



2017/18

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

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www.hawthornhousing.org.uk

Office Opening Hours

Monday 9.00am – 4.30pm

Tuesday 9.00am – 4.30pm

Wednesday 10.30am – 4.30pm

(on the last Wednesday of every month the office will close between 9.00am – 1.30pm for staff training)

Thursday 9.00am – 4.30pm

Friday 9.00am – 4.00pm

Emergencies Outwith Office Hours

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

Following a new installation of heating system or bathroom please report any defects/repairs in the first year to CCG on 0141 643 3744.

Other Emergency Numbers

Gas leaks: 0800 111 999

Scottish Water: 0845 601 8855

Scottish Power: 0845 272 7999





Message from the Chair

Welcome to our annual report/ charter report for the period 1st April 2017 to 31st March 2018. 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.

2017/18 was a really busy and generally successful year for the Co-operative. We celebrated our 30th Anniversary with an open day in the office which included a cinema and popcorn stall.

The range of issues the Co-operative is involved in is highlighted by our work helping our community voice their concern about the proposed use of the land at Torr Street. This issue is still not resolved, but it does show that this community knows how to get its voice heard.

I enjoyed my first year as Chairperson and it certainly brought home to me just how much the Co-operative does to make this a nice place to live.



Mattie McGeouch

Chairperson



Our People

Management Committee as of 31st March 2018



Office Bearers:

Chairperson Mattie McGeouch
 Vice Chairperson Helen Graham
 Secretary Catherine Ritchie
 Treasurer Gillian Spence

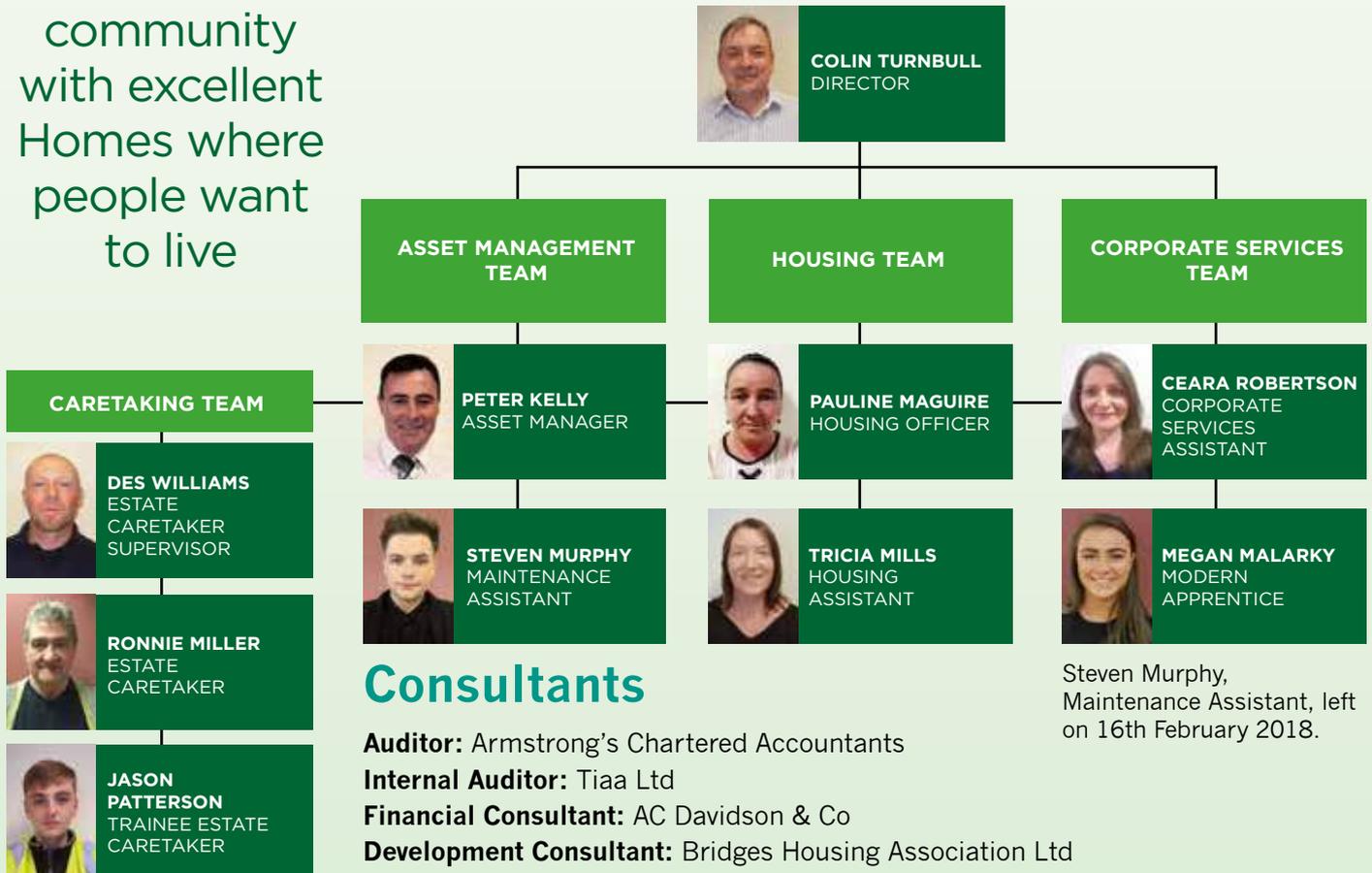
Other Committee Members:

