

## Garrion People's 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 Garrion Peoples Housing Co-operative took place in October 2005.

Garrion People's 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 Gowkthrapple, North Lanarkshire. Garrion has a formal staff sharing arrangement with Forgewood Housing Co-operative and 6 staff members divide their time between the two organisations.

Garrion's management committee consists of knowledgeable and enthusiastic members who are very supportive of the Co-operative's staff. There are currently 10 management committee members, 9 of whom are tenants. The table below shows some key facts about Garrion.

Key facts	2002-2003	2003-2004	2004-2005
Houses owned	219	219	219
Employees	6	6	6
Annual turnover (£000's)	518	523	529
Total possible rental income (£000's)	499	518	499
Total Arrears (£'s)	22,478	39,727	53,894
Average weekly rent	44.09	47.89	49.16
Houses re-let	56	50	46
Average days to re-let	12	16	28

### Inspection Findings

We found that the Co-operative has accessible services, provides good quality houses and develops service improvements in consultation with its tenants. Garrion is generally aware of the performance of its services and takes action where it identifies weaknesses. Garrion 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.

Garrion 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 Garrion's Services:

- it offers easy access to its services;
- it lets its houses to people in housing need;
- it manages its neighbourhoods very 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 tenant's groups.

The key areas for improvement in Garrion's Services:

- its poor performance in its collection of rent and weaknesses in aspects of its rent arrears management work;
- weaknesses in the management of gas safety in its houses;
- weaknesses in the monitoring of its responsive repairs performance; and
- how quickly it re-lets its houses.

### Next steps

Garrion People's Housing Co-operative should respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require Garrion People's 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 Garrion's improvement plan you should contact the Chairperson at:

Garrion People's Housing Co-operative  
3 Heathfield  
Wishaw  
North Lanarkshire

Telephone: 01698 360740

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](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

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করবেন।

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