

The office will be closing in the afternoon of **Tuesday 24th December 2019** for the Christmas holidays and will reopen on **Monday 6th January**

DECEMBER 2019

Looking forward to Christmas with the Co-op!

A lantern procession will leave from the Hawthorn office at 4.15pm on Thursday 5th of December 2019 and will arrive at Possilpark Parish Church Hall at 4.30pm for the children's Christmas party.

To take part in the procession please arrive at the office before 3.45pm. If you come into the office you can pick up a lantern kit which the children can decorate at home.

At the hall, Santa will be in his grotto handing out presents to all the lucky children. There will also be a disco, games, face painting, a balloon maker and food and drinks until 6.45pm. Children must be accompanied by an adult at all times.

Social Media

Hawthorn uses Facebook and Twitter to update the community with local events, things of interest, as well as keeping you up to date with what is happening at Hawthorn. There are plenty of interesting posts so please check us out at Hawthorn Housing Cooperative on Facebook and @HawthornHousing on Twitter.



CHRISTMAS LIGHTS COMPETITION

The Committee have decided to hold the Christmas lights competition for the best garden/balcony again this year.

If you want to take part in the competition please contact the office as soon as possible to enable us to take your effort into consideration on the day of judging.

The judging will take place on Thursday 19th December 2019 between 4pm & 4.30pm so make sure you have put your name forward and that your lights are switched on.

The competition will be judged by an independent person. Good luck to all who take part.

Prize:
£50
Tesco Gift Voucher



Garden Competition Winners



The winners of the 2018 garden competition were:

- 1st Place – 1 Glendarvel Gardens
- 2nd Place – 4 Torr Place
- 3rd Place – 6 Glendarvel Gardens

Over 50s Christmas Party

Hawthorn Housing Co-operative's Management Committee has arranged another party for all our members aged 50 and over!

Come and get some Christmas lunch, festive drinks and enjoy a game of bingo and some live entertainment at Hawthorn Bowling Club on Friday 6th of December 2019 from 12.30pm till 5pm.

Menu is soup, steak pie or turkey and dessert.

Please do not turn up on the day if you have not paid your £5 deposit.



Group set up to improve Community facilities in Hawthorn

A group of Hawthorn tenants/members has been set up to improve the facilities available for local people. The Group has the short-term aim of using the land and sheds at the Glasgow site for community growing and a wood recycling project.

It has already started work improving the planting beds and adding topsoil to make them more suitable for growing vegetables.

The group has the longer-term aim of developing the Bardowie Street play park. The small play park is already well-used and the park was really busy when it hosted City of Play who encouraged

young people to be creative with wooden pallets.

The group would like to build on this and hope to see more facilities on the park – a play park for older children and fitness equipment. Local resident and committee member, Robert Stewart says, “We are a group of 6 local people who are committed to seeing facilities provided for the people of this community. Our best chance of success is having a strong group of like-minded people who are keen to work with us in this campaign. If you would like to get involved please pop into the office and let them know.”



Co-op to provide skip

A few years ago, we arranged for a skip to be provided at Finlas street after Christmas. This proved really useful for people to dispose of items after Christmas. We are going to provide a skip again this year. It will be placed in the service gap at 6 Finlas Street on Friday 3rd of January and it will give you a chance to get rid of bigger items easily. This should reduce the amount of material left lying around the estate. We will arrange for it to be uplifted on Monday 6th of January.

Bulk uplift on a Monday will still be available during the Christmas Holidays so please ensure that bulk refuse is disposed of correctly.

If you live in a flat:

All items should be placed on the pavement on Sunday evening or first thing on Monday morning for collection on Monday.

The bulk areas are the bays between 6-8 and 12-14 Finlas Street, the pavement out-side 6 Sloy Street and the pavement at 10 Ashfield Street.

If you are disposing of a fridge

or a freezer you should contact Glasgow City Council on 0141 287 9700 detailing all items and arrange uplift with them directly.

Do not dispose of fridges or freezers on the pavement as they are dangerous to children and animals and make the area look untidy.

Bulk items should not be left anywhere that can cause an obstruction to other residents.

