Forgewood
Housing Co-operative Ltd



Annual Report 2025/26

Forgewood Housing Co-operative Limited

Chair's Welcome



Welcome to Forgewood Housing Co-operative's Annual Report for 2025/26.

I am pleased to present my report on what has been another positive and productive year for the Co-operative. Throughout the year, we have remained focused on providing high quality housing services, supporting our tenants and residents, and investing in both our homes and the wider community.

Supporting tenants through challenging circumstances continues to be a key priority. During the year, our Advice for Tenants and Residents (AFTAR) project once again delivered invaluable assistance to many households, securing in excess of £182,000 in financial gains. The project provided support with welfare benefits, debt management, access to essential household items, and tenancy sustainment, helping many residents improve their financial wellbeing and quality of life. Now in its 16th year, the project continues to provide invaluable support and has proved to be a lifeline for many residents.

Across our core housing services, performance remained extremely strong. Rent arrears are at their lowest level for many years, reflecting both effective management and positive engagement with tenants. Homes continued to be relet quickly following termination of the tenancy, ensuring minimal rental loss and helping to meet local housing need. Performance across all other housing management functions also remained consistently high throughout the year.

Our repairs and maintenance service continued to deliver excellent results. Average completion times for both emergency and routine repairs remained ahead of Scottish sector averages, while compliance with the maintenance standards set out in the Scottish Social Housing Charter was maintained. These results demonstrate our ongoing commitment to providing a responsive, reliable service and ensuring that tenants' homes are safe, comfortable and well maintained.

Good governance remains at the heart of everything we do. Throughout 2025/26, the Management Committee continued to meet all of its statutory and regulatory responsibilities. In October 2025, the Committee approved the Annual Assurance Statement, confirming compliance with the Regulatory Framework and submitting this to the Scottish Housing Regulator. An Assurance Improvement Plan remains in place to help us identify and strengthen areas where further improvements can be made.

The Scottish Housing Regulator's Engagement Plan for 2026/27 confirmed Forgewood's compliant status. The Regulator advised that its engagement with the Co-operative during the forthcoming year would be limited to the submission of annual regulatory returns and the reporting of any notifiable events. This reflects the confidence that the Regulator has in the Co-operative's governance and management arrangements.

As many of our tenants will know, Forgewood continues to operate a long-established staffing partnership with Garrion People's Housing Co-operative, Wishaw. This arrangement, which has now been successfully in place for more than 30 years, remains unique within the housing sector. While both organisations continue to operate entirely independently, with separate Management Committees and governance structures, the shared staffing model enables both Co-operatives to benefit from a wider range of skills, expertise and professional experience. It is an arrangement that continues to deliver efficiencies, resilience and strong outcomes for our tenants.

During the year, we completed the final phase of our bathroom replacement programme, upgrading the remaining 40 properties within our flatted stock. The project was completed successfully, with disruption kept to a minimum and high levels of tenant satisfaction achieved throughout the programme.

Understanding tenants' views remains essential in helping us improve services. An independent Tenant Satisfaction Survey was undertaken during the year, with results showing positive

Chair's Welcome

improvements across most service areas and strong performance in comparison with Scottish Averages. These results provide valuable assurance that we continue to deliver services which matter to our tenants and residents.

We also commissioned a Stock Condition Survey covering approximately 40% of our housing stock. Carried out on a rolling basis every three years, the survey provides important information on the condition of our homes and helps us plan future investment programmes to ensure our properties continue to meet tenants' needs and expectations.

Tenant and resident safety remain one of the Co-operative's highest priorities. During 2025/26, all Registered Social Landlords were required to begin reporting performance relating to damp and mould ahead of the introduction of Awaab's Law. Forgewood has continued to work proactively in this area, ensuring robust arrangements are in place to identify, investigate and address any concerns raised by residents.

A strong culture of tenant participation continues to underpin our work. During the year, tenants, residents, committee members and staff were actively involved in a range of consultation and engagement activities covering areas such as rent setting, estate management, tenant satisfaction and annual assurance.

Beyond housing services, the Co-operative remains committed to supporting the wider Forgewood community. Our community development initiatives continue to generate significant social value, helping to create opportunities, reduce social isolation and strengthen community resilience. Throughout 2025/26, a wide range of projects, events and activities took place which benefited residents of all ages and contributed positively to community life.

Finally, I would like to record my sincere thanks to my fellow Management Committee members for the time, commitment and support they have given over the past year. I would also like to thank our staff team, whose professionalism, dedication and hard work continue to make a real difference to the lives of our tenants and residents every day.

While this report highlights many of our achievements during 2025/26, it can only capture a fraction of the work undertaken throughout the year. I hope you find the Annual Report informative and that it demonstrates the continuing strength, resilience and ambition of Forgewood Housing Co-operative.

Best Wishes

Alan Thomson

CHAIR

Our Mission Statement

"We are committed to providing quality homes and services within the heart of the community"

Our Values

- *Accountability*
- *Respect*
- *Excellence*
- *Empowerment*
- *Transparency*

Customer/Landlord Relationship

Listening to our tenants is key to the way the Co-operative operates.

During December 2025 and January 2026, an independent market research company, Knowledge Partnership carried out a Tenant Satisfaction Survey to establish how tenants feel about our services and identify areas where we could improve.

A total of 140 tenants were interviewed, and we are delighted the survey results showed **93.6% of our tenants are satisfied with the overall service,** which is an improvement on our 2022 performance, where 91.4% of our tenants were satisfied with our overall service. The performance also demonstrates we are above the Scottish Average.

Tenant overall Satisfaction with our services

93.6%

2022 Result: 91.4%

This positive result reflects our continued focus on delivering high-quality services, responding to tenants' needs and ensuring that tenants have a positive experience when engaging with us.

