



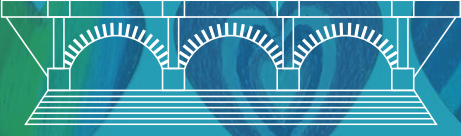
Artwork created



*"The Heart of the Community"*



# GPHC



Garrion People's Housing  
Co-operative Limited

## Annual Report 2022/23

# Chair's Welcome

Welcome to Garrion People's Housing Co-operative's Annual Report which highlights our performance during 2022/2023.

The year 2022/23 was looking more familiar to us and our communities as restrictions on the pandemic eased.



Due to the Co-operative operating from CentrePoint, we focussed on opening as early as possible while making it paramount that everyone using our building was safe. Fortunately we returned to normal service delivery before the start of the reporting year 2022/23.

During another year of significant challenges, mainly with the rising inflation, increase in cost of living, high energy price and rising food costs, this has put pressure on our tenants and the Co-operative itself.

Our dedicated Community Development Team worked with funders and housing staff to ensure a number of different grants were received and delivered to our tenants and residents to help ease the pressures.

Despite all of these extra pressures in the year, I am delighted to say we have again performed to a very high standard in all areas of our operations.

We delivered another Annual Assurance Statement to the Scottish Housing Regulator in the year, supported by a robust self-assessment against the Regulatory Standards of Governance and Financial Management. We were delighted that our regulatory status remained as "compliant".

A strategic Away Day was held for Staff and Management Committee, with a housing consultancy firm facilitating the event with particular focus on the review of our Business Plan.

We commissioned a full Tenant Satisfaction Survey in late 2022 and are proud overall with the results.

A stock condition survey was also carried out to 40% of our stock and this was a success. It will also inform us on future investment to our properties.

Our Management Committee numbers have increased as well from previous years and we are also pleased to see that 2 housing professionals joined the Management Committee during the year.

Tenant and resident safety has always been an area where we pride ourselves in the results we achieve to ensure our homes are safe places to live.

New legislation has gradually come in over the last few years on electrical and fire safety and we are delighted to report 100% compliance in these areas as well as that with gas safety in our properties.

Our approach to mould and dampness reports was also strengthened during the last year and we are confident we have a robust system in place to deal with these issues swiftly and effectively.

An Asset Management Strategy and an Asset Management Plan is in place and is currently being reviewed. This will ensure delivery of the strategy to allow us to 'make the most of what we have'. Our Plan focuses primarily on the stock assets of the Co-operative.

The Co-operative recognises that enhancing our understanding of our tenants and customers through gathering equalities information will help their individual needs to be recognised, treated fairly and with respect and is vital to help shape our services and ensure a human rights approach in the work that we do.

We have received positive results on any internal audits that have taken place in the year. These audits are taken from an annual timetable and can focus on particular areas of our business.

I would like to add a special thank you to my fellow Management Committee members for continuing to carry out their unpaid work diligently and with dedication. They regularly give up their time to attend meetings as well as contribute to other Co-operative activities required as Governing Body Members.

Thanks also to the dedicated and professional staff team we have in place at the Co-operative. The organisation is run very efficiently and my fellow Management Committee members are also grateful for the work they carry out every day.

It will be difficult to predict what lies ahead for the organisation and we know that there will be challenges along the way however the Management Committee's vision for the future remains that:

**"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."**

I hope you enjoy reading our Annual Report for 2022/23.

A handwritten signature in black ink that reads "David Cooper". The signature is written in a cursive, slightly slanted style.

**David Cooper**  
Chair

# Annual Tenant Report

Garrion Peoples' Housing Co-operative is regulated by the Scottish Housing Regulator (SHR). As a landlord we are required to provide a report on our performance against the Scottish Social Housing Charter each year.

The Charter sets out the standards and outcomes that each registered social landlord in Scotland should achieve for their tenants and customers by delivering good quality homes and services.

Within our Annual Report we will demonstrate how the Co-operative has performed in 2022-23 against outcomes of the Scottish Social Housing Charter.

The report will also highlight our performance during the year against the Scottish Landlord Average. This allows tenants and other customers to identify areas where we have strong performance and those which we are in need of improving.

Full details on the Charter submission against that of other registered social landlords can be accessed on the Scottish Housing Regulator website <https://www.housingregulator.gov.scot/>.

The table below outlines the outcomes and standards within the Charter that the Co-operative is measured against.

## Customer/Landlord Relationship

- Equalities
- Communication
- Participation

## Housing Quality and Maintenance

- Quality of Housing
- Repairs, Maintenance and Improvements

## Neighbourhood & Community

- Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

## Access to Housing Support

- Housing Options / Access to Housing
- Tenancy Sustainment

## Getting Good Value from Rents and Service Charges

- Value for Money
- Rents & Service Charges



# Customer/Landlord Relationship

## Equalities

Garrion People’s Housing Co-operative performs all aspects of their housing services to ensure every tenant and other customers have their individual needs recognised, is treated fairly with respect, and receives fair access to housing and housing services.

The Co-operative collects and records equalities data from tenants to help support all our tenants and their individual needs. We use this voluntarily provided data to ensure the services we offer are inclusive, accessible and open to all current and future tenants or customers.

To help us continue to provide the best possible service to meet your needs please advise us of any individual needs you may have to ensure you have fair access to our housing and housing services.

In October 2022, the Management Committee approved an Equality & Diversity Policy which sets out our approach to equality, diversity and inclusion.

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, they are advised to contact the Co-operative and staff will be happy to assist.

## Communication



Various forms of communication are used to engage, consult and keep tenants informed of our services which can be by telephone, texting, letters, quarterly newsletters, Email, Facebook, face to face at the office, home visit or by visiting our website. In addition we carry out satisfaction surveys which will allow us to identify the areas where we are getting it right but more importantly ascertain any areas of dissatisfaction and where we need to improve.