If you live in a house:

You should contact Glasgow City Council on 0141 287 9700

Policy Review

The Co-op has recently reviewed the following policies:

- Suspensions & Cancellations of Allocations Procedure
- Policy for Assigantion of Tenancy
- Taking in a Lodger Policy
- Procurement Policy for Planned Works
- Personal Relationships at Work
- Settlement Agreement
- Adverse Weather
- Staff Expenses
- Protocol for the Management of Director
- Openness & Confidentiality Policy
- Entitlements, Payments & Benefits Policy
- Committee Member Roles & Responsibilities
- Disaster Recovery Plan
- ICT Disaster Recovery Policy
- Procurement Policy
- Minute Taking Policy
- Notifiable Events Policy
- Freedom of Information & Environmental Information Policy
- Disciplinary Policy
- Serious Complaints Against the Director
- Social Media Policy

Windy Weather

Can you please ensure all trampolines, garden furniture or anything else that can blow away are tied down or are stored away in sheds etc. These items can be a real danger in high winds.

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.

Freedom of Information

The Freedom of Information (Scotland) Act 2002 gives everyone a right of access to information held by Scottish public authorities.

Hawthorn Housing Co-operative has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered. Individuals have the right to make a request for information, be informed whether or not the public authority holds that information and, subject to various statutory exemptions, be supplied with that information.

In order to comply with this act, we have

updated our website to include a new Freedom of Information (FOI) section which includes details on how to make an FOI request.

Before submitting a Freedom of Information request, please consult our publication scheme and disclosure log, which are both published on the Co-op's website, as the information you seek may already be available.

Environmental Information

Access to information about the environment can be requested under the Environmental Information (Scotland) Regulations 2004, which has similar provisions to that of FOI.

Any requests for environmental information will be dealt with under these regulations and can be submitted in the same way as a FOI request.

Co-op submits Assurance statement

The Co-op has submitted its first assurance statement to the Scottish Housing Regulator. it was submitted before the deadline of 31st of October 2019. Every registered Social Landlord in Scotland had to submit one.

The assurance statement indicates that the committee was assured that the Co-op complied with the legislation and regulations that applies to it. The Management Committee recognised that there were areas where the Co-op could improve its compliance but that in none of these areas was it 'materially non-compliant'.

The plan of actions the co-op intends to take to improve its compliances is detailed elsewhere in this newsletter, but the key actions include

- Producing a new Business Plan in approved style incorporating stock condition survey
- Developing a systematic programme for carrying out Equality Impact Assessments on policies
- Producing a policy on how to deal with disposals and organisational changes
- Improving the way we deal with and learn from complaints

New Benefits for Scotland

Did you know that the Scottish Government has introduced some new benefits? These are administered by Social Security Scotland.

The benefits are:

Carer's Allowance Supplement

An extra payment to carers in Scotland who are receiving a Carer's Allowance payment from the Department for Work and Pensions. Social Security Scotland will pay this every six months until Scottish Government plans for a new Carer's Allowance are in place. Each six monthly payment will be £226.20.

Best Start Grant – Pregnancy and Baby Payment

This payment will help low income families with expenses in pregnancy or having a new child and replaces the Sure Start Maternity Grant. It pays £600 for a first child, and £300 for other children. There will be an extra £300 if you have a multiple birth.

Best Start Grant – Early Learning Payment and School Age Payment

Separate payments of £250 each for low income families available to help with costs during nursery and early learning years and preparing for school.

Funeral Expense Assistance

A one-off payment to a person responsible for the funeral. This assistance is a contribution to help meet funeral costs. Available to those who are receiving certain qualifying benefits.

Young Carer Grant

The Young Carer Grant is for young people aged 16 to 17 (or 18 and still at school) who do at least 16 hours of caring a week. Available for those caring for people in receipt of certain disability benefits, and not in receipt of Carer's Allowance. It will provide £300 a year to help access employment, social and leisure opportunities.

Job Grant

A payment intended to help young people aged 16-24 who are returning to work after a period of six months unemployment. It will provide a payment of £100, or £250 for those who have children.

If you have any queries, you can contact Social Security Scotland on 0800 182 2222 or contact the Co-operative's office and make an appointment to see Agnes.



Our Plans for 2020

Each October, the management committee agrees the Co-op's priorities for the following year. It does this by looking at performance in the year, feedback from tenants and changes that are going to affect us. Each team will then look at the plan and adds its own targets so that each member of staff has their own targets, ensuring everyone is pulling in the same direction to achieve the Co-operative's goals.

Colin Turnbull, Director of the Co-op says, "For the first time our plan will also include the actions we have identified to improve our compliance with the Regulations and legislation that apply to us. We will be integrating these



Staff and committee Awayday where the plan for 2020 was agreed.

into a single plan, but we have shown them separately so that our members can see the action we are taking to improve compliance."

