



# Annual Report 2019-2020



*We are committed to providing quality homes and services at the heart of the community*

# Looking Back

## Our Chair's Report ...



**I am delighted to present to you Forgewood Housing Co-operative's Annual Report for 2019/20.**

This is my first report as Chair of the Co-operative after being elected at the Co-operative's annual general meeting in September 2019. I thank fellow committee members for nominating me to take up the position as chair and I will work hard to help the Co-operative deliver the best of services to our tenants and others.

This report includes details of how we have performed in the last year in relation to the Scottish Social Housing Charter.

I would firstly like to express my sincere thanks to Forgewood Housing Co-operative's Management Committee and staff for their continuous hard work, commitment and dedication to the Co-operative. We remain strong and are delighted to see new members join the Governing Body. During the year, we had 14 fully elected Management Committee members as well as one additional co-opted committee member on board. The maximum allowance for a committee is 15 members and it is great to see a full complement, all coming together to make the Co-operative a success and see our community thrive.

We celebrated our 25th Anniversary in 2019 and marked the event with a community fun day in August, attended by many within the area.

Recent months have been unlike any other for the Co-operative, The Covid-19 pandemic continues to dominate our personal lives, our business decisions and the economic global agenda.

Forgewood Community Centre was closed in March 2020 following the Scottish Government Covid-19 guidance, with some staff working remotely working and continuing to do so until Scottish Government guidance allows us to return to the workplace.

Technology has been a priority and although challenging at times has enabled us to stay connected and able to engage with our tenants during this pandemic. Our staff have shown an amazing commitment to one another and to the local community to ensure the wellbeing of our tenants as far as they possibly could.

I am pleased to report another successful year both in terms of operational performance, service delivery and financial health. This year saw the Co-operative invest in improving some of our properties. We continue to budget for our major improvements to our homes over the coming years.

We continue to deliver our services at a high level. A Comprehensive Satisfaction Survey took place during the year and the outcomes of the survey show that the Co-operative continues to achieve high standards in performance and tenants receive value for money.

The Co-operative worked in partnership with a number of agencies including Citizens Advice Bureau and we will continue with this into the foreseeable future to

ensure our tenants and residents of Forgewood receive proper financial, energy efficiency and technological advice, especially in these difficult times.

Tenant safety is one of our top priorities and we are proud to have good track record in this area. A new tolerable standard for fire safety becomes Law in 2022 and we have been working towards ensuring that the standard will be met in each of the Co-operative's properties by fitting smoke detectors and heat detectors.

In summing up, we will continue to grow by creating a customer focused culture that puts our tenants at the heart of everything we do. This means continuing to invest and transform our services in light of coping with the challenges of a Global pandemic now and into the future. To allow this to happen we will develop our IT and technical infrastructure and give our staff the opportunity to grow and develop whilst keeping everyone safe and well.

Once again I thank the dedicated committee members who have supported each other as well as our hard working staff team during a challenging but successful year. We have again achieved the highest standards to ensure our tenants and others receive value at all times. Please read on to see what else has happened during 2019/20 at Forgewood Housing Co-operative.

A handwritten signature in black ink, appearing to read 'Callum Bowie'.

**Callum Bowie**  
**Chair**

# About Forgewood Housing Co-operative

## Our Vision.....

We will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose and are happy to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

## How we did against last year's priorities...

**In last year's report, we outlined our priority action areas for 2019/20. All areas ticked have either been completed or commenced within the year. There has been a delay with some planned works due to the pandemic.**

- ✓ Commence with new bathrooms in flats in our estate;
- ✓ Gutter cleaning to all our stock;
- ✓ Replace smoke alarms and fit interlinked heat detectors in kitchens – to meet updated legislation due to come into effect in February 2022;
- ✓ Rebuild and improve information provision on our website;
- ✓ Continue to develop estate management walkabouts;
- ✓ Continue to keep tenants updated on tenant safety through newsletters etc;
- ✓ Commission an independent tenant satisfaction survey;
- ✓ Continue to support and develop new initiatives for the local community;
- ✓ Ensure compliance with new Freedom of Information Act;
- ✓ Submit our first Annual Assurance Statement to the Scottish Housing Regulator;
- ✓ Commission a stock condition survey of 30% of our properties;
- ✓ Review and update our Business Plan in line with current environment.

