

OFFICE OPENING & CLOSURE DATES

The office will be closing on Thursday 24th December 2020 for the Christmas holidays and will reopen on Wednesday 6th January 2021.

DECEMBER 2020

Co-op organises Christmas Crackers!

The Co-op isn't able to hold its usual events for the community this Christmas due to the restrictions. We are however organising some events that we hope will make Christmas just that wee bit more special at this difficult time.

MEMORY TREE

A memory tree is being installed outside the office. In the newsletter you will find a Christmas tree decoration that you can colour in and add a message. Please feel free to put it on the tree. We can't organise a community event for this – so please go round and put the decoration up whenever it is convenient for you.

CHRISTMAS EVE

Following a suggestion from one of your neighbours, we are asking everyone to come outside on **Christmas Eve at 6pm** and ring a bell for 2 minutes to spread Christmas spirit and to help Santa fly his sleigh. After a tough year it would be an amazing memory for the kids and community. End 2020 with a bit of magic, hope and togetherness.

We will remind everyone on Facebook nearer the time and it would nice if people could film it and post it on Facebook.

CHRISTMAS BOX

We are particularly disappointed that we can't hold our popular kids party this year. Committee members will be at the office on **Thursday 17th of December from 4pm** to hand out Christmas boxes to primary aged children that live in our houses. We will have social distancing in place to keep everyone safe – so dress warmly as there may be a queue.

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TORR STREET AND

Tenants/members of the Co-op will remember that back in April 2018 the Co-op held a meeting with its residents to discuss Allied Vehicles proposals to convert Torr Street into a large car park. The community were strongly opposed to this and nearly 40 tenants attended a meeting in the Co-op's office to discuss the proposal.

We have now been informed that Allied Vehicles have applied for full planning permission for the work.

The Co-op, and other neighbours have to reply by the 11th of December. The Co-op has replied to the Council, making the following points –

- We are unaware of a Pre-Application Consultation process being completed as required for a development of this size.
- The development will result in the loss of a recreation space that is well used by local people [e.g. dog walkers and children] and home to wildlife. The area was previously used for recreational purposes - as football pitches, then as a community hall and since then as an urban wildlife area well used by local children for informal play. The development will result in the loss of amenity for local people with no replacement benefit.
- The development will result in the loss of a well-established and well used public right of way that had been created by the local community. The replacement path appears to have poor sightlines at the corner which will discourage people from using it.
- The area around these houses suffers from piecemeal development – a mix of industry, derelict land and derelict buildings. The land was previously identified as suitable for housing. The local community would like to see the site used for recreation or housing and we see its use as a car storage facility to be incompatible with the needs of this community further isolating this residential area from other housing and/or recreational land.



Standing room only at meeting of residents to discuss Torr Street site in April 2018

- The development will result in a huge increase in vehicular traffic increasing the noise, air pollution and fumes in a datazone which has the poorest health in Scotland.
- We are concerned that assembly/manufacturing could be transferred to this site in the future.
- We would like to see that this land is put to benefit of this community, it has endured derelict land and derelict buildings for 30 years.
- The proposal really hampers the Co-op's long-term efforts to create a nice place to live, we are investing heavily in the area and this development does not complement this, it is essential that the surrounding area assists this work – we don't want to see it slip back to the way it was.

The Co-op will continue to oppose this development to ensure the community has access to good quality public spaces on nearby land.

Do you want to give your views on the proposal to turn the Indian Trail into a car park?

Please follow this step-by-step guide If you want to make your views known about the plans for Torr St:

1. Go on to the Council's webpage www.glasgow.gov.uk
2. click on 'Planning and Building'
3. Click on 'I'd like info about Planning Applications and Guidance'
4. Click on 'How do I View Applications, Appeals and Decisions'

THE INDIAN TRAIL

5. Click on 'View application, appeal, local review and enforcement information' and then 'click on 'By clicking here I confirm that I have read and accepted the Terms and Conditions.'

6. This takes you to a search page. Enter Finlas in the box titled 'keyword' and press search. This brings up this application.

7. If you want to comment you will need to register - you cannot comment anonymously.

If you want your views known about this proposal this is how you do it. The Co-op has made its views known - but it will be much more effective if members of the community made their views known by commenting on the website. Remember, you need to make your comments by 11th of December 2020.

Co-op consults on rent increase

The Co-operative is consulting tenants about its proposed rent increase this year. It is consulting on two options.