Continues overleaf...

General Plan for 2020 (Continued from previous page)

Strategic Aims	by	Where we expect to be by December 2020	Deadline
Ensuring our members have the best possible quality of life	Providing good quality well maintained homes	All houses to achieve EESH1 with no house below 60	31.12.20
		All renovated flats to have new bathrooms	31.12.20
		5 renovated flats to have new heating systems	31.12.20
		New bathrooms installed in 30 houses	31.12.20
		Satisfaction with quality of home to have increased to 93%	30.09.17
		Satisfaction with house when moving in increased to 96%	31.03.20
		Smoke detectors installed in 200 houses	31.12.20
		14/16 Finlas St render repaired	31.08.20
		Developed a financially viable response to invite to build 38 houses at the Highbacks. This to include a consideration of scope for re-provisioning.	28.02.20
		Providing high quality, continually improving services	Tenant Consultation panel has met 4 times to programme agreed by members
	Satisfaction with repairs service increased to 97%		30.09.20
	Satisfaction with overall service increased to 97%		30.09.20
	Working group to have reviewed approach to make fuller use from complaints		30.06.20
	Review capacity of caretaking team & options for developing services		30.09.20
	Expanding the range of services our community receives	New Family and Community Centre in place and benefitting the community	31.12.20
		Develop proposal for creating improved facilities at Bardowie Street.	30.09.20
		Set up a Management committee of local people to develop services provided from the Glasgrov sheds	28.02.20
		Invested £30k from founding membership of SPA into community benefit	31.12.20
	Ensuring our people have high aspirations	The Co-op is playing a significant role in providing greater opportunities for young people from the area	31.12.20
	Building a strong, supportive community	We are using allocations effectively to maintain a strong community	31.12.20
		Hawthorn is a strong, diverse and supportive community where people support and respect each other irrespective of age, race or gender.	31.12.20
		We recognise and build on self-help and mutual support	31.12.20
		Programme of events implemented to integrate new households smoothly assimilated into the community and they are playing a productive role	31.12.20
		The co-op is developing improved relations with younger tenants/ members	31.12.20
		Chinese tenants group meeting 4 times a year	31.12.20
	Ensuring the area is a safe, attractive place to live	Hawthorn is recognised as an attractive area with high demand homes where people are keen to live	31.12.20
		Well attended walkabouts held with staff with annual check by committee members	30.11.20
		Continue to oppose the use of the Torr Street site for car parking.	31.12.20
		The community organises a range of well attended social events that binds the community together	31.12.20
		We have attractive, well-maintained entrances to the community,	31.12.20
		The area has been assessed for road safety and traffic calming measures installed throughout the area	31.12.20
		Work has started to improve Saracen Street into a safe attractive place that people like to visit	31.12.20
		Co-op has played an influential role in developing a locality plan for Possilpark that identifies a productive use, that benefits the community for the land around the estate	31.12.20
		Good quality convenient shopping facilities in the area	31.12.20

General Plan for 2020

Strategic Aims	by	Where we expect to be by December 2020	Deadline
Keeping the Co-operative safe and secure	Complying with legislation and regulation	Regulator does not believe the Co-op requires any additional support	31.09.20
		Developed a joint approach with City Council to achieve target of 48% of lets to homeless applicants	28.02.20
		We review all our policies 'on time'	31.12.20
		Fully complying with covenants	31.12.20
		Decision made re appointment of internal auditor	28.02.20
		Carried out second peer audit	28.02.20
	Assurance statement submitted as required	Action plan [attached as an appendix] is fully implemented	31.03.20
	Being financially secure in the long term	Contain void loss to 0.8% with aim of reducing to 0.2% the following year.	31.03.20
		Review to ensure that mitigation against Welfare reform has been appropriate	31.03.20
		We have done all we can realistically to minimise the risk from pensions	31.03.20
		Assessed the risk of the new housing in Possilpark reducing demand for Hawthorn's houses and identified appropriate mitigation	31.08.20
		We have carried out a review of our loans and are fully satisfied that they are affordable and appropriate for our scale.	30.06.20
		We follow best practice in all our procurement [review]	30.06.20
Letting people know what we are doing	Our members	Satisfaction with being kept informed to have increased to 97%	30.09.20
	The wider world	Survey has demonstrated that the Co-op has a higher profile and we developed a strategy to get our profile to the appropriate level.	31.08.20
Getting the most from our resources	Clear, simple integrated plans	All plans to flow from this framework	31.12.20
	We provide our members with value for money	Satisfaction with our value for money is increased to 90%	30.09.20
		Rent increase is no higher than CPI to bring rents for 3apts and 4apts to average for small urban RSLs	31.03.20
		Reduce current arrears to 3.8% in 3-year plan to achieve small urban RSLs performance	31.03.20

