

**OFFICE OPENING
& CLOSURE DATES**

The office will be closed on
Friday 22nd and Monday
25th of September.

Glasgrov Community Garden continues to bloom!

Our community garden is blooming with lots of fruit and veg being grown and harvested. The young people at the Friday night session have been working hard, planting potatoes and wildflowers and ensuring that the garden is watered. We've recently planted over 100 trees, which in the coming years will provide a crop of fruits such as crab apples and elderberries.

There has also been a photo shoot with our tenants which will be part of an article run by STV to highlight the benefits that the garden has made and also the importance of funding to continue making progress. Some of our

young people who attend the gardening session on a Friday night came along with some of our Chinese tenants to help with some tidying in the garden and plant out some more vegetables.

If you are interested in being involved in garden and helping to maintain it or if you'd like to grow something, please contact Gillian on 07856 282027 or gillian@hawhousing.co.uk.

Please also get in touch if you know any young children that would like to attend the group.



COMPLAINTS AND CUSTOMER FEEDBACK

We recognise how important it is to listen to our tenants and to try our best to get things right for them.

This can be difficult at times but it is important to do it where we can. This section looks at how we have dealt with and learned from complaints made by tenants and from other

feedback we have received in surveys with Hawthorn Tenants Circle.

Please get in touch if you would like to join Hawthorn Tenants Crce – nearly half our tenants are members of the circle and it can be a quick and easy way to influence the Co-op.

The first section looks at the complaints we received in the first three months of the year.

1. Complaints

Complaints	Number	% Responded to on time
Stage 1	1	100
Stage 2	0	N/A
Antisocial Behaviour (ASB)	6	100%

2. Categories

The tables below show the complaints resolved during quarter 4 by service area and type, sorted by those most prevalent. The number of these complaints that were upheld is also shown as useful context but ASB complaints are not considered to be upheld or not.

Service Area	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Estates & ASB	6	0	6	86	0
Planned Maintenance	1	0	1	14	1
Allocations	0	0	0	0	0
Reactive Repairs	0	0	0	0	0
Housing Management	0	0	0	0	0
Corporate / CCT	0	0	0	0	0
Rent Account	0	0	0	0	0
Total	7	0	7	100	0

Stage 1 and 2 complaints only (no ASB)

Type	Stage 1	Stage 2	Total	As % of all Complaints	Upheld
Poor quality service	1	0	1	100	0
Poor comms / lack of info provided to customer	0	0	0	0	0
Disagreeing with allocation	0	0	0	0	0
Long standing issues not addressed	0	0	0	0	0
Disagreeing with previous decision	0	0	0	0	0
Missed appointment	0	0	0	0	0
Staff attitude / professionalism	0	0	0	0	0
No response to previous enquiry / complaint	0	0	0	0	0
Total	1	0	1	100	0

3. Learning from complaints

The table below provides an example of the themes and learning identified from quarter 4 complaints.

Description	Learning Recorded / Action Taken
Tenant not happy with bathroom works timescale, contractor not turning up etc.	Maintenance assistant arranged to meet contractor at property to ensure access granted.

You said

We did

As a result of listening to the feedback from tenants/members, we are making changes in three areas:

Introducing an ESOL course

Following a suggestion from one of our Chinese tenants, we are in the process of arranging ESOL lessons which will be held at the Hawthorn office and open to all of our tenants, free of charge. For further information, please contact Gillian.

Not enough bins/recycling bins

Tenants told us that they their refuse area was not kept tidy due to a lack of bins provided from the council. We arranged for the council to provide recycling bins and bin lids for some areas that didn't have them. We also installed drainage plugs where they were needed and installed padlocks to the bin areas on Finlas St so that people from outside those blocks couldn't use them to dump their rubbish.

Local bus route

Tenants told us they would like to see a local bus route reintroduced to the area. We have been working with Councillor Higgins to see if we can make this happen.

Getting access to our services

The Co-op wants to make sure all our tenants find it easy to access our services. We are particularly keen to find out if older tenants, tenants with a disability or tenants who do not have English as their first language find it difficult.

Please contact Colin at the office if you have had problems getting in touch with the Co-op [by phone or by visiting the office etc] and would like to let us know so we can try to remove the barriers.

Support with fuel costs

Over the last year the Co-op has been really successful in getting support to help tenants with their fuel costs. We have managed to get nearly £100,000 to help with their energy cost or to write off some of their energy debt.

Colin Turnbull, Director says “there have been various schemes where financial help has been available to help tenants with the cost of energy. We have done our best to access these funds to benefit as many tenants as possible”.

Colin says, “we managed to get £200 to help every tenant, but the other funds have not been available to every tenant. Often, we are told

about them at short notice and we have had to apply quickly because the funds are limited and other organisations are applying for the same money. Different schemes have also asked for different information from tenants.”