The issues we think are important

Colin Turnbull, Director of the Co-op says, "The management committee realised how important it is for tenants that rents are as affordable as possible, this was confirmed in the recent Tenant Satisfaction Survey. In the last two years the Co-op has kept the increase to inflation only. These have been as low as any other association in the Glasgow area."

The Co-op does however need to ensure that it covers its costs over the long term and raises enough money to pay for future investment in the houses. So, if the Co-op is considering introducing a new service it needs to make sure it can cover these costs.

This year the Co-op is giving tenants two options –

- An increase of inflation only – 0.7% or
- An additional increase to cover the cost of bulk uplift – 2.2%

Colin explains, "This year the Council has withdrawn its free bulk uplift service. We have calculated that we need to increase the rent by a further 1.5% to cover the cost of the bulk uplift service. This is a new service that we had not budgeted for and as it will be incurred every year, we feel that we cannot absorb these costs in the long term."

The Co-op is therefore consulting on an option - an increase of 2.2% -with the additional income from this increase being used solely to finance the introduction of a fortnightly bulk uplift service. This was previously provided free of charge by the Council. The Management Committee believes this service is important in ensuring the area is a nice place to live.

The only way this bulk uplift service will be provided is if the rent is increased to reflect the additional cost. We have estimated the rent increase that would be required to meet the cost of the service based on the costs we have incurred so far, but we would put the service out to competitive tender to ensure we got the best value for our tenants/members.

Have your say

The Co-op is sending survey forms to every tenant asking for their views on the options. The Co-op will also be phoning a random sample of tenants to discuss the rent increase.

All the feedback will be pulled together and reported to the Management Committee meeting on 25th of January 2021. At that meeting the Management Committee will consider this feedback along with all the other factors. Committee will decide on the increase that will be made.

Farewell to 2020!

Colin Turnbull, Director of the Co-op says “2020 has been such a difficult year for everyone. It has brought challenges none of us has had to face before. We would like to thank all our tenants/members for working with us during these times and we hope that we can start to see the light at the end of the tunnel in the New Year.”

The staff and management committee from the Co-op were particularly pleased with the results in the Tenant Satisfaction Survey carried out in August. 96% of tenants said they were satisfied with the Co-op’s response during the lockdown.

Colin says, “We hope that we can build from this and make real improvements as we return to more normal times. On behalf of staff and committee we would hope everyone in this community has an enjoyable festive break and a safe and happy New Year.”



Colin, Director of Hawthorn Housing

ARRANGEMENTS FOR REMOVING BULK

As you will know, the council has stopped providing this service free of charge. You have three options if you want to get rid of bulky waste –

- You can take the items directly to Dawsholm recycling Centre [it is open 7 days a week]
- You can arrange for items to be uplifted by contacting the council using their ‘app’. They will uplift the items at no charge. You can download the My Glasgow App from the app store or register on the council’s website at www.glasgow.gov.uk
- The Co-op will be augmenting these arrangements by providing a back-up service over the

Christmas period. We have arranged for a contractor to uplift from the normal bulk uplift points on:

- Wednesday 9th of December
- Wednesday 23rd of December and
- Wednesday 6th of January

Please do not leave items in the bulk uplift areas until the Monday before the uplift date. This is to keep the place tidy and to prevent items being strewn around the area.

Thank you for working with us on this.



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.



POLICY REVIEW

The Co-op has recently reviewed the following policies:

- Void Management
- Medical Adaptations
- Major Repairs
- Control of Legionella
- Home working
- Abandoned Property
- Abandonment Procedure
- Former Tenant Balance
- Committee Expenses
- Communication
- Treasury Management
- Procurement Strategy

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.

Getting Hawthorn Connected!

The Co-op has been working hard with its partners to ensure as many families as possible in the Hawthorn area are digitally connected, with access to the internet.

Emma Lynass, Customer and Financial Services Assistant says, "We recognise it is important that families have access to the internet at this time to keep in touch with each other, to apply for jobs and benefits, to study and to get the best deals available."

The Co-op obtained 20 refurbished PCs from Remade Network and 5 Chromebooks from Glasgow Life. It has circulated these to people in the community that could benefit most from them.

The Co-op is delighted that we have obtained money from the Scottish Government to distribute another 17 Chromebooks to families that need them. Please complete the survey form inside this newsletter if you would like to apply for one.



Emma getting ready to hand out the PCs and Chromebooks to tenants

Hawthorn Community Action Group

The group has commissioned a consultant to produce a masterplan for developing the Bardowie Street/Glasgow site to provide better facilities for all local people. It has already obtained £12,000 for play equipment that can be used by all children and has obtained £18,000 from the Scottish Government to install outdoor fitness equipment at the park.