Plan to improve our compliance

Ref	Area of improvement	Action	Post 31.03.20
1.1	Governing Body sets the strategic direction for the co-op.	Findings of stock condition survey & financial impact to be considered by committee	31.03.20
		Improve committee attendance at awayday [carrot or stick?]	31.12.20
		Increase ideas coming from committee rather than staff by encouraging at pre-meeting & more training/networking etc	31.12.20
		Tenant consultation panel to review annual plan for 2020	
1.2	Clear, effective governance policies and arrangements	Draft Business plan in approved style incorporating stock condition survey	
		Audit sub to review job descriptions for committee and senior staff	
1.3	Decision making complies with constitution	Review performance monitoring and 'beef up' 6 monthly review at audit sub	31.12.20
		Consider whether an officer should be given a compliance role	31.12.20

Continues overleaf...

Plan to improve our compliance (Continued from previous page)

Ref	Area of improvement	Action	Post 31.03.20
1.4	Committee members accept collective responsibility for decisions	Ensure that Appraisal documentation highlights this	
1.5	Committee members understand role & hold senior officer to account	Review role descriptions for office bearers through a peer audit	
		Review prospective committee members standard info pack	31.03.20
		Consider how to deal with someone who does not complete required induction training within 1 year	31.03.20
		Review effectiveness of committee induction process with recent members	30.06.20
1.6	Committee members always act in interest of Co-op and co-op maintains its independence	Incorporate into induction documentation brief presentation prior to signing of CoC	31.03.20
		Use scenarios in induction	30.09.20
		CSA to carry out twice yearly spot check on register of interests	30.09.20
2.2	Committee recognises it is accountable and is transparent	Tenant Consultation Panel to review performance against charter & info re our spend	31.03.20
		Annual report on complaints in summer newsletter, summarised in Facebook	31.03.20
2.3	Stakeholders views to inform our plans and strategies	Develop a programme for Tenant consultation panel – including review of plans etc	31.03.20
		Develop VFM statement – showing wider benefit we provide	31.03.20
		Review whether we provide options re rent increase	31.03.20
		Review VFM statement with tenant consultation panel	31.03.20
2.4	Co-op engages with Regulator	Appraisal to establish members knowledge of our obligations	31.03.20
		Carry out a 3 yearly review of our compliance with SFHA self-assessment guidelines	30.06.22
		2019/20 internal audit programme to include consideration of how effectively we meet regulatory obligations	31.03.20
		Review how other RSLs refer to notifiable events in their policies	30.09.20
3.1	Co-op has effective financial controls with correct balance of costs and outcomes	Clarify our underlying financial principles	31.03.20
		Ensure budget setting procedure is followed	31.03.20
		Develop a VFM statement – showing the wider benefit we provide	31.03.20
		Review VFM statement with tenant consultation panel	31.03.20
		Audit sub to be given comparators/govt statistics re assumptions	31.03.20
		Consider how frequently financial processes should be audited	31.05.20
		Review authorisation levels of other RSLs	31.12.20
		Committee to consider whether we wish our investment policy to be more 'ethical'	31.03.21
3.2	Committee fully understand the Treasury management policy	Review with FA how we monitor the risks associated with the treasury management policy	31.03.20
		Any report on possible investment to include enabling extract from constitution and	30.09.20
		Review delegated authority re treasury management	30.09.20
		Audit sub to be given training on treasury management before any future investment or loan	30.09.20
		Review with FA when we obtain investment/treasury management advice	31.03.20
3.3	Robust Business plan and risk management	Review Business Plan to ensure it reflects SHRs best practice & considers other service delivery models	31.03.20
		Committee to be more fully involved in setting targets and improved comprehensive monitoring report to audit sub	31.03.20
		Audit review to check that budgets are monitored appropriately by Audit sub	30.09.20
		Review our risk report -does it consider financial issues sufficiently?	31.03.20