We are pleased with the levels of satisfaction which demonstrated tenants are generally positive about the homes they live in, and the services provided by the Co-operative. However, we build on this performance by continuing to listen to tenant feedback and identify opportunities for further improvement.

We are grateful to everyone who took the time to share their views!

Area of Satisfaction	Results 2022	Results 2025	Scottish Average Aug 2026	Comparison
Overall Service Provided	91.4%	93.6%	87.6%	↑
Keeping Tenants Informed	87.1%	97.1%	91.4%	↑
Opportunities to Participate	85.7%	90.7%	88.1%	↑
Quality of Homes	86.4%	87.1%	86.6%	↑
Repairs carried out in the last year	88.7%	96.7%	88.0%	↑
Management of Neighbourhood	89.3%	94.3%	84.9%	↑
Rents Representing Value for Money	81.4%	87.9%	82.0%	↑

Customer/Landlord Relationship

Tenant Participation

We are more than a landlord...we are a community!

We have continued to encourage tenants to take an active role in the life of the Co-operative and to support opportunities for neighbours to meet, communicate and work together.

Community involvement helps create a safer, friendlier and more connected place to live. We are grateful to tenants and volunteers who contribute their time and ideas.

We will continue to encourage involvement in our areas of work:

- Greater tenant involvement in decision making – ***By joining our Management Committee!***
- Community activities and events – ***By becoming a volunteer or joining the Community Group!***
- Good relationships between neighbours – ***By volunteering in community activities within your area!***
- A welcoming and inclusive environment – ***By coming along to our Estate Management Walkabout and Focus Group!***
- Opportunities for tenants to share ideas and concerns – ***By joining our Focus Groups or responding to Tenant Satisfaction Surveys!***

We want every tenant to feel that they have a voice and their contribution matters. **If you are interested in any of these opportunities, we would love to hear from you!**

Tenant satisfaction with opportunities to participate

90.7%

Tenant satisfaction at being kept informed

97.1%

Communication is not just about sharing information it is about listening as well.

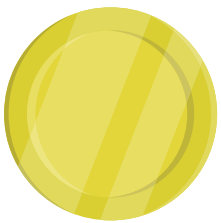
During the year we carried out:



140
Face to Face Tenant Satisfaction Surveys



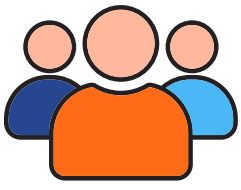
4
Quarterly Tenant Satisfaction Surveys on Repairs



1
Rent Review Focus Group



2
Tenant Satisfaction Focus Groups



2
Estate Management Focus Groups/ Walkabouts

Customer/Landlord Relationship

Complaints & Compliments

15 Stage 1 Complaints

100%
Responded to in full

1.20 days
Average time to respond

1 Stage 2 Complaints

100%
Responded to in full

1.00 days
Average time to respond

We received **16 complaints** in 2025/26 against 14 complaints during 2024/25.

Maintenance / Repair issues	8
Maintenance Contractor (supply issues)	1
Maintenance Contractor	4
Service Requests	2
Service Issue	1

Learning from Complaints

We continue to use complaints as an important source of learning and improvement.

Feedback is reviewed to identify recurring themes, strengthen our services, and prevent issues from happening again.

Learning from complaints informs our procedures, policies, processes and customer experience. We aim to ensure that our tenants feel they are heard.

You said.....	We acted.....
Complaint received after kerbside uplift that many items not uplifted.	Uplifts re-scheduled mid-week to allow pre and post inspections with photos taken of any items left for contractor to return immediately and remove.
Tenants raised concerns about leaking gutters causing water damage on walls and water gathering at steps.	Our roofing contractor cleaned all affected gutters, removed and cleared steel bottom downpipes and drains to resolve the issue and prevent further damage.
Tenants reported vermin activity increased in area.	Liaised with North Lanarkshire Council to eradicate the issue. Action was taken to clear areas affected at the rear of Fife Drive which reduced potential vermin harbourage.

Customer/Landlord Relationship

Positive Feedback

We greatly appreciate tenants taking the time to share their compliments and positive feedback. These are valued by the Co-operative and provide encouragement, recognition and motivation to continue to deliver the best possible service we can. These are a few compliments we received during the year:

Thank you

"I am thrilled with my new wet floor shower and very grateful, this medical adaptation has made a real difference to my everyday life."

"The contractor, Rodgers & Johnston provided a great service, they were very skilled and showed great care and compassion when fitting the wet floor shower in my home."

"We are delighted with the job done by the grass cutters."

"I am very pleased with the repairs to my windows, he is a great window specialist."

"I am very happy with the quick response to the renewal of my shower, great job."



Housing Quality and Maintenance

During the year, we have continued to deliver a strong maintenance service, with performance results demonstrating good levels of efficiency, responsiveness and customer service.

Our maintenance activities remained focused on completing repairs promptly, maintaining homes to a high standard and delivering positive outcomes for tenants.

We recognise that a reliable repairs service has a direct impact on tenant's quality of life and satisfaction.

Tenants Satisfaction with repairs service **96.7%**

Tenant satisfaction with quality of homes **87.1%**

Quality of Housing

Scottish Housing Quality Standard

100%



of Forgewood's homes met the Scottish Housing Quality Standard

Scottish Average 89.53%

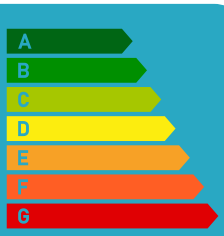
Energy Efficiency Standard for Social Housing (EESSH)

100%

of Forgewood's stock meet the Energy Efficiency Standard for Social Housing (EESSH)

Energy Performance Certificates

1



Any properties requiring an Energy Performance Certificate (EPC) at void stage were completed which resulted in 1 EPC being carried out.

