



# Annual Report 2023/24

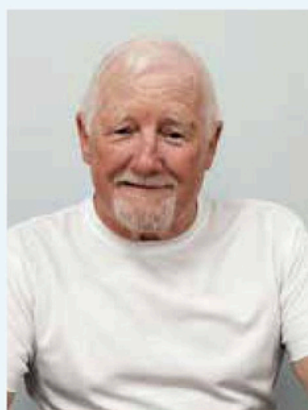
Forgewood Housing  
Co-operative Limited



# Chair's Welcome

## Enjoy our 2023/24 Annual Report.....

The last 12 months have seen more challenges and changes to the Co-operative as well as the social housing sector in general. Challenges which we have risen to, as always.



The first point I'd like to make is that at the end of March 2024, we said goodbye and thanks to our Director Cathy Brien. Cathy has been with the Co-operative since 1993 and given so much to the organisation and helped the Co-operative reach the levels it has done in her time here. Everyone connected to Cathy enjoyed working with her, whether that was a colleague or Committee Member like myself. Our sincere thanks and wishes for a happy retirement go to Cathy from all of us.

While Cathy submitted her notice, the Scottish Housing Regulator made a number of requests to ensure the Co-operative has complied with all requirements prior to us advertising the post. This resulted in them asking to see the latest Business Plan and the last Option Appraisal carried out by the Co-operative. As we had completed both, these were sent on immediately and we were then given the ok to advertise for a new Director. We are grateful to any agencies who assisted us with parts of the Business Plan review, a document that is updated regularly, but is a 3 year plan that sets out the Co-operative's strategic aims and objectives.

After a thorough recruitment process, Paul Lennon (Depute Director) was offered the post after interview and was delighted to accept. Knowing Paul in his 25 years at the Co-operative I am convinced he can continue with all the good work and help us provide continual high levels of services to our tenants going forward. Paul's ambitions are to see satisfied tenants safe in their homes that are kept in good condition by the Co-operative, also ensuring that we are governed well and financially sound. As Chair, I am assured each year as are the rest of the members on Committee that this is exactly what happens.

The cost-of-living was probably the one of the toughest issues to deal with in the year. My thanks go to all staff at the Co-operative, this includes the Community Development section, who secured sources of funding to ensure tenants affected by the cost-of-living were given the assistance they needed and feedback shows this was definitely the case.

During the year major planned improvement work was paused, something that was agreed by our Management Committee during 2022/23 due to the rising interest rates and inflation costs soaring. The most recent stock condition survey allowed for this and we are currently looking at replacing new bathrooms, heating systems and boilers within our stock starting this financial year coming 2024/25.

Towards the end of the financial year we were required to borrow £1.25 million from Nationwide Building Society, our lender. This was concluded post year end and will allow us to continue with improvement works in our homes.

Once again, we report some fantastic performance in terms of how we have been treating our tenants, responding to repairs and collecting rent. My thanks go to all the staff involved and ensuring the Co-operative provide value for money at all times to our tenants.

During the financial year there were a couple of changes in the staffing team, this information is contained at the rear of this report.

We have also had a solid Management Committee with members who have varying skills and talents and these all contribute well to committee meetings and decision-making.

I am grateful to all members of the Management Committee for the contribution during the year. Training has been high on the agenda, and I am delighted to see this has been followed through into the next year. It is very important that any on our Committee (governing body) is trained in key areas where decisions are being made. This was evident in October 2023 when we submitted our latest Annual Assurance Statement to the Scottish Housing Regulator (SHR).

This confirmed that we, as a Committee, were assured with the evidence presented to us by staff, that the Co-operative met all or most of the Regulatory Standards for social landlords. Following on from submitting our Assurance Statement to

the Scottish Housing Regulator, they assess each statement and publishes an Engagement Plan for each landlord. The plan includes a “regulatory status” that indicates whether the landlord meets regulatory requirements. We are once again delighted that our Engagement Plan published in March 2023 was classed as ‘compliant’. Towards the end of March 2024, we were also classed as ‘compliant’ however the SHR did report that they were going to engage with us only because we planned on borrowing in the year 2024-25. As there is risk with any type of borrowing, the Regulator wanted to be assured and we were asked to submit an update on the borrowing requirements by the end of April 2024, along with a cashflow forecast for the 2024/25 financial year. This was done in April 2024 and sent to the SHR.

It’s hard to believe the Co-operative is now eight years in Forgewood Community Centre. We had some water damage during some freak weather in June 2023 but it barely affected the use of the centre by the community and others. A coat of paint and some other repairs and renewals were carried out due to the damage caused by the water ingress.

We are all delighted to see how busy the centre has been in the last few years and the last reporting year in particular. More on community work is contained within this report.

We still have a number of Outreach Clinics in the centre which includes the AFTAR (Advice for Tenants and Residents) project as well as Social Security Scotland and many other advisory bodies and groups. These have been successful and the AFTAR project in particular is fully booked every week.

A number of new key policies were reviewed and passed during the year and post year end. I am delighted to see these all went through after discussion and training between staff and Committee and sometimes a specialist in the subject area.

Tenant safety is always high on our agenda – we always take tenant and resident safety very seriously and are proud to report that we have 100% compliance in key focus areas such as gas safety, electrical safety, fire safety, asbestos, water safety and testing, damp and mould and lift safety.

