



2023/24

CHARTER & ANNUAL REPORT

HAWTHORN HOUSING CO-OPERATIVE

23A FINLAS STREET, GLASGOW, G22 5DB

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

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

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 be closed until 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



MESSAGE FROM OUR CHAIR

In May 2024, the Co-op agreed a new 5 year Business Plan. This has helped us set our priorities for the next five years. The Management Committee is also convinced that remaining an independent Co-op, controlled by local people, is the best vehicle for achieving these priorities.

We were delighted to bring in so much money during the year to benefit our community. This included:

- £90,000 to reduce fuel bills
- £52,000 for a safe cycle route and footpath
- £40,000 for the Community Development post
- £500,000 in welfare benefits

We also set up an Energy Advice Project in partnership with other nearby Associations that our tenants/members can benefit from.

I was most pleased to see the Co-op agree a social strategy which has resulted in a range of groups being setup that local people can join. These groups provide something for everyone. The Management Committee believe that this community has done great things and has the power to achieve more to continue to ensure this is a great place to live. That is why I am really pleased to see the Co-op work with the community to campaign for a more convenient bus service. We believe that if we stick together, we have a collective power that can make a real difference. We hope that we can obtain a better bus service through collective action.

I would like to thank those committee members who decided to step down during the year as well as those who joined the long-standing members to put in time to ensure this area is as good as we can possibly make it for our families.

I would like to thank all our staff and the other agents who helped make this such a successful year for the Co-op.

Cathie Ritchie

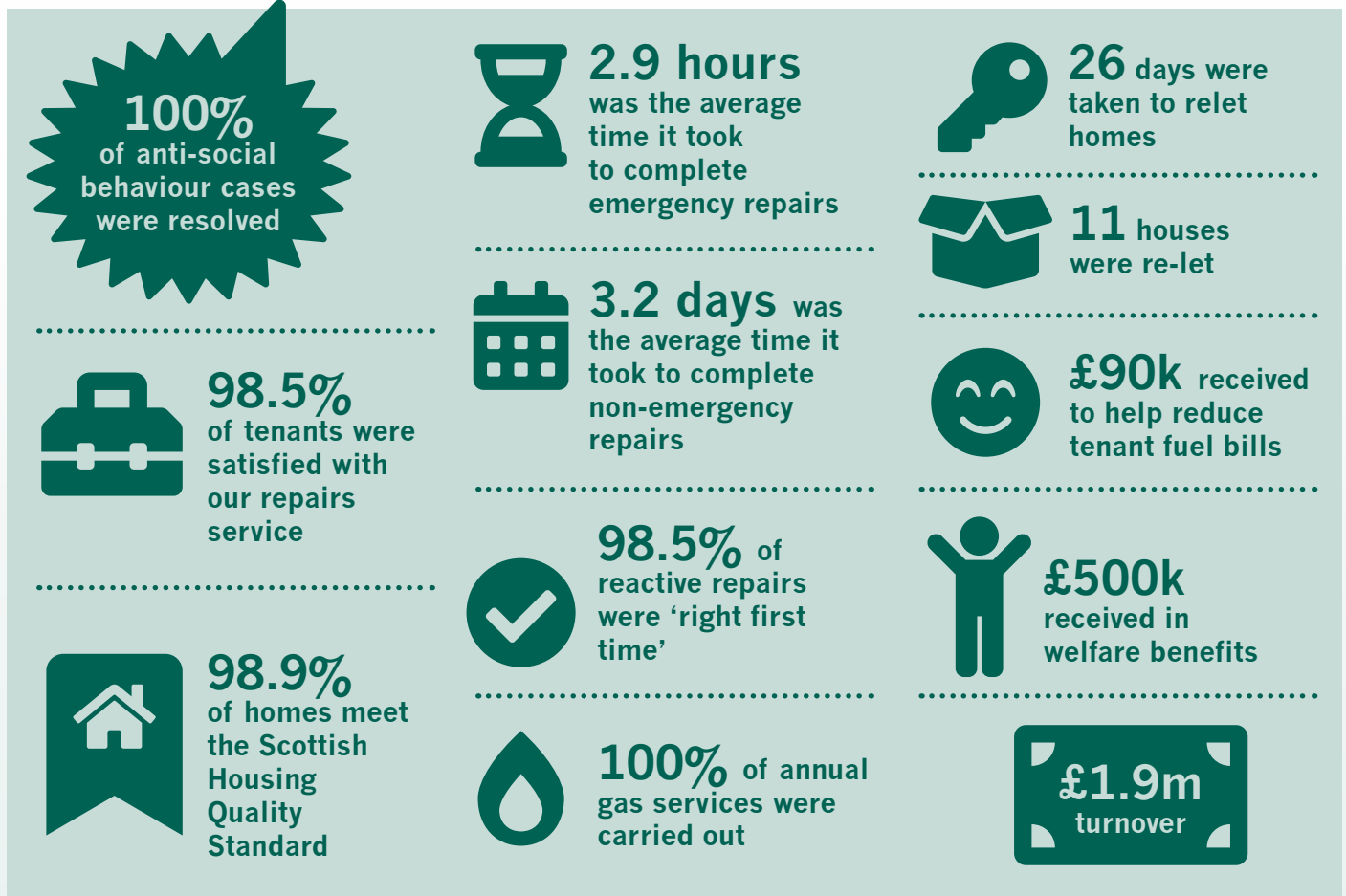
Chair





OUR HIGHLIGHTS

Our highlights in 2023/24 were –



OUR PEOPLE at the 31st March 2024

Our Management Committee

Our Office Bearers:



