

# ANNUAL REPORT 2018



**Garden Housing  
Association Ltd**



# CHAIRPERSONS REPORT

This is my first year as Chairperson of Gardeen Housing Association. I have been a Committee Member since 1988 and am very proud of the positive changes that have been made to the Gardeen area. We can now all enjoy warm homes and a safe community.



Gardeen continue to invest in your homes by renewing heating systems and renewing kitchens. Gardeen works with a team of local contractors. This helps to keep money in the area and reduces our costs to deliver a reliable service to tenants. This also helps us to charge affordable rents as we keep a close control over costs.

The Management Committee continue to improve their skills and we have organised a programme of training with other housing associations in Greater Easterhouse to ensure that we keep up to date with change. We want to continue to attract members to join our Management Committee to help to guide the Association in the future.

We use internal audit to improve our policies and procedures and to ensure that our focus remains on improving our service to tenants.

Our priorities for the next year will be to work closely with partners to assist tenants manage on-going welfare reform. We will carry out a stock condition survey to help plan our future maintenance and investment programme. We will review our long-term finances and complete a succession plan for staff and Committee. We want to build new homes if we can. We will continue to invest in the properties to ensure that your home is managed and maintained and that the rent you are charged is affordable. I hope you enjoy staying in your Gardeen home.

**Marion Leat,**  
*Chairperson*



At 31 March 2018 the Association had 82 members.

The Management Committee of Gardeen Housing Association makes the key decisions on behalf of the Gardeen community. The Committee comprises of 7 tenants, two owners and two other members who support Gardeen. Committee members receive training and support from staff and our partners to assist them to manage the business. New Committee members are always welcome to join the Management Committee and will receive an induction pack, training and support. An external governance review is completed on an annual basis to review the skills of Committee members and the existing structures of the governance of Gardeen Housing Association. The role of governance is vital to ensure that informed decisions are made. Committee members receive regular finance and governance training to equip them with the skills to manage the business in increasingly complex times.

## COMMITTEE MEMBERS

**Marion Leat**  
Chairperson

**Colin Cameron**  
Vice Chair

**Rose O' Malley**  
Secretary

**Sarah Lack**  
Treasurer

**Mary McGuigan**  
**Rena Clark**  
**Corrina Brewer**

**Helen Marcowich**  
**Margaret Livingstone**  
**Margaret Smith**

**David Lovett**  
Treasurer  
(Retired August 2018)

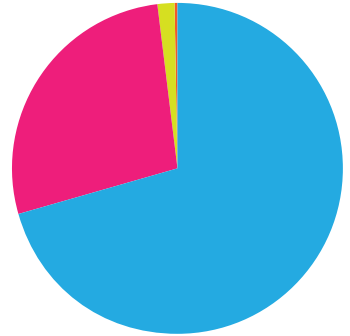


# FINANCE REPORT

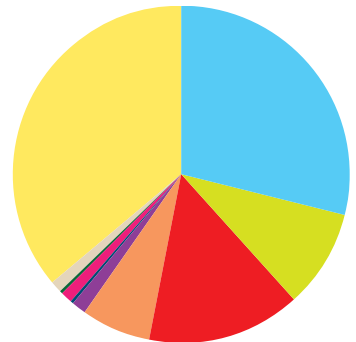
The financial figures for 2017-2018 highlight the completion of another successful year for the Association. We continue to adopt a prudent approach to all financial matters ensuring value of money and long term viability. We continue to invest in homes by updating bathrooms, kitchens and heating systems.

Net assets now stand at £1,999,989.