We have had regular audits on tenant and resident safety and are delighted to have these reported back with full assurance. We continue into 2024/25 with more checks and audits planned to ensure we sustain our excellent record in this area.

The Management Committee receive monthly reports on how we are doing in terms of safety

throughout our estate and homes, providing us with the assurance we need in the reports we receive.

Our Internal Audit programme is on schedule and each theme that was audited during the year was given full assurance. As usual, our external audit was carried out prior to the Annual General Meeting (AGM) in September 2023 and our auditors found all of our controls and processes to be robust with minor recommendations already taken care of.

Looking forward to 2024/25, I am excited at the opportunities that are upon us and know that everyone connected to the Co-operative rises to the challenges like we do every other year. Money is tight throughout the country and we will do everything we can to ensure tenants still get value for money, but also ensuring rents are set at reasonable and affordable levels. We are still able to commit to a Planned Investment Programme and ensure that replacement components are carried out on time. It is a fine balance in achieving our Planned Investment Programme while setting rents at rates that were less than half of inflation. Hopefully the economy is well on the road to recovery and we can look forward to settled financial forecasts.

Most of the highlights of the year are contained within this report and I would like to finish off by thanking all the tenants of the Co-operative. Without them, we would not be able to invest and cover costs as we do at present. My thanks also go to anyone connected to Co-operative, including contractors, suppliers, consultants, stakeholders and lenders. Their contribution has been appreciated throughout the year.

A major contributor to funding this year again has been Forgewood Holdings and we are grateful for their continual support.

Looking ahead to 2024/25, we hope to see the Co-operative in an even stronger position in terms of all its areas of service, ensuring we have good solid governance and financial strength which is a focus area at all times.

I hope you enjoy reading the annual highlights for 2023/24. The report is available online and will also be sent out in magazine format to all of our tenants and stakeholders where required.

*Alan Thomson*

**Alan Thomson**  
Chair

# About this report

This is our Annual Report which we produce every year on our performance. The report focuses on the Co-operative's achievements, activities and financial performance during the year 1 April 2023 to 31 March 2024.

In addition, some of the results shown in the report are taken from our Annual Return on the Charter (ARC) which is a report we must provide

to the Scottish Housing Regulator (SHR) every year. The Charter sets out the outcomes and standards of services, that we, as your landlord should meet.

Our Annual Return on the Charter for the year 2023/24 is available on the Scottish Housing Regulator (SHR) website

<https://www.housingregulator.gov.scot>

## Content of Report

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**Our People**

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Tenant overall satisfaction with our services **91.43%**

Scottish Average 86.49%



## Participation

### Ways you can get involved.....

You can do this in several ways and always at a level you are comfortable with.

If you would like to get involved in any way, we would love to hear from you!

Respond to satisfaction surveys or consultations

Join a volunteering or community group

Join other Focus Groups on policy reviews and shaping services

Participate or volunteer in community activities within CentrePoint

Come along to Estate Walkabouts and join our Estate Management Focus Group

Join our Rent Review Focus Group

Become a member for £1. This entitles you to attend the Annual General Meeting and potentially stand for election, or be nominated to the Management Committee

We believe your knowledge and experience of the services we provide is the best way for us to learn and improve. It involves sharing information, respecting different views and perspectives, problem solving and working together.

Tenant satisfaction with opportunities to participate

**85.71%** Scottish Average 87.67%



## Communication

Tenant satisfaction at being kept informed **87.14%**

Scottish Average 90.46%



We understand communication is vital in our service delivery. We offer many ways to engage with you either by face to face at the office or your home, by our newsletters or annual reports, on our website, notifications via Facebook, by telephone and texting, emailing and satisfaction surveys.

The Co-operative will commission its 3 yearly independent Tenant Satisfaction Survey next year however, we will continue to carry out in-house satisfaction surveys throughout the year.

## Complaints & Compliments

We Value Your Feedback..... We received 13 complaints in 2023/24 against 16 complaints in 2022/23.



## Learning from Complaints

Your feedback is welcome to help the Co-operative understand your needs and review our services to you. It allows us to make improvements and changes where we can.

Complaints give us valuable information which

enables us to deal with them and ensure that the same things don't happen again.

We provide quarterly reports to our Management Committee on our performance on handling complaints and any lessons learned.

## Examples of complaints and how we dealt with them.....

You said.....

We did.....

Several complaints received from tenants regarding the standard of the close cleaning.

Inspection carried out and deep clean instructed with different contractor. Close improved significantly and ongoing monitoring of close cleaning carried out.

Residents reported to the office overgrown area/land owned by North Lanarkshire Council causing environmental issue/vermin problem.

Co-operative reported to North Lanarkshire Council who carried out extensive ground clearance and removed debris & litter...vastly improved the area.

## Compliments Received

"I was unsure of how to operate my central heating.... the staff were great at explaining the most cost effective way to use my heating".

"Thanks to the staff for their help arranging the work and the excellent service from the contractor".

"Excellent workmanship and very pleased with the work of the contractor".

"Fabulous job!... the contractors left the place clean and tidy afterwards".

"I am so happy with the help in getting my repairs completed and delighted with the work".



## Equality & Diversity

We are committed to ensuring that we promote equality and diversity in all aspects of the service we provide.

Our priority for the year ahead is to ensure we gather feedback at any given opportunity to collate information to help us understand our tenants needs and priorities.