All office bearers were elected at the AGM on 19/09/2023.

Committee Members:

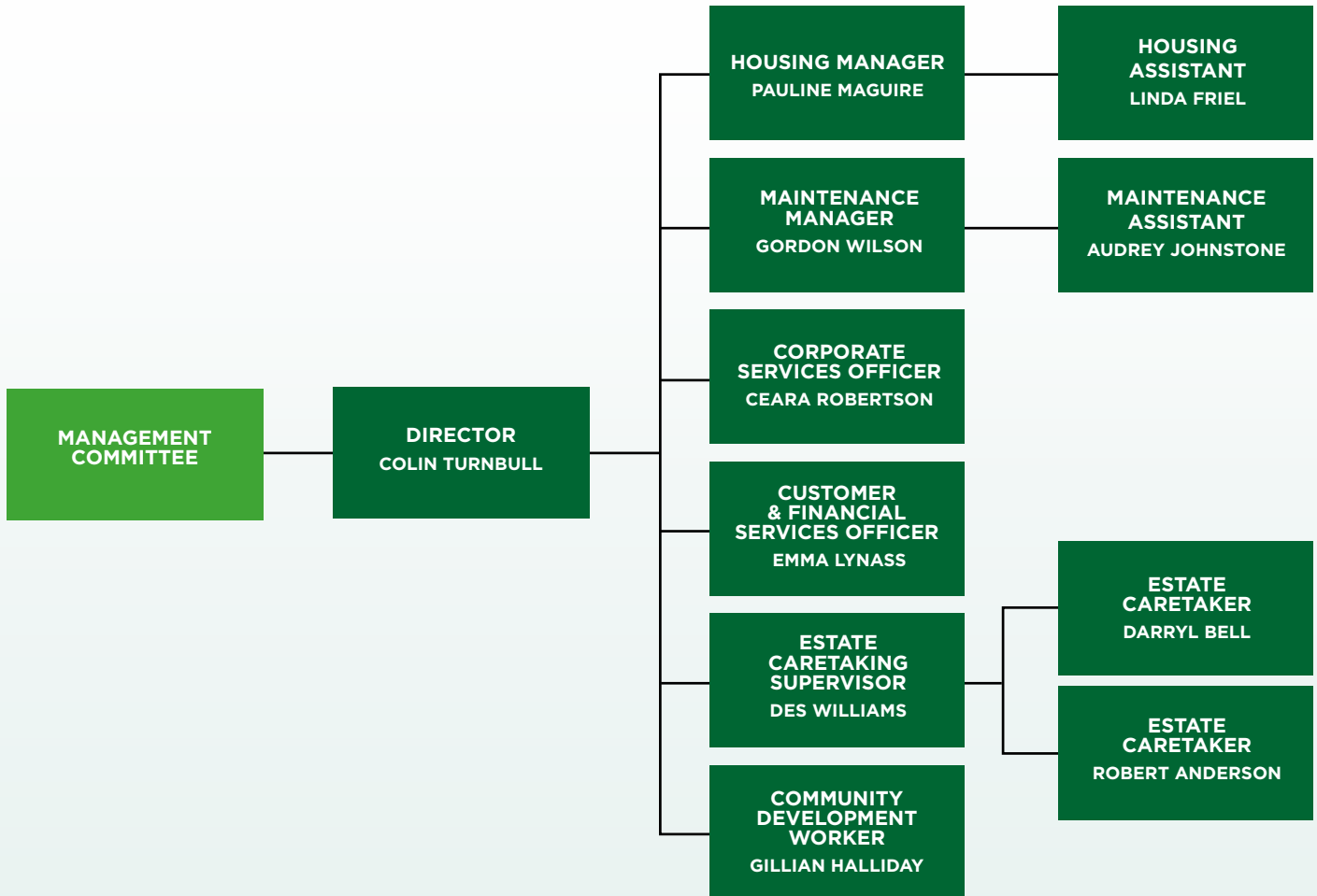
Rae Bowman, Rose Logan, William Fleeting, Caroline Cameron and Marie McCreadie.

Committee members who left during the year: Kevin Wallace, Nesbah Frempong, Tina Luke, Debbie Kirkland, Joseph Kane and Sarah Jane Wilson.



