



# Forgewood Housing Co-operative



## **ANNUAL REPORT** **2016 – 2017**

*Delivering Value and Providing Quality Homes*

# Chair's Review

**I think it's fair to say that this has been one eventful year for Forgewood Housing Co-op. There have been many highlights for the Co-op over the year and in the summer of 2016 we moved into our brand new state of the art community centre on Dinmont Crescent.**

Our new fantastic building not only provides an office for the Co-op but also serves as a central hub to Forgewood residents and the wider community. Since moving in the building has hosted many events, including an official moving in celebration for the community as well as a Royal visit from Princess Anne in July to mark our opening.

There have been many other highlights in the year including the completion of the new kitchen programme which now means every tenancy has had a new kitchen and boiler fitted in the last 7 years.

## Our People

Our Committee members and Staff Teams at 31 March 2017 is as follows:

Alan Thomson	CHAIR
Jamie Bell	VICE CHAIR
William Muir	SECRETARY
Bernadette Harper	TREASURER
John Burton	
Charlie Millar	
David Hemmings	
James Barr	
Callum Boughey	Co-opted
Paul Bartycha	Co-opted
Ann Miller	Co-opted

### Staff List

John Mulholland Director  
Cathy Brien, Operations Director  
Paul Lennon, Housing Manager  
Susan Kane, Housing Officer  
Jim Blyth, Maintenance Officer  
Sharon O'Rourke, Housing Officer, Part Time  
Kennedy Chilambe, Finance Assistant  
Kevin Plunkett, Administrator Assistant  
Yvonne Boyes, Receptionist/Clerical Assistant  
Billy Gibb, Maintenance Assistant  
Craig Allan, Senior Volunteer Assistant  
Co-ordinator

The Co-op has a staff sharing arrangement in place with Garrion People's Housing Co-op in Wishaw, in place for around 20 years. Staff at both work between each Co-op.

We commissioned a full tenant satisfaction survey in 2016/17 and are very pleased with the results.



Our performance across the board also stands out and we still work well in areas such as arrears control, maintenance and repairs, allocations and empty property control, estate management and sustainability of our tenancies. Once again, we are deemed low risk with the Scottish Housing Regulator who engage with social landlords on different levels

Our unique Advice for Tenants and Residents (AFTAR) project with the local Citizens Advice Bureau has been in place for 7 years and has assisted our tenants greatly while many people try to manage through the Government's welfare reforms.

I am confident that Forgewood Housing Co-op can continue to grow from strength to strength and with the ongoing commitment and dedication from our staff and management committee teams, I am sure we will achieve all of the goals we set for the future.

Summing up, it is worth noting that the Co-op achieved the following in the year 2016/17:

- Increased satisfaction from our tenants in many areas
- Completed our new kitchen programme to all properties where due
- Successfully completed and moved into the new Forgewood Community Centre
- Strengthened community partnership working
- Transformed our old office into 2 adapted family homes
- Performed very well in all areas of operation

The annual report provides more information on all of the issues referred to above and I hope that you will find this year's publication an interesting read.

**Alan Thomson, CHAIR OF THE CO-OP**





The old community centre going



Going



Gone



Work gets well under way on the new community centre

# The Co-op moves into the new community centre

After 15 years in our office in Kinloch Drive, the Co-op closed the doors and moved round the corner to the fantastic building that now serves the community, as well as the Co-op providing a landlord service from the centre.

Since opening the doors to our new building, we have seen many events, classes, parties, meetings and other occasions take place in different parts of our new community centre. Some of these are reported on individually within this annual report.



## Mrs Stevenson celebrates 100 years

Just about everyone in the Forgewood area knows Mrs Isa Stevenson of Tulley Wynd. In January Mrs Stevenson turned 100 years old and we were delighted to celebrate her birthday by having a cup of tea with Isa and her friends from the ACES group in the community centre. Mrs Stevenson had a great day and the efforts put in by the ladies in the ACES group were appreciated by everyone. Isa was also delighted to have been a special guest at the Royal visit in July last year when she met Princess Anne at our opening of the community centre.



Princess Anne meets Mrs Stevenson at the opening of the centre





# Connected to the Community

Forgewood Housing Co-op and those connected to the community centre recognise that all partners work tirelessly to ensure that the services on offer are top quality at all times. Our partners provide a varied level of support and services within the centre on a weekly basis, many of them do this in a voluntary capacity. Forgewood Community Centre would like to mention a few groups who have flourished since moving into the centre.