Emergency Repair Time

2.26 hrs

was the average time to complete emergency repairs

Scottish Average 3.45 hours

Non-emergency Repairs

3.60 days



was the average time to complete non-emergency repairs

Scottish Average 8.75 days

Reactive Repairs "Right First Time"

99.01%

of reactive repairs completed "right first time"

Scottish Average 95.29%

Tenant and Resident Safety

Keeping homes safe stays a top priority

Maintaining safe, secure and good quality homes remains one of our most important responsibilities.

We are committed to tenant safety and regulatory compliance scheduled works to maintain the long-term condition of our properties. We ensure that key components such as gas, electrical and fire safety remain functional, safe, and compliant with current standards.

Gas Safety

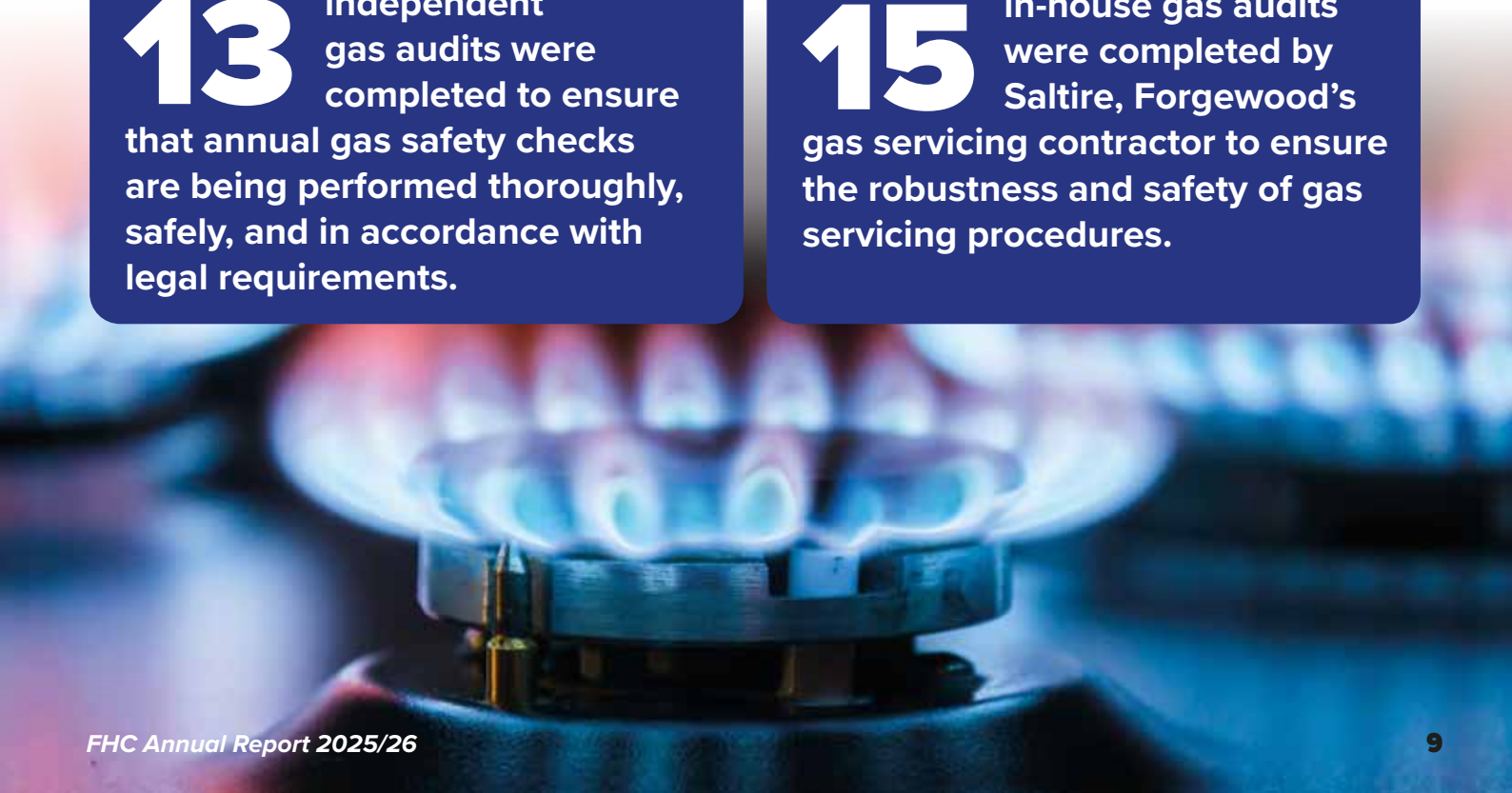
We are required to ensure that all gas appliances, flues, and associated pipework in our properties are maintained in a safe condition.

100% compliant with our gas servicing

142 gas services were completed, with all appliances owned by the Co-operative fully serviced and certified.

13 independent gas audits were completed to ensure that annual gas safety checks are being performed thoroughly, safely, and in accordance with legal requirements.

15 in-house gas audits were completed by Saltire, Forgewood's gas servicing contractor to ensure the robustness and safety of gas servicing procedures.



Housing Quality and Maintenance

Electrical Safety

49 Electrical Installation Condition Reports (EICRs) were completed to ensure full compliance with current electrical safety regulations and standards.

Fire Safety

All properties are equipped with fire protection measures, which are routinely tested during scheduled gas servicing and Electrical Installation Condition Reports (EICRs). In addition, staff conduct fire safety checks during property visits to ensure ongoing compliance and tenant safety.

