



2021/22

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

Email: enquiries@hawhousing.co.uk • Tel: 0141 336 2138

Facebook: 'Hawthorn Housing Cooperative' • www.hawthornhousing.org.uk

Office Opening Hours

Monday	9.00am – 4.30pm
Tuesday	9.00am – 4.30pm
Wednesday	10.30am – 4.30pm
<i>(on the last Wednesday of every month the office will close between 9.00am – 1.30pm for staff training)</i>	
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**.

Other Emergency Numbers

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

Impact of Covid – Please note that the office may not be open to the public at certain times due to Scottish Government guidance. Our services can be accessed by phone, text or email at these times.



Message from the Chair

After a few false dawns it does now seem that we are by the worst of covid and we are returning back to some kind of normality. The management committee has been really keen to ensure that staff are working from the office so that they are in the area and easy to contact. We think it is important that they are based in the community providing services to the community.

Covid did affect the repairs service in the early part of financial years with contractors struggling to get some materials and because of staff absences but by the end of the year these issues seem to have been largely resolved.

Tenant safety was a big priority and during the year we fitted interconnected smoke detectors in every house. By the end of the financial year only five houses hadn't had an electrical check in the last 5 years.

We also continued to improve the houses within our programme of installing new kitchens in the older flats.

We adapted to covid by changing the way we consult with our tenants. We realised tenants were less likely to attend meetings, particularly due to covid, so we set up Hawthorn Tenants Circle. This is a group of over 130 tenants who we routinely consult with on proposed new policies and other issues. We do this by email which makes it as easy as possible for tenants to give us their views at a time that suits them.

We were really pleased to start to get some social events organised during the year, with the children's group meeting at the Glasgow site, the tea in the park event, a pampering session on International Women's Day, Tinkertown and Santa visiting the area. We managed to obtain nearly £50,000 of grant to fund these activities.

We were particularly pleased with the Community campaigning we promoted – encouraging members of the community



to use their collective voice to raise the issues of fly-tipping and potholes in the area. This is something we intend to build on; to make it clear we expect this community to receive a reasonable standard of service.

In the early part of 2022, the Co-op suffered two huge blows when Robert Stewart and Gary Gray passed away within weeks of each other. They were hugely important committee members and are sorely missed. However, we know they were both very proud of this community and the Co-op and we will do all we can to ensure the Co-op continues to make this area a nice place to live.

Yours sincerely,

Helen Graham

Chairperson



Our People at the 31st March 2022

Management Committee

Our Office Bearers:



HELEN GRAHAM
CHAIR



MATTIE MCGEOUCH
VICE CHAIR



CATHIE RITCHIE
SECRETARY



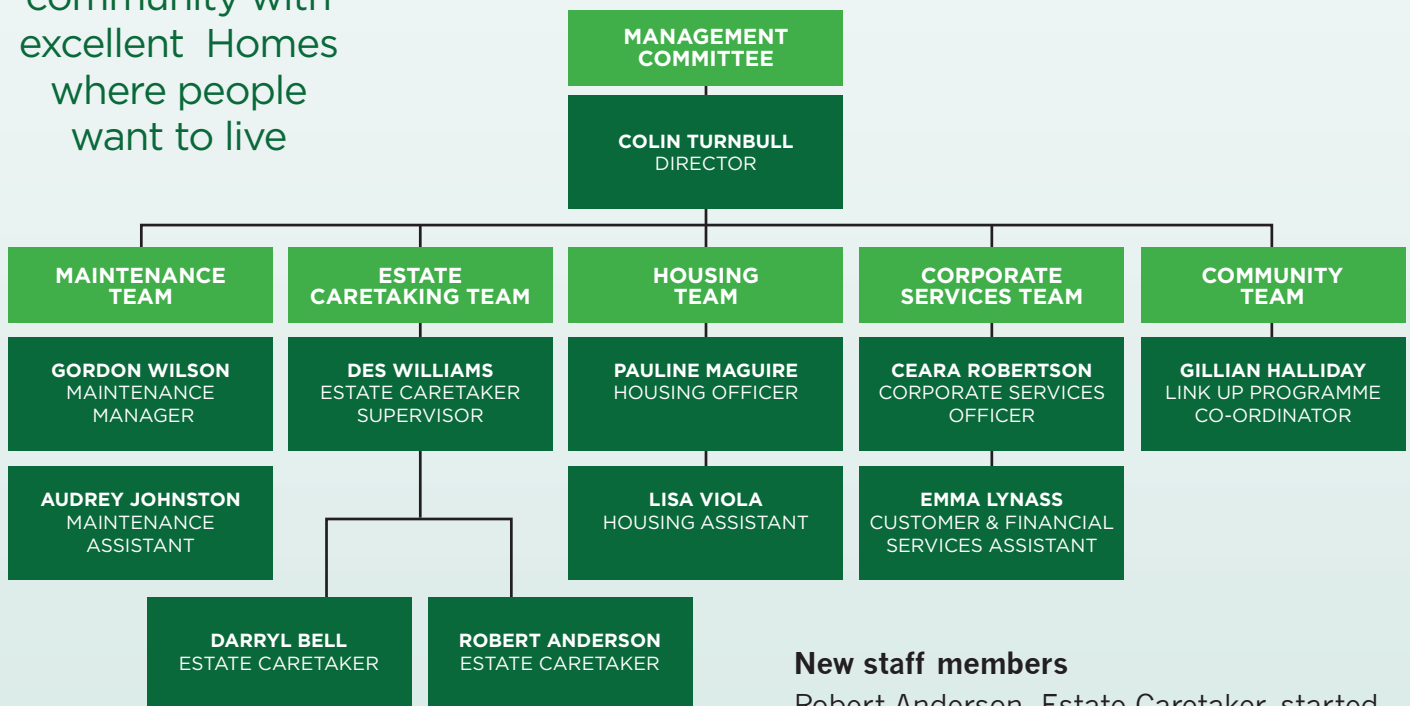
EILEEN WALLACE
TREASURER

Committee Members:

Gillian Spence, Lambert Iku, Adebimpe Ademosu, Nesbah Frempong, Ola Opanike, Kevin Wallace and Rae Bowman (casual member).

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

OUR STAFF TEAM



New staff members

Robert Anderson, Estate Caretaker, started on the 3rd May 2021.

Audrey Johnston, Maintenance Assistant, started on the 1st November 2021.

Lisa Viola, Housing Assistant, started on the 22nd February 2022.

Staff members who have left

Ronnie Millar, Estate Caretaker, left on the 1st April 2021.

Denise Napier, Maintenance Assistant, left on the 27th August 2021.

Patricia Mills, Housing Assistant, left on the 7th January 2022.