## Annual Assurance Statement

A robust self-assessment which tested the Co-operative's compliance with the Scottish Housing Regulator's Standards of Governance and Financial Management was carried out by an external consultant in August 2019. The consultant concluded that the Co-operative were compliant with the standards and subsequently the Co-operative submitted their first Annual Assurance Statement to the Scottish Housing Regulator in October 2019.

This statement provides assurances to the Regulator that the Co-operative:

- Achieves all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with our legal obligations relating to housing and homelessness, equality and human rights and tenant and resident safety.

- Comply with the standards of governance and financial managements for registered social landlords.

We continue to assess our performance with the standards to achieve the best outcomes for our tenants.

We are happy to receive your comments or answer any questions you may have by emailing [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk).



# What's been happening in our

## Forgewood Summer Fun Day to celebrate 25 year anniversary

A family fun day was held on 17 August 2019 where 295 adults and kids enjoyed a fun filled day with a wide range of activities. The event was jointly funded by the Co-operative and Forgewood Holdings.



**FORGE  
AHEAD**  
COMMUNITY  
VOLUNTEERS

A huge thanks to Forge Ahead who are an independent community

group operating in the Forgewood area and offer a wide range of social and recreational activities to the community throughout the year.

Without their invaluable continued support we would not be able to deliver the range of services in Forgewood Community Centre that we do.

Thanks also to the Forge Ahead group who took part in the consultation of the Co-operative's Tenant Participation Strategy.



**FORGEWOOD  
HOLDINGS**

Another huge thanks to Forgewood Holdings who are an independent

community based charity operating in the Forgewood area of Motherwell offering a wide range of financial support to residents in the area through new or established organisations.

We would like to thank Forgewood Holdings for their continued support of our activities. Without the funding provided by them we would not be able to carry out much of the good work in our community.

They have been key funders in our social isolation projects, health and fitness classes, developing the young workforce project and fun days, to name a few.

# Communities during 2019/20

## Staff sharing some Christmas Cheer

The Co-operative staff very generously donated lots of goodies at Christmas and made up beautiful hampers to enter our tenants into a raffle.

The winners were absolutely delighted and collected their hampers prior to Christmas.



## All Stars Community Café

Firpark Secondary School have found their recipe for success embarking on an exciting new catering venture with the opening of the 'All Stars' community café situated in our community centre in the heart of Forgewood.

The community café benefits both the local community and provides real employment experience for Firpark Secondary pupils. It offers a great opportunity for local people to catch up with friends while helping support the young people.



Forge Ahead hosted a Community Burns Lunch on 24 January 2020 by offering an afternoon of food, fun and friendship with the local schools providing fabulous entertainment of bagpipes and poetry.

All Stars Community Café opened at Forgewood Community Centre in October 2019.  
**\*\*\*STOP PRESS\*\*\* STOP PRESS\*\*\*** They have just won this year's Alliance Scotland's Self-Management Award 2020 for employability.



Throughout the summer, monthly day trips were organised to help to tackle social isolation and loneliness in the community. The trips were a great success, with destinations including the Scotland Street School Museum and the Kelpies in Falkirk. These were funded by Forgewood Housing Co-operative, Forgewood Holdings and Lanarkshire Housing Association.

## Social isolation Trips



## Club 365

Club 365 ran at Forgewood every day throughout the school holidays for primary pupils who were entitled to free school meals.

As well as a tasty meal, pupils also got to enjoy arts and crafts activities, multi-sports games and activities.





# Complaints Performance

Complaints are very important to us and we use your comments to continually improve the services we provide. While we monitor complaints and strive to improve services after receiving them, we also record compliments that come our way. Positive feedback also helps us shape our future delivery of services.

Number of complaints received in year	Stage 1 (6)	Stage 2 (0)
Percentage of complaints responded to in year	100%	N/A
Percentage of complaints responded to on time	100%	N/A
Percentage of complaints upheld	0.00%	N/A

## Did you know?

Our timescales to deal with complaints not requiring investigation is 5 working days (stage 1) – front line resolution and 20 working days (stage 2) for more complex cases.

Any member of staff can register a complaint for you. Complaints can be made in person, over the telephone or in writing. You should be asked how you would like your complaint resolved to your satisfaction.



## Annual Report on the Scottish Social Housing Charter

This section of the annual report provides you with information on how we performed over the last year 2019/20. This shows our performance in relation to the Scottish Social Housing Charter.

The Charter outlines the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

This report not only shows you the current year's performance but that of last year and of the Scottish Average. This information enables the Scottish Housing Regulator, the Co-operative, tenants and other customers to identify areas where we have strong performance and those which we are in need of improving.