235 fire protection tests were carried out during the reporting period to ensure that all safety systems remained fully operational and compliant with fire safety regulations.

9 fire protection systems were replaced during the reporting period due to damage or neglect by residents. These replacements were necessary to maintain compliance with fire safety standards and ensure continued protection for all occupants.

Damp and/or mould

This year has allowed our Maintenance staff to understand, train and prepare for the introduction of Awaabs Law in October 2026. With this in mind we have been successful in implementing procedures to meet all legal requirements prior to the introduction of the Law.

During the reporting year:

9 reports of potential damp and mould were received, all of which were promptly investigated and treated by our specialist contractor as required.

8 of these **9** cases were discovered by our Maintenance Officer on pre inspection surveys prior to the Bathroom Replacement Contract.

Average length of time taken to resolve cases of damp and/or mould **5.78 days**

There were **no** reopened damp and mould cases during the year.

Medical Adaptations

A total of **3 medical adaptations** were completed during 2025/26 to enhance accessibility, safety, and independence for tenants with specific mobility or health-related needs. This was funded by Scottish Government.

Total cost of adaptations in the year - £16,093

Average time to complete an adaptation – 20.67 days

Wet Floor Showers

Installed in **3** properties, providing tenants with level-access shower facilities and non-slip flooring designed to enhance safety and accessibility in bathing areas.



Planned Maintenance & Investment

The Co-operative continued to invest in its housing stock, with **£153,058** spent on the replacement of **30** bathrooms within flatted properties, alongside a further investment in **10** boiler replacements during the year.

This investment supports the long-term sustainability of the housing stock, improves the quality of tenants' homes and helps ensure properties continue to meet modern standards.



During the pre-contract survey, **2** wet floor showers were identified as needed. Following a health and mobility assessment they were fully grant funded from the medical adaptation budget.

100% Overall satisfaction levels were gained from those surveyed demonstrating strong performance in workmanship and tenant satisfaction.

Some compliments received from tenants:

"It's brilliant, it's certainly made a big difference to my life."

"It's perfect, it came at just the right time."

"Everything is perfect."

Housing Quality and Maintenance

Spend on maintaining our community

Close Cleaning - £11,232

DMD Cleaning carried out **26** fortnightly close clean visits.

Kerbside Uplifts - £7,302

Kerbside uplift services were provided to remove bulk waste from the estate, helping to maintain a clean environment and deter illegal dumping.

A total of **3** kerbside uplifts completed during the year, addressing the removal of bulk household waste.



Gutter Cleaning and Maintenance

Our contractors inspected and cleaned out guttering, repaired and sealed guttering throughout the estate. These works prevent water damage to roofs walls and foundations.

Litter Picking - £3,488

Regular litter picking amounting to **85** visits carried out during the year within our estates.

Landscaping - £44,021

Murray Landscapes completed **12** visits ensuring all communal areas are tended.



Stock Condition Survey

During the year, a comprehensive survey was undertaken to 40% of our properties by JMP Construction & Property Consultants. The survey helped assess the condition and performance of our housing stock and identify any areas requiring investment or improvement.

The survey provided an up-to-date assessment of the condition of key building components and other essential elements. The findings will support our ongoing asset management planning, helping to prioritise works and inform future investment programmes and ensure that our homes remain safe, well maintained and fit for purpose.

Managing Your Home & Community



94.3%

Tenants satisfied with the management of your neighbourhood

Managing Our Communities

Effective community management is at the heart of creating safe, sustainable and thriving neighbourhoods. As a community-based Housing Co-operative our role extends beyond providing good quality homes.

We have a responsibility to help create communities where tenants feel safe, valued, listened to and proud to live.

Throughout the year we have carried out **2** Estate Walkabouts with the Focus Group.

This is an opportunity for tenants, housing and maintenance staff at the Co-operative to walk through the estate together, identify and address any estate management concerns. Come back to the office have a chat and share ideas on ways to improve the area you live.

Staff Volunteer Day - Working Together for our Communities



We have continued to identify opportunities to improve communal areas and the wider environment, recognising that well managed communal spaces can have a significant impact on tenants' wellbeing and sense of belonging and pride in the area they live.

With this in mind, staff members at both Forgewood and our partner organisation at Garrion People's Housing along with Gary, staff member from Scottish Federation of Housing Associations (SFHA) undertook some community engagement work in the Gowkthrapple area in June 2025.

Staff have carried out a similar community project at Forgewood during 2026.



MacMillan Coffee Morning



We held a joint MacMillan Coffee Morning in Forgewood on 25th September along with Carers Together and raised **£452** for such a great cause.

Managing Your Home & Community

Anti-social Behaviour

We recognise the significant impact that anti-social behaviour can have on individuals, families and communities. We are committed to taking reports seriously, responding promptly and working with tenants and relevant partners to address concerns effectively.

Tackling anti-social behaviour is an important part of maintaining safe, respectful and welcoming communities where everyone can feel secure and enjoy their home.



During the year **4** cases which involved more serious issues or persistent anti-social behaviour

(Category A or B) were managed by the Co-operative which involved working along with other agencies such as Police Scotland, Social Work Services, North Lanarkshire Council Anti-Social Response Team.

14 other more minor anti-social complaints (Category C) were reported and addressed. These incidents primarily involved behaviours that had a negative impact on the community and if not dealt with promptly may escalate to a more serious nature.

Some examples of these can be household refuse, environmental issues, dog issues, abandoned vehicles, neighbour nuisance and noise disturbance.

Category A

5 Working Days

Category B

10 Working Days

Category C

20 Working Days

100%

of these cases were resolved within timescales.