Consultants

External Auditor: French Duncan

Financial Consultant: FMD Financial Services Ltd

Legal Services: TC Young

Internal Auditors: Quinn Internal Audit Services Ltd

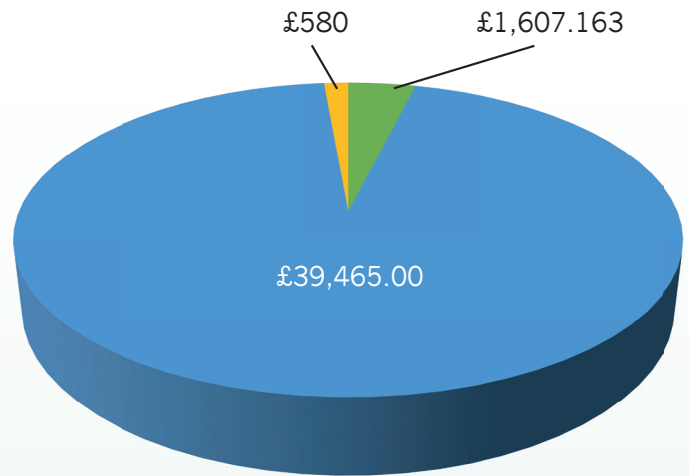


Our Finances 2021/22

Income

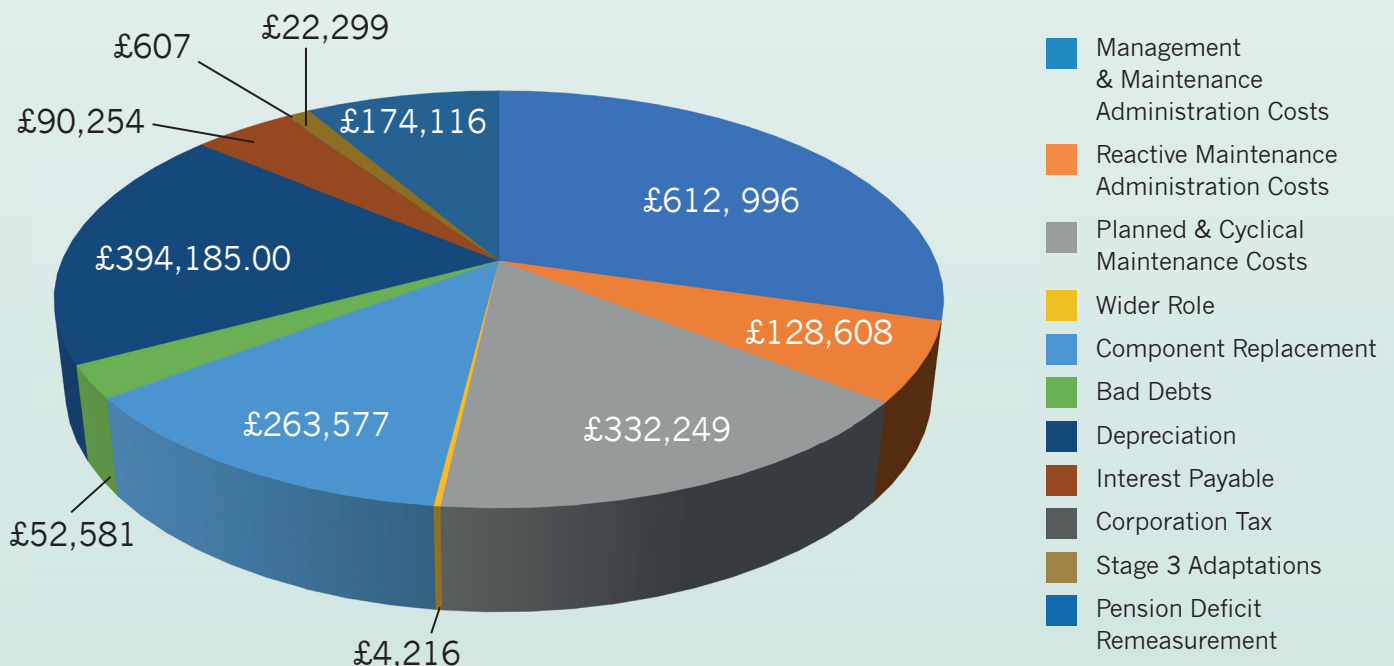
Rents Receivable	£1,607.163	97.57%
Other Income	£39,465.00	2.39%
Interest Receivable	£580.00	0.04%
Total	£1,647.208.00	100.00%

- Rents Receivable
- Wider Role
- Interest Receivable



Expenditure

Management & Maintenance Administration Costs	£612,996.00	29.53%
Reactive Maintenance Costs	£128,608.00	6.20%
Planned & Cyclical Maintenance Costs:	£332,249.00	16.01%
Wider Role:	£4,216.00	0.20%
Component Replacement:	£263,577.00	12.70%
Bad Debts:	£52,581.00	2.53%
Depreciation	£394,185.00	18.99%
Interest Payable:	£90,254.00	4.35%
Corporation Tax	£607.00	0.03%
Stage 3 Adaptation:	£22,299.00	1.07%
Pension Deficit Remeasurement	£174,116.00	8.39%
Total:	£2,075,688	100%



A full copy of the Annual Accounts can be collected from the Co-op office or is available on our website.