The first group that was newly founded from Forgewood Community Centre is Youth Matters Community Group (YMCG). YMCG work hard to ensure that the 50 young people they engage with on a weekly basis continue to have fun at the group and take part in issue based youth work. The group has moved from strength to strength since beginning operations in January through support from The Big Lottery, Forgewood Holdings and Forgewood Housing Co-op. As a group they show no signs of stopping while driving the project forward into new avenues.

The group runs on a Friday night from Forgewood Community Centre.

Forgewood Community Centre has also had the unreserved support from North Lanarkshire Community Learning and Development (CLD) along with many of their partners. North Lanarkshire Council provide around 6 groups per week based around Lifelong Learning and Youth Work. The CLD tutors and support worker provide an open and welcoming environment to all adults and young people and encourage them to engage in activities that may have a beneficial impact on their lives. These services range from English for Speakers Of Other languages (ESOL) classes, Capacity Building, Adult Literacy and Numeracy as well as Awards for young people. Overall the centre has benefited from this working relationship and is looking forward to what other services can be developed for the local community.

## Princess Anne visits new community centre

In July 2016 the Community centre received a visit from HRH Princess Anne to mark the official opening of the building.

The project was funded by the Big Lottery Fund, North Lanarkshire Council, the Scottish Government, WREN, Local Energy Scotland and Forgewood Holdings as well as Forgewood Housing Co-op.

At the time of opening, John Mulholland, director of the Co-operative reported "This new facility will have a significant impact on the residents of Forgewood. This project is about bringing the community together to enjoy recreational and social activity in a building and environment which they can be proud of. The new centre will also be a hub for service provision to the local community.



*Princess Anne along with Co-op Director John Mulholland meets local high school pupils at the opening of the new community centre*



# Official Community event to mark the opening of the centre



*Santa gets to meet local children from the area at the opening event.*

In December 2016, Forgewood Community Centre held its official public opening providing the opportunity for all local people to have a look inside the centre and find out what was on offer. The day was a resounding success with over 300 people in attendance to enjoy Santa's visit, Brazilian Drum workshops, Bouncy castles, our very own DJ, a bouncy castle and finally as much food as they could eat. All of the activities were provided free to ensure



*Spiderman and the kids all dancing at the Christmas event.*

that everyone in attendance could have a fun filled, stress free day.

The Opening Day was also used to gather local people's opinions on the centre and what services they feel should be introduced to benefit the local community. Overall the consultation was widely engaged with and allowed the centre to begin to design a new activity programme for the year ahead.

## Big Toy giveaway

**Pictured right: Billy Muir (Forgewood Housing Cooperative), Cllr Michael Ross, Paul Lennon (Forgewood Housing Cooperative), Martine Nolan, Cllr Kay Hamond, Cathy Brien (Forgewood Housing Cooperative) who all contributed on the day of the big toy giveaway.**

In December 2016 the Co-op was asked to allow the centre to be used for a big toy giveaway. After initial talks we agreed to host the occasion.

Local press reported 'The Big Toy Giveaway' at Motherwell's Forgewood Community Centre proved to be a phenomenal success where over 400 local children benefited from donated gifts.

The event was organised by Martine Nolan and Scotmid Co-operative donated £100 in vouchers to purchase gifts for the children plus a variety of toiletries and toys were provided by Semi-chem. Local Councillors also donated generously to ensure the Big Toy giveaway was a day to be remembered.

Martine said: "There will be 400 children waking up to a Christmas morning full of joy, all because of the Christmas spirit, which is alive and well in the hearts of the people of Lanarkshire.



*Kids (and adults) enjoying the big toy giveaway*





# Right to buy abolition

After many years of debate and consultation, the Scottish Government took the decision to abolish the right to buy for all social housing tenants with effect of 31 July 2016. This means that no tenant can make an application after this date to buy their home. Anyone who applied before 31 July 2016 will still have

their application processed. The Co-op has only lost 3 properties through the right to buy as at 31 March 2017. The abolition of this piece of legislation allows for social landlords like the Co-op to plan better for the future.