Scottish Average 93.11%

Access to Housing and Support

Access to Housing

We will continue to work with North Lanarkshire Council and our partner landlords in supporting tackling homelessness via our Common Housing Register.

Where we can meet the needs of the applicants on the homeless list we will do so. We are however very proactive in our approach to helping ease homelessness by offering suitable accommodation to applicants who are in extreme housing need and have on many occasions prevented them from having to apply via the homeless route. We will continue to work with our partners at North Lanarkshire Council to alleviate homelessness.

Source of Lets –
10 of our homes were re-let

- **0** Urgent/Homeless Cases
- **5** Housing List Applicants
- **5** Existing Tenants

Turnover of stock – 10 Lets

- **1** 2 apartment
- **8** 3 apartment
- **1** 4 apartment
- **0** 5 apartment

Tenancy Sustainment

100.00% of new tenancies were sustained for more than a year.

We remain committed to supporting tenants to maintain secure and stable homes.

Through early intervention, support and partnership working, we help address issues that may place tenancies at risk, reducing avoidable tenancy failures and promoting positive long-term outcomes for tenants.

10 settling in visits were carried out during the year to new tenants within 6 weeks of them moving into their new home. From these visits **10** tenants were **Very Satisfied** with their home.

Access to Housing Support

10 household were provided with a starter pack to help them move into their new home.



Our starter packs have been warmly welcomed by new tenants, with them expressing their appreciation for the practical support provided when moving into their homes. Here are some comments of appreciation....

"We really appreciate the tenancy starter packs, it was a lovely welcome to our new home"

"The starter packs are greatly appreciated and a brilliant start for my tenancy"

We will continue to strengthen the community, when tenants and residents stay in one place for longer periods, they build relationships with neighbours, participate in community activities, and invest in their local area.

Advice for Tenants Residents Project

AFTAR

The AFTAR project is delivered in partnership with Motherwell & Wishaw Citizens Advice Bureau and five RSLs in North Lanarkshire (including Forgewood Housing Co-operative).

citizens advice scotland

The Project assists tenants with financial inclusion, energy advice and assistance with bills and usage, money advice services, support with claiming benefits, debt advice, energy advice, budgeting, digital inclusion services, general or specialist advice.

In addition, the service offers, all new or prospective tenants a "new tenant financial health check."

This greatly helps prospective tenants make an informed choice about affordability before they accept the tenancy. It also provides vital assistance to those new tenants moving into their home to enable them to sustain their tenancy.

Through this project the financial gains to our tenants for 2025-26 are as follows:

129 households have been assisted via the AFTAR service.

860 Issues have been dealt with including assistance with Energy, Digital Inclusion / IT, Employability and Online Benefits.

£182,568 has been secured in financial gains for tenants and residents.

Getting Good Value from Rents

Value for Money

We are committed to making every pound count by investing in safe, good quality homes and responsive services that makes a positive difference to tenants' everyday lives.

Ensuring tenants receive good value for money from their rents is central to our approach.

Value for Money is embedded across all areas of our operations, guiding decision making and ensuring that every pound spent delivers maximum benefit for tenants without impacting on the quality of the service we deliver.

Tenants who feel their rent represents good value for money

87.9%

Rent Lost through properties being empty amounting to £447

0.04% **of annual rent**

Scottish Average of 1.12%

Average number of days to let 10 properties

3.40 days

Scottish Average of 51.7 days

Total rent collected during 2025/26

100.45%

of annual rent receivable

Scottish Average of 99.67%

% Gross rent arrears of rent due

0.67%

Rent arrears as % of annual rent receivable of £1,008,732

Scottish Average of 5.91%

Getting Good Value from Rents

We are committed to ensuring tenants receive good value for the rent they pay. We continue to focus on maintaining fair and affordable rents while delivering a high-quality service, maintain our homes to a good standard and use rental income effectively to support improvements and provide a positive tenant experience.

Total Houses owned **215**

Total Rent Due for 2025/26 **£1,008,285**

	Houses owned	FHC Average Rent	Scottish Average
1 bedroom	27	£91.65	£98.60
2 bedroom	120	£89.28	£101.42
3 bedroom	60	£90.07	£110.33
4 bedroom	8	£100.74	£121.71

These are **averages** on all bedroom sizes, rents may vary depending on other factors.

Our community in action 2025/26

Thanks to funding secured during the year, we were once again able to deliver a wide range of activities and support services across the Forgewood community, helping to reduce loneliness and social isolation, improve mental health and wellbeing, and lessen the impact of poverty on local residents.

Throughout the year, Forgewood Community Centre remained at the heart of community life, providing a welcoming venue for activities, events, support services and community groups. Our programme continued to create valuable opportunities for local people to connect, learn new skills and improve their wellbeing.

Our social inclusion trips continued to have a significant positive impact, helping to reduce loneliness and social isolation. This year's outings included visits to North Berwick, Edinburgh and Callendar, giving residents the opportunity to socialise, explore new places and build friendships.







Regular activities remained a key part of our community programme and included more than...

45 Lunch Clubs

40 Easy Exercise classes

12 Women's Group sessions

Over 40 Parent and Toddler sessions

We also hosted **12** Community Cinema screenings, providing affordable entertainment and opportunities for people to come together.

These activities provided important opportunities for social interaction, support and improved wellbeing for participants of all ages.

Day Out to Clyde Valley Family Park









Our community in action 2025/26

Our Men's Group continued to grow and develop throughout the year, increasing members' knowledge, confidence and skills. The group demonstrated a strong commitment to supporting both its members and the wider community by organising monthly Bingo events and raffles to raise funds. Their efforts enabled them to secure additional funding and enjoy a memorable trip to Blackpool in April 2026, attended by **30** participants. The group continues to meet regularly and is actively planning future activities and events.