Income	
Rental Income	£909,571
Factoring & Other Income	£353,102
Gain on Sale	£20,000
Interest Income	£1,730
<b>Total</b>	<b>£1,284,403</b>



Expenditure	
Management	£368,023
Day to Day Repairs	£116,715
Planned Maintenance	£184,887
Estate Services	£86,340
Tenant Participation	£18,108
Factoring	£827
Loan Interest & Other Charges	£15,140
Wider Action	£2,820
Bad debts	£13,627
Depreciation	£455,397
<b>Total</b>	<b>£1,261,884</b>
<b>Surplus for the year:</b>	<b>£22,519</b>

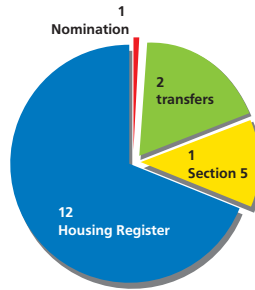


Surplus is excess income over what we have spent in the year. This money is set aside to ensure we have funds for planned maintenance works in the future. For example, new kitchens, boilers, heating systems, bathrooms and windows are paid from the surplus money that we set aside each year. As we are a not for profit charity, surplus is not a profit and is simply set aside for future costs.

## ALLOCATIONS & VOIDS

During the year the Association relet 16 properties. The breakdown of lets was as follows:

<b>Transfers</b>	<b>2</b>
<b>Section 5 (homeless)</b>	<b>1</b>
<b>Housing Register</b>	<b>12</b>
<b>Nomination</b>	<b>1</b>
<b>TOTAL</b>	<b>16</b>



There was 1 mutual exchange during the year.

The Association remains a popular choice for people seeking rehousing. Of the 16 properties let, 16 were accepted on the first offer.

The Association had 22 days rent loss due to voids. This meant that the majority of our properties were relet the day after they became empty, equating to 0.03% of our rental income.

### Relet Performance:

<b>Void Loss Period</b>	<b>No. Properties</b>	<b>Average time to relet</b>
22 days void	16	1.38 days

During the year the Association received 3 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 1 was able to take up housing with the Association on a Scottish Secure Tenancy. No referral cases required to go to arbitration.

## HOUSING REGISTER

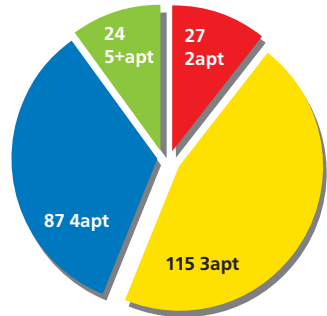
As can be seen from the above, the Association remains a popular choice for people seeking rehousing. Gardeen is part of the EHRA Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. As at 31st March 2018 the CHR held 599 active applications.

During the year we processed 77 applications for rehousing. All were processed within the target timescale of 7 working days to fully process and letter.



The Association continues to receive more applications than we have homes, which unfortunately always means that only a small proportion will ever be able to get rehousing. Below gives a breakdown of our homes:

Gardeen Stock No's	
2apt	27
3apt	115
4apt	87
5+apt	24
<b>TOTAL</b>	<b>253</b>



## RENT ARREARS

The Association continued to work hard to try and keep rent arrears low and to assist tenants in dealing with rent arrear problems. As a result, at 31st March 2018, non-technical current tenant rent arrears stood at 0.50%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£7,939	0.87%
Technical Arrears	£3,371	0.37%
Non-Technical Arrears	£4,568	0.50%
Total Former Tenant Arrears	£1,047	0.11%

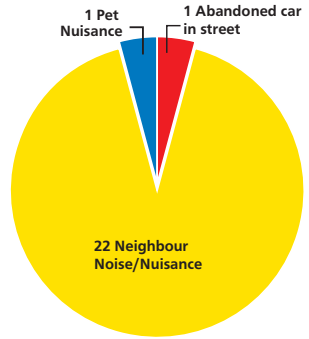
## ESTATE MANAGEMENT

The Association continued to regularly inspect the area and carried out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.