The group is made up of local people and they hope to see the masterplan completed in the Spring. Please get in touch if you would like to get involved.



Members of the group at a meeting last year, just before the lockdown

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 make sure that your lights are switched on to enable us to take your effort into consideration on the day of judging. The judging will take place on **Monday 21st December 2020** between **4pm & 4.30pm**

so make sure that your lights are on. The competition will be judged by an independent person. Good luck to all who take part.

Prize: £50 Tesco Gift Voucher



Golden Ticket

For the past number of years, the Co-op has hosted our annual over 50s Christmas Event, where our legendary bingo sessions are run by Peter Kelly, Asset Manager. Sadly, we are unable to hold the event this year however, the good news is that we still have several prizes to give away!

If you are lucky enough to receive a GOLDEN TICKET inside your copy of this

Newsletter – give us a call on 0141 336 2138! Your lucky ticket will be swapped for a festive treat.

3rd Prize – Bottle of Prosecco/Wine – 3 winners

2nd Prize – Bottle of Vodka or Whiskey – 2 winners

1st Prize – Litre Bottle of Vodka or Whiskey, and a tin of chocolates – 1 winner

Kids Corner!

Can you make us laugh?

Send us your funniest Christmas joke, either by text to 07458 304 944, phone on 0141 336 2138 or on Facebook and the funniest joke will win a Lego set!

Please be sure to include child's name and age on entries.

Competition ends Friday 18th December at 12pm. Winner will be announced on Facebook on Monday 21st December.

Co-op submits second Assurance Statement

We submitted our second assurance statement to the Scottish Housing Regulator in October. Our assessment is that while we had improved our level of compliance over the year, there continues to be areas where we can improve our compliance with the legislation, regulation and regulatory standards that apply to us. However, there are no areas where we assessed this non-compliance as material.

We have a one year plan to improve our compliance with the regulatory standards. This is detailed in this newsletter. Progress against this plan is monitored at each monthly management committee meetings.

While the Assurance statement is only one page long, it is underpinned by a mass of detailed evidence to demonstrate and justify the level of compliance the Co-operative is claiming to achieve. To make sense of this we have adopted two levels of assurance to organise and order all the data. Each level uses a traffic light system to indicate the grade of compliance.

The highest level is a dashboard – summarising our compliance against the Scottish Social Housing Charter, the Regulatory Standards and Regulatory requirements and legislation. This is laid out on the next three pages.

Progress made since the first statement was submitted meant that nine areas identified as being ‘compliant with room for improvement’ in 2019 were re-assessed as being ‘fully compliant’. The 2020 return is summarised below –

- | | |
|--|----|
| • Fully compliant | 42 |
| • Compliant but with areas for improvement | 9 |
| • Materially non-compliant | 0 |

Please get in touch with Colin Turnbull on 0141 336 2138 or colin@hawhousing.co.uk if you would like to discuss any of this.



Assurance Framework Dashboard

August 2020 Scottish Social Housing Charter

KEY

Compliant

Working towards compliance

Compliant
(with non-material areas for improvement)

Not compliant

The Customer/Landlord Relationship (Equalities, Communication and Participation)

- Equality and Diversity Audit June 2018
- Equality Action Plan 2019 – good progress made but needs review
- Satisfaction with being kept informed increased from 96.8% to 100% and opportunities to participate fell to 94% from 97.6%. This compares well with other small urban RSLs [96.1% and 95.5%]
- Recording and Learning from complaints to be reviewed & improved
- Tenant Consultation Panel was meeting 4 times a year - but not since lockdown, difficult adapting to the lockdown
- Committee meetings summarised in Facebook
- Programme for Equality Impact Assessments to be implemented
- Diversity in community better reflected on committee [race, gender, employment]
- Hawthorn Community Action Group set up with broad cross-section
- TPAS award received for work with Chinese tenants - again affected by lockdown

Housing Quality and Maintenance

- Repairs carried out quickly - average of 2.8 days compared to 3.7 for peers
- Emergencies slightly slower than peers, non-emergencies slightly quicker
- Stock condition survey completed – 30 year investment strategy from own resources in place
- All houses - other than 1 in abeyance - now comply with SHQS, [3.5% of peer group fail]
- Insulation required to 6 flats to ensure all comply with EESSH1 - to be completed within 12 months
- Major investment in older properties [all to have received new heating systems, kitchens and bathrooms by 2024]
- All investment to be financed without borrowing
- Customer satisfaction with quality of home remained at 88% [lower than peer group of 91.5%]
- We do not have a formal appointment system, but tenants do specify when they would like work carried out.
- High level of repairs carried out right first time 96.4% [96% for peer group]
- 93% satisfaction with repairs service compared to 96% for peers