Our Homes, our rents and value for money

We provide 364 homes for families in Possilpark. These houses generated rental income of £1,607,163.00 during the financial year. We increased our rents by an average of 3.2% on 28th of March 2022.

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	78	£80.34	£81.32	-1.2
3 Apt	188	£82.62	£84.18	-1.9
4 Apt	72	£90.27	£91.48	-1.3
5 Apt	26	£100.61	£100.74	-0.1

The amount of money we collected for current and past rent was equal to 101.8% of total rent due. This compares to the 104% we collected last year, the Scottish average this year of 99.3% and 99.9% for small urban Registered Social Landlords (RSLs).

The gross rent arrears at the end of the reporting year was £117,723.99 which was 7.35% of rent due for reporting year. This compares to 6.29% last year, the Scottish average this year of 6.3% and 3.5% for small urban Registered Social Landlords (RSLs).

We took an average of 37.4 days to let a house. This compares with 53.7 days last year and Scottish average this year of 51.6 days and 26.9 for small urban RSLs. We did not collect 0.5% of rent due because of the time houses were empty, compared to the Scottish average of 1.4% and 0.4% for our peer group.

Action points

Arrears – We will take legal action quicker and every effort will be made to prevent arrears from start of tenancy. We will consider whether it is appropriate to pay decoration allowance to tenants who have arrears and will review the arrangements to repay arrears that we agree for tenant and former tenants who have applied for a house with the co-op.

Voids – All efforts will be made to reduce void rent loss by carrying out inspections on the same/next day and issuing repair orders as soon as possible.



Our Performance - 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 Repairs

The Co-operative took 3.6 days to complete non-emergency repairs compared to the Scottish average of 8.9 days and the average for small urban RSLs was 4.8 days. We carried out 989 responsive repairs at a cost of £82,532.93. In the year before we carried out 1183 repairs at a cost of £96,412. This means the average cost of repair increased from £81.50 to £86.48 this year.

We completed 94.6% of day-to-day repairs right first time, last year it was 93.6%. The Scottish average was 88.3% and 91.8% for small urban RSLs. As a result of this, 92.3% of our tenants who received a repair were satisfied with the service they received. The Scottish average last year was 90.5% and 95% for small urban RSLs.

Planned and Cyclical Maintenance

The Co-operative invested £96,424 in both Planned and Cyclical Maintenance.

We secured grant funding of £25,970 for medical adaptations to carry out 19 adaptations. It took on average 23.79 days to complete the adaptations.

We carried out all our annual gas safety checks within the target timescale of 12 months. This was an improvement from last year when we only managed 95.53% which arose due to not forcing access to carry out servicing due to tenants shielding.

As a result of this investment 98.1% of our houses meet the Scottish Housing Quality Standard. The Scottish average was 74.6%, with an average of 89.2% for small urban RSLs.

88.1% of our tenants were satisfied with the standard of their home in August 2020. The Scottish average last year was 85.4% and 88.3% for small urban RSLs.

Action points

Repair – We will be setting up a scheme to check that tenants are happy with the repair carried out in their house. We are looking at the reasons given for dissatisfaction in the tenant satisfaction survey to see if there are any lessons we can learn and we will be reviewing the value for money provided by our contractors.



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.

At 31st March 2022 we owned and let 364 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 3 days and keep the waiting list up to date by regularly reviewing applications.

3 properties were abandoned during the year.

We let 26 empty houses last year. 6 to existing tenants, 14 to people on our direct waiting list and 6 to applicants who were assessed as statutorily homeless by Glasgow City Council. There were also 2 mutual exchanges

How does our performance in 2021/22 compare with other similar landlords?

Category	Hawthorn	Scottish Average	Small Urban RSLs
Time to re-let empty houses	37.4 days	51.6 days	26.9 days
Rent loss [% of rent due]	0.5	1.4	0.4

Action point

Voids – All efforts will be made to reduce void rent loss by carrying out inspections on the same/next day and issuing repair orders as soon as possible.