### Tenants Satisfaction Survey

The Co-operative appointed an independent company, The Knowledge Partnership to carry out a Tenant Satisfaction Survey during November and December 2022. The data collected from this survey will help us get a better understanding of our tenants’ needs and identify what is important to them.

We will use this information to feed into our service improvements and action plan.

It was established from the recent survey that tenants’ preferences for contacting the Co-operative are telephone (mobile and/or landline) and visiting the office. For being kept informed by the Co-operative, tenants stated their two main preferences are for newsletters and by email.

### Quarterly Newsletters

We have been encouraging tenants within our newsletters to advise us if they wish to receive future newsletters by Email.

Our aim in the future is to transition all tenants onto a digital copy which can be sent by email and by doing this it should help reduce costs.

### Text Messaging Service

We operate a text messaging service which keeps tenants updated on our services, share important information and keep them advised on what is happening in the community. We remind tenants within our quarterly newsletters of the importance of keeping us informed of their most up to date contact details to enable us to provide this service.



**90%**

**Satisfaction at being kept informed**

Compared to Scottish Average 89.68%

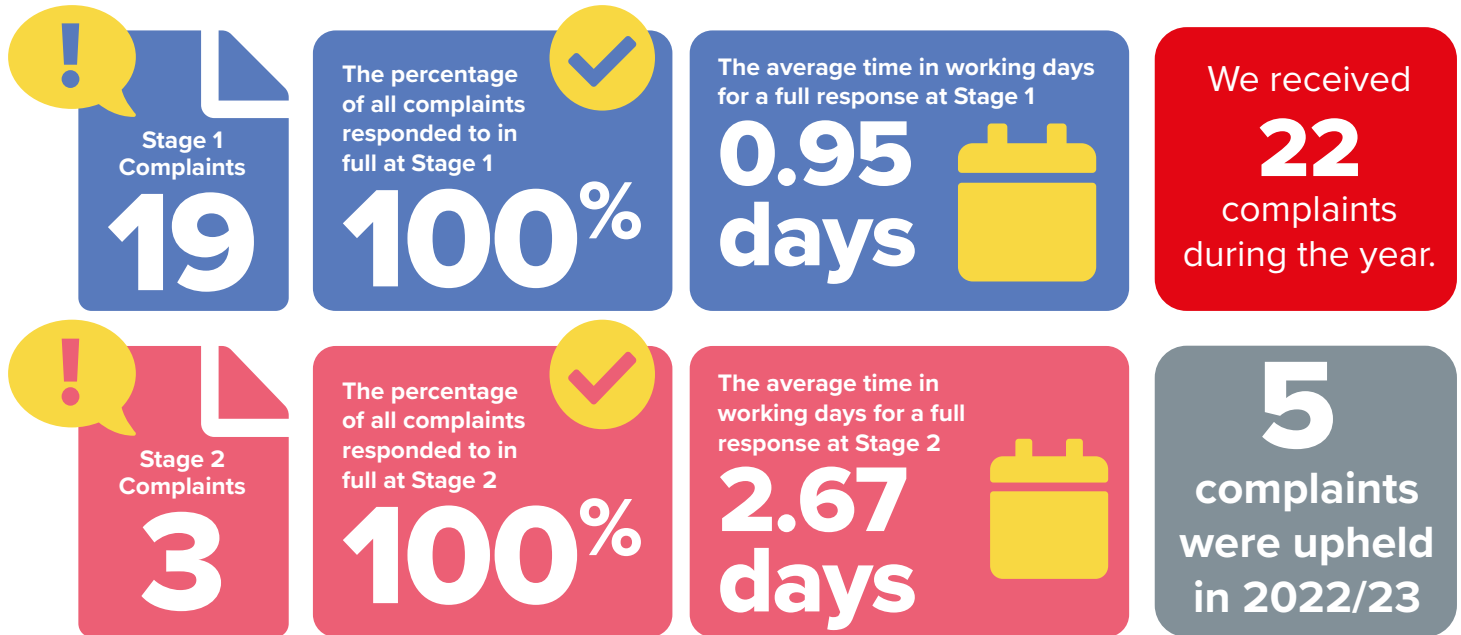


# Customer/Landlord Relationship

## Complaints... We value Your Feedback

We are here for all our tenants and aim to get things right the first time. If we don't we want to know. By taking the time to tell us we can help resolve the issue for our tenants and use that experience to improve our service delivery going forward.

The complaints performance within the year is highlighted below:



## Learning from Complaints

We learn from complaints and as a direct consequence of this we have taken action or made changes to improve our services and have listed 3 examples of this:-

### You said...

Several complaints received about grass and weeds extremely overgrown in common areas.

Ongoing water leak affecting several properties.

Several complaints received in regards to the standard of close cleaning.

### We did...

Tendered for a new contractor which resulted in Murray Landscapes being appointed the contract.

Extensive investigations to establish ongoing water ingress to flats. Several sources of leaks were found which resulted in numerous calls by the contractor to make good.

We met with the contractor and discussed the issues raised. Improvement noted and continually monitored.



## Participation

Satisfaction with opportunities to participate

# 86.25%



Compared to the Scottish Average of 85.86%

### Tenant Participation

Our aim is to achieve high satisfaction levels and provide the maximum opportunities for you to participate in the work of the Co-operative. You can do this in several ways and always at a level you are comfortable with. You may choose to:-

- Become a member for £1. This entitles you to attend the Annual General Meeting and potentially stand for election to the Management Committee;
- Respond to satisfaction surveys;
- Join our Rent Review Focus Group;
- Come along to Estate Walkabouts and join our Estate Management Focus Group;
- Join other Focus Groups on policy reviews and shaping services;

- Come along and participate or volunteer in community activities within CentrePoint;
- Join a Volunteering or Community Group.