Neighbourhood and Community (Estate management and Anti-social behaviour)

- High satisfaction with the management of the neighbourhood 98% [93.5% with peer group]
- Caretaking service expanded [weedkilling etc] though those very satisfied fell from 91% to 75%, reflecting the cancellation of the service during early lockdown.
- ASB complaints are low level and all dealt with on time [96.8% for peer group]

Access to Housing and Support (Housing options and Tenancy sustainment)

- Applicants are offered interviews to complete applications and consider options
- Welfare advice, Financial inclusion and Tenancy support services are available
- Allocations policy reviewed to comply with 2014 Act
- 'Patchy' performance in allocating to homeless. Poor flow of referrals will struggle to achieve target of 90%
- Level of tenancy sustainment fell from 94.1% to 88.9% compared with average of 93.2% for peer group

Getting Good Value from Rents and Service Charges

- Level of overall satisfaction lower than peer group average [93. % compared to 95.1%] though remained at similar level despite impact of covid restrictions on services provided
 - Rent increase held at CPI for second year in a row, bringing us closer to peer group average.
 - Voids performance poor due to impact of knock-on voids from new build, but has created a more stable community, 3.4% compared to 0.7% average for peers
 - Rents restructured from 2015 – 2017.
- Significant increase but Co-operative financially viable over long term
 - 2017 – all rents assessed to be affordable using SFHA tool.
 - Satisfaction that rents provide value for money held at 86% still slightly lower than peer group average 89.5%
 - Continuing poor rent arrears performance. Current arrears of 7.3% are nearly treble peer group average of 2.5%

Regulatory Standards

Standard 1 – Leadership and direction

5 statements are compliant

1 statement compliant (with non-material areas of improvement)

Standard 3 – Managing resources for affordable rents

5 statements are compliant

2 statement compliant (with non-material areas of improvement)

Standard 5 – Honesty and integrity

7 statements are compliant

1 statement compliant (with non-material areas of improvement)

Standard 7 – Organisational changes

5 statements are compliant

4 statement compliant (with non-material areas of improvement)

Standard 2 – Openness and accountability to customers

4 statements are compliant

0 statement compliant (with non-material areas of improvement)

Standard 4 – Making decisions and managing risk

6 statements are compliant

0 statement compliant (with non-material areas of improvement)

Standard 6 – Skills and knowledge

6 statements are compliant

1 statement compliant (with non-material areas of improvement)

Regulatory Requirements & Legislation

Health and Safety

- Management committee trained on Health and safety
- 2019 fire safety assessment stock assessed as tolerable. Programme to be developed to complete minor works by Dec 2020
- Landlord issues – legionella, asbestos, fire safety, electrical, gas, asbestos – all comply with current legislation
- Contractor being employed to install smoke detectors in every house
- Employer issues – Comply with Best practice and EVH guidelines/advice
- Our processes for ensuring tenant safety are being assessed in collaboration with 4 other RSLs

Data Protection and Published Information

- Website has been reviewed to comply with FOI
- GDPR policy in place.
- FOI compliance from 11.11.2019

Scottish Public Services Ombudsman Complaints

- Complaints handling to be reviewed to ensure we learn from complaints

Equality and Human Rights

- Equalities and Diversity action plan in place.
- Equality Impact Assessment tool in place. Identify policies where it should be used this has to be fully implemented

Accounting Taxation and Financial returns

- External auditors been appointed following competitive tender.
- Internal auditors being competitively tendered.
- All financial returns made on time

Environmental Protection

- All activities [eg weed spraying] comply with environmental regulations
- Environmental Strategy still to be developed to ensure we comply.

Performance Reporting, Tenant Scrutiny, Complaints

- Charter return has been audited/validated, though error in 2019/20 submission
- Assurance statement will be submitted by 31.10.2020 with improvement plan developed to improve compliance
- Tenant Consultation Panel programme and capacity to meet virtually to be developed
- Complaints handling to be reviewed to ensure we learn from complaints

Whistleblowing

- Whistleblowing Policy in place
- Committee members asked to demonstrate awareness of whistleblowing in appraisal

Housing Law

- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act following training from TPAS

Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH

Co-op lays out its plans for the year

The Co-op has agreed its plan for the coming year. This has been developed to:

- Improve our compliance against the regulations that apply to us,
- Address the priorities identified by tenants in the Tenant Satisfaction Survey and

- Improve performance in key areas of service delivery where our performance is not as good as some other Associations.