OUR STAFF

Staff structure



New staff members

Linda Friel, Housing Assistant, started on 24th April 2023.

Staff members who left during the year

Stephanie Ritchie, Temporary Corporate Services Officer, left on 14th April 2023.

Consultants

External auditors:

AAB

Financial Consultant:

FMD Financial Services Ltd

Legal Services:

TC Young

Internal Auditors:

Quinn Internal Audit Services Ltd



OUR ASPIRATIONS

In April 2024 the Co-op agreed a new 5-year Business plan. In this plan we reviewed our values and objectives. These are covered below.

Our Vision

In the new Business Plan, we agreed that our vision should continue to be **‘Leading the creation of a community with excellent homes where we are proud to live’**. This was why the Co-op was formed and continues to be relevant.

This vision encompasses four distinct, but interlinked, elements and shows the importance we give to:

- **leadership – taking our role and responsibilities seriously.**
- **community - the contribution this makes to personal wellbeing.**
- **homes - the importance of a comfortable, safe and affordable home environment.**
- **pride - feeling a sense of satisfaction, belonging and security.**

Our Background

The Co-op grew from members of this community having the bravery, ability, resilience, and confidence to create a better community through self-help and taking control of its own future. The Co-op believes this ethos remains as valid today but has to be refined to deal with the challenges we now face.

The Co-op is committed to providing its community with the best homes and quality of life we can, but we recognise that we have to keep the organisation safe and secure in order to achieve this and to demonstrate that we provide value for money to ensure our homes are as affordable to our members as possible.

There are four strands to our strategic direction, these are reflected in our four strategic objectives. We also recognise that, due to our size, we need to work collaboratively with others to attract more services and investment into our community.

Our Values

We have five values that underlie all we do and guide our behaviour:

- **Be Open and honest in our thinking, approach and communications.**
- **Be Respectful in how we treat others and their personal information.**
- **Be Fair and inclusive, recognising that everyone is important.**
- **Be Helpful and willing to go the extra mile.**
- **Be Loyal and do the right thing for the community.**

Strategic Direction





We feel this is not the time for getting bigger or taking unnecessary risks. Instead, we see the next 5 years of this business plan as a period of adjustment and improvement. This will include adjusting to the impact of economic uncertainty, embedding more agile ways of working, and reviewing services to reflect how our community and tenants’ needs and expectations are changing. It will also include addressing some specific performance areas where we know we can improve and exploring innovative ways to build our capacity and capability.

Our Strategic Framework

We have reviewed our strategic goals to reflect the 5-year ambitions of our management committee. These goals will ensure we remain focused on working towards our overall vision and our intention to continue to adjust and improve our organisation over the next 5 years. All our activities will be aligned to delivering these four goals with agreed objectives, outcomes, and targets to help our management committee measure our progress. This provides the Co-op and its staff with the strategic direction for the next 5 years.



OUR ASPIRATIONS

GOALS	 Desirable Homes	 Comprehensive Services	 Cohesive Community	 Resilient Organisation
STRATEGIC OBJECTIVES	Provide high-quality and well-maintained homes which are warm, safe and affordable.	Deliver a wide range of excellent services which continue to meet customers' needs.	Promote community involvement and local partnerships for the benefit of the local area.	Ensure robust financial management and sound governance.
DESIRED RESULTS / OUTCOMES	Our homes meet all quality standards, are in high demand and have low turnover.	Our tenants are highly satisfied with our services and feel they get value for money.	Our community is stable, and residents feel they have a good quality of life.	We are financially strong, are well-governed and are a great place to work.
PRIORITIES	1. Review our Asset Management Strategy	2. Strengthen our Services 3. Deliver Value for Money for Tenants 4. Invest in Technology	5. Promote Partnership 6. Drive forward a Community Plan	7. Build our Capacity 8. Protect our Financial Position



QUALITY & MAINTENANCE OF THE HOME

The quality of your home and a highly responsive maintenance service is one of the biggest issues for tenants. The table shows how we have performed in 2023/24 compared to year 2022/23.

	2022-23			2023-24		
	HHC	SHN Peer Group Average*	Scottish Average	HHC	SHN Peer Group Average*	Scottish Average
Homes meeting Scottish Housing Quality Standard	99.5%	92.1%	79%	98.9%	95.3%	84.4%
Average time to complete emergency repairs	4.4 hours	2.7 hours	4.2 hours	2.9 hours	3.5 hours	4.0 hours
Average time to complete non-emergency repairs	2.8 days	4.0 days	8.7 days	3.2 days	4.1 days	9 days
Reactive repairs completed right first time	94.1%	93.8%	87.8%	98.5%	94.3%	88.4%

*Scottish Housing Network assign Peer Groups to organisations of a similar size operating in comparable environments throughout Scotland.