The Co-operative has a strong commitment to continually improve on the quality and value of service we provide.

# Our Properties and Rent



Areas of Operation -  
Forgewood

**Total Rent Due**  
**£825,631**  
for year 2019/20

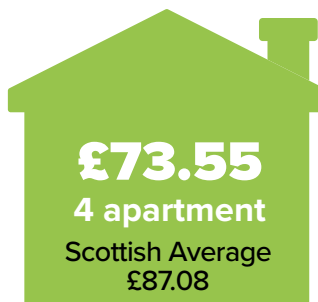
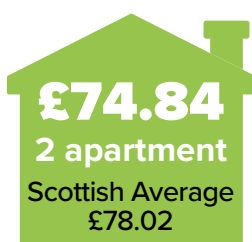
## Our Stock



## Turnover of Stock



## Average Weekly Rent



Total Rent Due  
for year  
**£825,631**



Rent Collected  
for year  
**£833,536**

£866 of rent lost during the year  
through properties being empty - 0.1%.  
Scottish Average 1.2%.



Rent Collected as  
% of annual rental  
income - **100.96%**  
compared to Scottish  
Average 99.3%



Gross Rent arrears  
as % of annual rental  
income - **2.65%**  
compared to Scottish  
Average 5.8%

# Scottish Social Housing Charter Indicators

## Outcome 1:

### Equalities

Social landlords perform all aspects of their housing services so that:

“every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services”

## Outcome 2 :

### Communication

“tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the service it provides”

## Outcome 3:

### Participation

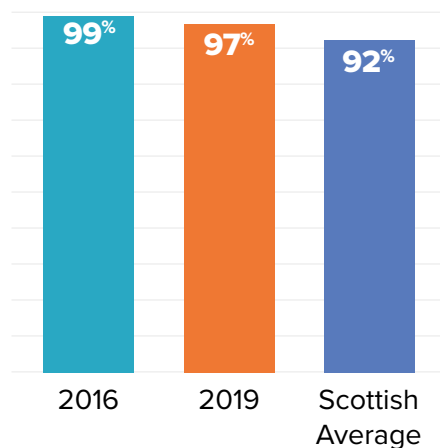
“tenants and other customers find it easy to participate and influence their landlord’s decisions at a level they feel comfortable with”

## How did we do?

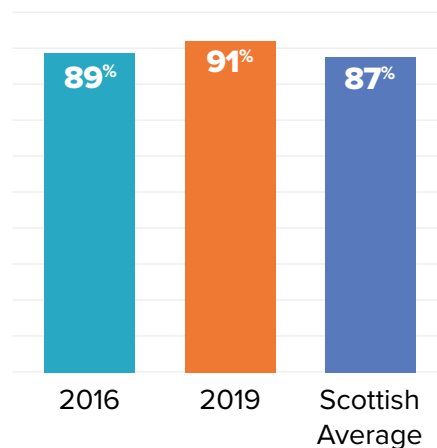
### Satisfaction Levels

We carried out an independent tenant satisfaction survey in November 2019 reaching 144 of our tenants. The survey was carried out by Knowledge Partnership. We asked about your satisfaction across a number of areas of service. This is what you told us:

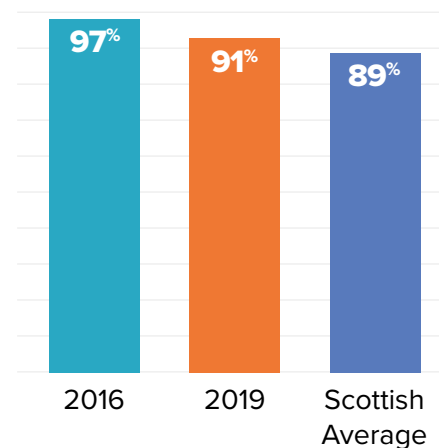
#### Satisfaction at being kept informed



#### Satisfaction with opportunities to participate



#### Overall satisfaction with services





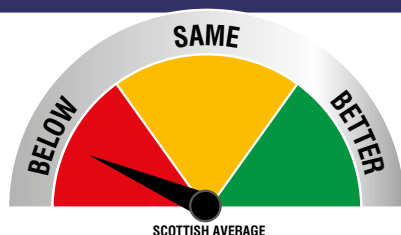
# Housing Quality and Maintenance

## Outcome 4: Quality of Housing

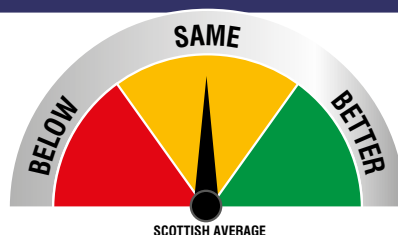
“tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated,; are always clean, tidy and in good state of repair,; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020”