Adebimpe Ademosu, Elizabeth Anderson, Oluwakemi Belgore, Rachel Bowman, Laura Harrison, Lambert Iku, Bert O'Donnell, Robert Stewart, Elizabeth Todd and Eileen Wallace.

The following Committee member left the Committee during the year: Catherine Bowie on 27th February 2018.

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

OUR STAFF TEAM



Steven Murphy, Maintenance Assistant, left on 16th February 2018.

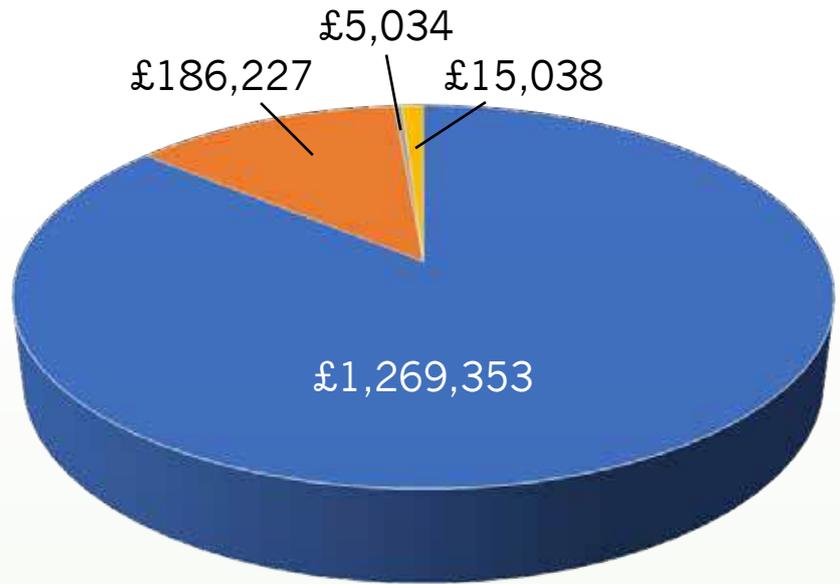


Our Finances 2017/18

Income

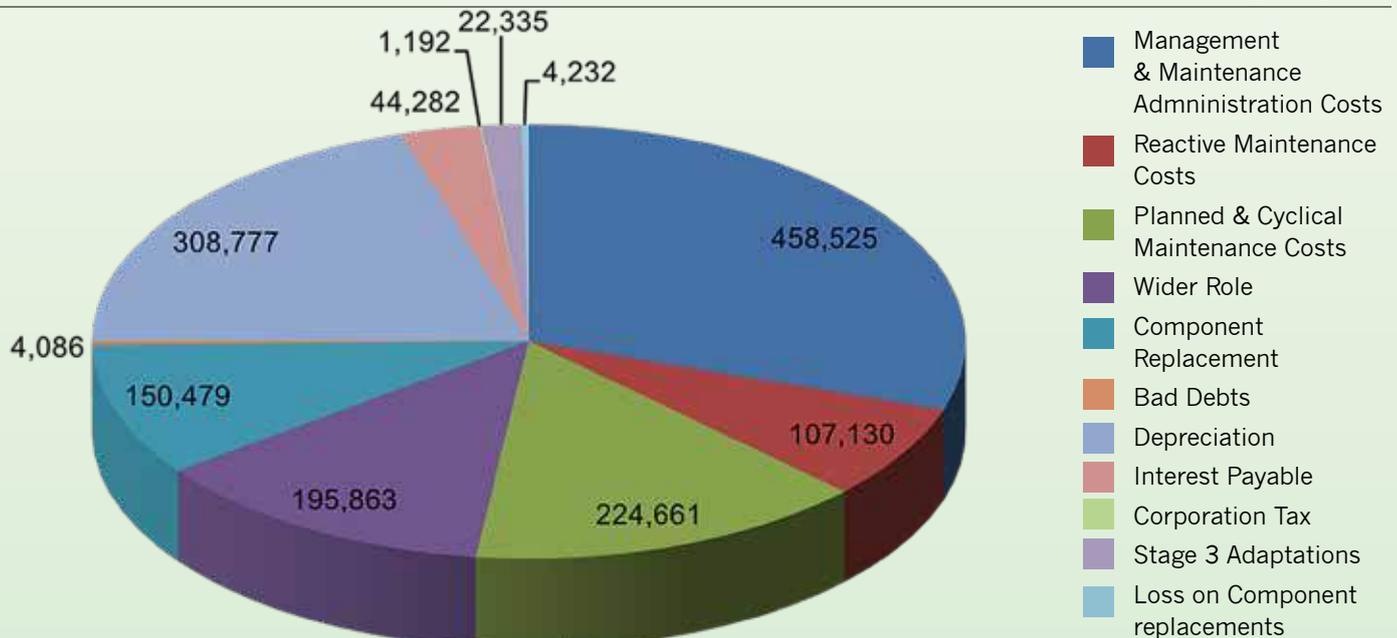
Rents Receivable	£1,269,353
Wider Role	£186,227
Interest Receivable	£5,034
Grants From Scottish Ministers	£15,034
Total	£1,475,652

- Rents Receivable
- Wider Role
- Interest Receivable
- Grants from Scottish Minister



Expenditure

Management & Maintenance Administration Costs	£458,525
Reactive Maintenance Costs	£107,130
Planned & Cyclical Maintenance Costs	£224,661
Wider Role	£195,863
Component Replacement	£150,479
Bad Debts	£4,086
Depreciation	£308,777
Interest Payable	£44,282
Corporation Tax	£1,192
Stage 3 Adaptations	£22,335
Loss on Component replacements	£4,232
Total	£1,521,562





Our Homes, our rents and value for money

We provide 316 homes for families in Possilpark. These houses generated rental income of £1,348,304 during the financial year. We increased rent by an average of 3% on 28th March 2018.

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	£73.52	£73.33	0.3
3 Apt	160	£74.93	£74.94	0
4 Apt	63	£82.36	£81.37	1.2
5 Apt	23	£91.09	£90.39	0.8

The amount of money we collected for current and past rent was equal to 96.7% of total rent due. This compares to the 93.52% we collected last year and the Scottish average this year of 99.4%.

We took an average of 48.9 days to let a house. This compares with 21.4 days last year and Scottish average this year of 30.7. The increase is affected by our decision to install new heating systems when houses are empty. We did not collect 0.82% of rent due because of the time houses were empty, compared to the Scottish average of 0.7%.