### Tenant Satisfaction

Overall Satisfaction with Services

# 89.38%



Compared to the Scottish Average of 86.70%



# Housing Quality and Maintenance

## Quality of Housing

Scottish Housing Quality Standard

**100%**

of Garrion's homes meet the Scottish Housing Quality Standard



Compared to the Scottish Average of 79.02%

Energy Efficiency Standard for Social Housing (EESH)

**100%**

of Garrion's stock meet the Energy Efficiency Standard for Social Housing (EESH)



Emergency Repair Time

**2.13hrs**

was the average time to complete emergency repairs



Compared to the Scottish Average of 4.17 hours

Non-emergency Repairs

**3.7 days**

was the average time to complete non-emergency repairs



Compared to the Scottish Average of 8.68 days

Reactive Repairs "Right First Time"

**98.49%**

of reactive repairs completed "right first time"



Compared to the Scottish Average of 87.80%

Gas Servicing

**100%**

We are 100% compliant with our gas servicing



Repairs & Maintenance Satisfaction

**87.64%**

of tenants satisfied with the repairs service



Compared to Scottish Average of 88.02%

Quality of Your Home Satisfaction

**88.75%**

of tenants satisfied with the quality of your home



Compared to Scottish Average of 84.16%




## Repairs, Maintenance and Improvements

### Medical Adaptations


We were able to improve the quality of living for **6** of our tenants with the help of Scottish Government funding to install a variety of medical aids:-



**Total cost of adaptations in the year - £23,626**



**Average Time to Complete an Adaptation – 19.17 days**

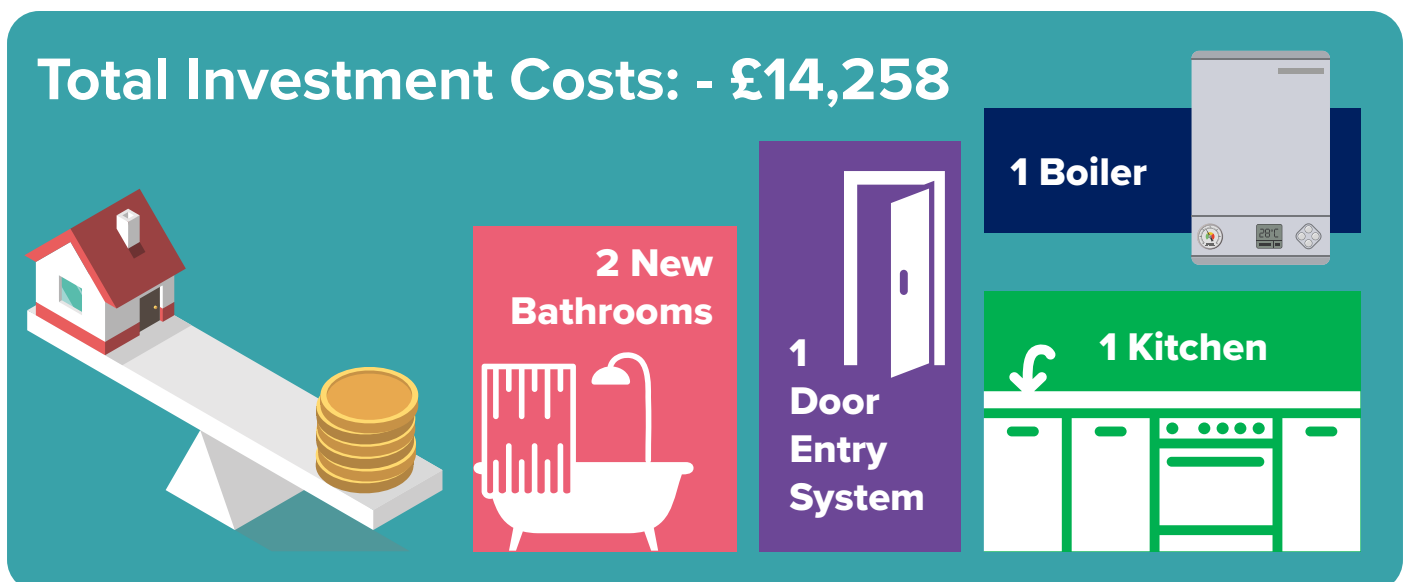


### Investing and Maintaining Our Homes Planned Maintenance

The investment spend during the year was impacted by the cost of living crisis and the significantly increased maintenance costs.

In addition it was agreed during the rent consultation that to keep the rent charge to a minimum by applying a rent increase of 5%

as opposed to the projected (CPI of 11.1% + 1% = 12.1% in accordance with our Business Plan projections) this would have a significant impact on our income and resulted in some expenditure being deferred in our planned maintenance programme. It is hoped however to progress with our planned investment programme in 2024.



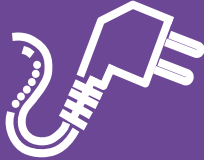




# Housing Quality and Maintenance

## Cyclical Maintenance

**87** Electrical Inspection Condition Reports carried out



Close Cleaning Spend - **£12,180**

Fortnightly cleans to common closes + 7 Deep cleans



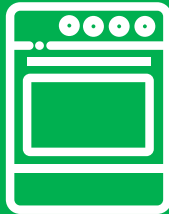
Kerbside Uplifts

**6 uplifts** within our estates costing **£8,262**



Gas servicing to all our properties with gas central heating

**100% Compliant**



Landscaping Contract

**£27,984** was spent on landscaping works throughout our estates



### Stock Condition Surveys

We completed 101 stock condition surveys throughout the year.

Stock condition surveys were carried out throughout the year by JMP Construction & Property Consultants to 40% of our properties.

This survey enabled the Co-operative to make an informed assessment of the future maintenance requirements over the next 30 years, for business planning and investment purposes.

The survey took into consideration the Energy Efficiency Standards for Social Housing (ESSH) and the Scottish Housing Quality Standards (SHQS).

This will help inform our Asset Management plans, Business Plans and allow us to work towards Net Zero commitments.

### Damp and Mould

We have developed a new Dampness and Mould Procedure/Register.