Things have been further complicated because eligibility has been dependant on the type of meter the tenant has, who their fuel supplier is and the make up of the household etc. Colin says, “we realise this has been frustrating for some tenants and some have felt it is unfair because some tenants have been got assistance and others haven’t”.



He says, “we don’t make the rules, but our approach has been to try to get as much help as possible for as many tenants as possible”.

Co-op staff will be gathering information from tenants so that it has the information in advance – allowing it to apply as quickly as possible for financial support for tenants should this become available.



Welcome to Linda

Linda Friel has joined the Co-op as our new Housing Assistant. She replaces Lisa who has moved onto a new job.

I am sure we all wish Linda a warm welcome to the Co-op.



Energy Advice to be available for tenants

The Co-op has got funding to allow tenants to get expert advice from the WISE group on energy issues. The scheme will run from the start of October to the end of March.

The advice will cover –

- how to use appliances and heating system as efficiently as possible,
- Dealing with crisis situations [eg no fuel],
- Dealing with suppliers to reduce or write-off debt,
- Help to maximise income.



From the start of October, if you would like to access this service, please speak to someone from this office and we will arrange for an adviser to contact you.

The Co-op's Engagement Plan

Every year the Scottish Housing Regulator provides every social landlord with an Engagement Plan. This outlines what it requires from the landlord during the year based on their assessment of the landlord.

The Engagement Plan issued by the Regulator for the Co-op is shown below.

Hawthorn Housing Co-operative Ltd

Engagement Plan 31 March 2023 to 31 March 2024

Regulatory status

Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from Hawthorn Housing Co-operative Ltd (Hawthorn) other than the annual regulatory returns required from all RSLs.

Regulatory returns

Hawthorn must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

New support service for tenants

The Co-op realises that quite a few tenants are struggling with the cost of living crisis. As we move towards the colder months we realise that many tenants will find it difficult to meet the cost of heating their home.

This could affect their physical and mental health through the stress it is causing them. Through this partnership, the Co-op will be able to refer tenants to the WISE group for support on a wide range of issues including - self-esteem, addiction, mental and physical health, social skills, budgeting etc.

The support will be provided for as long as the person needs it with the intention of addressing deep underlying issues to help the person grow and develop.

Please speak with someone from the Co-op if you would like more information about this

partnership or you would like to be referred to the project for support.



Community Event

On Saturday 12th August, we will be holding a community event in Bardowie Street Park. Join us for some multi-cultural food prepared by our tenants, children's activities with YPF, live music, African drumming, chess in the park and information stalls.

The event is free and will run from 11am - 2pm. It's shaping up to be a great day!

If you'd like to get involved, please contact Gillian on 07856282027



Bins and recycling

There are still problems with the condition of some of the bin areas at the tenement blocks.

Here are a few rules that we think will help improve the situation if everyone could follow them:

- Please put paper, cardboard, tins, cans and plastic bottles into the blue bins,
- This will leave enough space for domestic waste in the general waste bins,
- If you ask your children to take bags of rubbish to the bins, please make sure they are able to open the lid and dump the rubbish properly into the bin.
- Do not put large items in the large bins [as this use up space that is needed for household waste]. Please put large items out to one of the pick up point for uplift on a Wednesday morning,
- Please do not use the backcourt bins if you do not live in that block as this makes the situation worse for the people in that block .

If this is done it will greatly improve the area and greatly reduce the problems with rats.

ESOL Classes

The Co-op are keen to support our tenants who do not speak English as their first language. We have arranged with The Glasgow ESOL Forum to provide an ESOL course for our tenants. The course is designed to help our tenants build on their English skills making communication a more positive experience. This will start sometime in August and will be held in the office on Finlas Street. The classes



ESOL Classes
English for Speakers of Other Languages

will be free and will be available to any tenant who would like to strengthen their English.

If you are interested in taking part, please contact Gillian on 07856282027 or gillian@hawhousing.co.uk.

Our AGM



This year's AGM is being held on the evening of Tuesday 12th of September at the Masonic Hall. All Co-op tenants are members and are therefore entitled to attend. We hope that people will be able to attend via Zoom but also able to come to the meeting itself.

This is a great way to find out a bit more about the Co-op and we are really keen that as many people as possible attend. The Co-op needs the active involvement of its members and this is a great opportunity to have your say on what the Co-op has been doing.

Garden competition

We have three prizes –
1st £50
2nd £30
3rd £15

There are some beautiful gardens in the area and the Co-op thinks it is nice to recognise this and reward those that we think are particularly good.

We have arranged to inspect the gardens on Wednesday 9th of August between 11am and 12.30 pm..

Inspect all front gardens. However please let us know if you would like us to have a look at an upper floor verandah or back garden.