Waiting list: a review was recently carried out of all applicants on the waiting list and is now up to date



Anti-Social Behaviour

Dealing with anti-social behaviour

We dealt with 30 complaints of anti-social behaviour compared to 39 the year before. We dealt with all of these within target. We resolved 100% of the anti-social behaviour cases compared to a Scottish average of 94.5% and 98.7% for small urban RSLs.

Category	Number of complaints
A – Anti-social Behaviour	2
B – Anti-social Behaviour	2
C – Neighbour Nuisance	26

Category B Complaints – Anti Social Behaviour

Types of Complaint	Number of complaints
Frequent disturbance	0
Vandalism/graffiti to property	1
Verbal harassment	1
Total	2

Category C Complaints – Neighbour Nuisance

Types of Complaint	Number of complaints
Infrequent disturbance	0
Noise complaints	16
Running a business	0
Unauthorised alterations	1
Behaviour of visitors or children	0
Basic breaches of tenancy e.g. pet nuisance	4
Maintenance of garden/common grounds	5
Family disputes affecting neighbours	0
Total	26

Action point

Anti Social Behaviour – We are assessing the way we deal with anti social behaviour in consultation with Hawthorn Tenants Circle. We are also assessing the comments received in the tenant satisfaction survey.

You can pick up a copy of our Anti-Social Behaviour Policy at our office, on our website or call us to request a copy.



Customer Complaints

Hawthorn Housing Co-operative is committed to providing high-quality customer services. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.

In 2021/22 we managed a total of 13 complaints (Stage 1 & 2). All complaints were resolved within the timescales set out in our Complaints Policy. In the year before we received 20 complaints and 88.24% of stage 1 and 100% of stage 2 complaints were resolved within the timescales.

Complaints Received	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Complaints received at Stage 1	4	3	4	2	13
Complaints received at Stage 2	0	0	0	0	0
Complaints escalated to Stage 2	5	0	0	0	5

	Stage 1	Stage 2
Complaints received in the reporting year	13	5
Complaints carried forward from the previous year	0	0
All complaints received and carried forward	13	5
No of complaints responded to in full in the reporting year	13	5
The percentage of all complaints responded to in full	100	100
Time taken in working days to provide a full response	31	41
The average time in working days for a full response	2.4	8.2

Reason for Complaint	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Contractor	2	3	1	0	6
Maintenance	0	0	0	0	0
Finance	0	0	0	0	0
Housing Management	2	0	2	2	6
Equalities	0	0	0	0	0
Governance	0	0	0	0	0
Policies & Procedures	0	0	0	0	0
Staff	0	0	0	0	0
Estate Management	0	0	1	0	1



Your view of us and our services

Your Satisfaction

We have included the satisfaction results from the survey carried out in September 2022 for information. Although this was carried out after the end of the period 2021/22, tenants views are likely to be formed on their experience of services in that year.

The table also compares our results with other members of Scotland's Housing Network. This gives some context to the performance information and makes it more meaningful.

Question	Hawthorn HC			All RSLs	Small urban RSLs	National Avg.
	2018	2020	2022			
% of Tenants satisfied with overall service provided by landlord	93.7	92.9	91.8	88.8	93.3	87.7
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96.0	100	98.6	92.3	95.6	91.2
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	97.6	93.7	100	88.3	91.3	86.8
% of tenants who had received a repair in the last 12 months satisfied with the service	93	92.3	79.4	88.3	92.5	88.0
% of tenants satisfied with the quality of their home	88.1	88.1	86.3	86.3	88.3	85.4
% of tenants satisfied with the management of the neighbourhood they live in	98.4	97.6	89.8	85.9	91.5	85.1
% of tenants who feel that the rent for their property represents good value for money	85.7	85.7	81.5	82.8	88.6	82.5

We have used a traffic light system as follows –

- **Red** – lowest satisfaction rates of the four comparators, high priority for improvement,
- **Amber** – second lowest level of satisfaction, performance could be improved, lower priority,
- **Clear** – second highest level of satisfaction
- **Green** – performing well

We analysed some of the issues underlying the satisfaction levels and came up with various actions to improve our tenants' satisfaction – shown on the next page.