## Advice for Tenants and Residents (AFTAR) Project

The AFTAR project has been in place for 7 years now and has greatly benefited our tenants and residents with some fantastic financial gains for clients who have met with the fully qualified Citizens Advice Bureau Advisors. The project, brought to the Co-op's office every Monday and Thursday sees CAB advisors Joyce Ryan and Andrew Martin meet with our tenants and residents, offering them free and impartial advice on a range of issues including money management, welfare, employment and consumer advice. Funding for AFTAR is in place until 2019 thanks to the Big Lottery as well as landlord partners splitting the costs between them.

AFTAR also brings a qualified Energy Advisor as well as an IT specialist, with both having established themselves well at the Co-op. Our Energy specialist Ian Symington has helped get tenants onto better

tariffs and ensures best deals for all clients. John McLean has developed residents in the estate by helping with their IT skills, with many tenants now gaining certificates in computing. Well done to all involved at AFTAR for another year.



*Our AFTAR colleagues. From left: John McLean, Joyce Ryan, Maria Shelley, Andrew Martin and Ian Symington*

# Maintenance highlights

## Planned Maintenance

We have now replaced kitchens and heating systems in all of our properties in the last seven years. The last remaining homes that were due new kitchens (new build in Ashton Street, Tulley Wynd, Kinloch Drive, Lorne Drive and Dinmont Crescent) all received their new kitchens in 2016. Overall, satisfaction levels were very high and we are committed to continual investment in our homes. We set our budget and programme for planned maintenance annually. In determining what items need replacing within any development/property, we take into account things like the repair history; the money available from our rental income; the general condition of each item needing replaced; availability of parts;

continued compliance with the Scottish housing Quality Standard (2015); compliance with the Energy Efficiency Standard for Social Housing, EESSH target for 2020, and any changes in legislation and the age of each item. We completed our stock condition survey in early 2017. We are now using this data to up-date our asset management plans for the longer term.

## Cyclical Maintenance

For cyclical maintenance, our biggest expense is the annual service of our gas boilers. The cyclical budget we set also covers other expenditure such as the landscape maintenance contract, the close cleaning service, communal paintwork as well as gutter cleaning.



# Performance information

The co-op assesses report its performance against Scottish Social Housing Charter indicators each year. There are a number of key indicators that we have listed below (left hand columns) and we have reported how we performed in the reporting year, as well as comparing to the Scottish Average and how we did in the previous year (column on right). Overall, we are delighted with our return on the Charter but as always, there is room for improvement in some areas and we work away on these indicators to continuously improve our service.

<b>MAINTAINING HOMES</b>	<b>2016/17 PERFORMANCE</b>	<b>SCOTTISH AVERAGE</b>	<b>2015/16 PERFORMANCE</b>
% Of tenants satisfied with the quality of their home	96%	87%	92%
% of stock meeting the Scottish Housing Quality Standard	100%	94%	100%
% of our properties with a current gas safety certificate	100%	100%	100%
% of new tenants (in the past year) satisfied with standard of home when moving in	100%	90%	100%
<b>REPAIRING HOMES</b>			
% of tenants satisfied with Repairs Service	97%	91%	93%
Average time taken to complete emergency repairs	1.86 hours	4.66 hours	2 hours
Average time taken to complete non emergency repairs	1.69 Days	7.1 Days	2.54 Days
% of reactive repairs completed Right First Time	99%	92%	97%
<b>MANAGING TENANCIES</b>			
% of anti social behaviour cases resolved within locally agreed targets	100%	87%	100%
% of tenants satisfied with our management of neighbourhood	90%	87%	88%
Average time taken to relet a property	1.57 days	31 days	1.2 days
% of rental income lost due to properties being void	0.04%	0.1%	0.01%
% of new tenancies sustained for more than a year	90%	89%	100%
% of total rent due collected	99.9%	99.6%	99%
<b>CUSTOMER SERVICE</b>			
Tenant satisfaction with our overall service	96%	90%	92%
% of tenants feel their rent offers value for money	80%	82%	76%
% Of tenants feel we are good at keeping them informed about services and decisions	99%	91%	96%
% of complaints responded to within timescales	100%	87%	100%



# Scottish Housing Regulator (SHR)

Each registered social landlord (RSL) falls into one of three broad categories of engagement with the Regulator: low, medium and high. The SHR publishes a regulation plan for each RSL that they need to have a high or medium level of engagement with. Each plan explains the RSL's regulatory profile and sets out how the regulator will engage with the organisation.