The database will give us a better understanding of what properties are affected most by dampness and mould. This will enable us to determine permanent solutions for tackling the problems on a reactive basis but also as part of our investment projects.

We are also aware that due to the increased energy costs there is an increased risk of condensation as a result of tenants not heating their home as much as they did previously due to not being able to afford to heat their home properly.

We have included articles within our newsletters, as well as more traditional methods of communication, to ensure tenants contact us to make us aware of any damp or mould issues they are experiencing.

We have distributed condensation packs to support our tenants to manage condensation in their home. When required we have instructed a contractor to treat the affected area with a mould eradication kit and if required provide a free consultation service.





## Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

### Neighbourhood Management

**Neighbourhood**  
**88.12%**



of tenants satisfied with the management of the neighbourhood they live

Compared to Scottish Average 84.30%

**Anti-social Behaviour**  
**100%**



6 cases of anti-social behaviour resolved within locally agreed targets

Compared to Scottish Average 94.21%

We managed **27** anti-social behaviour complaints which can be deemed as nuisance behaviour within the reporting year. The Co-operative realise behaviour of this nature can be upsetting and distressing to tenants, they are treated very seriously with an aim to deal with them quickly and fairly to avoid any escalation to a more serious nature.

In addition **6** cases of a more serious nature classed as Category A & B were dealt with and 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.

We resolved **100%** of all cases reported on time and had no cases that progressed to legal action.

#### Category A

##### NATURE OF COMPLAINT

##### Very Serious

Cases involving multi-agencies

**No. of Cases 1**

#### Category B

##### NATURE OF COMPLAINT

##### Serious

Complaints of a serious nature or persistent

**No. of Cases 5**

#### Category C

##### NATURE OF COMPLAINT

##### Minor

Nuisance complaints

**No. of Cases 27**



## Estate Management

We are committed to ensuring our estates are managed to the highest possible standard. Our maintenance staff inspect our stock regularly with housing staff being proactive when they are in the estates and take forward any issues they identify.

In addition we provide litter picking services, kerbside bulk uplifts, inspection of back courts, gardens and closes on a regular basis.

An Estate Management Working Group has been set up for our maintenance and housing staff to meet regularly to discuss and take forward joint solutions to tackle estate management issues within our estates.

## Estate Management Focus Group

We have carried out Estate Management Walkabouts in May and September. These 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.

Should you be interested in joining the Estate Management Focus Group please contact the Co-operative.



## Veterans in our Community

Veterans can come along and catch up with other local Veterans at our regular monthly meetings within CentrePoint on the last Thursday of each month from 11am to 1pm.



Morrisons in Wishaw provided treats for one of our Veteran Meetings.



An enjoyable visit by John Gouldby an Outreach Worker from Sight Scotland Veterans to our local Veterans.



Beautiful remembrance display provided by the Chain Gang from Forgewood to the Veterans Group at Garrion.



## Housing Options / Access to Housing

North Lanarkshire Council along with eight registered social landlords are all partners in the North Lanarkshire Common Housing Register (CHR). Working with our partner landlords simplifies access for applicants to housing with the register used to maintain the waiting list for social rented housing in North Lanarkshire.

One single housing application form is completed, with the information held on the CHR and shared amongst housing providers who manage stock where the applicant wishes to be rehoused.

Seven of our partner landlords use the same Allocation Policy or pointing framework as the Co-operative, making the allocation process

simpler to understand and meaning that an application to these partners only needs to be assessed once.

In doing this, the Co-operative and our partners can give joined-up housing information with good, accurate advice and information on choosing an area, types of housing available, and housing size required and about their housing options.

North Lanarkshire Council consult on any proposed changes to the Allocations Policy with all policy partners and applicants to request their input.

We re-let 28 of our homes in 2022/23 and allocated them as follows:-



Turnover of stock – 28 Lets





# Access to Housing Support

## Tenancy Sustainment

On a regular basis we monitor if any tenants have ended their tenancy within a 12 month period from their tenancy start date. Should there be any tenancies ended within the 12 month period we would monitor the reasons. This will allow us to identify any trends in order to make any changes to help tenants sustain their tenancy and remain in their home.

The housing staff carry out a settling in visit to every new tenant within 6 weeks of them moving. 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.

# 94.74%

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

In addition we have supported households with **6** paint packs to help decorate properties where the decoration was deemed as poor.

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.

## Advice for Tenants Residents Project (AFTAR)

This is a key service provided to our tenants to enable them to not only sustain their tenancy but maximise their income. This is also available to those applicants who are being considered for housing with the Co-operative.

Our AFTAR project provided by Citizens Advice Bureau focuses on income maximisation, money/debt advice, welfare benefits advice, tailored housing advice, energy advice etc. This is a confidential, impartial and independent advice, information and advocacy service to prevent financial crisis and to support tenancy sustainment and prevent homelessness to those tenants who need it.

The objective is to empower tenants to take control of their finances and help them to improve their financial situation by giving them easy access to the advice they need for the problems they face.



The project offers a tailored service to meet client's needs:-

- Debt Advice;
- Financial Capability;
- Income Maximisation;
- Non specialist Energy Advice;
- Digital Inclusion / Employability.

## Performance

During 2022/23 this service has been delivered with the following outcomes:-

Financial gains have been secured for **178** households totalling **£89,167**

**189** tenants have been assisted with digital inclusion/ IT, employability and online benefits

**80** tenants have been assisted with energy advice with financial gains totalling **£7,431**

## Energy Event

An event was hosted by CARES Energy Advisor, Citizens Advice Bureau for our tenants in CentrePoint. They provided advice on energy tariffs, standing charges, energy bills, grants and benefits which are available to help pay energy bills.