## How did we do?

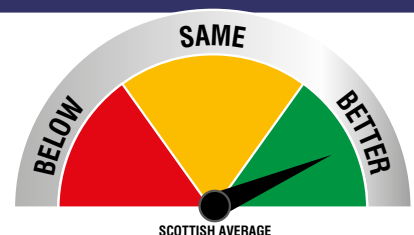
### Scottish Social Charter Indicators



SCOTTISH AVERAGE  
Performance is below Scottish Average



SCOTTISH AVERAGE  
Performance is the same as Scottish Average

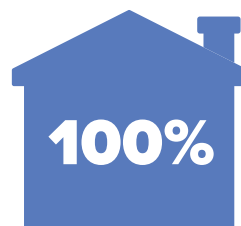


SCOTTISH AVERAGE  
Performance is better than Scottish Average

The number of FHC properties meeting Energy Efficiency Standard for Social Housing (ESSH) is



FHC 2018/19



FHC 2019/20



Scottish Average



**100%**

of our properties meet the Energy Efficiency Standard for Social Housing ahead of Scottish Government deadline of December 2020.

### We asked 15 tenants

“Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?”



**93%**  
**Very or Fairly Satisfied**



**7%**  
**Neither/ Nor**

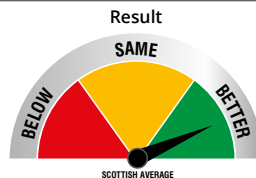
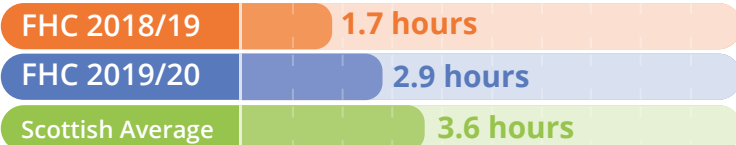


**0%**  
**Unfairly Satisfied**

## Outcome 5 : Repairs, Maintenance and Improvements

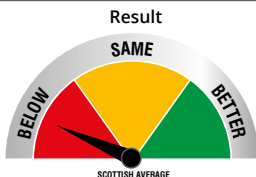
“tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done”

### Average length of time taken to complete emergency repairs



A dip in satisfaction since last year. We will continue to strive for improvement in all areas including repairs and hope this is reflected in next year's figures.

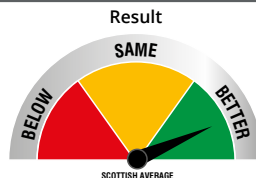
### % of tenants satisfied with the repairs service



During the year we carried out 798 repairs to our homes. It is important that repairs are undertaken as quickly as possible and to a high standard.



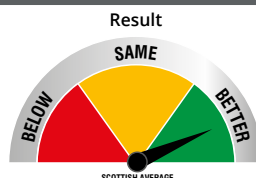
### 95.5% of reactive “repairs right first time”



### Gas Servicing

100% serviced within anniversary date by FHC meeting gas safety compliance.

### Average working days to complete non-emergency repairs



## Investment

It is vital that we maintain the standard of our homes and we work by a planned programme to ensure you have a well maintained, modern and efficient home to live and that other people also want to come and live in them.

Reactive  
Repairs Spend  
2019/20  
**£84,308**

Planned  
& Cyclical  
Maintenance  
Spend 2019/20  
**£78,900**

# Medical Adaptations

Each year we apply to Scottish Government to install adaptations to assist our tenants with mobility, sight, hearing and other ailments affecting their ability to live in their home.



**Total spend on Adaptations**  
**£9,303**



**Total number completed in 2019/20**  
**4**

**Wet Floor Bathrooms**  
**2**



**Internal safety rails**  
**1**



**External Safety Works**  
**1**



## Tenant Safety

### Electrical Inspection Condition Report

We carry out an Electrical Inspection Condition Report (EICR) at the change of a tenancy, or within a 5 year period. This is to ensure your property is electrically safe.

Any remedial works identified at your inspection, will be made safe or rectified as soon as possible.

## Fire Protection

New government legislation which requires every social landlord in the Scotland to meet a new standard in Fire Protection has been extended to February 2022.