You said, we did!

In September 2022 we carried out a survey of tenants/members to get your views on the Co-op. It is important that we listen to our tenant/members and try to bend and improve the services we provide to ensure they are closer to what you want. This feedback was discussed at a strategic awayday involving staff and committee and we agreed that our plan for 2023 will include the following -

- We introduced a bulk uplift service following consultation with tenants,
- **We opened late on Tuesdays though we discontinued this because no tenants made use of the service**
- We met with the Police to discuss ways of dealing with the issue of quads and dirt bikes as this was a priority for tenants,
- **We will review all the comment received in the Tenant Satisfaction Survey to have a clearer view of the issues affecting tenants and the action we can take to deal with them.**
- We will explain more clearly what issues are our responsibility in terms of managing the neighbourhood
- **We will keep our rent increases as low as possible to support tenants during this cost of living crisis.**
- We will work with our tenants to ensure fly tipping in the area is addressed as effectively as possible.
- **We will campaign for a better bus service and improved roads in the area**



Living By Our Values

We believe that it is particularly important that a Co-operative has a clear set of values and we always try to behave in accordance with these values. The values help members understand how they can expect to be treated by the Co-operative.

We want our values to be easy to understand, inspiring

and to truly reflect who we want to be like and how we want to behave. The Co-op has 6 values that are outlined below.

In the Tenant Satisfaction Survey we asked tenants to score us out of 10 on how closely we achieve these values. The average score is shown in the last table

Value	What it means	Examples	Tenants score /10
We do the right thing,	We do what we say we will do in the right way	Honest, polite, trusted, don't just take the easy path	8.27
We show respect to our members our community and our customers	We make a positive impact on our members by our behaviors and actions	Treating all customers with respect and providing the level of service appropriate to their needs	8.52
We recognise the importance of the team	We work effectively with others and value differences	Sharing ideas, improving things for the better, pulling in the same direction	8.52
We try new ideas	We take responsibility to solve problems	Responding flexibly to deal with new problems, looking elsewhere for better ways of doing things	8.32
We go the extra mile	We give all we have got and utilize all our skills	Being determined to overcome barriers, putting in extra time to achieve the best outcome rather than an adequate result	8.07
We ensure our community is treated fairly.	Campaigning to assist the community to get its voice heard	Objecting to the proposed use of Torr Street.	8.35

Do you think these are values that the Co-op should have and do you think we behave in line with them?
Please phone Colin Turnbull on 0141 336 2138 if you would like to discuss this.



Grants and Community events

During the year we obtained grants from a number of organisations which allowed us to deliver a number of activities for the community. Activities included –

- Helping tenants with fuel costs
- Kids groups in partnership with YPF
- Christmas Memory Tree, Santa Visit & Christmas Eve boxes for kids
- Providing local children with refurbished bikes in partnership with NG Homes
- Created The Robert Stewart Memorial Garden & pond area in partnership with local groups including Springburn Men's Shed
- Tinkertown Event
- Distributed bike lights and locks to some tenants;
- Christmas Lights Competition;
- Over 50s Christmas Raffle
- Community Campaign to clear waste at Ashfield St
- Glasgow Rape Crisis drop in sessions
- Young Co-operator Award
- Pampering sessions on international Women's Day
- Helped tenants get digitally connected by distributing over 100 Chromebooks and PCs.

DONATIONS MADE FROM HAWTHORN HOUSING CO-OPERATIVE 2021/22

We made no donations in 2021/22.



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.

HAWTHORN COMMUNITY ACTION GROUP

This group brings together tenants from across the area who want to see better facilities and activities for the community. It is making improvements to Glasgrow site - creating a small pond and a memorial garden where people can remember their loved ones.