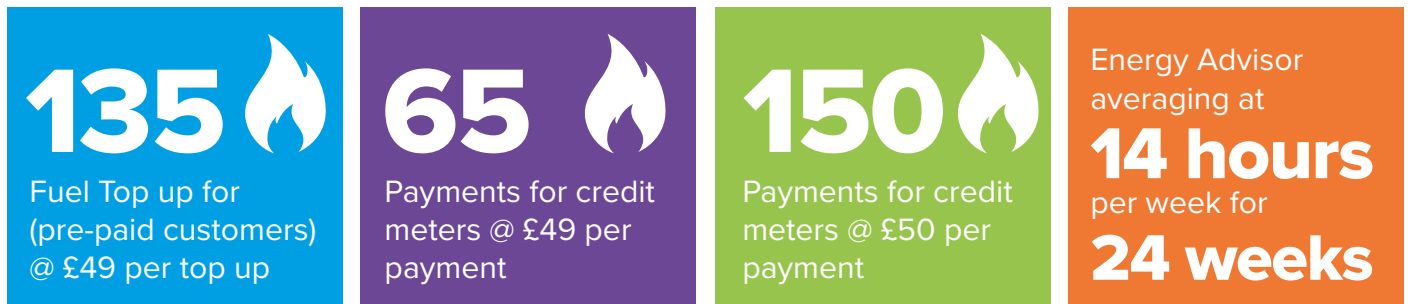


# Access to Housing Support

## Supporting Tenants

With the challenges faced by the increase in inflation and the rise in the cost of living this has put extreme pressure on our tenants and the Co-operative itself. The costs of heating homes and buying food steadily increased making it extremely difficult for everyone to manage with their household costs.

In response, the Co-operative secured funding from the Scottish Federation of Housing Associations for **£25,788** via the Social Housing Fuel Support Fund to deliver a mixture of direct support and energy advice across the communities of Garrion and Forgewood. This resulted in:-



This funding greatly assisted our tenants and we have illustrated below some of the feedback received from those we managed to support.

“I would say that over the past year our gas and electricity direct debits just kept increasing and left us with a lot less disposable income to buy simple daily necessities and definitely find things much tougher. The fuel top ups were a welcome boost and allowed us to put towards food and groceries. I’m sure a lot of other people welcomed it also.”

“Helped during cost of living crisis.”

“We would like to thank Garrion for all the help and support they provide and go above and beyond for their tenants. We have been with other housing associations before we moved to Garrion and they definitely didn’t show the level of care and support as yourselves which we really appreciate.”

“I just moved into my property and this was a brilliant start to help with the cost of moving.”

“Due to personal circumstances it really helped with my debt and anxiety.”

“I’ve just had a baby so really helped as we have so many extra costs right now and with everything being so much more expensive we are really struggling with our household bills. Thank you.”

“I’m currently a student so this really helped with my bills and the cost of living increase.”

“It was a brilliant support financially and I could spend money on food and essentials.”

“It was really helpful getting this as I was able to put it towards my fuel bill which then gave me more of my own money to be able to buy food that month.”



# Getting Good Value from Rents and Service Charges

## Rents and Service Charges



# 81.88%

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

Compared to Scottish Average 81.79%

## Value for Money

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.

## Average void days in 2022/23



# 9.39 days

Average time taken to re-let 28 properties

Compared to the Scottish Average of 55.61 days

## Rent Lost during 2022/23



# 0.26%

of annual rental income was lost through properties being empty amounting to £2,824

Compared to the Scottish average of 1.40%

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

## % Gross rent arrears of rent due



# 3.29%

Rent arrears as % of annual rent receivable of £1,081,506

Compared to the Scottish Average of 6.86%

## Total rent collected during 2022/23



# 100.00%

of annual rent receivable

Compared to the Scottish average of 99.03%

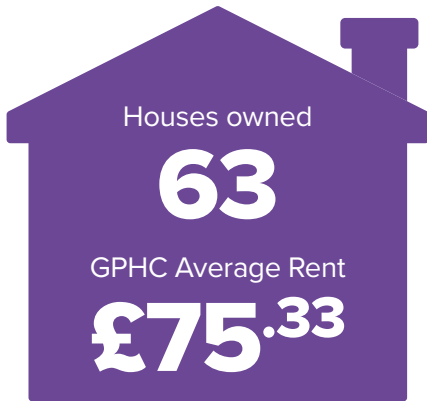
We monitor our rental income and arrears carefully and consult tenants every year so that our rents stay affordable while striking a balance between the level of service provided, the cost of the services and the affordability to tenants.