Ref	Area of improvement	Action	Post 31.03.20
3.4	Financial forecasts based on appropriate info	Audit sub to consider comparisons with other RSLs and government stats [Benchmarking data could be provided by Housing Quality Network]	31.03.20
3.5	Managing covenants	Training to be provided on covenants before further loan is agreed	30.09.20
4.1	Quality of information and advice to committee	Consider whether we should have more 'time out' events	31.12.20
		Peer review scheme of delegation	31.03.20
		Survey local and regional orgs re our external profile	31.03.20
4.3	Risk management	Research best practice for flagging up notifiable events	31.03.20
5.1	Honesty and integrity of the Co-op	Agree and incorporate values into business plan	31.03.20
		Decide how to promote our values – in addition to annual appraisal	31.12.20
		Survey external organisations re perception of committee and senior staff	31.03.20
5.3	Equality and Diversity	Develop systematic programme for carrying out Equality Impact Assessments on policies	31.03.20
		Assess accessibility of office and services [involve TCP and group of Chinese tenants] and check if an induction loop is worthwhile	31.03.20
5.4	Managing conflicts of interest	Chair to review register of interests each year	31.03.20
		Peer audit of benefits, gifts and hospitality policy	31.03.20
5.5	Management of Senior Officer	Check other RSLs re best practice in ensuring senior officer doesn't provide advice in an issue they have an interest in	30.09.20
5.6	Whistleblowing	Survey to assess awareness of whistleblowing policy & of independent advice and support & need for training & if staff believe we have a learning or blame culture	31.03.20
		Compare with other RSLs arrangements for detecting fraud	30.09.20
		Raise whistleblowing procedures at annual appraisals	31.03.20
6.1	Recruitment of committee members	Produce strategy to meet the gaps identified in the staff skills assessment	31.03.20
6.3	Induction	Appraisal to review training programme	31.03.20
		Agree implications if committee members do meet requirements for attending training	31.12.20
		Reinforce availability of buddy/mentoring for committee members at inductions/appraisals	31.12.20
7.1	committee scrutinises proposals for org change	Produce policy	31.03.20
7.3	Consults with stakeholders	Produce policy	31.03.20
7.4	Ensure viability	Produce policy	31.03.20
7.5	Robust monitoring	Produce policy	31.03.20
7.7	Fits with Business plan	Produce policy	31.03.20
7.8	Complies with regulatory guidance	Produce policy	31.03.20
7.9	Notifies SHR re disposals	Produce policy	31.03.20
7.10	Floating and fixed charges	Produce policy	31.03.20
Environmental protection		Produce strategy	30.09.20
Complaints		Working group to review	30.06.20
Health and Safety		Complete programme of minor works following fire safety assessment	31.12.20
Equality and Human Rights		Identify policies where Equality impact Assessment to be used &	31.03.20
Audit		Carry out internal audit of financial controls	30.06.20

Our Performance so far this year

The Co-op's management committee receive a report 4 times a year to let them know how well the Co-op is performing in providing services. The report to the end of September shows the performance for the

first six months. The Committee needs this information to ensure we are moving in the right direction.

The key issues and actions we are proposing are shown below.

Housing Management

Indicator	Performance		
	Q1	Q2	Target
No. of houses empty at end of period	48	21	0
Void rent loss [including loss while awaiting repairs]	£12,618.15	£51,251.95	£19,041
Non-technical rent arrears [4%]	80,406	44918	55,293
No. of ASB complaints recorded	7	15	N/A
% of ASB complaints resolved within target	100	100	100
No of properties abandoned	1	1	0

Comments and Action Required -

The backlog of voids has now been largely cleared with the remaining voids being pre-allocated to be let when repairs are complete.

As expected, the void rent loss is significantly high due to the knock-on voids from tenants moving to the New Build site at Ashfield Street.

Rent Arrears

There has been an increase in these which is mostly due to those tenants in receipt of/ claiming Universal Credit who are paid 2 months in arrears due to their payment dates and the dates payments are made to the Co-operative.

Staff will continue to pursue arrears cases and take action as quickly as possible to reduce these where they can.

Maintenance

Indicator	Performance		
	Q1	Q2	Target
Total number of repairs invoiced year to year	204	526	N/A
% of non-emergency repairs completed on target	100	99.22	97%
% of emergency repairs completed on target	100	100	100%
Total cost of reactive repairs year to date	£10,904	£27,005	£37,350
No of voids year to date	48	64	55
Total Cost of voids year to date	£2,660	£28,884	£58,500
Planned work carried out year to date	100%	100%	50%
No of houses not had gas safety check within 1 year	0	0	0

There has been a significant void expenditure this year primarily as a result of those tenants who have moved to the new build at Ashfield St. Additionally this has freed up certain sized properties that were also let to existing tenants resulting in further voids. On an average full year the Co-operative would normally have 20 void properties. The greater number of voids has obviously had a major impact on overall

costs. These costs are not fully included in the above figures as the Co-operative has yet to pay a significant amount to the void contractor as the final account is still being agreed. The plus side of accessing so many properties is that certain component replacements such as bathrooms and heating systems were able to be completed where access was previously unavailable.