The new standard requires us to install:

- One smoke alarm to the room most frequently used for general daytime living purposes.
- One smoke alarm to every circulation space on each storey, such as hallways and landings.
- One heat alarm to every kitchen.
- One carbon monoxide detector if a gas appliance is present.

All alarms should be ceiling mounted and interlinked, however there is no requirement for carbon monoxide detector to be interlinked to the other detectors, or to be ceiling mounted.

We began the Fire Protection Upgrade Program early in 2020. We remain hopeful we can upgrade all our properties by the original deadline date of February 2021. This will ensure tenant's homes have this additional protection as soon as possible.





## Stock Condition Survey

In order to ensure compliance with the Scottish Quality Housing Standard, the Co-operative undertake a programme of stock condition inspections on a yearly basis which took place in May 2019.

We aim to survey around 70 properties (30%) of our stock. This enables the Co-operative to target spending where it is most needed and budget accordingly.

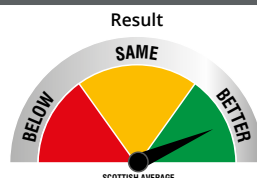
This will ensure that you have a well maintained, modern efficient home to enjoy.



## Neighbourhood and Community

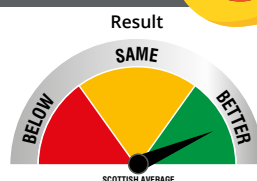
### Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

#### % of tenants satisfied with the management of the neighbourhood they live in



“tenants and other customers live in well-maintained neighbourhoods where they feel safe”

#### % of anti-social behaviour cases resolved within locally agreed targets



**Anti-social behaviour** is a very serious issue that can blight the lives of those affected by it. We aim to deal quickly and fairly with all reports made to us and have very robust procedures in place that defines our actions.

While we may be able to resolve certain cases without other agency involvement, there is an acknowledgement that more

difficult cases may involve working with other agencies such as Police Scotland and Social Work Department. These cases generally take longer to reach a resolution.

**100%** of anti-social behaviour cases were resolved within locally agreed targets compared to the Scottish Average of **94.1%**.

## Estate Management

We are committed to ensuring our estates are managed to the highest possible standard. To achieve this outcome we provide litter picking services, provide skips for bulk refuse, inspect back courts, gardens and closes.

## Estate Walkabouts

Our estate management walkabouts enable residents to come along and join staff in a walk around our estates. Any areas of concern can be identified along with ways they could be improved. The group also participated in the consultation of the Tenant Participation Policy.



## Access to housing and support

### Outcomes 7, 8 and 9: Housing Options

“people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them”

“tenants and people on housing lists can review their housing options”

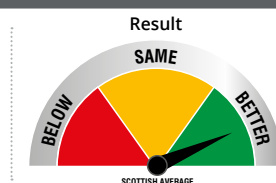
“people at risk of losing their homes get advice on preventing homelessness”

### Outcome 10: Access to Social Housing

“people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed”

### Average length of time taken to re-let properties in the last year

FHC 2018/19	5.9 days
FHC 2019/20	5.8 days
Scottish Average	31.8 days

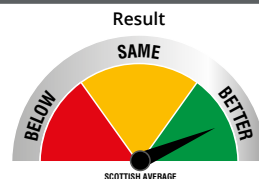


We work hard to ensure our properties are re-let as quickly as possible.

## Outcome 11: Tenancy Sustainment

“tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”

### % of new tenancies sustained for more than a year



### Helping you to keep your home

We work closely with new tenants to ensure their tenancy starts positively.

A settling in visit is carried out within 6 weeks of the tenant moving in which allows the housing staff and the new tenant to address any housing matters that may arise. Housing staff are always there to help and support tenants to sustain their tenancies.



### Advice for Tenants and Residents Project (AFTAR) - Our helping hand

Our money advice/income maximisation service provided by Citizens Advice Bureau via our AFTAR project is a very successful method of providing advice to tenants to assist with maximizing income, debt advice, budgeting skills, and also energy advice to those who need it. This can assist tenants who have financial difficulties and can help them sustain their tenancy.