In response to ongoing cost-of-living pressures, we delivered a range of practical support initiatives during the winter months, including Cooking on a Budget classes, Practical Skills sessions, Digital drop-ins, and information, advice and guidance to help residents access available support. Several Community Litter-picking events were also organised, helping to improve the local environment while encouraging community pride and participation.

A variety of training opportunities were provided throughout the year, including First Aid, Confidence Building and other personal development courses. We also delivered **6** Social History and Reminiscence sessions, giving residents the opportunity to share memories, celebrate Forgewood's heritage and strengthen community connections.

Supporting young people remained a key priority, with more than **40** young people benefiting from our Developing the Young Workforce project. Through the programme, participants gained valuable skills, experience and opportunities to support their future education, training and employment aspirations.

The success of our community programme would not have been possible without the dedication of our volunteers. Special thanks go to our Community Volunteers and the ForgeAhead Volunteer Group, who contributed more than **749 hours** of volunteer time during the year. Their commitment helped deliver numerous activities and events, including a highly successful Community Burns Lunch attended by more than 80 local residents.







Our community in action 2025/26



Forgewood Housing Co-operative and Garrion People's Housing Co-operative continue to work in partnership to deliver an extensive programme of community activities and wider role services across the Forgewood and Gowkthrapple communities. Over the past year, more than **£150,000** of external funding was secured to support this work. This investment, alongside strong partnerships with local organisations, has been vital in enabling us to provide high-quality activities, services and support that make a meaningful difference to local people.

We would like to extend our sincere thanks to all our funders, partners and volunteers for their continued support throughout the year.

Would you like to Join our Management Committee?...

We would love to hear from you!

As our Management Committee can be made up of a maximum of **15** members, we are looking to recruit a further **3** Management Committee Members...

We are inviting tenants and residents who are interested in making a difference in their community to consider becoming a Management Committee member.

If you share a passion for your community and want to be involved in our decision making, then serving as a member on our Management Committee might be for you!

The Management Committee plays an important role in helping guide the Co-operative and ensure tenants' voices are heard when key decisions are made.

Committee members work together to help shape policies, review performance, and support the delivery of good quality services for all tenants.

What does the role involve?

- Attending monthly Management Committee meetings
- Reviewing reports and discussing important housing issues
- Helping influence decisions about services and priorities
- Representing the views of tenants

You do not need any previous experience to join. We are looking for tenants who are passionate about their community.

Being part of the Committee is a great opportunity to:

- Learn new skills
- Have a real say in how services are delivered
- Make a positive difference to your neighbourhood

Training and guidance are provided, and our current members are always happy to help and share experiences with those interested in joining.

We would love to hear from you and welcome new members who want to help shape the future of our community.

How do I Join?

If you would like to become involved or for more information on how to join our Management Committee, please call **01698 263311** or email us at **paulm@forgewoodcoop.org.uk**



Becoming a Member of the Co-operative

Would you be interested in becoming a member of Forgewood Housing Co-operative?

If you would like to become a member, we can send you an application form, for £1 you can become a lifetime member. Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of Management Committee.

For more information contact Paul Murphy, **paulm@forgewoodcoop.org.uk** or telephone the office on **01698 263311**.

Finance Report

Income

Total income for the year was £1,412,858, reflecting the Co-operative's strong financial position and diverse income streams. Income from rents, grants, community activities and partnership working has supported the delivery of high-quality housing services, investment in homes, and wider community initiatives.

Rental Income remained the main source of revenue at £1,013,288 (72%). A 3.3% rent increase was applied during the year to help offset rising costs while maintaining affordability.

Revenue Grant Income totalled £195,538 (14%), supporting medical adaptations, community development activities and mental health services.

Community Centre Income was £74,164 (5%), with increased usage following the introduction of a new online booking system.

Agency Income reached £67,217 (5%), generated through the staff-sharing arrangement with Garrion People's Housing Co-operative.

Amortisation of Capital Grants contributed £48,534 (3%), remaining broadly in line with previous years.



Factoring and Other Income totalled £14,117, an increase of £6,777 on the previous year, mainly due to new factoring charges and additional insurance income.

Overall, income performance remained strong, with the Co-operative benefiting from a stable rental base alongside grant funding, community activities and partnership working.

INCOME	AMOUNT	%
Rental Income	£1,013,288	72%
Amortisation	£48,534	3%
Grants	£195,538	14%
Community Centre	£74,164	5%
Agency Income	£67,217	5%
Factoring & Other Income	£14,117	1%
Total Income	**£1,412,858**	**100%**

Finance Report

Expenditure

Total expenditure for the year was £1,314,591, supporting housing services, investment in homes, community facilities and resident-focused initiatives.

Management and Maintenance Administration Costs were the largest area of expenditure at £733,055 (56%), including one-off costs associated with transitioning to a new IT provider to improve long-term efficiency, reliability and cyber security.