# Getting Good Value from Rents and Service Charges

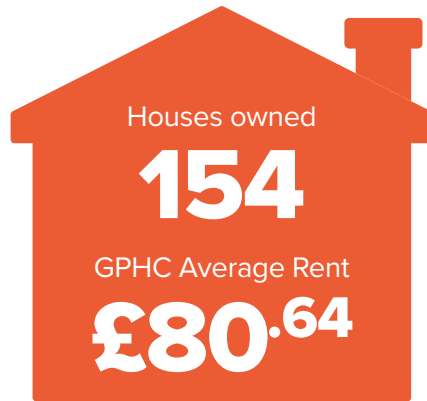
## Rent and Service Charges

### 1 bedroom



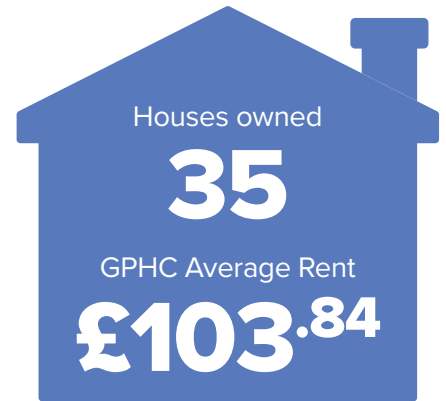
Scottish Average £83.46

### 2 bedroom



Scottish Average £86.28

### 3 bedroom



Scottish Average £93.96

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

## Housing Stock

Garrion Owns  
**252 homes** as at  
31 March 2023

Areas of Operation  
- **Gowkthrapple**  
& **Overtown**

Total Rent Due  
for 2022/23 -  
**£1,078,682**

Garrion increased its weekly rents by 3.1% in 2022/23

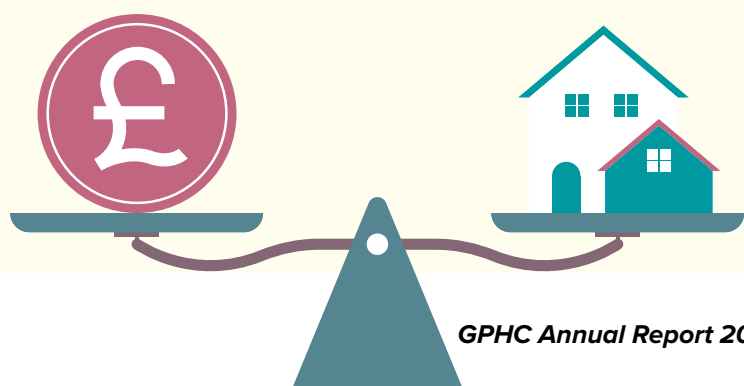
## Rent Increase

Following a consultation with tenants from November 2022 through to January 2023 we applied a 5% rent increase in April 2023. The rapidly rising inflation in the past year has had a direct effect on the cost to provide services to our tenants such as repairs, bulk uplift, landscaping and close cleaning, which tenants' rent pays for.

In accordance with our Business Plan projections a projected income of CPI + 1% was budgeted. This would have resulted in a rent increase of 12.1%. Whilst we understand that a 12.1% increase would not be affordable to tenants, the 5% increase applied will

allow us to maintain a standard of service, whilst delaying things like our planned maintenance programme to manage the shortfall.

We will continue to provide as much support as we can to tenants through our AFTAR Project and cost of living initiatives, to try and reduce financial hardship as much as we can.







# Strategic Objectives

## Annual Assurance Statement

In October 2022 the Co-operative submitted its Annual Assurance Statement to the Scottish Housing Regulator (SHR).

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.

The Annual Assurance Statement is a way for the Management Committee to declare they are assured the Co-operative complies with regulatory

requirements and standards or to disclose areas where they need to improve.

Following a robust self-assessment, the Management Committee considered that Garrion People's Housing Co-operative was 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.gphc.org.uk](http://www.gphc.org.uk).

## Affordability

Unfortunately, the current cost of living crisis is not only affecting you but also the Co-operative. We are concerned due to the extreme economic circumstances, with spiralling inflation impacting on construction, maintenance and staffing means the Co-operative along with other registered social landlords will have to strike a balance in the decisions this year and in the future.

The Co-operative understands the importance of supporting tenants through these tough times, while ensuring we remain viable which poses an ongoing challenge.

However, we are committed to keeping our rents affordable and work hard to ensure that rent increases are kept to a minimum.

## ESSH2

A review of how social landlords should progress towards meeting the new ESSH2 standard will be undertaken by the Scottish Government in 2023. This should strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy and the Housing 2040 Route Map.

The outcome of this review will help the Co-operative to put together an action plan for meeting the target.

## Our Investment Programme

**Over the next five years** we will be prioritising the following planned maintenance work and hope to see completion with the following:

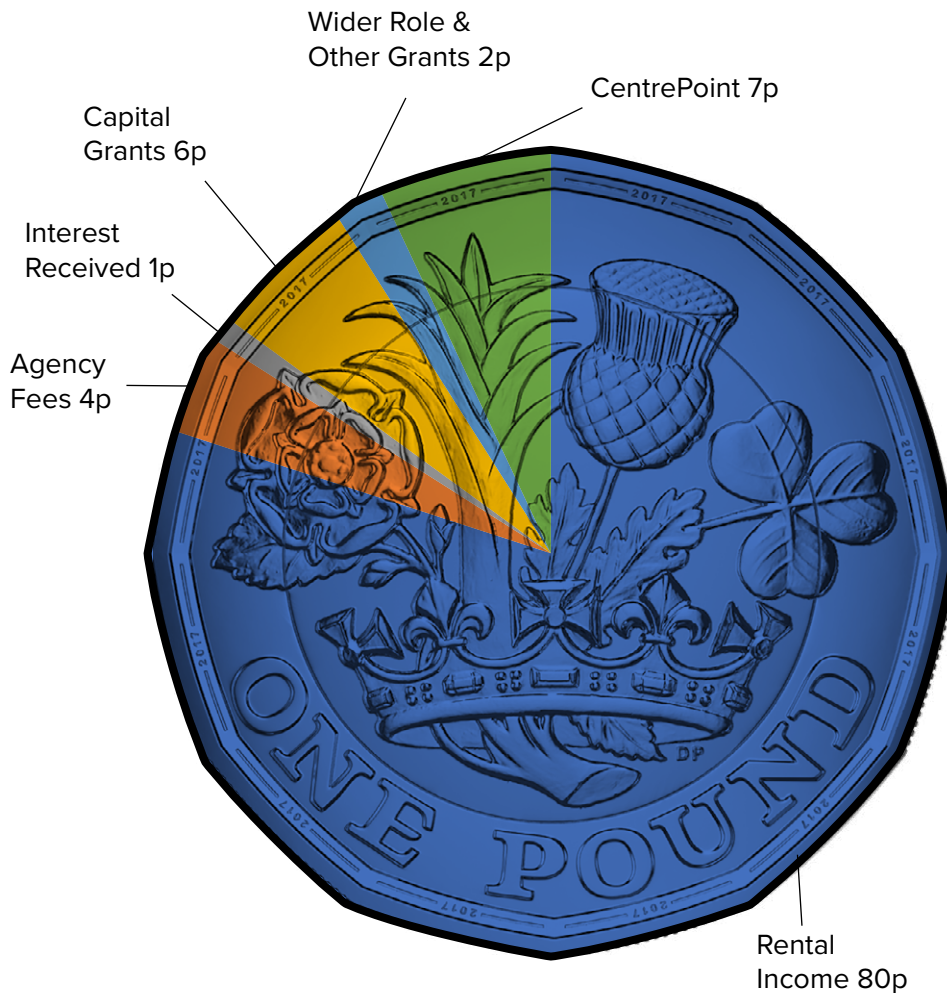
- New kitchens Law View;
- New heating systems in flats;
- New boilers (heating systems) in new build where required;
- New windows in flats where required;
- New entrance doors to Woodgreen Court.