**138 tenants** utilised this service during the year

**£80,423 additional income** was secured for clients

**97 attendees benefited** from a full benefit check





# GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

## Outcome 13: Value for Money

“tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”

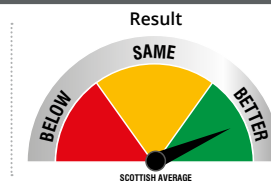
## Outcomes 14 and 15: Rents and Service Charges

“a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them”

“tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants”

### % of tenants who feel that the rent for their property represents good value for money

FHC 2018/19	80.0%
FHC 2019/20	85.4%
Scottish Average	83.6%



## Rent Review - Tenant Focus Group

From time to time, we consult our tenants for their views on matters that affect them. These consultations take the shape of focus group meetings, allowing residents to come together to discuss issues in depth, with the aim of improving and shaping policy and procedures in accordance with tenants' views.

We thank the residents that came along to discuss the rent proposals for the next year at the Rent Review Focus group meeting held on 15 January 2020. Their input helped the Co-operative decide on the rent increase for the next year. You can join the focus group by emailing [elaine@forgewoodcoop.org.uk](mailto:elaine@forgewoodcoop.org.uk)

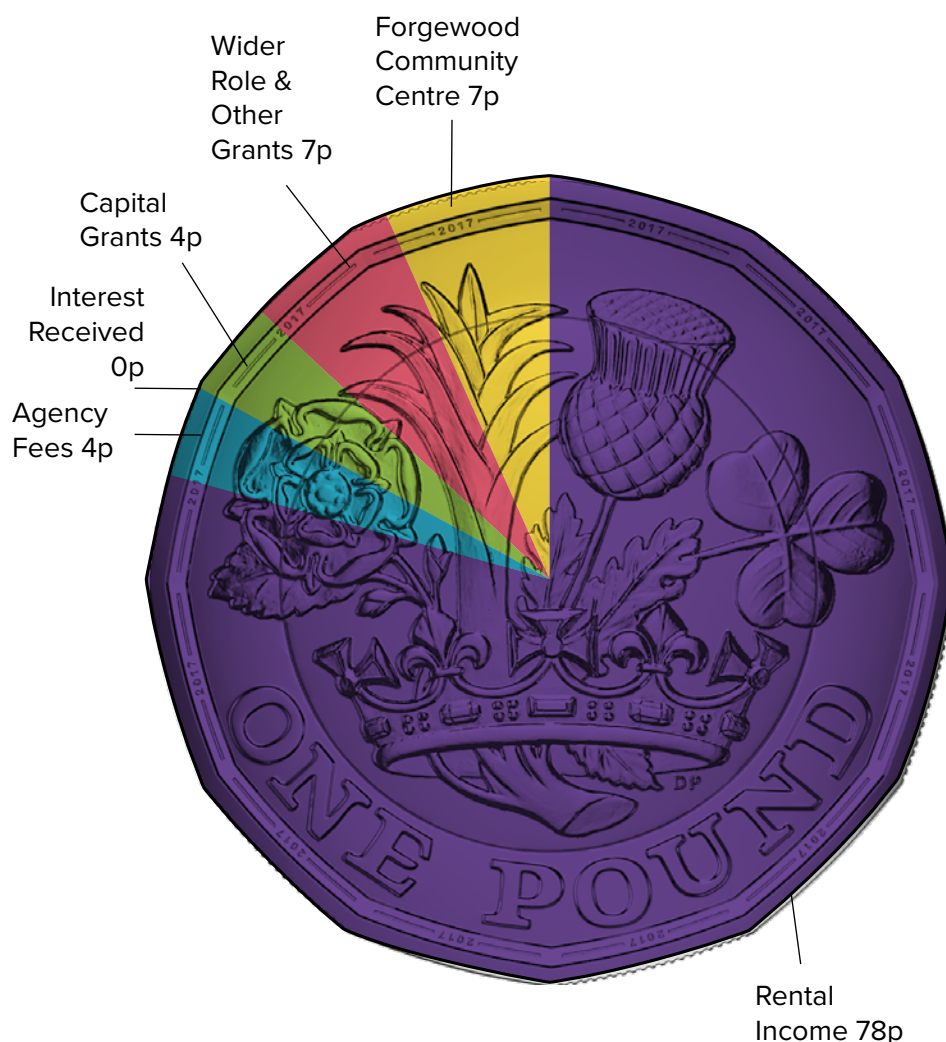
Delivering value for money is a major objective of the Co-operative. We make every effort to ensure we achieve value for money in all aspects of our business. We strive to achieve this while providing the best possible service to our tenants that is efficient, effective and economical.

We monitor rental income and arrears carefully since the longer term economic impact of the Covid-19 lockdown on our tenants remains uncertain. We will also continue to provide individual support when tenants let us know that they are struggling with rent payments via our AFTAR Project with Citizens Advice Bureau.

