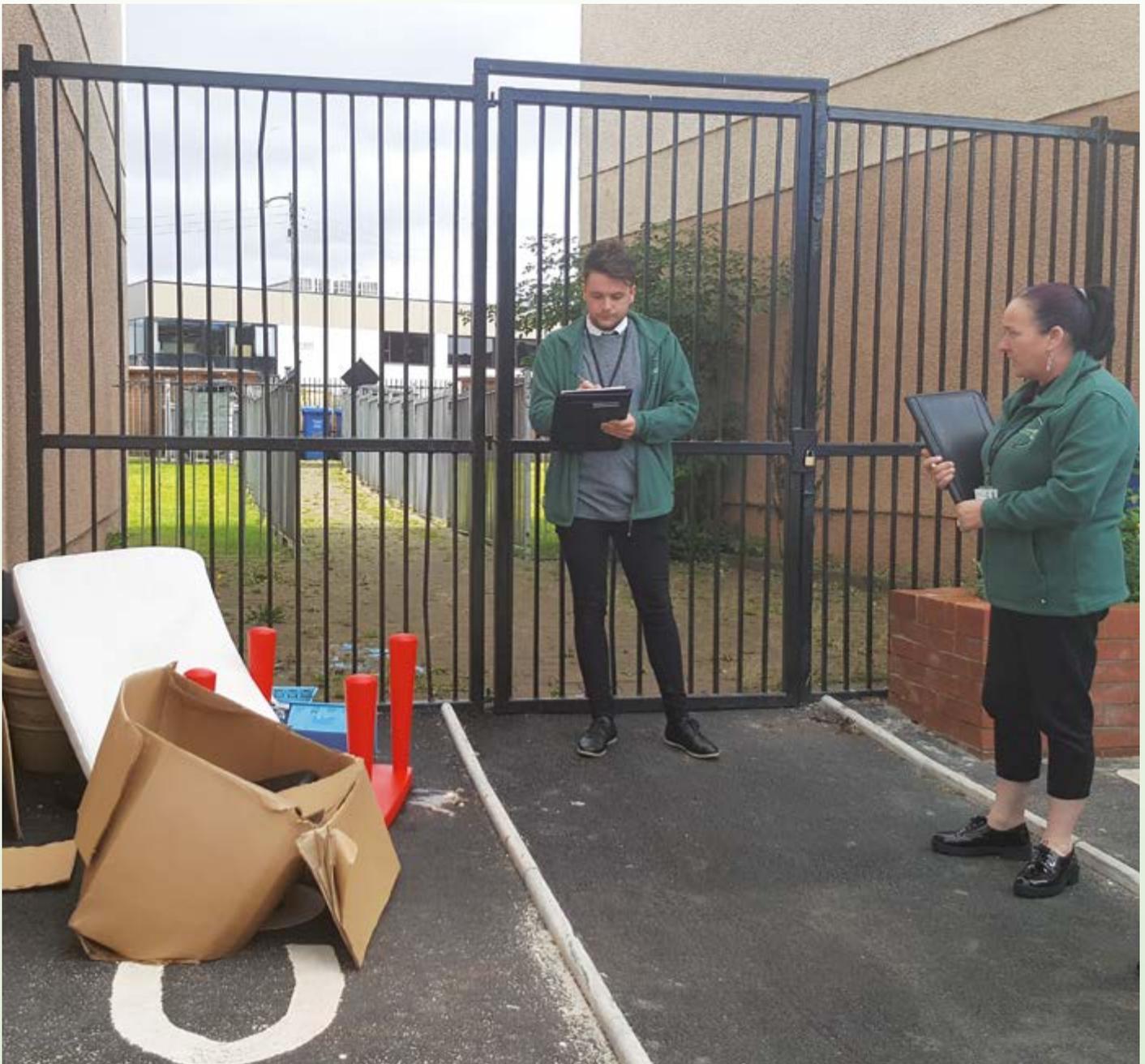
We dealt with 10 complaints of anti-social behaviour compared to 22 the year before. We dealt with all of

these within target compared to a Scottish average of 86.6%.

Action point

We will ensure we are accurately recording all complaints about anti-social behaviour. Our

actions for improving performance on arrears and voids are outlined earlier in this report.





Your view of us and our services

Customer Satisfaction

We employ an independent market research company to continuously monitor customer satisfaction. In 2015/16 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 %
	Last year	This year	
1. tenants satisfied with overall service provided by landlord	90.6	97.5	89
2. tenants who feel their landlord is good at keeping them informed about their services and decisions	97.8	98.8	90.6
3. tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	92.8	95	81.
4. tenants satisfied with the standard of their home on moving in	100	92	89.9
5. tenants satisfied with the quality of their home	76.1	73.8	
6. tenants satisfied with the management of the neighbourhood they live in	92.2	86.3	
7. tenants who feel that the rent for their property represents good value for money	75	78.8	



Your view of us and our services

Customer Complaints 2015-16

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 2015/16 we dealt with

a total of 11 complaints. All but two 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

We will hold four 'customer feedback' days alongside an annual survey of customer satisfaction. Committee will receive a

comprehensive customer feedback report every quarter.



Community Involvement events 2015/16



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
- Bird of Prey day
- Dog Show on Possil Meadow
- Young People's Futures Gala Day in Possilpoint
- A weekly food distribution project



Do you want to help your community?

Hawthorn Housing Co-Operative is a founding member of the Positive Possilpark Partnership. Young People's Futures, Stepping Stones for Families, Barnardo's and Possibilites are other members of the Partnership.

The Partnership has agreed a strategy for "Making Possilpark the best place for people to prosper". The main project for the Partnership at the moment is for a first class community centre for the area. The Partnership believes it is essential that local people have effective control of the Partnership, the direction it is taking and the work it is doing. We are really keen to ensure that people from the Hawthorn area are fully involved.

Please contact Colin Turnbull on 0141 336 2138 if you would like more information on this.





Do you care about the area you live in?

Hawthorn Housing Co-Operative was formed nearly 30 years ago by local people to improve the living conditions and quality of life of people who live here. There are different ways local people can get involved.

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



Social Media

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Cooperative

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@HawthornHousing



Visit our website:

www.hawthornhousing.org.uk



The Hawthorn App



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