

EMERGENCY AND USEFUL NUMBERS
For all emergency repairs out with office hours including gas central heating repairs Freephone City Building on 0800 595 595. However, if you recently had a new heating system, kitchen or bathroom installed and there is a problem with it then you should contact CCG Scotland on 0141 643 3744.



Do you want to help make this area a better place to live?

As a fully mutual housing co-operative every member of the Management Committee is a tenant of one of our 364 houses. The Co-op is completely controlled by the local community. The Management Committee decides on the direction, priorities and policies of the committee and ensures that the staff team follow these priorities.

There are a few vacancies

on the management committee. The Co-op wants to ensure that the Committee is representative of the community and would be particularly interested to hear from tenants that are in work, male, young or from an ethnic minority.

We would also like to hear from tenants that have experience of being on a committee, financial, management or administrative skills.

If you are interested you could

Speak to Colin Turnbull at the office or any of the Office Bearers – Helen Graham, Mattie McGeouch, Cathie Ritchie and Gillian Spence. You would not be committing yourself to anything at this stage – potential committee members observe a few meetings before a decision is made to appoint them. They are then required to attend some training sessions [which are held in Possilpark] so you have the basic knowledge about how social landlords operate.

KEY POINTS FROM THE CHARTER RETURN 2018/19

Each year the Co-operative, like every other Registered Social landlord in Scotland, completes a return to the Scottish Housing Regulator about our performance.

The performance will be reported more fully in our annual report that we will send to you in the Autumn. In the meantime, the main points from the return are –

- Average time to let a house improved from 48.94 days to 40 days;

- Void rent loss increased from 0.76% to 0.81%;
- The percentage of customer satisfied with the quality of their home when they moved in increased from 90% to 95.65%;
- Gross rent arrears increased from 6.66% to 7.76%

The table below shows how our performance in maintaining your homes has changed over the last three years.

No	Criteria	18/19	17/18	16/17
1	Percentage of stock meeting Scottish Housing Quality Standard	99.37	100	100
2	Average number of reactive repairs completed in occupied properties	3.53	3.91	3.30
3	Average length of time to complete emergency repairs (hours)	2.84	2.31	2.92
4	Average length of time to complete non-emergency repairs (days)	2.74	2.44	2.87
5	Percentage of reactive repairs carried out right first time	96.86	97.06	97.10
6	Percentage of tenants satisfied with repairs service	92.98	84.72	84.72
7	Percentage of properties with valid gas certificates	100	100	100
8	Average no of calendar days to complete a medical adaptation	55.17	41.67	35.86

29TH ANNUAL GENERAL MEETING

The Co-operative’s 29th Annual General Meeting will take place on Tuesday 17th September 2019 at 6pm. Venue is to be confirmed.

At the AGM the Co-operative presents its year end figures and future plans to shareholding members.

All shareholding members are invited to the AGM. Members are eligible to vote in the Management Committee elections and can stand for election to the Management Committee themselves.

If you would like to get involved in making the decisions that affect your

home and community, you could make a real difference by joining Hawthorn Housing Co-operative’s Management Committee.

Free bingo and one free drink per member.

Please support the work of your Co-operative and make every effort to attend.



GARDEN COMPETITION

Many of our tenants take great pride in their gardens/verandahs and we feel it is important to mark this and get all tenants involved. The Co-operative will therefore be holding a garden competition. This will be taking place on **Tuesday 30th July 2019** between 1.30pm and 2.30pm and the winners will be announced at the AGM. The winners will be chosen by an independent judge. Vouchers will be awarded for the best three gardens in the area. The prizes are:

1st £50 / 2nd £30 / 3rd £15

All front gardens will be automatically entered into the competition. If you wish to enter your back garden, please phone the office to register and make sure someone will be at home between 1.30pm and 2.30pm to allow access.

Good luck to everyone!



POLICY REVIEW

The Co-operative has updated the following Policies

- Allocations
- Suspensions & Cancellations of Allocations
- Customer Engagement Strategy
- Financial Regulations
- Treasury Management

We review the policies periodically to include for new guidance or legislation and are available for viewing in the office and some are on our website should you wish to see them.

The Co-op's new Tenant Consultation Panel was involved in the review of the Allocations Policy. The new policy incorporates the changes required by the Housing (Scotland) Act 2014.

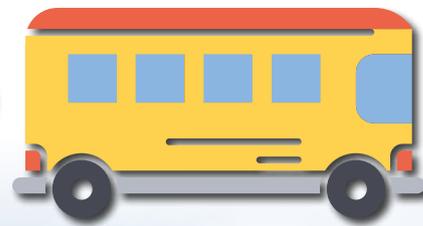
DO YOU WANT TO SEE AN IMPROVED PLAYPARK AT BARDOWIE STREET?