Please get in touch if you would like any more information on these priorities.



Action Plan from 01.11.20 to 31.10.21

November

- Arrangements for managing meters in void houses reviewed
- Special letter to all tenants owing over £1k
- Advice to audit sub on how budget assumptions compare with other clients and industry standards
- Current year's budget reviewed in light of covid
- Rent affordability test carried out
- Improve digital inclusion within the community by providing equipment to enable 35 households to be digitally connected

December

- Collaborative review on governance procured
- New finance system [including Purchase Order system] fully operational
- Collaboratively procured report on tenant safety completed
- Review complaints policy to ensure it complies with best practice

January

- Internal auditor appointed
- Introduced a sustainable arrangement for dealing with bulk
- Consider ASB policy at Operations sub-committee

February

- Internal audit programme agreed
- Awayday held to ensure sufficient committee input into Business Plan
- Business Plan reviewed by Mullholland's to ensure compliance with Regulator's Best Practice

March

- Business Plan completed
- Hawthorn Community Action Group (HCAG) Bardowie St park masterplan complete and supported by partners
- HCAG to have well attended meetings in place
- Excluding transfers - section 5 referrals sought for 90% of voids
- Possible reintroduction of social events reviewed
- Void days to let reduced to 35 days
- Rent increase of CPI
- Rent arrears reduced to 5.5%
- Action plan for implementing best practice arising from collaborative review of tenant safety
- Review working from home arrangements
- Tenant Consultation Panel to consider programme of issues - include performance review
- Review VFM statement with tenant consultation panel
- Ensure budget setting procedure is followed
- Collaboratively procured policy developed to ensure organisational changes or disposals we make safeguard the interests of, and benefit, current and future tenants
- Identify policies where Equality Impact Assessments are required
- Review with new committee members the effectiveness of the induction process

April

- Tenant Consultation Panel to review performance against charter & info re our spend
- Tenant Consultation Panel resurrected panel & agree how meetings to be held [covid]
- Collaboratively procured policy on organisational changes or disposals implemented
- Plan agreed for influencing wider development of Possilpark in an efficient way
- Consider whether an officer should be given a compliance role
- Review and introduce most appropriate model for organisational development
- Review website to ensure it complies with FOI and all other legislation
- Consider how frequently financial processes should be audited
- Chinese tenants group resurrected
- Review committee training need and how they would like them met in light of covid restrictions
- Review job descriptions of senior staff, office bearers and committee

June

- Working group to have reviewed approach to make fuller use from complaints

- Working Group to have completed review of Complaints handling

August

- Collaborative review of governance completed

- 2 competitions to encourage use of Facebook

- Complete programme of minor work following fire safety assessment

September

- Bardowie St Park Phase 1 complete - play equipment etc installed

- Action plan to implement best practice/recommendations from review of governance agreed.

- Review of accessibility to office, services, phone, digital by all customers reviewed and action plan agreed

- Review Allocations Policy including Harassment points – new lower award for lifestyle dispute/neighbour dispute, Removing social support points for transfers, Considering offering 3 apts to waiting list applicants who ‘need’ a 4 – but wouldn’t be statutory overcrowding, Loyalty’ points for transfers –e.g. 1 point for every 3 years,

- Review mutual exchange policy

- Annual report on complaints in Autumn newsletter, summarised in Facebook

- Review to ensure that budgets are monitored appropriately by audit sub

- Check other RSLs re best practice in ensuring senior officer doesn’t provide advice in an issue they have an interest in

- Compare arrangements for detecting fraud with other RSLs

- Produce an Environmental Protection strategy

October

- Three editions of newsletter issued

- Void days to let reduced to 26 days

- Rent arrears reduced to 4.7%

- All houses to achieve EESH1 with no house below 60 [attic flats]

- All renovated flats to have been offered new bathrooms

- No more than 3 renovated flats not to have new heating systems

- Upgraded bathrooms [including showers] installed in 39 houses

- Smoke detectors that comply with legislation installed in 90% of houses

- Electrical inspections carried out to 90% of houses in last 5 years.

- Invested £40k from founding membership of SPA into community benefit

Major Repair & Cyclical

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 undertaken by consulting building surveyors. This then allows us to prepare a more immediate investment plan over the next 5 years, of which we are now in year 2.