# Financial Highlights 2019-20

## FORGEWOOD HOUSING CO-OPERATIVE FINANCIAL SUMMARY 2019/20

### INCOME FOR THE YEAR 2019/20



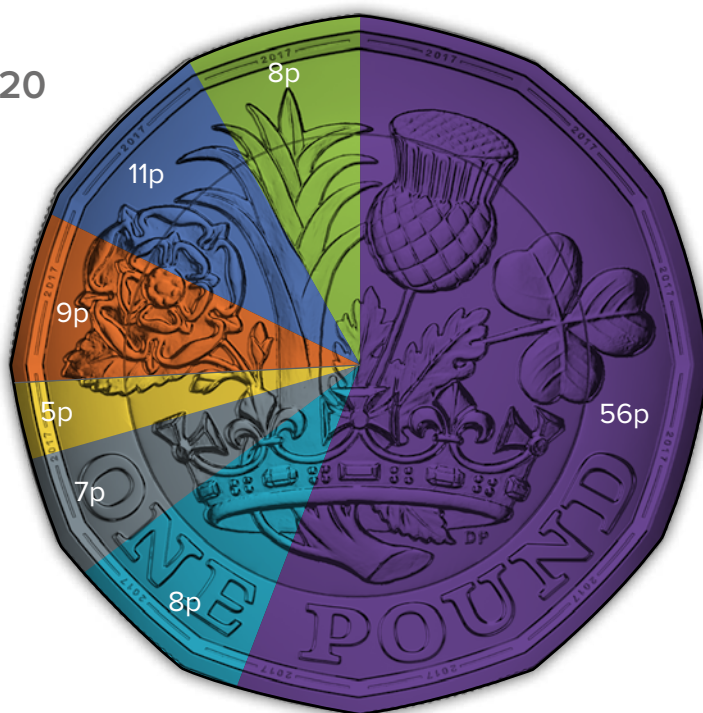
This year saw our rental income charges increase to £828,380 which was a 3.1% increase on the previous year. The level of work we carry out on behalf of other organisations increased resulting in agency income being £6,257 higher on last year. We had a 12% increase in our wider role grants in the year which allowed us to create an additional job role within the Community Development Team.

Income and grants from the Community Centre accounted for 8% of our annual revenue, a slight decrease on the year before when it was 10%. Other capital grants remained steady in comparison to the preceding year. Overall, our total revenue for the year was on the same level as the previous financial year.

INCOME	AMOUNT	% COSTS
Rental Income	£828,380	77.97%
Agency Fees	£38,981	3.67%
Interests Received	£577	0.05%
Capital Grants	£45,515	4.28%
Wider Role & other Grants	£69,201	6.51%
Forgewood Community Centre	£79,717	7.50%
<b>Total Income</b>	<b>£1,062,371</b>	<b>100.00%</b>

## EXPENDITURE FOR THE YEAR 2019/20

- Management & Maintenance Admin Costs
- Routine Maintenance Costs
- Planned and Cyclical Costs
- Mortgage & Interest Paid
- Loss on Disposal of Assets and Adaptations
- Depreciation and Bad debts
- Other Revenue Costs
- Wider role and other services



Expenditure remained in line with our annual budget. We had budgeted for a drop in our operating surplus due to an increase in our management and maintenance administration costs. The management and maintenance administration costs increased by 10% to £555,903. The increase allowed us to continue to share services with Garrion People's Housing Co-operative in core areas of our business such as corporate services and maintenance.

We spent £84,308 on routine and reactive repairs. This was a drop of 15% on the year before, whereas our planned and cyclical costs increased by 14%. The increase in cyclical costs allowed us to complete our 5 year electrical tests to the properties.

The financial year ended with a nationwide lockdown due to Covid-19 which has affected the planned improvement works. However, as soon as it is practically possible, we aim to start the bathroom installations with the flats at the bottom of Fife Drive in the 2020/21 financial year. We also intend to continue with the upgrade of the heat, fire and carbon monoxide detectors to all our stock.