During the year we received a total of 24 complaints. Of the 24 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

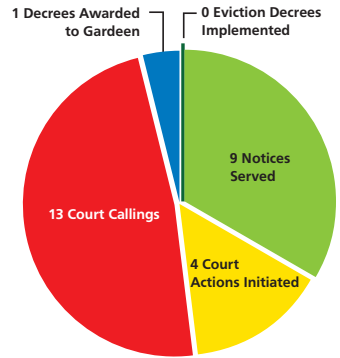
<b>Abandoned car in street</b>	<b>1</b>
<b>Neighbour Noise/Nuisance</b>	<b>22</b>
<b>Pet Nuisance</b>	<b>1</b>



## LEGAL ACTION

The Association would rather try and resolve any matters with tenants without recourse to legal action, however, we will pursue legal action when required. A summary of legal action taken during the year is as follows:

Type of Action	No. of cases
Notices Served	9
Court Actions Initiated	4
Court Callings	13
Decrees Awarded to Gardeen	1
Eviction Decrees Implemented	0



## MAINTENANCE AND REPAIRS

It was another busy year for repair work. The Association completed 22 emergency repairs. The average time taken to carry out an emergency repair was 1 hour 14 minutes.

The Association completed 906 non-emergency repairs. The average time taken to carry out non-emergency repairs was 3.43 days.

The Association instructed 905 'Right First Time' jobs. For a job to be classed as 'Right First Time' two criteria must be met:

1. The repair is completed within the landlord's targets agreed locally (Emergency: make safe within 4 hours, repair within 24 hours; Urgent: 3 working days; Routine: 7 working days; Right to Repair: Various).
2. The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem.

888 out of 905 Right First Time category jobs were completed Right First Time.

850 reactive repair appointments were made with tenants and of those 838 appointments were kept by the Association's contractors.

## CYCLICAL & PLANNED MAINTENANCE

Some of the cyclical and planned maintenance works carried out during the year included:

- **Gas service checks to all properties (as legally required);**
- **Periodic electrical inspections to all voids and those due a cyclical check;**
- **Bathroom replacements at void;**
- **Smoke detector replacements;**
- **Roof anchor checks;**
- **Gutter cleaning;**
- **Ongoing replacement of electric heating systems with gas;**
- **Phase 6 kitchen replacements;**
- **Phase 1 full central heating replacements;**
- **Landscaping works.**

The Association is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. A stock condition survey was carried out in 2015 by Brown & Wallace. This survey confirmed that all of the Association's stock meets the new Energy Efficiency Standard for Social Housing. This Standard aims to improve the energy efficiency of the social housing stock in Scotland. A further stock condition survey is programmed for 2018.

## ADAPTATIONS

During the year the Association received £50,147 grant from Glasgow City Council to carry out 14 adaptations to properties, being a mixture of bathroom works and garden works.



## REPAIR SATISFACTION

The Association issues a repair receipt and satisfaction survey to residents for every tenant repair instructed. During 2017-2018 we issued 928 and had 278 of these returned (30.0%). A summary of responses:

Question – Tenants Response	Yes	No
Repair Complete By Due Date	276	2
Repair Satisfactory	277	1



	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	% Satisfied
Contractors Punctuality	269	7	0	1	1	99.28%
Level of Disturbance	262	9	7	0	0	97.48%
Tidiness of Contractor	269	8	1	0	0	99.64%
Helpfulness of Association Staff	277	1	0	0	0	100.00%
Overall Repairs Service	273	5	0	0	0	100.00%



## PROPERTY INSPECTIONS

During the year the Association staff carried out approximately 142 property inspections. The purpose of the inspections is to ensure that the property has been properly maintained, that the tenant is happy with the quality of service they are receiving from the Association, and to update us on contact details, emergency details and the household composition. A rolling programme of property inspections is ongoing.

## ACQUISITIONS

The Association acquired 29 Burnmouth Road from City Property on 31st March 2017. This was refurbished during 2017 and was re-let in August 2017.

## COMPLAINTS REPORT

We try to ensure that we provide a good service to tenants, applicants and owners but sometimes we might get it wrong. We also want to know if someone is unhappy with our services so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). During 2017-2018, we received 5 complaints. We upheld 4 of the complaints in full and upheld 1 of the complaints in part. We continue to work with our contractors to improve our service and have reviewed our procedures.