We are committed to undertaking a full profiling exercise of all tenants in gathering relevant equality information, this will ensure we have up to date equality data for all our tenants.

This will assist the Co-operative to deliver a housing service which is recognising individual needs and continuing to treat everyone fairly and with respect and meeting our legal obligations on Human Rights.



## Different Formats

Within our publications we strive to make them as accessible as possible to everyone. Should anyone require a copy in large print, audio or in another language, please contact the office and we will be happy to assist.



# Housing Quality and Maintenance



Scottish Housing Quality Standard

**100%**

of Forgewood's homes met the Scottish Housing Quality Standard

Scottish Average of 84.36%



Emergency Repair Time

**3.11hrs**

was the average time to complete emergency repairs

Scottish Average 3.96 hours



Reactive Repairs "Right First Time"

**97.09%**

of reactive repairs completed "right first time"

Scottish Average 88.41%



Repairs or Maintenance Satisfaction

**92.45%**

of tenants satisfied with the repairs service

Scottish Average 87.31%



Energy Efficiency Standard for Social Housing (ESSH)

**100%**

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



Non-emergency Repairs

**3.26 days**

was the average time to complete non-emergency repairs

Scottish Average 8.95 days



Gas Servicing

**100%**

compliant with our gas servicing



Quality of Your Home Satisfaction

**86.43%**

of tenants satisfied with the quality of your home

Scottish Average 84.01%





## Repairs & Maintenance

Grant funding received from Scottish Government for **8** Medical Adaptations

Total cost of adaptations in the year

**£31,490**

Average Time to Complete an Adaptation

**22.75 days**



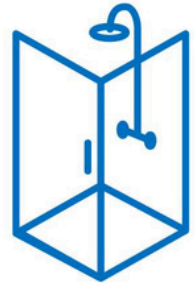
**3**

Wet Floor Showers



**1**

Shower Cubicle with Wet Floor



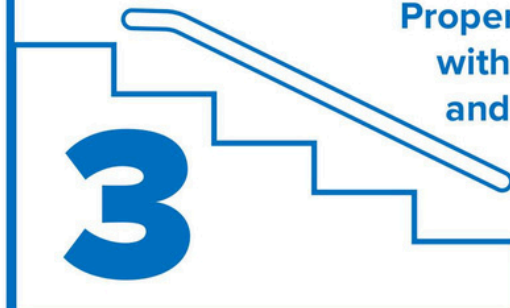
**1**

Property fitted with Grabrails in Bathroom



**3**

Properties fitted with banisters and handrails



## Repair Satisfaction

We carry out quarterly repair satisfaction surveys to tenants who have had repairs carried out to their home.

This feedback allows us to monitor the quality of our repairs service and that of our maintenance contractors. It is vital to help us monitor the service we provide and ensure a high level of satisfaction is maintained.

All of those who have completed the surveys were entered into a prize draw and winners were announced in the quarterly newsletters.





## Investing and Maintaining Our Homes



**5** New External Doors



**3** Replacement Boilers



**1** Bathroom



Phased LED close light replacements. Aim to complete all closes by end March 2025



Total Investment Costs 2023/24:

# £21,269

## Cyclical Maintenance

**58** Electrical Inspection Condition Reports carried out



Gas servicing to all our properties with gas central heating

**100% Compliant**

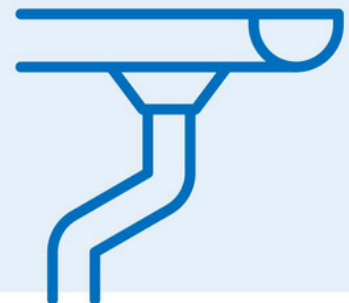


Close Cleaning Spend - **£12,080**

Fortnightly communal stair and close cleaning & 2 deep cleans



Gutters & Downpipe Cleaning in the estate





# Housing Quality and Maintenance

## Kerbside Uplifts

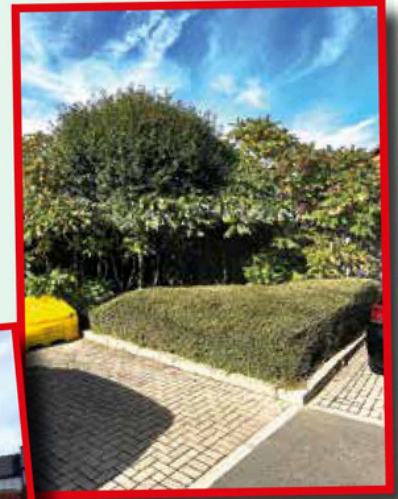
**4** Kerbside Uplifts within our estates costing **£6,540**

Regular Litter Picking in estates costing **£4,262**



## Landscaping Contract

**£41,100** was spent on Landscaping works throughout our estates



## Planned Maintenance

We have previously reported to tenants that due to the rising costs in interest rates, high inflation and uncertainty within the financial climate we would pause any Planned Maintenance programmes for 2023/24.

Our Stock Condition Survey (SCS) allowed for this as our properties were surveyed in 2022/23 and the SCS report stated we would pause Planned Maintenance for a year and still meet all of our Scottish Housing Quality Standards requirements. It was a difficult decision for the Co-operative to take and we were grateful for all tenants who showed complete understanding.