EXPENDITURE	AMOUNT	% COSTS
Management & Maintenance Admin Costs	£555,903	52.00%
Routine Maintenance Costs	£84,308	7.89%
Planned & Cyclical Costs	£78,900	7.38%
Mortgage & Interest Paid	£49,125	4.60%
Loss on disposal of assets and adaptations	£1,475	0.14%
Depreciation and Bad debts	£91,301	8.54%
Other Revenue Costs	£115,082	10.76%
Wider role and other services	£92,946	8.69%
<b>Total Costs</b>	<b>1,069,040</b>	<b>100.00%</b>

Our accounts are externally audited by French Duncan Chartered Accountants,  
133 Finnieston Street, Glasgow, G3 8HB Tel no 0141 221 2984



# Covid-19 Impact on Service Delivery

We have all battled hard this year to stay safe and well due to the Coronavirus (Covid-19) outbreak in the UK. The Co-operative has continued to provide an uninterrupted service to our tenants where possible.

We had to make significant changes to our services due to the impact of the Covid-19 pandemic. We have gone the extra mile since the pandemic began to support tenants, in particular vulnerable households, to ensure they were provided with the support that they needed.

Alongside the day-to-day tasks, staff worked together to make welfare calls to tenants providing signposting to support agencies

or services provided by either the Co-operative's community team or the voluntary sector.

We will all continue to work together to get through this pandemic and ensure our services to you continue with as little disruption as possible. We are reviewing our working practices regularly in line with the latest Scottish Government guidelines.

We hope you and your friends and families are safe and well during these strange and challenging times.

***Stay safe and well!***

## Getting Involved

We are a non-profit making organisation, registered and regulated by Scottish Government and is a recognised Scottish charity. We are managed by a Management Committee of volunteers and are always looking to hear the views of local residents. This can be done in several ways:-

- Taking part in surveys
- Reviewing policies
- Joining our Resident Focus Group
- Estate Walkabouts
- Helping at Community events
- Joining our Management Committee

If you would like to find out more please contact [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk) and a member of staff will contact you.



## Your Feedback Matters!

We were very grateful to those residents who gave up their time to feedback on the content and style of last year's annual report. Very positive comments were provided and we have acted on some of the suggested changes. Thank you once again for your responses.

# Our Management Committee and Staff Team

Forgewood Housing Co-operative is a community based social landlord led by a Management Committee of elected local residents. All members devote their time for free.

## Our Management Committee during 2019/20 were:-

Name	Designation
Callum Boughey	Chairperson
Alan Thomson	Vice Chair
William Muir	Secretary
Charlie Miller	Treasurer
Jamie Bell	Committee Member
John Burton	Committee Member
Sandra Murray	Committee Member
David Hemmings	Committee Member
Lee Murray	Committee Member
Natalie Barclay	Committee Member
Tommy Divers	Committee Member
Jolene Martin	Committee Member
Melissa Barclay	Committee Member
Teresa Boyle	Co-optee

### Resignations in year:

James Barr  
Marina Johnstone  
Alex Tweedie  
Edyta Salamonska

We would like to thank James, Marina, Alex and Edyta for dedicating their time to the Co-operative while they were on committee.

## Our Staff Team during 2019/20 were:-

Name	Position
Cathy Brien	Director
Paul Lennon	Depute Director
Elaine Hyslop	Housing Manager
Paul Murphy	Corporate Services Officer (joined during year)
Kennedy Chilambe	Finance Officer
Susan Kane	Housing Officer
Joanna McNally	Housing Officer (joined during year – Garrion)
Sharon O'Rourke	Housing Officer (Garrion)
Alex Gemmell	Maintenance Officer (joined during year)
Billy Gibb	Maintenance Assistant
Kieron Sheehan	Maintenance Assistant (Garrion)
Kevin Plunkett	Housing/Admin Assistant
Josh Collins	Clerical Assistant (Garrion)
Yvonne Boyes	Receptionist
Zarah Bano	Modern Apprentice in Housing (joined during year)
Richard Bolton	Community Development Officer (joined during year)
Isla Dundas	Community Development Assistant (joined during year)

**We operate a unique staff sharing arrangement with Garrion People's Housing Co-operative.**

### Staff who left

Craig Allan, Community Development Officer left in October 2019.

Jim Blyth, Maintenance Officer left in April 2019.

**At 31 March 2020 we had 76 Shareholding members.**



## Many thanks to Billy Muir .....

Billy was presented with a long service award for his contribution to ForgeWood Housing Co-operative. The award recognised his invaluable service from the set-up of the ForgeWood Steering Group in the early 90's and thereafter as a committee member of ForgeWood Housing Co-operative when we took over the housing stock .

Billy's has prided himself in contributing to make ForgeWood a better community for everyone to live. Our Management Committee and staff can't thank Billy enough for his hard work over the years and hope Billy will continue his good work.



### **FORGEWOOD HOUSING CO-OPERATIVE LTD**

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