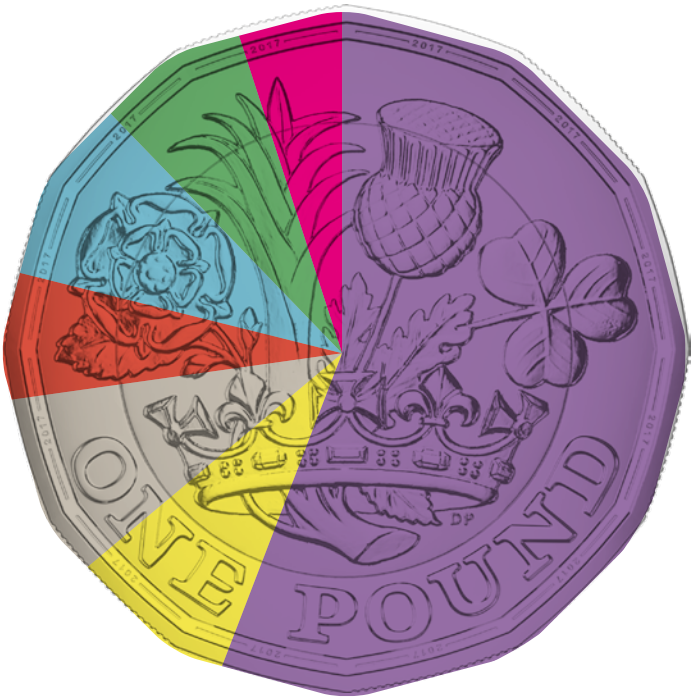
Reactive Maintenance Costs totalled £111,310 (8%), a reduction of £40,549 from the previous year due to improved budget control and lower maintenance and void property costs.

Planned and Cyclical Maintenance expenditure was £118,546 (9%), supporting preventative maintenance programmes and the completion of fire risk assessments across all communal closes.

Agency Costs amounted to £76,272 (6%) and relate to the staff-sharing arrangement with Garrion People's Housing Co-operative.

Depreciation and Disposal Costs were £124,783 (9%), increasing following investment in major property components such as bathrooms and boilers.

Community Centre Costs totalled £87,298 (7%), supporting the operation and development of Forgewood Community Centre.



Wider Role Expenditure was £63,327 (5%), funding community initiatives including mental health and wellbeing projects, the Community Cinema and activities aimed at reducing social isolation.

Overall, expenditure remained focused on maintaining homes, delivering services and supporting the wider community while continuing to invest in the Co-operative's long-term sustainability.

EXPENDITURE	AMOUNT	%
Management & Maintenance Admin Costs	£733,055	56%
Reactive Maintenance Costs	£111,310	8%
Planned & Cyclical Costs	£118,546	9%
Agency Costs	£76,272	6%
Depreciation & Disposal	£124,783	9%
Community Centre Costs	£87,298	7%
Wider Role	£63,327	5%
Total Costs	**£1,314,591**	**100%**

Regulation, Assurance and Governance

Annual Assurance

In October 2025, the Co-operative submitted our sixth Annual Assurance Statement to the Scottish Housing Regulator (SHR).

Our Annual Assurance Statement provides an opportunity for the Management Committee to reflect on the effectiveness of our governance, financial management, services and regulatory compliance. They consider a wide range of evidence in reaching its assurance judgement.

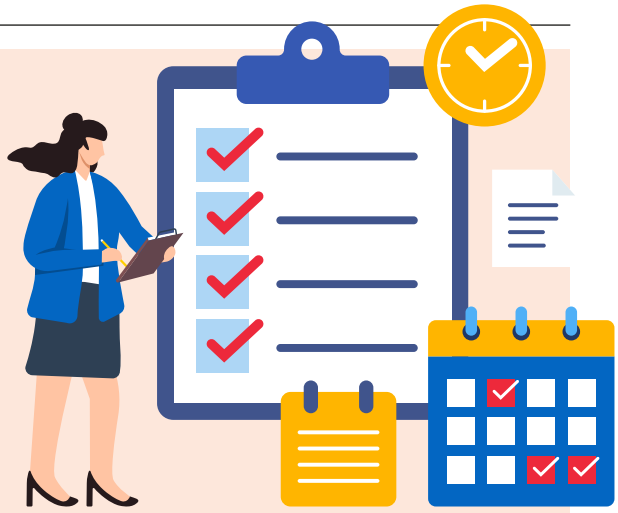
Throughout the year they receive regular assurance that appropriate systems, controls and monitoring arrangements and in place to support compliance with our legal financial and regulatory responsibilities and to protect the health and safety of our tenants.

The Management Committee concluded that it has received sufficient and appropriate evidence to provide full assurance that the Co-operative is meeting the requirement of the Scottish Housing Regulator's Regulatory Framework.

In light of this the Management Committee considered that Forgewood Housing Co-operative is compliant with the requirements of the Regulatory Standards of Governance and Financial Management and submitted an Assurance Statement to that effect.

Our Assurance Statement is available on our website **www.forgewoodcoop.org.uk**

The Scottish Housing Regulator's Engagement Plan



Every year the Scottish Housing Regulator (SHR) creates engagement plans for every Registered Social Landlord in Scotland. Their engagement plan is based on returns the Co-operative submits to them such as performance reports, annual assurance statements, tenants and resident safety, standards of governance and financial management.

We are delighted to announce that we are once again fully compliant with regulatory requirements and standards. The SHR do not require any further assurance from Forgewood Housing Co-operative at this point in time other than the annual regulatory returns required from all Registered Social Landlords (RSLs).

This positive outcome reflects the dedication and hard work of our Management Committee, and staff who work together to strengthen governance, financial management and organisational oversight.

You can view our current Engagement Plan on our website **www.forgewoodcoop.org.uk**

Looking Ahead.....Our Objectives for 2026/27

The Management Committee has agreed a range of strategic priorities for the year ahead, reflecting the Co-operative's ongoing commitment to providing high quality homes, maintaining strong governance and financial resilience, and supporting the wider community. These objectives will help ensure that the Co-operative remains well positioned to meet future challenges while continuing to deliver positive outcomes for tenants and stakeholders.

Securing Funding and Maintaining Financial Resilience

Following the successful agreement of a new funding facility at the end of 2025/26, the Co-operative will utilise this facility as required to support investment in our housing stock. This will ensure that we can continue to maintain and improve tenants' homes while preserving long term financial sustainability.