## SCOTTISH SOCIAL HOUSING CHARTER (CHARTER) AND TENANT INVOLVEMENT

The Charter became effective in 2012 and sets out sixteen outcomes and standards that Gardeen Housing Association should be working towards achieving. We have gathered this information and submitted our fifth Annual Return on the Charter for the year 2017-2018. This return is sent to the Scottish Housing Regulator who is responsible for assessing our performance. The Charter has recently been reviewed.

When	Who	What
Throughout year	Gardeen	Assesses performance against the Charter
May	Gardeen	Completes and submits ARC (Annual Return on the Charter) to SHR
August	SHR	Publishes on the SHR website a report about each landlord with key data from its ARC
October	Gardeen	Reports its performance to all its tenants
By March	SHR	Publishes regulation plans for RSLs and contributes to Assurance and Improvement Plans for Councils
By March	SHR	Publishes a report on the analysis of the sector's performance in achieving the Charter

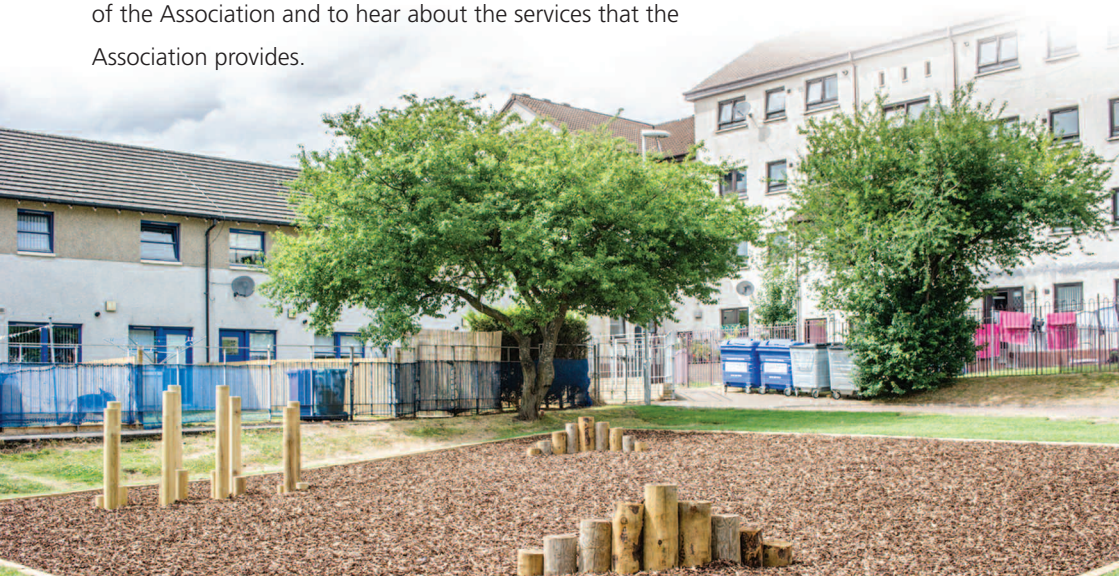
Not all Charter outcomes and standards apply to Gardeen, for example, outcome and standard number 12 is about local councils and their duties on homelessness, and number 16 is about responsibility for managing sites for Gypsies/Travellers and Gardeen does not carry out such work.

The other 14 outcomes and standards do apply to Gardeen. These are:

1.	Equalities
2.	Communication
3.	Participation
4.	Quality of Housing
5.	Repairs, Maintenance & Improvements
6.	Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
7. 8. & 9.	Housing Options
10.	Access to social housing
11.	Tenancy sustainment
13.	Value for money
14. & 15.	Rents and service charges

## **GARDEEN CHARTER CUSTOMER FOCUS GROUP**

This Charter Focus group meets on an annual basis to discuss the performance of the Association and to hear about the services that the Association provides.



## PERFORMANCE REPORT 2018

We will be providing all tenants, owners and applicants with a separate performance report by October 2018. This will provide information on our performance during 2017-2018 and will also provide information on how our performance compares with other housing associations.