HAWTHORN TENANTS CIRCLE

This group is a great chance to get involved with the co-operative from the comfort of your own home. The Circle is a group of tenants we contact occasionally via e-mail to get their ideas and opinions on a range of subjects – from co-operative decisions to local petitions. It's a great way of making your voice heard for those who simply don't have the time to join our committee. If you'd like to join, simply send us your e-mail address and we'll keep in touch.

VOLUNTEERING

We provide a range of ways that people can volunteer to help improve the quality of life in the community. You could help 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.

GROUP FOR CHINESE TENANTS

We have a small group that brings together our Chinese tenants six times a year with a volunteer interpreter. This helps ensure this group of tenants is aware of the various activities that are happening in the area.

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 following 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.



Our Assurance Statement

In October of this year the Co-op submitted its fourth Annual Assurance Statement to the Scottish Housing Regulator.

The Statement outlines the Co-op's assessment that it has improved its compliance with the legislation and regulation that applies to it. During the year the Management Committee downgraded our assessment level of compliance however suggested some improvement actions to be implemented to strengthen governance, tenant engagement and information management.

The Management Committee downgraded our compliance regarding housing quality due to the fall in tenant satisfaction and increase in time to carry out repairs.

The statement is shown below.

Annual Assurance Statement 2022

Hawthorn Housing Co-operative's Management Committee has considered compliance with regulatory and legislative requirements and has taken account of the impact that COVID has had over the last year in preparing the Annual Assurance Statement for 2022. The comprehensive bank of evidence that supports this statement includes reports, policies, performance information, financial reporting, internal and external audit reports. These have been reviewed by the Management Committee throughout the year.

The Management Committee confirms that the Co-operative is compliant with:

- All regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

Impact of COVID

COVID had significantly less impact than the previous year on our compliance with regulatory requirements. The Management Committee is assured that there are no material areas of non-compliance but have considered the impact on the following aspects of service delivery:

- Restrictions on carrying out non-emergency repairs resulted in a backlog of repairs, which have now been completed. Fewer non-emergency repairs [including void repairs] were carried out on time due to contractors experiencing delays sourcing materials and/or staff absences. We believe these are the main reasons for a drop in satisfaction with the repairs service. We cannot be sure that this is due solely to covid, but we have assessed that our compliance in this area has fallen from fully compliant to compliant with areas of non-material improvement.

Equalities and Human Rights

Hawthorn Housing Co-operative acknowledge the requirement to consider equality, diversity and human rights issues when making decisions, reviewing policies and delivering services. We are collecting equalities information, have reviewed our values to reflect our human rights approach and intend to have developed a human rights strategy by 31st of March 2023.

Tenant and Resident Safety requirement

The Co-operative has adopted a Tenant Safety Scorecard that monitors our performance against all tenant and resident safety requirements. This is reported to our Audit sub-committee every quarter.

Compliance Status and Continuous Improvement

There are no significant areas of non-compliance identified with the Regulatory Framework, but some improvement actions have been agreed which will be implemented to strengthen governance, tenant engagement and information management. We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to do so.

The Co-op held a strategic Awayday for staff and committee members on the 7th of October 2022. This received a report from our Financial Advisers. The Advisers considered the feedback from a recent stock condition survey, the economic outlook, and the possible extension of rent controls. They provided Committee with an update of the long-term financial projections together with appropriate sensitivity analysis. The assessment indicated that we continue to have a low risk of not meeting our covenants or of meeting the investment needs of our stock.

This statement is provided for and on behalf of Hawthorn Housing Co-operative. The statement was considered by the Management Committee on 26th of October 2022. I confirm that as Chairperson I am authorised to sign the statement on behalf of Hawthorn Housing Co-operative's management committee. It is also signed by our director; he is delegated with leading the day-to-day operational activities of the Co-operative and ensuring we are provided with appropriate advice and guidance to fulfil our role as committee members.

Signed by:

Helen Graham, Chairperson

Colin Turnbull, Director