Other cyclical maintenance, e.g. gas servicing, grounds maintenance and close cleaning are still scheduled but they are not deemed as investment to our properties, unlike the list above.



## GARRION PEOPLE'S HOUSING CO-OPERATIVE FINANCIAL SUMMARY 2022/23

**“where every penny in the £1 came from”**



This year saw our rental income charges at £1,098,867 which was a slight increase from the previous year. The level of work we carry out on behalf of other organisations decreased resulting in agency income being £4,137 lower on last year. Other income totalled £28,606 which was received and was used on community projects within the local area.

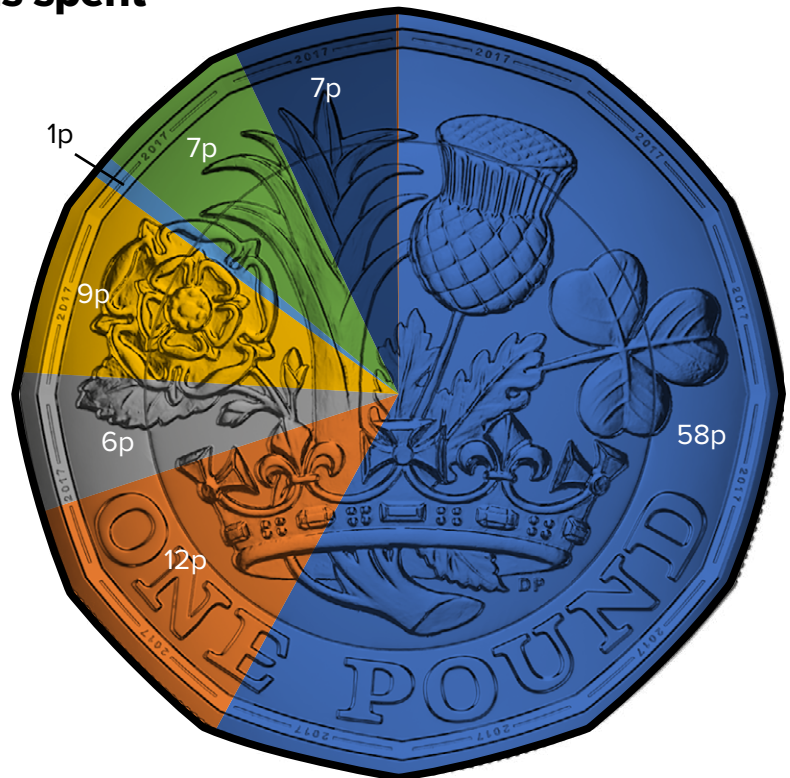
Income for CentrePoint accounted for 6.86% of our annual revenue and totalled £93,874. This is more than double the income received in 2021/22 and highlights the increased usage of CentrePoint. Other capital grants remained steady in comparison to the preceding year. Overall, our total revenue for the year increased by 7% on last year which was largely due to the increased income from CentrePoint.

INCOME	AMOUNT	% COSTS
Rental Income	£1,098,867	80%
Agency Fees	£61,470	4%
Interest Received	£1,949	1%
Capital Grants	£82,871	6%
Wider Role & Other Grants	£28,606	2%
CentrePoint	£93,874	7%
<b>Total Income</b>	<b>£1,367,637</b>	<b>100%</b>



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

- Management & Maintenance Admin Costs
- Routine Maintenance Costs
- Planned & Cyclical Costs
- Mortgage & Interest Paid
- Loss on Disposal and Bad Debts
- Depreciation
- Other Revenue Costs
- Other Finance Charges



Expenditure also increased by 7% in 2022/23 which is commendable and is largely attributed to the cost of living crisis which saw a number of contractors increase prices in year.

The management and maintenance administration costs increased to £733,094. The increase allowed us to continue to share services with Forgewood Housing Co-operative in core areas of our business such as finance and housing management.

We spent £150,950 on routine and reactive repairs, down £9,321 from last year. Savings were made in 2022/23 by carrying out a number of routine repairs in-house rather than relying on contractors.

Our planned and cyclical costs totalled £79,704 for 2022/23. This investment in our homes and surrounding areas will provide improved assets for years to come.

Interest payments on our loans was the largest difference to budget which saw costs increase from £49,824 in 2021/22 to £110,588 in 2022/23.

EXPENDITURE	AMOUNT	% COSTS
Management & Maintenance Admin Costs	£733,094	58%
Routine Maintenance Costs	£150,950	12%
Planned & Cyclical Costs	£79,704	6%
Mortgage & Interest Paid	£110,588	9%
Loss on Disposal and Bad Debts	£1,612	1%
Depreciation	£94,823	7%
Other Revenue Costs	£92,661	7%
Other Finance Charges	£1,172	0%
<b>Total Costs</b>	<b>£1,264,604</b>	<b>100%</b>



# What's been happening in our Communities during 2022/23

Thanks to funding secured we were able to welcome 3 Community Development Assistants Karin, Nicky and Laura to the Community Team. This allowed us to expand and develop our community programmes.

Throughout the year, we continued to support people across the Gowkthrapple community with events to help address the issues of loneliness, social isolation, health and well-being and help mitigate the impact of poverty.

We delivered a series of events and activities including over...