The co-operative is keen to see the playpark at Bardowie Street improved to provide better play facilities for local young people. We are setting up a group of people who would like to work with us to see the park improved.

Please give Colin a ring on 0141 336 2138 if you would like to be involved in this group.



BUS TRIP



The Co-op is organising a coach trip to Ayr on Thursday 1st August 2019. The coach will leave the office at 9.30am and will return to the office at 4pm.

The cost will be £1 per person [this charge is made to reduce the chance of people booking then not turning up]. Lunch will be provided and we will provide you with details of this nearer the time.

The trip is for tenants/ members of the Co-op. We realise that some members do like to take children who may not live in this community

[e.g. grandchildren]. However, to ensure that local children got every chance to attend, we only booked places for children who live in a Co-op house.

There are a small number of places still available. Please get in touch if you would like to book a place. To qualify either the child or the adult must live in one of our houses.



YOUNG PEOPLES FUTURES

Summer Programme

Outdoor Trips
MON & FRI: 10AM - 4PM

CONTACT: FAMILYSUPPORT@YOUNGPEOPLESFUTURES.ORG.UK ☎ 01413368883

Daytime Clubs

TUES: 10AM - 4PM
WED: 10AM - 4PM
THURS: 10AM - 4PM

POSSILPOINT COMMUNITY CENTRE
130 DENMARK ST, GLASGOW G22 5LQ

MORE INFO: DONNAK@YOUNGPEOPLESFUTURES.ORG.UK ☎ 01412378440

YOUNG PEOPLES FUTURES

Summer Nights Programme

THE COURTYARD, 2 WESTERCOMMON DRIVE, G22 5PG

MON	4-6PM PRIMARY 1-7 6:30-8PM 1ST YEAR+
TUES	5-7:45PM PRIMARY 7+
WED	5-8:45PM PRIMARY 7+
THURS	5-7:45PM PRIMARY 7+
FRI	5:30 - 8:45PM PRIMARY 7+

YOUNG PEOPLES FUTURES, POSSILPOINT COMMUNITY CENTRE

POSSILPOINT COMMUNITY CENTRE
130 DENMARK ST, GLASGOW G22 5LQ

MORE INFO: DONNAK@YOUNGPEOPLESFUTURES.ORG.UK ☎ 01413368883

GRASS CUTTING

The Estate Caretakers are now working to their spring/summer programme which includes the grass cutting.

Some back courts/gardens are being used by dogs and the dog mess is not being picked up by the owners. This is both irresponsible and unacceptable.

Please remember that numerous diseases can be passed from dog faeces to humans so it is important to clean up after your pets.

The Co-operative would ask all residents that they check the back courts and the front gardens and remove any dog dirt that has been left or if you know your neighbour is responsible ask them to remove it. You can also put bagged dog waste in your domestic refuse (green) bin.

Please also remove any trampolines or other obstructions to allow the caretakers to carry out their jobs.

If I receive feedback from the Estate Caretakers that gardens are full of dog dirt, the grass **will not be cut** and the closes or gardens concerned will be removed from the grass cutting service and all residents within the close or will be responsible for maintaining them.



The back courts areas are for use by all residents in the close to hang out washing and dispose of rubbish and they should not have to walk through dog dirt to do so. Please keep your garden clean and tidy, free from litter and dog mess as we want residents to enjoy the area and to see nice gardens.

It is your area, please look after it and be a responsible tenant I am sure all tenants want people to see that this area is a lovely clean tidy place to stay and recognise that the tenants take pride in where they live.

Pauline Maguire, Housing Officer

MANAGEMENT OF NEW HOUSES AT ASHFIELD STREET

Tenants in the new houses should contact Tricia Mills about any issues. She is the first point of contact for repairs and arrears etc.

McTaggart's will cut all grass at the new development for the first year. Tenants must ensure that if they have pets that they do not foul on the grass. If pet excrement is found then the grass **will not be cut** and the tenant will be responsible for cutting it and for any costs associated with damage to the grass.



DOG FOULING

Under the Dog Fouling (Scotland) Act 2003 is an offence for anyone in charge of a dog to leave its mess without removing it.

Both the police and the authorised council staff can issue a fixed penalty notice to someone they suspect of committing an offence under the Act. The fixed penalty due is £80 but if it is not paid within 28 days this increases to £100.

If you are having a problem in your street or back court please report it by phoning 0800 0277 027 (free), by emailing clean@glasgow.gov.uk with the details or report using social media, follow Glasgow City Council Environmental Task Force on Twitter @theenvtaskforce or on Facebook Envtaskforce.

Remember to clean up after your dog.

WANTED!
Information to help us identify the dog owner

Who allows their dog to foul this area and does not clean it up?