What you told us

The Co-operative is committed to providing high-quality customer service. We value feedback (negative or positive) from tenants as it helps us to ensure that we are providing a service that meets the needs of our tenants and other customers. We recognise that things don't always go as planned and tenants may want to complain about our service.

Our complaints handling procedure aims to make it easy for tenants to have their concerns resolved quickly. You can pick up a guide to our complaint's procedure at our office, on our website or call us on 0141 336 2138 and we will send a copy out to you. The table below shows the number of complaints received from April to September 2019.

Complaints Received	Apr 19	May 18	Jun 18	July 18	Aug 18	Sept 18	Total
Complaints received at Stage 1	0	1	0	1	1	0	3
Complaints received at Stage 2	0	0	1	1	0	1	3
Complaints Resolved							
Complaints resolved at Stage 1	0	1	0	1	2	0	4
Complaints resolved at Stage 2	0	0	1	1	0	1	3
Escalations							
Escalations to Stage 2	0	0	0	0	0	0	0
Percentage of Complaints responded to within timescales							
Stage 1 (5 working days)	-	100%	-	100%	100%	-	100%
Stage 2 (20 working days)	-	-	100%	100%	-	100%	100%

Reason for Complaint	Apr 18	May 18	Jun 18	July 18	Aug 18	Sept 18	Total
Contractor	0	0	0	0	1	0	1
Staff	0	0	0	0	0	0	0
Equalities	0	0	0	0	0	0	0
Policies & Procedures	0	0	1	0	0	1	2
Governance	0	0	0	0	0	0	0
Finance	0	0	0	0	0	0	0
Maintenance	0	0	0	1	0	0	1
Housing Management	0	1	0	0	0	0	1
Money Advice	0	0	0	0	0	0	0
Estate Management	0	0	0	1	0	0	1
Wider Role	0	0	0	0	0	0	0

What did we learn/change as a result of these complaints?:

We will continue to try to be as open as possible with our tenants. Sometimes, this can cause difficulties if things do not go as planned. Where this happens, we will try to let customers know as quickly as possible. This is reflected in our new Freedom of Information Policy.

Major Repair & Cyclical Works for 2020/2021

The Co-operative is committed towards undertaking a programme of planned replacement and preventative cyclical repair works to ensure that its properties are maintained to a high standard and to minimise the amount of money that is required to be spent on unplanned repair works as these are generally more expensive and more inconvenient to tenants.

The annual major repair and cyclical works programme is based on the Co-operatives 30-year maintenance programme which is produced using information obtained from a stock condition survey.

A new stock condition survey

was undertaken recently by consulting surveyors Brown & Wallace which has enabled the co-operative to update its 30-year maintenance planner and also identify more immediate works required within its next 5-year investment plan.

As all the tenement properties have received new bathroom installation's over the last 5 years it is now the turn of the earlier new-build properties that are reaching their 25-year cycle. Properties at Coulin Gardens, Glendarvel Gardens, Glentroll Gardens and the even numbers between 18a – 30 Fruin St. It is hoped that the installation of the new showers within the bathrooms should provide an alternative bathing

method which is fast and low cost.

The largest area of expenditure will be for the upgrade of the smoke alarm installations throughout our stock which is a requirement by the Scottish Government as a result of consultations after the Grenfell fire. All systems are to be upgraded by February 2021 and will include an additional alarm within the lounge and a heat alarm within the kitchen.

The programme for all the main areas of expenditure for this financial year is shown in the table below. If tenants have any questions relating to the programme, they should contact Peter Kelly, the Asset Manager.