Comments:

Four of our homes did not meet the Scottish Housing Quality Standard. Two were because the tenant did not provide access for the electrical inspection, the other two are where the storage space in the kitchen did not meet the standard. We expect all four homes to be brought up to standard this year.



QUALITY & MAINTENANCE OF THE HOME

Planned Works

During 2023/24 we installed new kitchens in 52 homes.

Making Life Easier

We receive a budget every year from Glasgow City Council to install medical adaptations in our homes. This enables changes to be made to homes to meet changing needs, so that tenants can stay there rather than have the upheaval of having to move.

Popular requests are bathroom alterations or handrails. We accept referrals for such

works from an occupational therapist who will undertake a holistic needs assessment.

In 2023/24, we received grant funding to allow us to install 10 medical adaptations in 9 homes at a cost of £5,364. The average installation period was 6.2 days. At 31st March, we had one case outstanding on our waiting list.

Tenant Safety

Ensuring that our homes are safe for our tenants is our top priority. During the year we:

- Carried out every gas safety check within 12 months
- Appointed a contractor to ensure electrical inspections checks are being carried out correctly (two inspections were not completed within the required 5 years).

No. annual gas services not carried out within time scale

	2022-23	2023-24
HHC	1	0
Peer Group Total	29	13

Our Stock Breakdown

At 31st March 2024, HHC owned 364 properties for rent.

Stock Age & Type	Built 1919 – 1944	Built 1965 - 1982	Post 1982
House	2	85	32
Tenement	128	16	8
4 in a Block	0	20	8
Other flat/ Maisonette	61	4	0

Rent Levels by apartment size

Size	Number of houses we have	Our average weekly rent	Scottish average weekly rent	Difference from Scottish average
2 apartment	78	£87.06	£87.87	-0.9%
3 apartment	188	£89.52	£90.29	-0.9%
4 apartment	72	£97.81	£98.30	-0.5%
5 apartment	26	£109.02	£108.29	0.7%

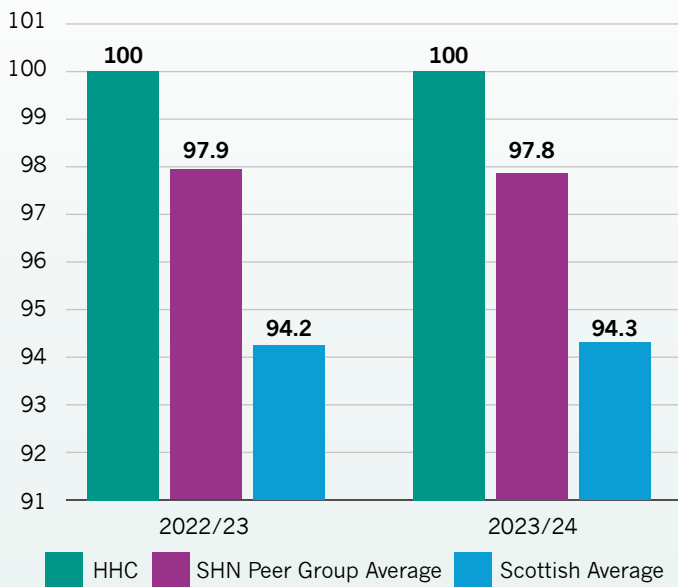


LOOKING AFTER THE NEIGHBOURHOOD

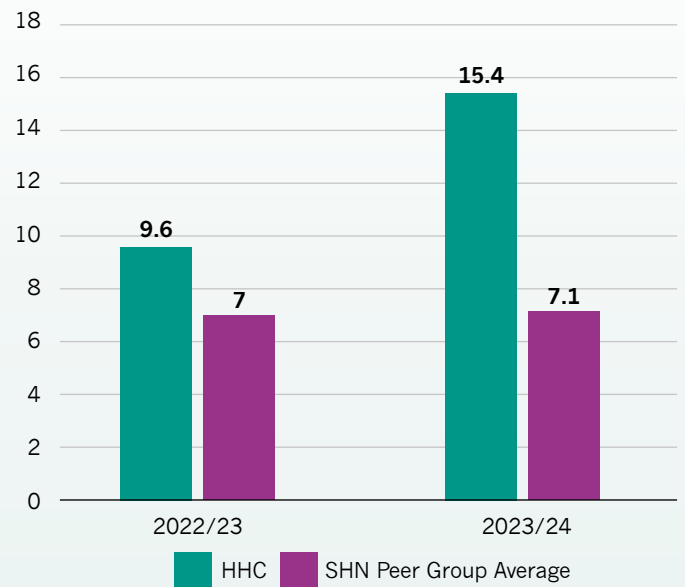
Anti-Social Behaviour

It is important that our tenants don't suffer from anti-social behaviour and show respect and consideration for others. Anti-social behaviour can have a profound impact on communities and we try to act quickly and decisively to resolve incidents as soon as they arise. 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.