We are happy to say that in the year 2024/25 we will be commencing again with our Planned Maintenance Programme starting with replacing bathrooms in flats that have not had a new one or a new shower room installed in the last 10 years. We are already starting to replace boilers that are nearing 15 years old and will plan this work as part of a future contract into 2024/25. We will also be

looking to replacing the electric heating with a new cleaner installation to the new build properties that are all electric, built around 1998 – 2000 in Fife Drive, Lorne Drive and Tulley Wynd.

All contracts are procured in line with recommended best practice and legislation as set out in the Scottish Procurement Act 2014. We set our budget and programme for Planned Maintenance annually.

We also have a set of five-year financial projections which tie in with our Investment Programme and will keep tenants updated in newsletters about what will be happening next in terms of any major programmes of work. The decision to pause Planned Maintenance did not impact on our ability to carry out day to day repairs or component replacement work such as new boilers and kitchens/bathrooms where urgently required. Our 2024/25 annual report will provide progress in this area.



## Keeping our Tenants Safe in their Home

Keeping tenants and residents safe in their homes and neighbourhoods is a top priority for the Co-operative and it is vital we ensure the trust and confidence of tenants in the safety of their home.

As a housing provider, we must meet and maintain all statutory, legal and regulatory standards and requirements to ensure our homes are safe and we do this through routine inspection programmes and undertaking work

e.g. electrical inspections, annual gas safety checks and servicing (if applicable).

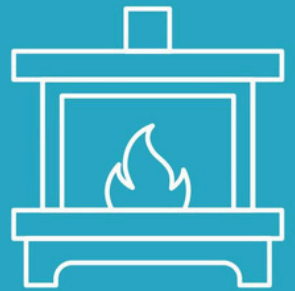
We have reported our performance through our governance structure and to the Scottish Housing Regulator and comply with all relevant safety requirements throughout the year within the areas noted.

We strive to maintain 100% compliance with the Health and Safety Standards and Regulatory Requirements.

**Fire Safety  
Compliant**



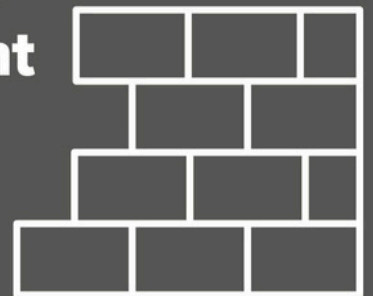
**Gas Safety  
Compliant**



**Electrical  
Safety  
Compliant**



**Asbestos  
Compliant**



**Water Safety /  
Legionella  
Compliant**



**Damp & Mould  
Compliant**





## Estate Management Services

Managing our estates is a vital part of the housing management service. We aim to ensure that tenants enjoy a clean tidy and peaceful environment.

Our estate management service involves:-

- ✓ Housing and maintenance staff carrying out regular estate and close inspections
- ✓ Providing a litter picking services within our estates
- ✓ Housing staff carrying out regular garden inspections
- ✓ Liaising with North Lanarkshire Council services and other partner agencies
- ✓ Multi-agency working to identify initiatives to reduce crime and improve the appearance of the estates
- ✓ Providing regular kerbside bulk uplifts
- ✓ Working to ensure sustainability of tenancies by ensure communities are attractive and safe places to live
- ✓ Liaising with our Estate Management Focus Group
- ✓ Staff volunteering days in the community

## Come along and Join our Estate Walkabouts...

We are committed to ensuring the estates you live in are maintained to a high standard.

Throughout the year we have carried out **2** Estate Walkabouts with tenants and staff as part of our Estate Management Focus Group.

Being part of this walkabout allows tenants to identify and discuss any issues within their estates. The group can identify any areas which need improvements or could enhance the area and can influence any decisions we make.

The dates of our Estate Walkabouts are advertised in our newsletters, website and the Co-operative's Facebook page.





## Keeping Forgewood Tidy

**4** community clean ups were carried out during the year within the Forgewood community.

Refreshments were provided afterwards in the Centre.

A huge thank you to all the volunteers.



## MacMillan Coffee Morning

We held a joint MacMillan Coffee Morning in Forgewood on 27 September along with Carers Together which raised £200 for a great cause.



## Christmas Hampers



Once again, the Co-operative purchased some Christmas treats and goodies to make up Christmas Hampers to distribute to the community. These were given out to **7** lucky households who were picked at random.



**Tenant satisfied with the management of your neighbourhood**

**89.29%**

Scottish Average 84.68%



## Anti-social Behaviour

We managed **13** neighbour nuisance behavioural complaints during the year.

Complaints of this nature cover a variety of issues including loud music, litter, dog fouling & barking, close smells, vandalism, noise nuisance and fly tipping.

We understand complaints of this nature can be upsetting and distressing to tenants and we deal with these as swiftly as possible to avoid them escalating to a more serious nature.

Category A  
**5** Working Days

Category B  
**10** Working Days

Category C  
**20** Working Days

**4** cases of a more serious nature classed as Category B were dealt with in 2023-24. Due to their nature, they generally take longer to reach a resolution as they normally require working along with other agencies such as Police Scotland and Social Work Services.

**100%**

**of these cases were resolved within timescales.**

Scottish Average 94.29%

Excessive/  
Regular Noise  
Nuisance  
**2**

Neighbour  
Dispute  
**2**



# Access to Housing Support

## Advice for Tenants Residents Project (AFTAR)

**We were sorry to say farewell to Robert Mummery our Income/Money Advisor who retired at the end of March after being with us for an impressive 6 years!**

Our new Advisor, Jodie McBride, was appointed as Robert’s successor and she is continuing this vital service to our tenants.

