

Forgewood Housing Co-operative

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The Inspection of Forgewood Housing Co-operative took place in October 2005.

Forgewood Housing Co-operative was registered with Scottish Homes as a non-fully mutual housing co-operative in 1993. The Co-operative owns 219 properties in Forgewood, Motherwell. Forgewood has a formal staff sharing arrangement with Garrion Peoples Housing Co-operative and 6 staff members divide their time between the two organisations.

Forgewood's management committee consists of knowledgeable and enthusiastic members who are very supportive of the Co-operative's staff. There are currently 15 management committee members, 13 of whom are tenants of the Co-operative. The table below shows some key facts about Forgewood.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	218	219	219
Employees	6	6	6
Annual turnover (£000's)	504	531	496
Total possible rental income (£000's)	454	473	496
Total Arrears (£'s)	20,659	23,649	27,703
Average weekly rent (£'s)	N/A	43.19	45.25
Houses re-let	35	32	34
Average days to re-let	7	15	18

Inspection Findings

We found that the Co-operative has accessible services, good quality houses and develops service improvements in consultation with its tenants. Forgewood is generally aware of the performance of its services and takes action where it identifies weaknesses. Forgewood works well to manage risk and develop the skills of its management committee but it could improve how it manages potential conflicts of interest and how it encourages increased participation from its membership. It is currently financially viable although deficits are forecast in the future. The Co-operative is confident that it will have houses it can use as security to raise private finance if it is required.

Forgewood could improve how it plans its service objectives. Also, its monitoring and reporting of some aspects of its performance is under-developed. Both these factors underlie the areas for improvement that we have identified.

Key strengths in Forgewood's Services:

- it offers easy access to its services;
- it lets its houses to people in need;
- it manages its neighbourhoods well and it has an excellent approach to home safety;
- its houses are in good condition;
- it gives all of its tenants a Scottish Secure Tenancy; and
- it provides good information and is responsive to feedback from tenants groups.

The key areas for improvement in Forgewoods' Services:

- weaknesses in the management of gas safety in its houses;
- weaknesses in the monitoring of its responsive repairs performance;
- its performance in collecting rent; and
- how quickly it re-lets its houses.

Next steps

Forgewood should produce an improvement plan to show how it intends to respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require Forgewood Housing Co-operative to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see Forgewood's improvement plan you should contact the Chairperson at:

Forgewood Housing Co-operative
79 Kinloch Drive
Forgewood
Motherwell
ML1 3XD

Telephone: 01698 263311

The full report is on our website at <http://www.communitiesscotland.gov.uk> . This Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email: janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
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করবেন।

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