Over the next 3 years the largest area of expenditure within the 5-year plan will be for the replacement of kitchens within all the tenement properties.

A programme showing those properties involved is detailed in the table below.

Financial Year	Tenement Properties
2021/22	2-16 Finlas St; 21-33 Fruin St
2022/23	2-8 Sloy St; 16-10 Fruin St
2023/24	8-2 Fruin St & 10 Ashfield St; 3-7 Sloy St & 2-6 Fruin Place

The Co-operative recently carried out fire safety risk assessments within all its closes and identified certain minor upgrading works that require to be undertaken to minimise the risk of the spread of fire. These works will involve installing door closers and fitting smoke seals to the flat entrance doors within the closes and will be undertaken this year.

The programme for all the main areas of expenditure for this financial year is shown in the table on the next page but it is very much subject to change dependent upon any restrictions that might be imposed for tackling the on-going pandemic. If tenants have any questions relating to the programme, they should contact Peter Kelly, the Asset Manager.

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.

l Works for 2021/2022

Phase	Addresses	Gas Servicing	Close Cleaning	Grounds Maintenance	Painting Contract	Gutter Cleaning	Kitchen Replacement	Fire Safety Upgrades
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 Glentrool Gardens	✓		✓		✓		✓
PHASE III	2, 4, 6, 8 Sloy St, 21, 23, 25, 29, 31, 33 Fruin St	✓	✓	✓	✓	✓	21-33 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	✓	✓	✓				24 & 30 Fruin St
TOFFS	1-49 Braemore Gardens, 1, 3, 5, 7, 9, 11, 15, 17, 19, 21, 23 Finlas St	✓	✓	✓				1 Finlas, 21 & 31 Bramore
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 2021/22 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 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.

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

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.

Complaints Update

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 2020. All the complaints were responded to within the set timescales.

Complaints Received	Apr 20	May 20	Jun 20	July 20	Aug 20	Sept 20	Total
Complaints received at Stage 1	0	1	1	6	2	2	12
Complaints received at Stage 2	0	0	0	0	0	0	0
Complaints Resolved							
Complaints resolved at Stage 1	0	1	1	5	2	2	11
Complaints resolved at Stage 2	0	0	0	1	0	0	1
Escalations							
Escalations to Stage 2	0	0	0	1	0	0	1

Reason for Complaint	Apr 20	May 20	Jun 20	July 20	Aug 20	Sept 20	Total
Contractor	0	1	0	2	0	0	3
Staff	0	0	0	0	1	1	2
Equalities	0	0	0	0	0	0	0
Policies & Procedures	0	0	0	0	0	0	0
Governance	0	0	0	0	0	0	0
Finance	0	0	0	0	0	0	0
Maintenance	0	0	1	2	1	0	4
Housing Management	0	0	0	2	0	0	2
Money Advice	0	0	0	0	0	0	0
Estate Management	0	0	0	0	0	1	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 and equip them with all the information they need for their tenancy. When moving into a new property tenants are given a Tenants Handbook which contains information on the repairs process, alterations, allocations and the complaints

process. We will continue to update tenants via newsletters, website and Facebook of things we have learned via complaints.

We are going to be reviewing how we handle and learn from complaints. Please get in touch if you would like to be involved in this review.



spot 10 differences



PAYING YOUR RENT

We would like to remind all tenants that they can make payments towards their rent by using their Allpay payment card at any paypoint outlet.

The co-operative are keen for as many tenants as possible to use methods other than cash to pay their rent as it enables them to make payments when the office is closed particularly in the evenings and at the weekend and even more so now that the office is closed due to the Pandemic.

Tenants can also pay by using internet banking, please contact a member of the Housing Management Team who can provide you with the bank details to allow you to do this.

We know at this time of year people like to spend money on presents etc for family and friends but we need to remind you that it is essential that you keep to any arrangements made and continue to make payments as agreed over the festive period.

If you miss any payments, we will be left with no option but to escalate your case which may result in your case being booked into court and you will be at serious risk of losing your home.

The Co-operative only proceeds to Eviction as a last resort but when tenants continually break arrangements and do not co-operate with staff efforts to reduce their balance, they have no other option.

Merry Christmas



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



Emergencies Outwith Office Hours

For gas central heating repairs and for all other emergency repairs please contact City Building on 0800 595 595.

Other Emergency Numbers

Gas leaks:	0800 111 999
Scottish Water:	0800 077 8778
Scottish Power:	0800 092 9290