Considering Future Investment

We remain committed to sustaining and, where possible, improving the strong performance and high standards of service delivered across all areas of the organisation. We will continue to invest in and maintain our homes, ensuring they remain safe, comfortable and of a quality our tenants expect and deserve.

Developing a New Strategic Plan

A new Strategic Plan will be finalised to set out the Co-operative's medium-term objectives and priorities. A key focus of this work will be identifying practical and affordable pathways towards achieving the Scottish Housing Net Zero Standard (SHNZS) and supporting the transition to a more sustainable housing stock.

Maintaining Regulatory and Statutory Compliance

The Co-operative remains committed to achieving full compliance with all regulatory, statutory and lender obligations. Robust governance arrangements, policies and internal controls will continue to support compliance with loan covenant requirements and provide assurance to tenants, lenders and regulators.

Delivering High-Quality Services

We will continue to provide high-quality, responsive housing management and maintenance services that meet the needs of our tenants and align with the requirements of the Scottish Social Housing Charter. Tenant and resident safety will remain a core priority, supported by effective performance monitoring and continuous improvement.

Strengthening Assurance and Community Engagement

We will further develop our Annual Assurance Statement process by continuing to engage with tenants and other stakeholders in evaluating compliance and organisational performance. The Co-operative will also strengthen its support for community initiatives that promote social inclusion, community wellbeing and cohesion, while actively pursuing external funding opportunities that enhance community development activities.

Continuing Investment in Our Homes

Our planned investment programme will continue to focus on major repairs, component replacements and property improvements, ensuring that our homes remain safe, attractive and fit for the future.

Reviewing Joint Working Arrangements

We will continue to monitor and evaluate our shared staffing arrangements with Garrion People's Housing Co-operative, ensuring that the partnership continues to provide high-quality services and positive outcomes for tenants while supporting the long-term interests of both Co-operatives.

Our People

Our Management Committee (during 2025/26)

Name	Designation
Alan Thomson	*Chair*
Callum Boughey	*Vice Chair*
Tommy Divers	*Treasurer*
Jolene Martin	*Secretary*
John Burton	*Committee Member*
Charlie Millar	*Committee Member*
Angie Robinson	*Committee Member*

Name	Designation
Karen Brown	*Committee Member*
Sandra Brown	*Committee Member*
Sharon Bonner	*Committee Member*
Margaret Hemmings	*Committee Member*
Kirsty Wright	*Committee Member*
Edosa Nelson Fidelis	*Committee Member (joined 17/09/2025)*

Remembering..... Marina Johnstone

We were deeply saddened by the passing of Marina Johnstone in May. Marina was a much loved neighbour, friend, former Management Committee member, and dedicated tenant volunteer.

Marina had strong and lasting connections to the Co-operative in many ways, but above all, she was a devoted mum, gran, aunt, sister, and a true friend to so many.

Before joining our Management Committee, Marina was an active member of the Forgewood Registered Tenant Organisation (RTO), alongside her Aunt Iris.

We will always appreciate her input to Forgewood and the community which she deeply cared about.

Our People

Our Staff Team

Name	Position
Paul Lennon	*Director*
Elaine Hyslop	*Housing Manager*
Craig Anderson	*Finance Manager*
Paul Murphy	*Senior Corporate Services Officer*
Joanna McNally	*Housing Officer (Garrion)*
Sharon O'Rourke	*Housing Officer (Retirement & Generic) (Garrion)*
Susan Kane	*Housing Officer*
Billy Gibb	*Maintenance Officer*
Kieron Sheehan	*Maintenance Officer (Garrion)*

Name	Position
Kevin Plunkett	*Housing Data Administrator / Housing Assistant*
Richard Bolton	*Senior Community Development Officer*
Karin Thomson	*Community Development Assistant*
Laura Sneddon	*Housing Admin Assistant (Garrion)*
Josh Collins	*Finance / Digital Services Administrator (Garrion)*
Zarah Bano	*Maintenance Administration Assistant*
Yvonne Boyes	*Receptionist*
Julie Hume	*Maintenance Administration Assistant (Maternity cover for Zarah Bano)*

We operate a unique staffing arrangement with Garrion People's Housing Co-operative.

Starters in the Year

One starter in the year.....Julie Hume joined the Co-operative on 12th December 2025 as Temporary Maintenance Administrative Assistant covering Zarah Bano's maternity leave.

Leavers in the Year

Name	Role	Leave Date
Elaine O'Hanlon	Maintenance Administrative Assistant (maternity cover for Zarah Bano)	22nd December 2025

Celebrating 20 Years of service!

We are delighted to recognise and celebrate a remarkable milestone as Billy Gibb marks his 20 years of dedicated service with Forgewood Housing Co-operative and Garrion People's Housing Co-operative. Billy's commitment, hard work and knowledge have played an important role in supporting the Co-operatives and providing an outstanding service to our tenants.

His long-standing dedication has helped contribute to the strong sense of community that makes our Co-operative what it is today. On behalf of the Management Committee and staff of both Co-operatives we would like to take this opportunity to thank Billy for his many years of loyal service and continued contribution. Congratulations and thank you for 20 years of outstanding commitment and we look forward to many more years ahead!



Have your say...
Your opinion Matters!

WIN A £50 GIFT VOUCHER

It would be interesting to hear what you think about this year's report. Your views really do count so please take a few minutes to provide some feedback.

You can do this by:

- Going to our website **www.forgewoodcoop.org.uk**
- Phoning a member of staff on **01698 263311**
- Responding to survey sent by text
- By email to **enquiries@forgewoodcoop.org.uk**

Should you take part you will automatically be entered into a prize draw with the chance to win a £50 gift voucher!



We are committed to Equal Opportunities in providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

Find us on facebook

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Website www.forgewoodcoop.org.uk

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