% of anti social behaviour cases resolved at year end



Number of anti-social behaviour cases per 100 homes



Comments: We try to ensure we record all the complaints we receive. The vast majority of complaints are for less serious issues.

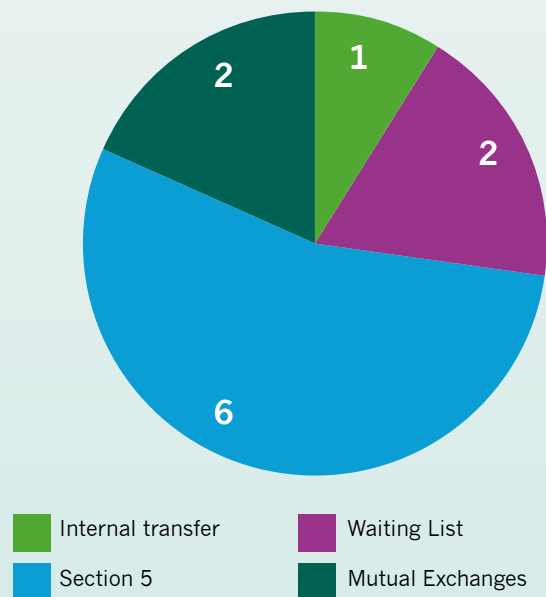
Estate Maintenance

Our caretaking team continue to provide the grounds maintenance service. We have also appointed a contractor to uplift bulk once a week.

Housing Demand

Hawthorn continues to be in high demand to live in. Last year only 11 homes became available for relet. The pie chart shows how we allocated our empty houses.

Type Of Lets 2023/2024

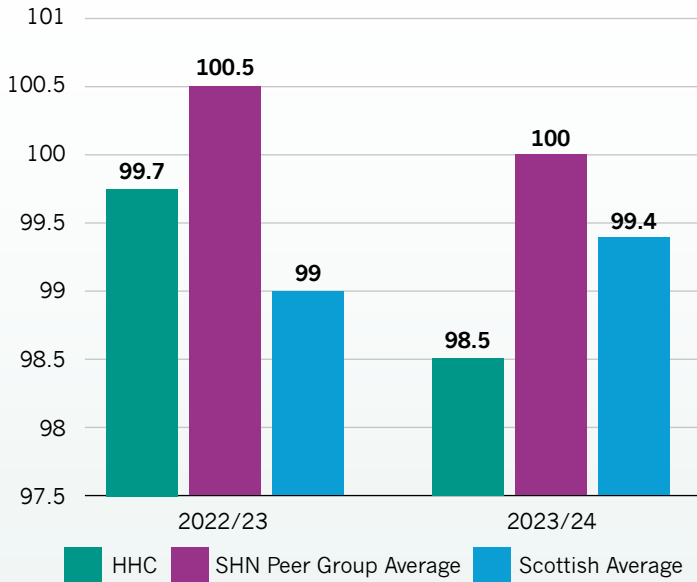




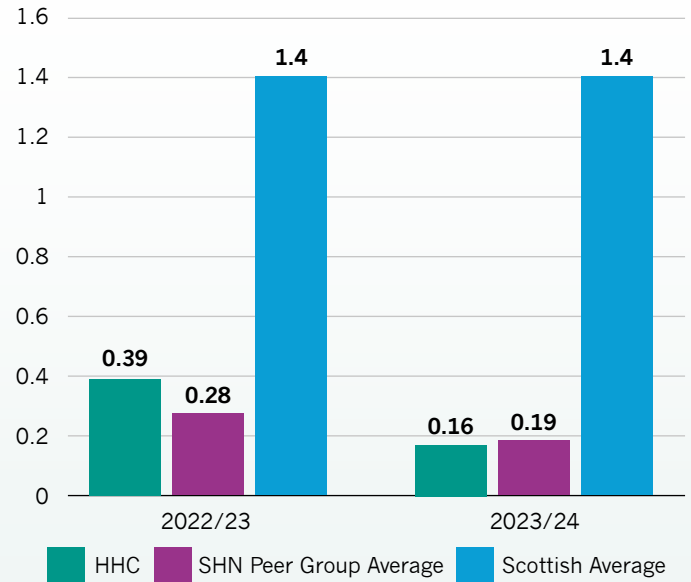
VALUE FOR MONEY

We aim to deliver high quality services at the best value for every pound of rent we receive.