Action points

Arrears – This continues to be a top priority for the Co-operative. We will take firm action against any tenant who continues to fail to work with the Co-operative to reduce their arrears.

Voids – We will continue to install heating systems and carry out major repairs when houses are

empty as we believe this provides a better service and better homes for our customers.

We will however deliver the majority of our void repairs through a multi trade contractor to streamline the repairs service.



Our Performance - Repairs & Maintenance

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 1344 responsive repairs at a cost of £107,130. In the year before we carried out 1134 repairs at a cost of £90,136.41. This means the average cost of a repair rose from £79.48 to £79.71.

We carried out Emergency Repairs in an average of 2.3 hours. The Scottish average was 4.0 hours. It took us an average of 2.4 days to carry out a non-emergency repair, the Scottish average was 6.4 days.

We completed 97.1% of day to day repairs right first time, this was the same as the year before. The Scottish average was 92.2%.

As a result of this, in a survey carried out in September 2016, 84.7% of our tenants who received a repair were satisfied with the service they received. The Scottish average was 92.1%.

Planned and Cyclical Maintenance

The Co-operative invested £375,140 in both Planned and Cyclical Maintenance.

We secured grant funding of £24,514.71 for medical adaptations to carry out 15 adaptations.

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

As a result of this investment all of our houses meet the Scottish Housing Quality Standard. The Scottish Average is 94.2%.

73.6% of our tenants were satisfied with the standard of their home in September 2016.

Action points

We have continued our major investment in the older tenements. In 2018/19 we intend to install 89 bathrooms, 63 full central heating systems and 26 new boilers.

We plan to have installed new kitchens, bathrooms and heating systems in every one of our renovated tenement flats by 2023.



Housing Management Service

Our housing management service aims to offer high levels of service to all our customers. We use a range of measures to monitor our performance including setting targets, quality checks, and taking account of customer feedback.

We manage 316 houses. There is a healthy demand for houses in our area, though there is a lower demand for the older flats. We processed all new applications for housing within an average time of 2 days and keep the waiting list up to date by regularly reviewing applications.

We let 17 empty houses in 2017/18, 4 to existing tenants, 12 to people on our direct waiting list and 1 to a referral from Glasgow City Council.

How does our performance in 2017/18 compare with other similar landlords?

Category	Hawthorn	Scottish Average
Time to re-let empty houses	48.9 days	30.7 days
Rent loss [% of rent due]	0.8	0.7

Action point

We have appointed a multi trade contractor to carry out the work to the additional void houses we anticipate during 2019.



Dealing with anti-social behaviour

We dealt with 46 complaints of anti-social behaviour compared to 28 the year before. We dealt with all of these within target compared to a Scottish average of 87.9%.

Action point

To continue to deal with complaints as effectively as possible and ensure that we accurately record all complaints received.

Customer Complaints

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 2017/18 we managed a total of 13 complaints. All were resolved within the timescales set out in our Complaints policy.

Action point

We will ensure we accurately record and monitor all complaints to ensure we learn lessons from the feedback.



Your view of us and our services

Tenant Satisfaction

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

Question	Our Average %		Ave for all Scottish landlords %	Better or worse than Scottish average
	Last year	This Year		
Tenants satisfied with overall service provided by landlord	92.1	92.1	90.5	
Tenants who feel their landlord is good at keeping them informed about their services and decisions	96.8	96.8	91.7	
Tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	90.5	90.5	85.9	
Tenants who had received a repair in the last 12 months satisfied with the service	84.7	84.7	92.1	
Tenants satisfied with the standard of their home on moving in	90	90		
Tenants satisfied with the quality of their home	73.6	73.6		
Tenants satisfied with the management of the neighbourhood they live in	91.27	91.27		
Tenants who feel that the rent for their property represents good value for money	75.4	75.4		

Action point

A large scale tenant satisfaction survey was carried out in September 2018. We will be reviewing the information from this to inform our action plan for 2019.