They provide a free, impartial and confidential service to our tenants and residents with all aspects of welfare benefits helping them to maximise their income to maintain their tenancy and prevent financial crisis.

All new or prospective tenants are offered a “new tenant financial health check” with this service.

This greatly helps prospective tenants to 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.



**The project offers a unique service of a holistic one stop shop with:**



Our AFTAR project provided by Citizens Advice Bureau has assisted tenants with all aspects of welfare benefits, achieving significant awards in terms of financial help.

**In 2023/24, this service delivered the following outcomes:-**







# Access to Housing Support

## Local Community Foodbank

Should our tenants and residents be struggling to make ends meet with the cost-of-living crisis we have signposted them to the local food bank.

Maranatha Centre welcomes anyone to go along and drop in on a Monday and Thursday and select from food they have available. In addition, there is a community café/space on a Thursday morning with access to Citizens Advice Bureau.



## Tenancy Sustainment

It is vital that we help tenants sustain their tenancy where we can and make them feel part of the community. Tenancy sustainment contributes to stronger, more cohesive communities enabling them to flourish.

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.

A settling in visit is carried out to every new tenant within 6 weeks of them moving into their new property.

This allows them to address any issues and work closely with them to ensure they are given the appropriate advice, support and access to crucial services to enable them to sustain their tenancy.

Should any new tenant require support with an application for a Scottish Welfare Fund to provide furniture, carpets and white goods, assistance can be provided via our AFTAR Project.

We monitor on an ongoing basis any tenancies that have ended within a 12 month period from their tenancy start date in order to identify any trends.

There were **2** tenancies that ended under the 12 months, the reasons are:-

**2**

**Personal Reasons**



During 2023/24 **90.91%** of new tenancies were sustained for more than a year



## Access to Housing

We work in partnership with North Lanarkshire Council and 6 other Registered Social Landlords (RSL's) as part of the North Lanarkshire Common Housing Register (CHR).

The CHR offers a one stop approach to applicants and allows them to complete one application form which lets them apply for social rented housing owned by any of the partner landlords.

The application is assessed in line with the pointing framework and points are automatically awarded depending on the individual's housing, support and health needs.

We also ensure that our tenants are provided with good quality information on their housing options to allow them to make an informed choice and decision about the range of housing options available to them.

We are committed to homeless prevention, utilising a multi-agency approach to ensure people at risk of losing their homes obtain advice on preventing homelessness and have access to advice on housing options and tenancy support.

In addition, we will continue to work with North Lanarkshire Council and our partner landlords in supporting tackling homelessness via our Common Housing Register on homelessness cases.

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.

We re-let **11** of our homes in 2023/24 and allocated them as follows:-



Turnover of stock – **11** Lets





# Getting Good Value from Rents and Service Charges

## Value for Money

Achieving value for money is important to us and we want to ensure we provide high quality and cost-efficient services that meet your aspirations. We continually look at where we can reduce costs without impacting on the quality of the service we deliver.



We review our rent charge on an annual basis. When considering applying a rent increase, we take into consideration affordability to tenants and the cost required to have sufficient income to continue with the high quality of service and maintenance to your home. When this exercise is carried out, we consult with tenants on the proposed rent charge.

We strive to re-let our properties as quickly as possible to minimise any rent loss

## Rent and Service Charges

1 bedroom

2 bedroom

3 bedroom

4 bedroom



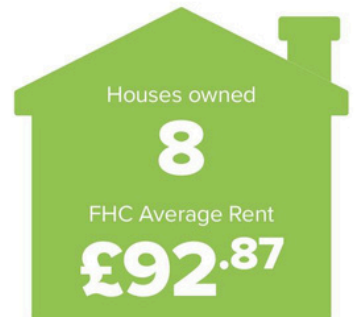
Scottish Average £87.87



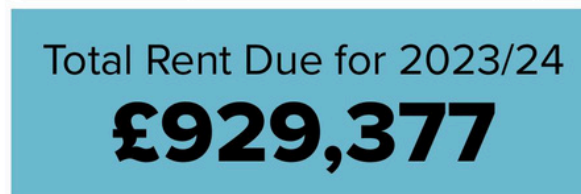
Scottish Average £90.29



Scottish Average £98.30



Scottish Average £108.29



Please note these are averages on all bedroom sizes. Rents may vary depending on other factors.



# What's been happening in our Communities during 2023/24

Thanks to funding secured, we were once again able to continue to support people across the Gowkthrapple community by a wide selection of events, activities and training courses. This helped address the issues of loneliness, social isolation, health & well-being and reduce the impact of poverty.

We delivered a series of events and activities including –

## 40 Easy Exercise Classes

## Community Walks



## Over 45 Lunch Clubs



## Classes

During the winter months we helped lessen the impact of the cost-of-living crisis within our community by delivering a series of classes for cooking on a budget, practical sessions and digital drop ins as well as providing, information, support and advice.



## Fashion Show

We successfully hosted an Upcycling Fashion Show in February along with Braidhurst High School which was enjoyed by all.



## 12 Women's Group sessions



## Burns Night

Supported the ForgeAhead Group in hosting an amazing Burns Lunch.