**20 Men's Groups**

**20 Line Dancing Session**

**20 Classes of Easy Exercise**

**8 Session of Boxercise**

## Summer programme of Big Chef, Little Chef



During the summer we delivered two lovely Summer Garden Parties at CentrePoint with a mixture of food, fun, games and activities. To celebrate the Queen's Platinum Jubilee we held a community BBQ at CentrePoint.



## 4 Community Clean Ups



Our Community Garden continues to grow with weekly sessions supported by our Community Gardener, resulting in a lovely Harvest Festival event in October.



Early in the new year we started a Breakfast and Blether every Friday at CentrePoint, an opportunity for people come along for free breakfast and chat.





# What's been happening in our Communities during 2022/23

During the winter months we helped lessen the impact of the Cost of Living Crisis on our community. We provided **3** Cooking Classes on a budget and over **665** hours of Warm Spaces with free hot drinks /soup and obtain some information, support and advice on energy issues.



Each month at Law View we delivered a series of **13** fun filled social events with food, fun and friendship. These events included a lovely Christmas lunch, Summer Garden Parties and a party to celebrate the Queen's Platinum Jubilee.



Thanks to funding from Cash for Kids and the Scottish Federation of Housing Associations (SFHA) Winter Fuel Fund we were able to help support households with fuel and shopping vouchers.



We supported the creation of the Gowkthraple Community Volunteer Group in early 2023 with the group starting to develop new events and activities for their local community. The group held the first of a series of community Bingo session in February.



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 5 lucky households who were picked at random.



## A BIG THANK YOU

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

Over the past year we have secured over £185,000 of external funding to support our community programme across our local communities.

Securing external funding and working with local partners is vitally important in helping us deliver an extensive programme of community activities and provide support services locally.

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





# Our People

Garrion People's 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 2022/23)

Name	Designation	Name	Designation
David Cooper	Chair	Przemek Jozwik	Committee Member
Victoria Dallas	Vice Chair	Lisa Viola	Committee Member
Craig Callan	Treasurer	Nicholas Hill	Committee Member
Heather Laing	Secretary	Grant Kennedy	Committee Member
Patryk Topolski	Committee Member	Sandra Rodger	Committee Member
Elizabeth Cooper	Committee Member	Anne Gilmour	Committee Member
Fiona Shearer	Committee Member	(Stood down Sept 2022)	
Colette Rooney	Committee Member	Alex Fenton	Committee Member
Blanche McGinn	Committee Member	(Stood down Sept 2022)	
Eddie Dallas	Committee Member	Maz Shakoor	Committee Member
		(Stood down Feb 2023)	

**As at 31 March 2023 we had 59 Shareholding members.**

## REMEMBERING

We sadly lost former Committee Member Edith Gilmour in May 2022. She also served as a Chairperson on a number of occasions through the years.

## Our Staff Team

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

## Starters

Name	Role	Start Date
Craig Anderson	Senior Finance Officer	June 2023
Karin Thomson	Community Development Asst.	April 2022
Nicky McManus	Community Development Asst.	May 2022
Laura MacDonald	Community Development Asst.	May 2022

## Leavers

Name	Role	Leave Date
Alex Gemmell	Maintenance Officer	Nov 2022
Abira Sarwar	Senior Finance Officer	April 2023

We operate a unique staffing arrangement with Forgewood Housing Co-operative.

# Our Achievements

## Apprentice of the Year

Laura Sneddon, Housing Administration Assistant (Formerly Modern Apprentice) was shortlisted by the Chartered Institute of Housing for “Apprentice of the Year”.

She was shortlisted along with another

2 apprentices from other social housing providers in Scotland.

Unfortunately, Laura did not win this award but we are proud that Laura was shortlisted from so many landlords in the housing sector across Scotland... **Well done Laura!**

## Scotland Housing Award 2022

Garrion & Forgewood housing staff were also shortlisted by the Chartered Institute of Housing along with 9 other social housing providers in Scotland for “Housing Team of the Year”.

This award recognises the great work that housing professionals and landlords are providing all across Scotland.

Staff were invited to an award ceremony and although we did not win the award it was a great honour to be shortlisted amongst some of the larger national landlords in recognition of going above and beyond the call of duty...**Well done Housing Team!**



# Looking Forward to 2023-24

All future work will be determined by the following key strategic drivers:

**Legislative Requirements** – We will continue to operate in line with all legislation set out by the Scottish Government. We ensure staff and committee receive proper training to ensure legal requirements are being met throughout the organisation.

**Regulatory Requirements** – We will continue to deliver statutory returns to the Scottish Housing Regulator (SHR) including Annual Return on the Charter (ARC), Annual Assurance Statement (AAS) and financial returns including accounts and projections. We also value guidance provided by the SHR to assist landlords in the continuous delivery of good housing and services.

**Stock Condition** – Investment in our properties is determined by a number of factors, including stock condition surveys. We carry these out at least 3 yearly and it helps us understand our stock better and guides the Co-operative in making decisions on planned maintenance to all stock.

**Landlord Health and Safety** – Our approach to landlord health and safety is an absolute priority. Our recent Health & Safety audit highlighted a number of areas where good practice was in place and we will continue to improve where progress is suggested.

## Your feedback





We hope this Annual Report demonstrates our performance for 2022/23 and the challenges we face as a registered social landlord.

While we are proud of our performance and the service we provide we are always working hard to ensure this standard is not only maintained but improved upon where necessary.

It would be interesting to hear what you think about this year's report.

# THANK YOU

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

-  Our website go to **www.gphc.org.uk**
-  Phoning a member of staff on **01698 687222**
-  Texting your feedback to **07733 919333**
-  By writing via email to **enquiries@gphc.org.uk**

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

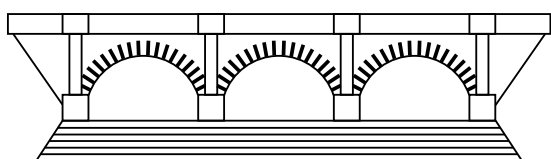


We are committed to Equal Opportunities in providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

Find us on  
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# GPHC



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