When the Scottish Housing Regulator refers to high engagement, it means that the profile for the RSL indicates that they need an intensive or continuous engagement.

They will have medium engagement where they

## Building 2 new homes – office conversion

In the last year, the move from our office in Kinloch Drive into our new community centre provided us with an opportunity to convert the office into 2 new homes for rent. With the help of Government grant assistance, the Co-op turned the office into 2 suitably adapted 3 apartment ground floor flats.

It was quite impressive that we moved out in June 2016 and moved our tenants into the flats in Kinloch Drive during October when the contractor completed the project. This has increased our total rented stock to 218 properties as at 31 March 2017.

## Common Housing Register

The Co-op works in partnership with 12 other landlords in North Lanarkshire in providing a Common Housing Register. The register allows for one applicant to submit one single form with any of the partner landlords and choose any of their housing preference areas, without the need to reapply. The Co-op also operates a common housing allocations policy with five of the partner landlords which simplifies how an application is prioritised and provides consistency on the advice and housing options offered to applicants.

need further assurance than they can get from their information returns alone.

They will have a low engagement with the remaining RSLs, which means they will receive the standard returns including their audited accounts, Annual Return on the Charter (ARC) and five year financial projections. They do not publish regulation plans for RSLs that are low engagement. Forgewood Housing Co-op are again on a low level of engagement with the Regulator and we will work hard to ensure that we keep the interests of our tenants and other service users at the heart of our decision making.



**FORGEWOOD**  
HOLDINGS

A lot of what has gone on in the community centre would not have been possible without the support from Forgewood Holdings. The backing that has been shown by Forgewood Holdings to the development of the centre and the groups within it has been invaluable. Forgewood Holdings 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.

Many projects have benefited from their funding. The funding provided has been used to engage people of all ages in the community and ensures that the centre is able to explore new projects. This working relationship has proved to be an extremely effective partnership and hopefully will continue for many years to come.





# Tenant Satisfaction

Every 3 years, the Co-op commissions an independent full tenant satisfaction survey. We are delighted to report an overall increase on satisfaction levels from the previous survey in 2013.

Research Resource were commissioned to carry out a full tenant satisfaction survey and this resulted in 60% of our tenants taking part. There are questions in the survey that refer to most areas of our service delivery however we ensure that key performance indicators, as set out in the Scottish Social Housing Charter

are reported on with comparison to the previous performance as well as that of the Scottish average. Like any other business, there is always room for improvement and we will take feedback that was not at a level expected and learn from it. There are key satisfaction indicators that are measured in the Scottish Social Housing Charter. These are reported in the report under the annual return on the charter section. We thank all of those tenants who took part in the survey and to all those tenants who provide feedback on our service.

	2015/16	2016/17 Current Reporting Year	Scottish Average 2016/17
1 - Percentage tenants satisfied with overall service provided by landlord	95%	97.1%	89.7%
3 - Percentage tenants who feel landlord is good at keeping them informed about services and decisions	84%	99.3%	91.1%
6 - Percentage tenants satisfied with opportunities given to them to participate in landlords decision making	94%	89.3%	83.8%
10 - Percentage tenants satisfied with quality of home	92%	96%	86.93%
16 - Percentage tenants satisfied with repairs service (in last year)	93%	96.6%	90.6%
17 - Percentage tenants satisfied with management of neighbourhood	88%	90%	87.1%
29 - Percentage tenants who feel rent for their property represents good value for money	76%	80%	81.8%

## Complaints information

We do what we can at the Co-op to ensure our tenants receive the best service possible. We will not get it right all the time, so there will be occasions when a customer has a reason to complain. The complaint is about a service that the Co-op has or has not provided, and is separate to our anti social behaviour procedure, repair reporting and allocation of housing complaint. We changed the way we record complaints to bring it into line with the Scottish Public Services Ombudsman's model. Complaints are expected to be resolved at the 1st stage (front line) or 2nd stage (escalation to a senior member of staff). Ultimately a complaint can reach the SPSO and we are pleased that any complaints we have handled in the last year (and reporting years previous) have been resolved at stage 1 or 2 level. In the reporting year, the Co-op handled 4 complaints, two of which were resolved at stage 1 level with the other two at stage 2 level. Both of these complaints were for non-equalities related issues.