REWARD?
A Cleaner Safer Glasgow

If you have information please phone
0800 027 7027

cleanglasgow
it's our city - play your part
www.cleanglasgow.com

DON'T FEED THE BIRDS

This is a friendly note to make you aware that residents have been complaining to the Co-op about being disturbed by birds that are being attracted due to the food put out in front/back gardens. You may not realise it but feeding wild birds can have the following implications;



- Feeding wild birds (including pigeons and seagulls) and squirrels can attract pests and put human health at risk from infectious diseases which can lead to viral pneumonia.
- Allergic reactions can also occur causing lung and skin irritation which can lead to further infections.
- Bird droppings, nesting and other debris can contain bacteria, viruses, mites and insects which could be passed to humans and infest your flat.

- Putting food out also attracts mice and rats which are known spreaders of disease.
 - Bird droppings accumulating on floor surfaces can also cause persons to slip and injure themselves. They can also damage buildings and vehicles if not removed and can block gutters and vents.
- Seagulls, pigeons, other wild birds are not dependant on humans to feed them. Feeding birds, particularly pigeons, in an urban situation leads to overcrowding and insanitary conditions and can result in the death of nestlings through disease and aggression. You can get information on hygienic and pest-free ways to feed small garden birds from the R.S.P.B. (<http://www.rspb.org.uk/advice/helpingbirds/feeding/index.aspx>)
- Pauline Maguire, Housing Officer said “I would therefore ask if you could stop feeding pigeons at your premises, in order to stop these problems from occurring.”

LOCAL FOODBANKS & FREE HOT FOOD

Name	Address	Contact Phone Number	What's Provided	Date & Time
St. Augustine Foodbank	393 Ashgill Road, Glasgow, G22 7HN	0141 772 1905	Hot food, food parcels and advice	Tuesday 10:30- 12:00
Emmanuel Christian Ministries	348 Cathedral Street, Glasgow, G1 2BQ	07920 208 605	Food parcels	Wednesday 17:00-19:00
St. Stephen's Church Loaves & Fishes	260 Bath Street, Glasgow, G2 6RE	01355 224 375	Hot food and food parcels to anyone, not under influence of drink or drugs	Hot Food -Monday & Thursday 18:00, Food Parcels -Thursday 18:00
Young People's Futures	Possilpoint Community Centre, 130 Denmark Street, Glasgow, G22 5LQ	0141 336 4057	Monday: Provides a 3 course lunch and drinks for £2. Wednesday: Free sandwiches, tea, coffee & cake.	Monday & Wednesday
The Grove	182 Saracen St, Glasgow G22 5EP	0141 336 3239	Community breakfast for anyone	Mondays 9.15 – 11.30 (check opening on public holidays)
North Glasgow Community Food Initiative	Milton, Milton Community Garden, Liddesdale Square, Glasgow G22 7BT	07432 465 836	Free tea, coffee, and lunch for anyone	Wednesday & Thursday, 10:30-14:30

For more information please contact the relevant phone number.

HOUSES AVAILABLE

As a result of the New Build Development at Ashfield Street we will in the next coming months have more voids than usual however most of these properties will be tenement flats and mostly one and two bedroom properties.

A number of applicants have already shown an interest and we will get to those with 'Housing Need' as soon as possible however if you know of anyone who would be interested in moving to the area and may not have an application form already with us please ask them to contact the office requesting an application form.

Please note the properties will be allocated within our usual Allocation Policy and Procedures and should you wish further information please do not hesitate to call the Housing Team at the office for further information.



HOUSEHOLD RUBBISH

Every household should have a Calendar showing uplift dates, if you do not have a Calendar please contact the office and we can get one to you.

Basically the collection days are every Sunday with both Green and Brown Bins being uplifted the first and third Sunday of each month and the Blue Bins being uplifted on second and last

Sunday of each month.

Once a month on the first Tuesday of the month the Purple Bins for Glass and Bottles only will be uplifted.

Please note if you reside in a main door property it is your responsibility to put the Bins out for collection.



NEWBUILD EMERGENCY NUMBERS

For all emergency repairs out with office hours please call the following contractors:

Joiner:
07792 099 717

Plumbing/Heating:
07957 922 472

Electrician:
07939 530 599

For all other repairs please call the office on 0141 336 2138 during office hours.



BULK UPLIFTS

If you reside in a Main Door Property, including a Cottage Flat, you must telephone Glasgow City Council Cleansing Department on 0141 287 9700 and arrange an uplift giving them the precise items you are placing out for collection and where it can be uplifted from.

If you live in a flat there are designated areas for bulk uplift and if you are unsure please contact the office and we can confirm.

Please note that any items should be left out in these areas on a Sunday Evening

for Collection on a Monday. If there is an issue with collection please contact Glasgow City Council on:

Cleansing department
0141 287 9700

Main Switchboard
0141 287 2000

Website
www.glasgow.gov.uk

My Glasgow App and Twitter
@ GlasgowCC