Community Involvement events 2017/18

Some of the popular community events we supported include -:

- Over 50's Xmas Party;
- A Xmas event for children with Santa's grotto and disco;
- The development of the Glasgrow garden at the bottom of Fruin Street;
- A weekly food distribution project;
- Easter fun day;
- Community Planters (pictured);
- Events organised by CHIP including October BBQ;
- One Community event;
- Garden Competition;
- 30th Anniversary Celebration;
- Christmas Lights Competition;
- Volunteers Afternoon Tea.



Donations made from Hawthorn Housing Co-operative

Date Agreed by Management Committee	To	Amount
19/06/2017	Ashfield Juniors Football Club	£100
31/07/2017	Possilpark Masonic Social Club Senior Citizens Christmas Party.	£100



Making the area a better place to live

The Co-operative recognises that a successful community needs much more than just having a nice home to live in. We are therefore involved in a range of ways to ensure Hawthorn is a nice, attractive place where people want to live, and where they can achieve their aspirations.

The Co-operative also brings in specialist support to help our members. We have a welfare advice service, a support service that provides additional support to tenants who are finding it difficult to maintain their tenancy and a money advice service. These services are all available at no cost to tenants. Please speak to anyone at the office if you would like to find out a bit more about them. Please note that the welfare advice service is now also available on a Friday until March 2019.

One of our biggest concerns is the condition of the land surrounding Hawthorn and the

broader problems in Possilpark. We realise that we can't sort out these problems on our own and so we work closely with other organisations that have the same aims. Two of our committee members are directors of Possilpark People's Trust. The Trust has a top priority of building and running a top-quality Family and Community centre for Possilpark that provides a base to provide young people and the wider community with a wide range of activities and events. The Trust also provides a vehicle for the local community to obtain funding to address some of the deeper issues that affect Possilpark.

In March we became aware of the Council's plans to sell the land at Torr Street for storing vehicles. This has led to the Co-operative representing its community to raise concerns with the Council to ensure it is a use that benefits the community.



Getting Involved

We provide a wide range of ways that you can get involved. We realise that people have different pressures and so we provide different ways to get involved – you can choose what suits you and your interests' best.

SCRUTINY

We have organised a range of ways that give tenants the chance to scrutinise the services they receive on an ad-hoc basis. We are keen to set up a small group of tenants who can meet from time to time to have a look at the services they receive and suggest improvements. This wouldn't take up as much time as being a committee member.

VOLUNTEERING

We provide a range of ways that people can volunteer to help improve the quality of life in the community. You could help at our weekly food distribution project, maintain the planters dotted around the scheme or help at the various community events throughout the year. You can choose how much you want to get involved and the areas you want to get involved in.

SOCIAL ACTIVITIES GROUP

A group of tenants meet with some of our committee member to arrange the social events we hold. This includes the Christmas events for the over 50's and for children and the summer programme of events for younger people. This doesn't have to take up much time and most of the people in this group also help at the events which is in keeping with the Co-operative's ethos of 'self-help'.

WALKABOUTS

We hold estate walkabouts for residents to give you and your neighbours the chance to raise issues about the area with the Housing Officer. We have carried out a lot of work in the estate as a result of these walkabouts and so it is a very effective way for people to influence the area without having to devote too much time to it.

Please pop into the office or give us a ring if you are interested in getting involved in making this the best possible place to live



Keeping the Co-operative Safe

It is essential that we keep the Co-operative safe and secure to allow us to promote the homes and services that this community needs.

The following actions and achievements helped ensure the Co-operatives security:

- We agreed a three year business plan;
- We obtained a triple award from Investors in People. Obtaining the highest category for each award;
- We received a national TPAS award;
- We were given a positive audit on the way we buy our goods and services;
- We worked with another housing association to use our skills and experience to audit the way our committee operates.



Social Media

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Hawthorn Housing
Cooperative

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@HawthornHousing

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www.hawthornhousing.org.uk