## 10 Community Cinema showings

including movies such as Barbie and Rocky Horror Show



## 10 Social History Group Meetings

## Community Events





# What's been happening in our Communities during 2023/24

## Men's Group



Our Men's Group built on their learning skills by attending a course on "Health Issues in the Community" and have arranged a group project – an overnight trip to Blackpool for 30 people.

## Monthly Bingo



Over the course of the year, the Men's Group raised funds by hosting monthly bingos, organising raffles and from this secured funding allowing them to have a wonderful trip away in October. They continue to host monthly bingo sessions and are planning their next overnight trip.

## Social Isolation Trips

Our social trips continue to have high impact, helping to address issues of loneliness and social isolation. This year's trips include visits to Loch Lomond, New Lanark, Edinburgh, the Panto, National Mining Museum and Glasgow Museum Resource Centre.



During the year we also delivered a series of training sessions including Food hygiene, First Aid and Mental Health First Aid.

Forgewood Community Centre continue to provide a venue for various events, activities, groups and support services for the local and wider community.

**Special thanks must go to all of our amazing Community Volunteers and the ForgeAhead Volunteer Group for their many hours of hard work. During the year, the group provided over 950 hours of volunteer time.**

Thanks to the funding from Cash for kids we were once again able to help local families again this winter.



# A BIG THANK YOU

Forgewood Housing Co-operative and Garrion People's Housing Co-operative work together to deliver their community programme and wider role activities across both the Forgewood and Gowkthrapple communities.

Over the past year we have secured over **£170,000** of external funding to support our programmes across our local communities.

Securing this funding and working with local partners is vital in helping us deliver an extensive programme of community activities and support services locally.

We would like to thank all of our funders for their support over the last year





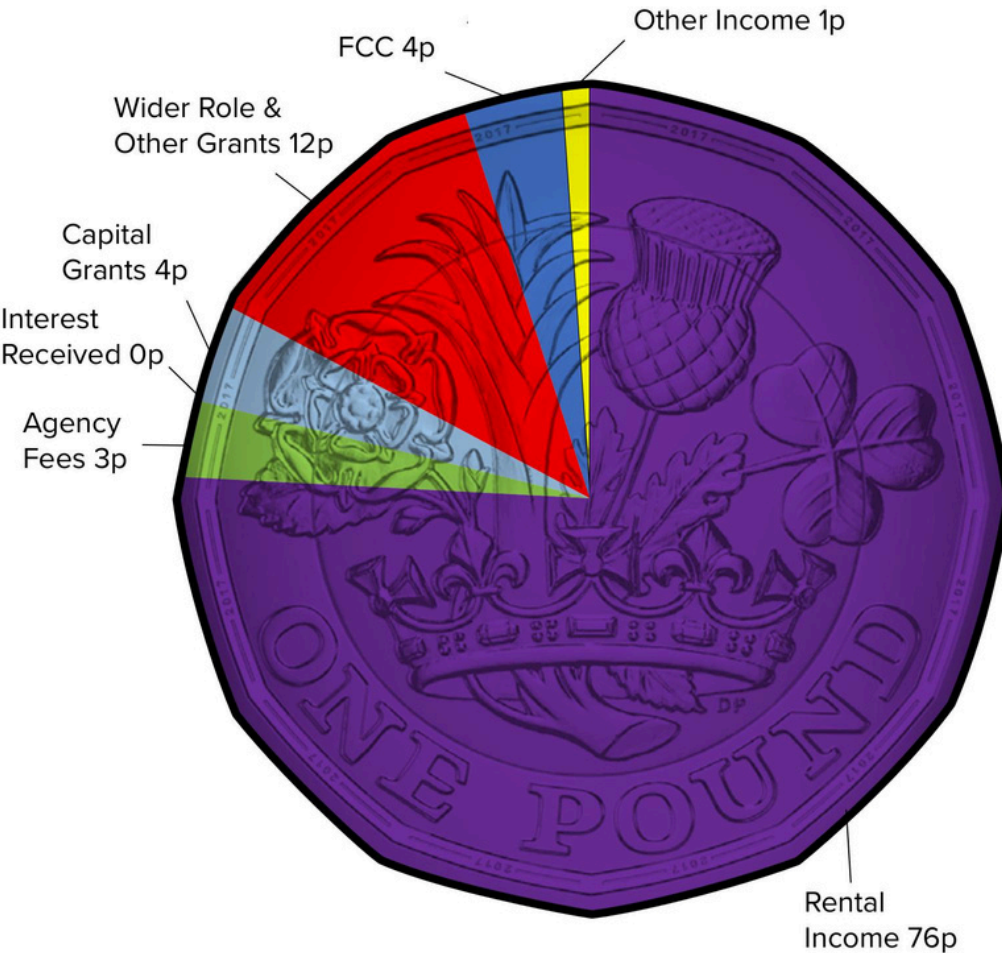
## Income

“where every penny in the £1 came from”

This year saw our rental income increase on the previous reporting year to £934,001. This is due to the annual rent increase and increased void performance. The level of work we carry out on behalf of other organisations increased resulting in agency income being £37,535.

We had a reduction in wider role and community grants during 2023/24 due to a drop in funding. Despite this challenge the community team still carried out several events in the local area. Income and grants for the Community Centre accounted for 15.85% of our annual revenue, a decrease on the year before where it was 28%.

Overall, our total revenue for the year was on the same level as the previous financial year with the increase in rental income balancing out the drop in community income.