# Gas servicing

We have used Saltire Facilities Management Ltd for a number of years now and they maintain all of the gas systems within our homes. Every property with gas will receive an annual gas service which we aim to complete around 11 months after the anniversary date of the last service. Gas safety compliance is such an important part of our responsibilities as a social landlord. We ensure that all gas systems within our properties are properly managed and operate

safely and that all new installation, maintenance and safety check work is carried out safely and in accordance with our duties as landlord. We are also pleased to report that for another year running, we have ensured that all properties have been safety tested prior to the anniversary date of the last annual check. Our tenants and families can have busy lives and we are grateful for access being provided by our tenants to allow for this essential work.

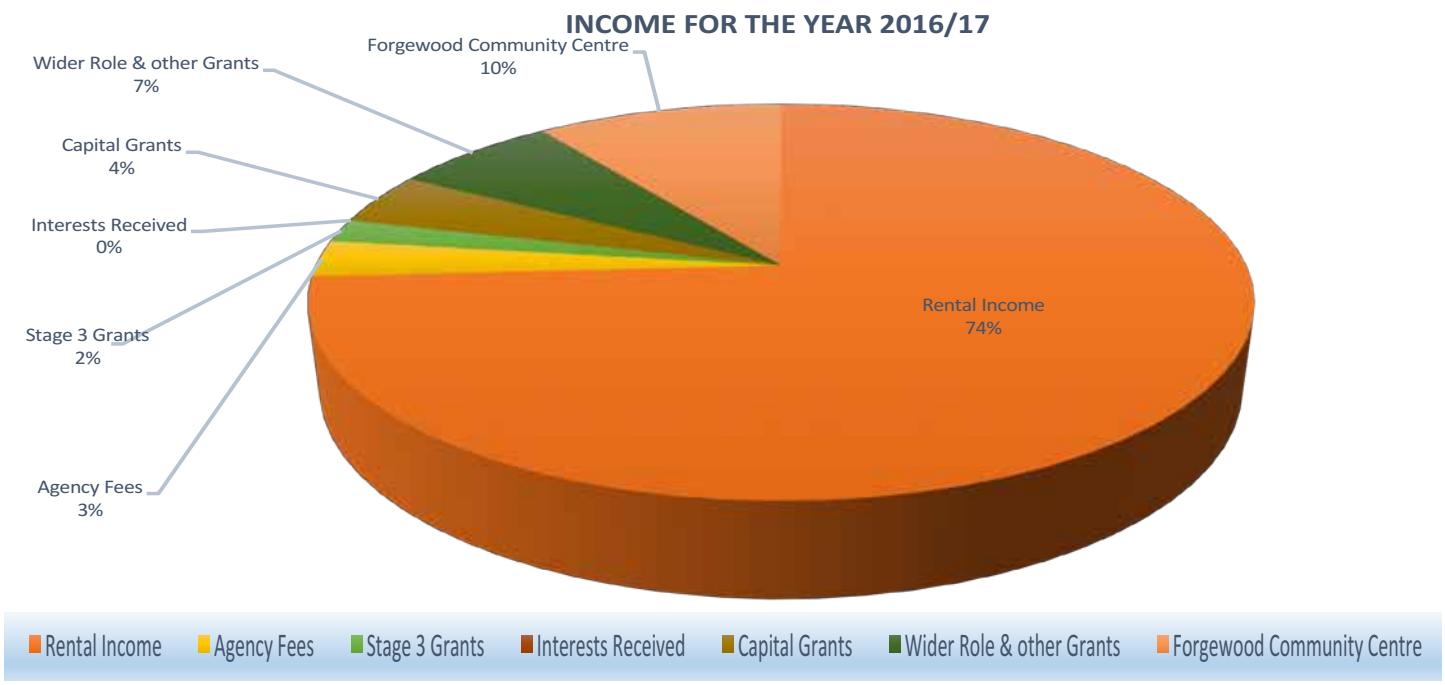
# Forgewood Income Information

INCOME	AMOUNT	% COSTS
Rental Income	£752,162.00	74.09%
Agency Fees	£30,230.00	2.98%
Stage 3 Grants	£18,995.00	1.87%
Interests Received	£249.00	0.02%
Capital Grants	£42,686.00	4.20%
Wider Role & other Grants	£170,824.00	16.83%
<b>Total Income</b>	<b>£1,015,146.00</b>	<b>100.00%</b>