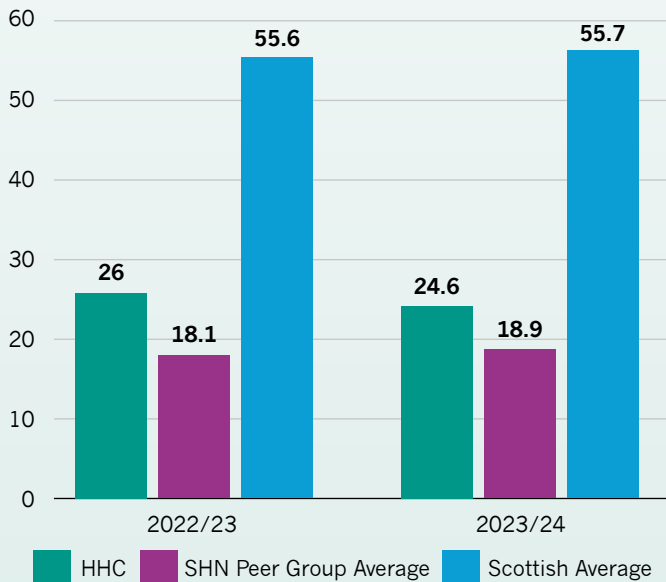
% of rent collected



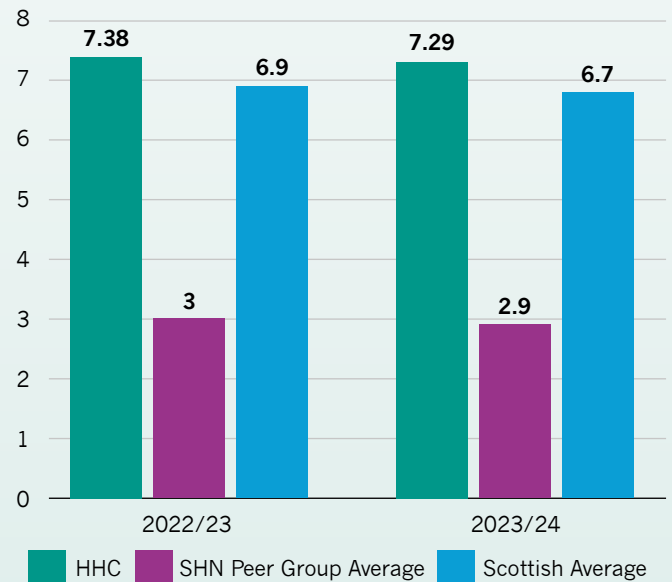
% of rent not collected when homes are empty



Days taken to relet house



Gross rent arrears as % of rent due



Did you know?

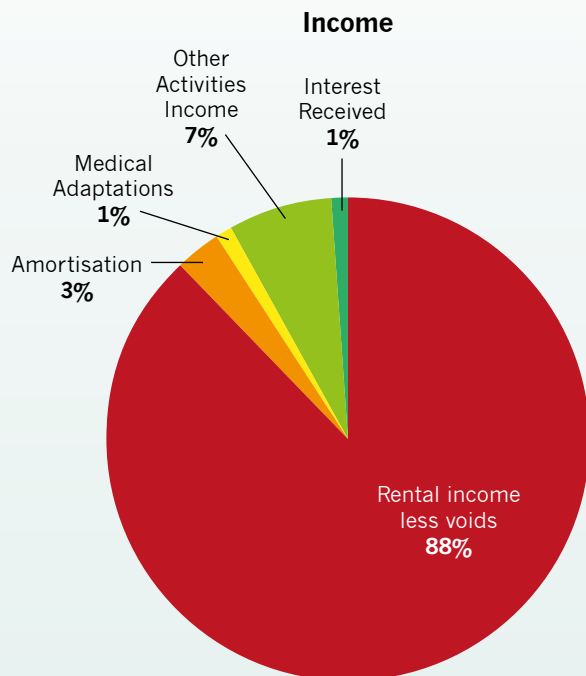
You can book an appointment with our Welfare Benefits Advisor who works from the office on a Monday and Tuesday. You can also obtain advice on budgeting from our Financial Inclusion Officer and advise on energy issues from the energy advice project.



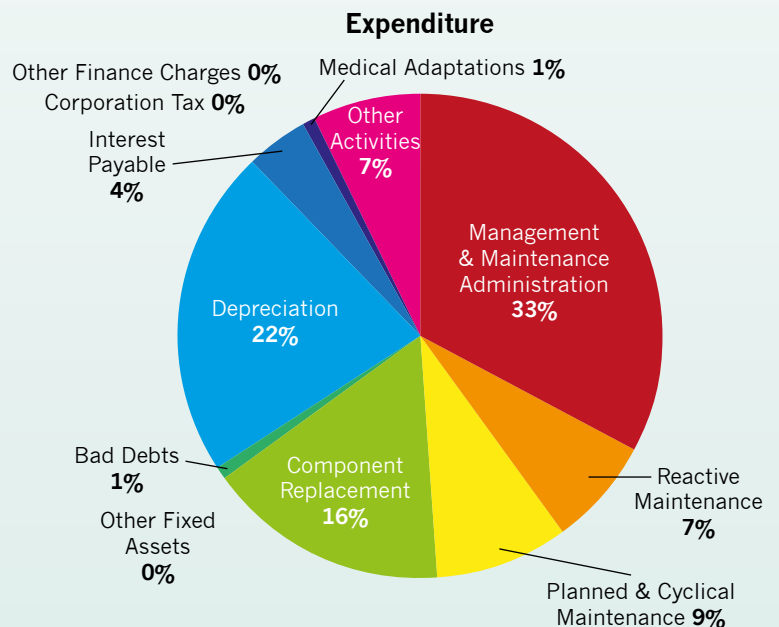
Income & Expenditure

Every year we budget predicted spend in line with anticipated income. Below are the details of our income and expenditure for 2023/24.