INCOME	AMOUNT	% COSTS
Rental Income	£934,001	76%
Agency Fees	£37,535	3%
Interest Received	£2,168	0%
Capital Grants	£44,791	4%
Wider Role & Other Grants	£142,177	12%
Forgewood Community Centre (FCC)	£53,150	4%
Other Income	£18,608	1%
<b>Total Income</b>	<b>£1,232,430</b>	<b>100%</b>



## Expenditure

Rising costs and high interest rates had an impact on our expenditure during 2023/24. Several of our suppliers issued us with cost increases above inflation which resulted in an overall operating deficit.

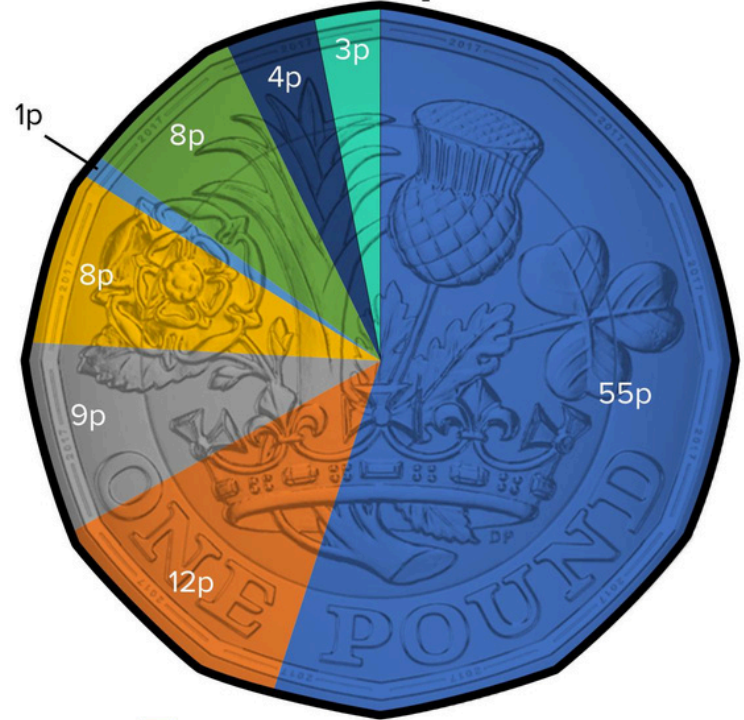
The management and maintenance administration costs increased to £748,697 with insurance and software costs providing the highest increase. Several one-off exercises were also carried out during 2023/24 such as cloud migration and Director replacement.

We have a unique staff sharing arrangement with Garrion People's Housing Co-operative in Gowkthrapple, which results in Forgewood receiving payment for use of our key staff to Garrion People's Housing Co-operative. This in turn also means that we pay for the services of Garrion staff.

We spent £169,782 on routine and reactive repairs which was up 16% from last year. We also spent £125,262 on planned and cyclical repairs in 2023/24 which will provide a longer lasting improvement to our homes and surrounding areas.

Interest payments on our loans increased in 2023/24 to £104,129 with interest rates remaining high throughout the year.

**“how every penny in the £1 was spent”**



- Management & Maintenance Admin Costs
- Routine Maintenance Costs
- Planned & Cyclical Costs
- Mortgage & Interest Paid
- Bad Debts
- Depreciation
- Other Revenue Costs
- Wider Role and Other Services

EXPENDITURE	AMOUNT	% COSTS
Management & Maintenance Admin Costs	£748,697	55%
Routine Maintenance Costs	£169,782	12%
Planned & Cyclical Costs	£125,262	9%
Mortgage & Interest Paid	£104,129	8%
Bad Debts	£2,559	1%
Depreciation	£105,833	8%
Other Revenue Costs	£59,104	4%
Wider Role and Other Services	£43,765	3%
<b>Total Costs</b>	<b>£1,359,131</b>	<b>100%</b>



## Our Annual Assurance Statement

As part of the Scottish Housing Regulator's Regulatory Framework, all Registered Social Landlords have to submit an Annual Assurance Statement to the Scottish Housing Regulator.

In October 2023, the Co-operative submitted our fifth Annual Assurance Statement to the Scottish Housing Regulator (SHR).

Following a robust self-assessment, 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](http://www.forgewoodcoop.org.uk)

The Assurance Statement advised the Scottish Housing Regulator that the Co-operative was fully compliant with the Standards of Governance and Financial Management.

## Asset Management Strategy

The Asset Management Strategy aims to ensure that our properties provide good quality homes and environments for our tenants that are well maintained to maximise their life and to protect the investment in the properties.

Our stock is assessed every 3 years to ensure it meets our business needs. Furthermore, towards the end of the reporting year we worked with a specialist in asset management and drafted a new Asset Management Strategy that will meet the needs of the Co-operative and the tenants going forward for future years. The vast majority of our policies are available on our website.

## Energy Efficiency Standard for Social Housing (ESSH) 2

After full compliance with ESSH 1 targets, targets set for the collation of ESSH 2 data has been put on hold by the Scottish Housing Regulator for 2023 and 2024, but we still work with a view to that being lifted and our work on ESSH continues as normal.

We will wait however on further advice from the Scottish Government before making any decisions on any modifications, particularly those which will impact on our budgets. We have 2 qualified Energy Performance Assessors in Billy and Kieron (Maintenance Officers) who can provide Energy Performance Certificates (EPC) to all of our homes, providing the Co-operative with savings along the way.