Phase	Addresses	Gas Servicing	Close Cleaning	Grounds Maintenance	Painting Contract	Gutter Cleaning	Bathroom Replacement	Smoke Alarm Upgrades	Velux Window Replacement
PHASE I	2, 4, 6, 8, 10, 12, 14, 16 Finlas St	✓	✓	✓	✓	✓		✓	✓
PHASE II	18a, 18b, 20, 22 Fruin St, 1, 3, 5, 7, 9, 11 Glentroll Gardens	✓		✓	✓	✓	✓	✓	
PHASE III	2,4,6,8 Sloy St, 21, 23, 25, 29, 31, 33 Fruin St	✓	✓	✓		✓		✓	
PHASE IV	2, 6, 8, 10, 12, 14, 16 Fruin St 10 Ashfeild St	✓	✓	✓		✓		✓	
PHASE V	3, 5, 7 Sloy St, 2, 4, 6 Fruin Pl	✓	✓	✓		✓			
NB FRUIN ST	1-15 Coulin Gardens, 24, 26, 28, 30 Fruin St, 1-12 Glendarvel Gardens	✓	✓	✓	✓	✓	✓	✓	
TOFFS	1-49 Braemore Gardens, 1, 3, 5, 7, 9, 11, 15, 17, 19, 21, 23 Finlas St	✓	✓	✓	✓	✓		✓	
LOCHSLOY	1-17 Lochsloy Crt	✓		✓		✓		✓	
TORR	Torr St, Torr Place & Torr Gardens	✓		✓		✓			
ASHFIELD	Ashfield st, Bardowie St, Allander St & Denmark Close	✓	✓	✓		✓			

The above represents the main contracts in the Co-operatives 2020/21 Planned Programme of Major Repairs and Cyclical Works. Tenants involved in any of these proposed works to their property will be lettered prior to commencement of the measures to be undertaken, to advise them and seek any necessary approvals. If tenants have any questions relating to the forthcoming programme of works they should contact Peter Kelly the Co-operatives Asset Manager.

Beat the Freeze

There are many ways that you can prevent cold weather from causing damage to your home and contents this winter. However, should you be unfortunate to suffer water damage to your belongings it is essential that you have the correct contents insurance cover to replace your damaged goods.

Avoiding frozen pipes

- Try and avoid burst or frozen pipes by keeping your home reasonably warm during the day and at night. In particularly during cold weather, keep the heating on during the night at a low temperature.
- Run taps occasionally to prevent freezing.
- If you leave your house empty for a short period in the winter please ensure the heating is left on at a low setting.
- If you are going on holiday for 2 weeks over the winter period please advise the office.
- The Co-operative will drain down and turn off water supplies to all void properties over the Christmas break.
- Know where the internal stop valve is located.
- Keep the Co-operative's emergency call-out number at hand.

Dealing with frozen pipes

- Turn off the water at the mains stop valve. This is generally located at the incoming supply pipe to your home, usually in the kitchen although in certain flats they are located in the hall at the entrance doors.
- Open all cold taps to drain the system and collect the remaining water in your bath for washing and WC flushing.
- Call the Co-operative's emergency number for a plumber.

If you get a burst pipe

- Turn off the water at the mains stop valve.
- Try and block the escaping water with thick cloths or towels.
- Open all taps to reduce flooding pressure.
- Call the Co-operative's emergency number for a plumber.

Grit Bins



If you are snowed under or your paths are icy, and you need some grit, there are grit bins located in the following areas;

- Torr Street (Opposite Torr Gardens)
- Finlas Street (Outside Co-op office)
- Fruin Street (At Glendarvel Gardens)
- Outside 1 Finlas Street
- Ashfield Street

If you see that the grit bins need filled or the roads need gritted please call Glasgow City Councils, Roads and Lighting Department on freephone **0800 373 635** or chargeable on 0141 267 7000.

Gas Servicing & Maintenance

The Co-operative as your landlord is required by law to test the gas boilers and pipe-work within your home every 12 months to ensure they are safe for you to use and are maintained in a good condition.

The Co-operative has instructed City Building to carry out these inspections and they will leave a copy of the safety certificate in your home after they have carried out the service. They will also issue a copy to the Co-operative for our records.

It is obviously in your interest to give City Building access to carry out this work. They will contact you by letter directly to advise you when they intend to visit your home and will give you the option

of changing it to another date that is more suitable for you.

If an arrangement has been made and the engineer does not attend, please contact the Co-operative immediately to allow us to investigate the matter and ensure that you are not given the blame for no-access.

It is very important that the Co-operative complies with its legal duty and gets access to carry out the gas service.