Income	2023/24	
Rental income less voids	£1,738,981	88%
Amortisation	£56,969	3%
Medical Adaptations	£12,512	1%
Other Activities Income	£144,626	7%
Interest Received	£24,764	1%
Income Total	£1,977,852	100%



Expenditure	2023/24	
Management & Maintenance Administration	£685,314	33.27%
Reactive Maintenance	£148,971	7.23%
Planned & Cyclical Maintenance	£190,285	9.24%
Component Replacement	£337,508	16.39%
Other Fixed Assets	£3,182	0.15%
Bad Debts	£9,335	0.45%
Depreciation	£446,045	21.65%
Interest Payable	£73,100	3.55%
Corporation Tax	£7,048	0.34%
Other Finance Charges	£3,000	0.15%
Medical Adaptations	£11,375	0.55%
Other Activities	£144,627	7.02%
Expenditure Total	£2,059,790	100%



More than just a Landlord

The Co-op believes it has a responsibility to do more than provide good homes to ensure our tenants have the best quality of life possible. During the year we:

- Obtained £90,000 to reduce tenant fuel bills,
- Raised £52,000 to provide a safe cycle route and footpath,
- Obtained £40,000 for the Community Development Worker post,

- Set up an Energy Advice Service,
- Agreed a social strategy that led to new groups being set up for the community,
- Supported the re-establishment of Possilpark Community Council,
- Led a community campaign for an improved bus service for the community.



VALUE FOR MONEY

Community Events

We used the money we received from grants to deliver a number of activities for the community. Activities include:

- 11 weekly sessions and activities for the community (Supporting approximately 194 people and 21 volunteers)
- 1 monthly bingo session – 25/30 attendees each month
- Easter Egg Hunt – approximately 100 children attended
- Hosted a summer food sharing event – approximately 60 people attended
- Supported the Possilpark Santa Saunter – approximately 50 people attended
- Over 50's Christmas Lunch – 67 people attended
- 6-Week Mindful Moments Course (Developing skills in meditation and relaxation) – approximately 10 people attended
- International Women's Day Event – 30 women attended

- Christmas Lights Competition
- Garden Competition
- Christmas gifts for local children – around 100 gifts were given out
- Young Co-operator of the Year Award

Donations made from the Co-op 2023/24

We made a donation of £100 to Possilpark Masonic Lodge for use of their hall for our AGM, £200 to Comfortzone Charity for Christmas gifts for local children and contributed £200 towards a school trip for Saracen Primary School.

A £2,530 donation was made to Glasgow Perthshire Football Club which was towards the electricity costs for use of their premises by the indoor bowling club that meets there every week.



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.

MANAGEMENT COMMITTEE

The Management Committee is made up of the Co-op's tenants. It decides on the Co-op's strategy that is then implemented by the staff employed by the Co-op. New members of the management committee receive training and support from more experienced members to help them develop into the role. **For the Co-op to survive it needs to recruit and retain new members. There are places available on the committee.** If you would like to become a member please speak with an existing member or speak with Colin at the office.

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 four 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 Team. 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.



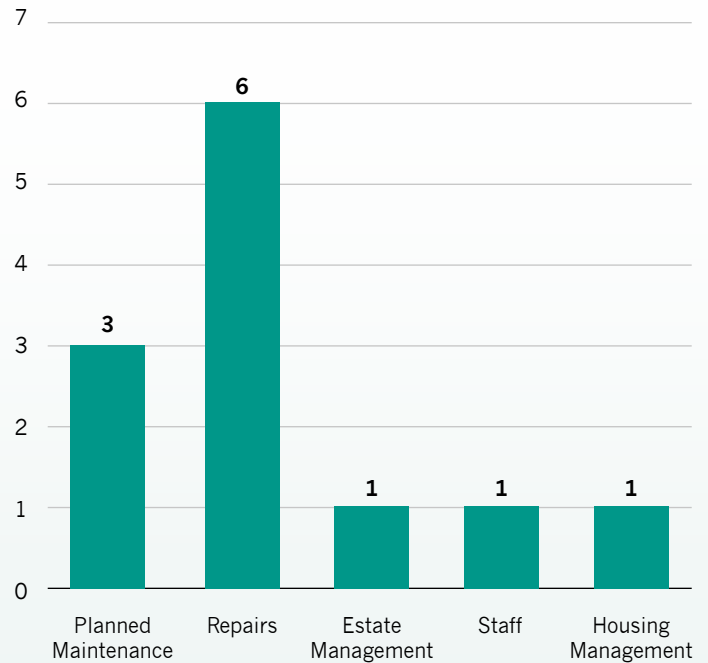
CUSTOMER COMPLAINTS

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 2023/24 we managed a total of 12 complaints (Eight Stage 1 & Four Stage 2). The year before we received 11 complaints (Eight Stage 1 & Three Stage 2).