## Partnership Working

We would like to thank all our tenants, partners, contractors and others for your continued support over another very challenging year for everyone.





## Our Management Committee.....during 2023/24

Name	Designation
Alan Thomson	Chair
Callum Boughey	Vice Chair
Charlie Millar	Treasurer
Jolene Martin	Secretary
John Burton	Committee Member
Thomas Divers	Committee Member
Angie Robinson	Committee Member
Karen Brown	Committee Member
Sandra Brown	Committee Member
Sharon Bonner	Committee Member

Name	Designation
Nichola Mooney	Committee Member
Karolina Mozar	Committee Member
Margaret Hemmings	Committee Member
Jim Mitchell	Committee Member (Resigned May 2023)
Alexsandra Bartycha	Committee Member (Resigned Aug 2023)
Natalie Barclay	Committee Member (Resigned Oct 2023)
Nicola McGregor	Committee Member (Resigned Feb 2024)

## Do you want to make a *Real Difference* in your community?.....

You can do this by joining our Management Committee!

Firstly, you can become a lifetime member for a one-off payment of £1.00.....membership provides the opportunity to stand for election at the Annual General Meeting (AGM) and vote for members of the Management Committee.

The Committee are responsible for the strategic direction of the Co-operative. They meet once a month to monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

By joining the Committee, you can come along, meet new people and gain useful skills while sharing your views and ideas on how we can improve the community for everyone to live.

If you are interested in joining our committee, please contact Paul Murphy on **01698 2633311** or email [paulm@forgewoodcoop.org.uk](mailto:paulm@forgewoodcoop.org.uk).



## Our Staff Team as at 31 October 2024 .....

Name	Position	Name	Position
Paul Lennon	Director	Richard Bolton	Senior Community Development Officer
Elaine Hyslop	Housing Manager	Karin Thomson	Community Development Assistant
Craig Anderson	Senior Finance Officer	Nicky McManus	Community Development Assistant
Paul Murphy	Senior Corporate Services Officer	Jodie Stewart	Community Development Assistant
Joanna McNally	Housing Officer (Garrion)	Josh Collins	Finance / Digital Services Administrator (Garrion)
Sharon O'Rourke	Housing Officer (Garrion)	Yvonne Boyes	Receptionist
Susan Kane	Housing Officer	Zarah Bano	Maintenance Administration Assistant
Billy Gibb	Maintenance Officer	Laura Sneddon	Housing Administration Assistant
Kieron Sheehan	Maintenance Officer (Garrion)		
Kevin Plunkett	Housing Data Administrator / Housing Assistant (Garrion)		

## Staff Changes

We wished Laura MacDonald good luck as she left the Co-operative at the end of December to pursue her career in housing with Queens Cross Housing Association.

We also said a big hello to Jodie Stewart, who joined us as the new Community Development Assistant.

### Starters in the year

Name	Role	Start Date
Jodie Stewart	Community Development Assistant	January 2024

### Leavers in the year

Name	Role	Leave Date
Laura MacDonald	Community Development Assistant	December 2023

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

# Retiral of our Director, Cathy Brien

We said goodbye and thanks to our Director Cathy Brien who retired on 31 March 2024 after giving so much to the Co-operative over the years. All who were connected to Cathy enjoyed working with her and wish her all the best in her retirement.

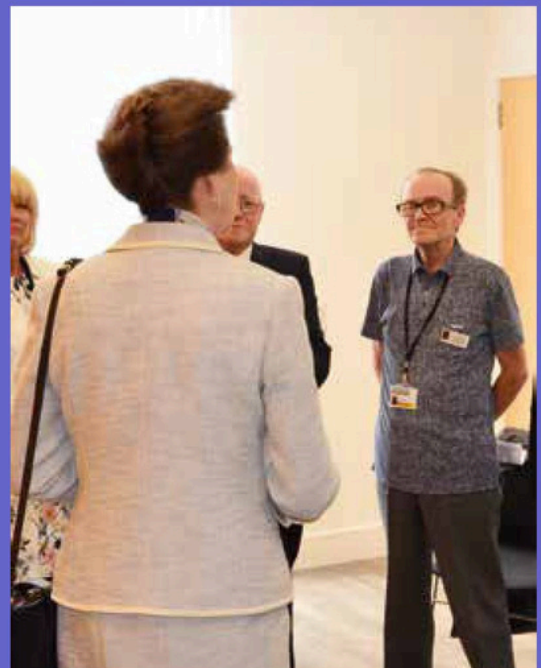
After a thorough recruitment process, Paul Lennon was welcomed as our new Director on 1 April 2024.



# Remembering Jamie Bell

We were saddened at the passing of Jamie Bell. Jamie served on our Management Committee for around 11 years and dedicated a considerable amount of his time attending Management Committee Meetings, training and conferences.

We appreciate Jamies's input to Forgewood Housing Co-operative and the Forgewood area in general.



# Your feedback

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 will receive a text message with a direct link to an online survey. If you prefer a paper copy, please contact the office and we will send this to you. Should you take part you will automatically be entered into a prize draw with the chance to win a £50 gift voucher!



-  Our website go to [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)
-  Phoning a member of staff on **01698 263311**
-  Texting your feedback to **077769 90405**
-  By writing via email to [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)

If there is any information about our services or like to find out more about please get in touch.



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](http://www.forgewoodcoop.org.uk)