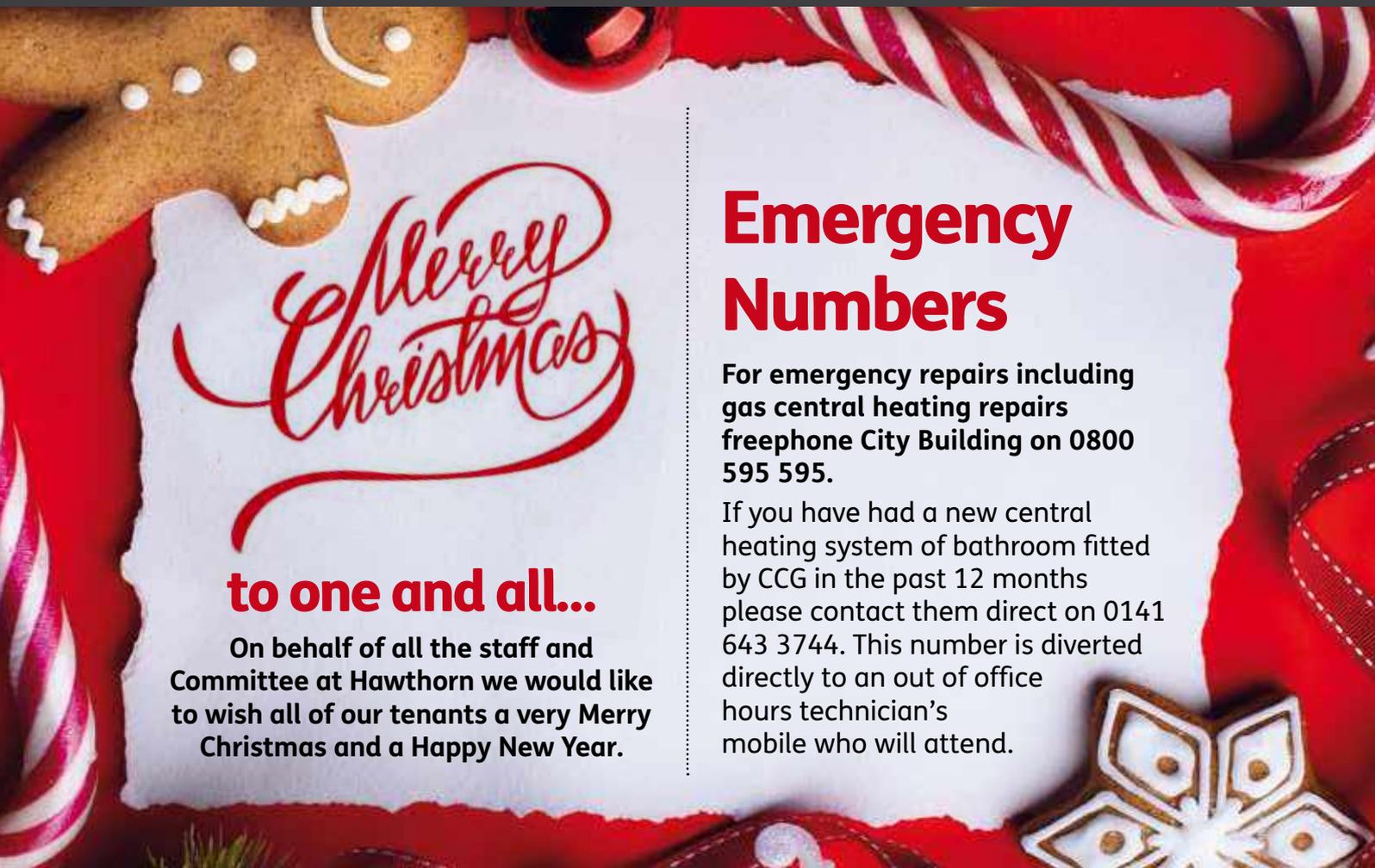
Should you not give access to your home, you will be in breach of your tenancy agreement and we may be left with no alternative but to use the Landlords Right of Access and force entry to your home. The costs will also be recharged to you.

Gas Safety

Should you suspect a gas escape please contact the National Grid's Emergency Service, freephone anytime on 0800 111 999.

Please also carry out the following:

- Turn off the gas supply at the meter
- Put out all sources of ignition
- Do not smoke
- Do not operate electrical switches
- Open doors and windows for ventilation



Merry Christmas

to one and all...

On behalf of all the staff and Committee at Hawthorn we would like to wish all of our tenants a very Merry Christmas and a Happy New Year.

Emergency Numbers

For emergency repairs including gas central heating repairs freephone City Building on 0800 595 595.

If you have had a new central heating system of bathroom fitted by CCG in the past 12 months please contact them direct on 0141 643 3744. This number is diverted directly to an out of office hours technician's mobile who will attend.