EXPENDITURE	AMOUNT	% COSTS
Management & Maintenance Admin Costs	£413,217.00	43.46%
Routine Maintenance Costs	£103,277.00	10.86%
Adaptations Stage 3 Costs	£17,268.00	1.82%
Planned & Cyclical Costs	£73,267.00	7.71%
Mortgage & Interest Paid	£63,709.00	6.70%
Other Costs	£1,658.00	0.17%
Depreciation	£89,249.00	9.39%
Other Revenue Costs	£180,363.00	18.97%
Housing Stock Sales Costs	£8,825.00	0.93%
<b>Total Costs</b>	<b>£950,833.00</b>	<b>100.00%</b>



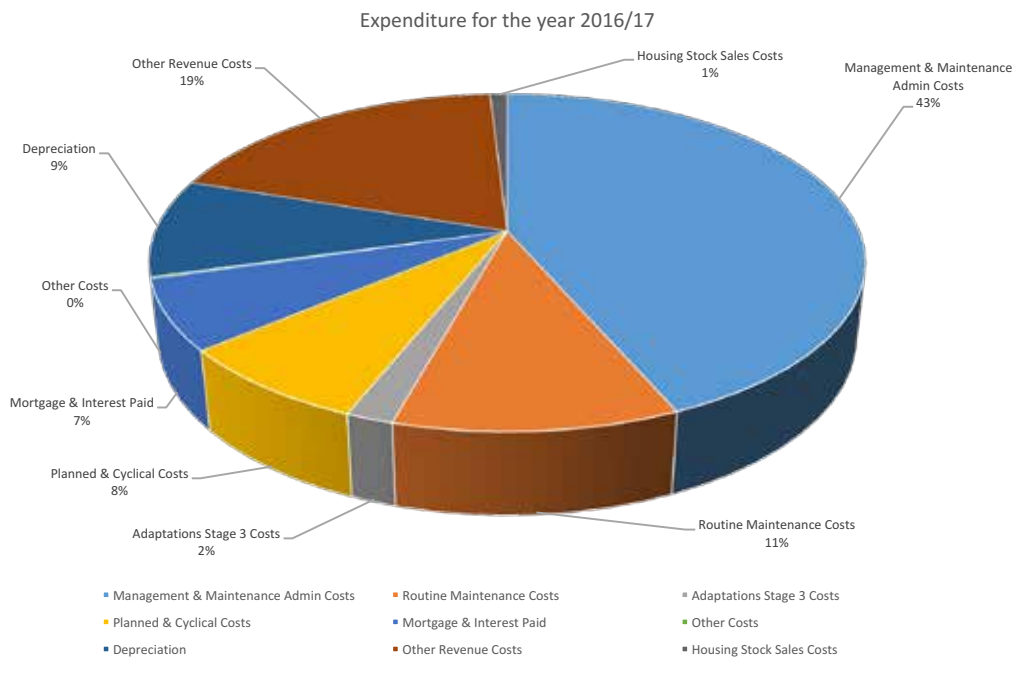
# Income for the year 2016-17



INCOME	AMOUNT
Rental Income	£ 752,162.00
Agency Fees	£ 30,230.00
Stage 3 Grants	£ 18,995.00
Interests Received	£ 249.00
Capital Grants	£ 42,686.00
Wider Role & other Grants	£ 68,687.00
Forgewood Community Centre	£ 102,137.00
<b>Total Income</b>	<b>£ 1,015,146.00</b>

# Expenditure for the year 2016-17

EXPENDITURE	AMOUNT
Management & Maintenance Admin Costs	£413,217.00
Routine Maintenance Costs	£103,277.00
Adaptations Stage 3 Costs	£17,268.00
Planned & Cyclical Costs	£73,267.00
Mortgage & Interest Paid	£63,709.00
Other Costs	£1,658.00
Depreciation	£89,249.00
Other Revenue Costs	£180,363.00
Housing Stock Sales Costs	£8,825.00
<b>Total Costs</b>	<b>£950,833.00</b>



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