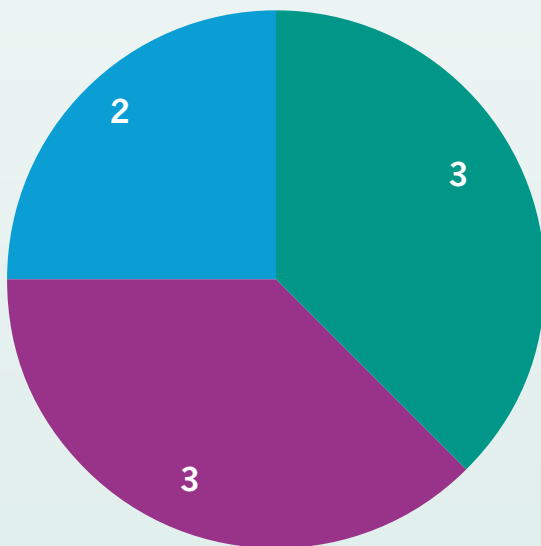
	Stage 1	Stage 2
All complaints received and carried forward	8	4
The percentage of all complaints responded to in full	100	100
The average time in working days for a full response	1.7	8.3

Nature of complaints received



Outcomes

Outcomes - Stage 1



Upheld Not Upheld Partially Upheld

Outcomes - Stage 2



Upheld Not Upheld Partially Upheld

Did you know?

As a tenant, you can report a significant performance failure to the Scottish Housing Regulator. For more information please visit our website or contact the office.



YOUR SATISFACTION

In this report we need to report on the results from the tenant satisfaction survey that was carried out in September 2022. In last year’s annual report we detailed the action we had taken to deal with tenants priorities from that survey.

We carried out a large scale tenants satisfaction survey in September 2024 and the result of this will be included in next year’s annual report. The only new figure we have in this report is for satisfaction relating to the repair service.

The percentage of tenants who had received a repair in the last 12 months and were satisfied with the service increased to 98.5% from 79.4% the previous year. The average for other small urban Housing Associations is 93.2%.

We analysed some of the issues underlying the satisfaction levels and came up with various actions to improve our tenants’ satisfaction. In the previous year we made a few changes to address issues that arose from the survey. Actions which carried over to 2023/24 included:

- working with our tenants to ensure fly tipping in the area is addressed as effectively as possible – conducting community campaigns to highlight particular problem areas,
- campaigning for a better bus service and improved, safer roads in the area,
- holding ESOL classes for tenants whose first language isn’t English.

Question	2023/24	SHN Peer Group Average	Scottish Average
% of Tenants satisfied with overall service provided by landlord	91.8	92.5	86.5
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	98.6	95.5	90.5
% of tenants satisfied with the opportunities given to them to participate in their landlord’s decision-making processes	100	92.9	87.7
% of tenants satisfied with the repair service	98.5	93.2	87.3
% of tenants satisfied with the quality of their home	86.3	87.8	84.0
% of tenants satisfied with the management of their neighbourhood	89.8	90.1	84.7
% of tenants who feel that the rent for their property represents good value for money	81.5	86.0	81.6



OUR ASSURANCE STATEMENT

In October of this year the Co-op submitted its sixth Annual Assurance Statement to the Scottish Housing Regulator. The statement was approved by the Management Committee on 21st October 2024, signed by the Chair and Director, and is shown below:

Hawthorn Housing Co-operative: Annual Assurance Statement 2024

Our evidence bank combines reports, policies, advice and information which the Management Committee monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Hawthorn Housing Co-operative is compliant.

The evidence which supports this Statement includes:

- Reports about performance in key areas
- Internal and External Audit reports
- Advice from external and specialist advisers
- The outcomes from specific consultation
- Benchmarking
- Reports, advice and information from senior staff

We have obtained external support to provide us with additional assurance that our approach is effective and robust.

We are satisfied that we meet all our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould. [We have sought specialist advice to monitor our compliance in these areas and to support our assurance]

We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

In assessing the evidence, we have adopted an improvement focus which will result in the creation of an Action Plan which we expect to approve next month. We are satisfied that these will deliver

effective improvement and that none are material to our current compliance with the framework.

The Management Committee confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that the Co-op is compliant with:

- All relevant 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
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

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 enable us to do so.

As Chair, I was authorised by the Management Committee at a meeting held on 21st of October 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator. We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

Signed by:

Date: 21/10/2024

Cathie Ritchie, Chairperson

Colin Turnbull, Director