## MANAGEMENT COMMITTEE OF GARDEEN HOUSING ASSOCIATION

As you know, Gardeen is a community controlled organisation where decisions are made by the Management Committee made up of local residents and interested individuals, who employ staff to carry out the day to day work of the Association. The Management Committee agrees the strategy of the Association and they monitor and scrutinise the work of the staff to ensure that the service to you is provided in accordance with the law and best practice. The Management Committee is always looking to encourage additional tenants and residents to get involved. If you are interested in this please simply contact Roslyn at our office to have a chat. If you would rather speak to an existing Committee member beforehand, again please just contact us at the office and we will arrange this for you.

You will receive an induction pack, training and support



## PERFORMANCE REPORT FOR 2017-2018

	2017/18	2016/17
<b>Committee Members</b>		
Number of Committee Members	11	10
<b>Membership</b>		
Number of members at year end	82	72
<b>AGM</b>		
% of members who attended AGM	46%	30%
<b>Staff</b>		
Number of full time staff	6	6
<b>Rent Arrears</b>		
% gross rent arrears as a percentage of rent due	0.63%	0.80%
<b>Void Loss</b>		
% void loss	0.03%	0.00%
<b>Repairs</b>		
% Reactive Repairs completed right first time	98.12%	98.67%
Average Time to Complete Emergency Repairs	1.14 hours	1.38 hours
Average Time to Complete Non-emergency repairs	3.43 days	2.62 days
<b>Rent Increase</b>		
Average rent increase	4.5%	2.5%
<b>Evictions Carried Out</b>		
Number of evictions carried out	0	0
<b>Properties</b>		
Number of Gardeen homes	253	253

# PERFORMANCE REPORT



## WIDER ROLE

Gardeen Housing Association works in partnership with other Associations in Greater Easterhouse to secure funding for wider role activities.

## MONEY ADVICE

Gardeen Housing Association provides a welfare rights service from our office. Gardeen residents can access a local service to help with benefit, work and money worries. GEMAP provided this service during 2017-2018.



## JOBS CLUB

This allows tenants to access advice and information on employment and training. Contact us to find out more.

## ARTS PROGRAMME

This programme provides access to activities at the Bridge and the Christmas pantomime. Gardeen is able to provide free tickets to Gardeen tenants as a result of the partnership.

## EHRA

Gardeen Housing Association is a member of the Easterhouse Housing and Regeneration Alliance (EHRA) and works with the eight other housing associations to share services, training costs and to lobby politicians. EHRA also organises an annual community conference.

## DEVELOPMENT UPDATE

### PENDEEN SCHOOL SITE

The Management Committee are keen to acquire this site to provide much needed homes for affordable rent.

### HALLHILL ROAD

KeepMoat are building around 100 homes for sale starting at £115,000 at the site at Hallhill Road.

### BURNMOUTH ROAD

The Wheatley Group are near to completion of 45 homes for mid-market rent in Burnmouth Road.



## GARDEEN STAFF

Gardeen Housing Association at 31 March 2018:



**Roslyn Crawford**  
Director



**Anna Morton**  
Customer Services Officer



**Lyndsay Moffat**  
Senior Housing Officer



**John Seggie**  
Property Services Assistant  
(February 2018)



**Lorraine Fisher**  
Administrative Assistant  
(March 2018)



**Kirsty Brothers**  
Receptionist



**Rhona Joss**  
Finance Consultant  
FMD



**Tom Atkinson**  
Maintenance Consultant  
Atkinson Partnerships



**Debbie McVean**  
Administration Assistant  
(Resigned December 2017)



**Clare Gallagher**  
Property Services Assistant  
(Resigned January 2018)

# STAFFING REPORT



## Gardeen Housing Association Limited

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Email: [info@gardeen.co.uk](mailto:info@gardeen.co.uk)

Website: [www.gardeen.org.uk](http://www.gardeen.org.uk)



@gardeenh



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Healthy Working Lives

## Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,

and for training throughout Thursday morning)