

# ANNUAL REPORT 2019



**Garden Housing  
Association Ltd**



## 30 years of Gardeen Housing Association – Thanks To Everyone

Gardeen celebrates its 30th AGM this year. We hope you enjoy some of the memories from the past. On behalf of Gardeen we want to thank all the committee members and staff who took the time over the years to help Gardeen become the successful organisation that it is today. Tenants will always remain our priority and we will continue to provide a professional local service to the residents of Gardeen Housing Association.

To a successful future and the next 30 years!



# CHAIRPERSONS REPORT

This is my second year as Chairperson of Gardeen Housing Association. I am very proud of our 30 years of success. There have been many positive changes since our steering group began in 1988. I am sure that you will all enjoy living in warm homes in a safe community.



Gardeen has reviewed our thirty year finance plans to ensure that we have sufficient funding to keep maintaining your home in the future. We want to ensure that you can afford to pay rent and that there is enough cash to repair and update Gardeen homes.

We continue to work 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 costs down.

The Management Committee continue to improve their skills and we have organised a programme of training with other housing associations in Easterhouse to ensure that we keep up to date with change. I would like to ask you to think about joining the Management Committee to make the decisions that will affect us over the next thirty years.

Our priorities for the next year will be to ensure that we work with the new regulation framework from the Scottish Housing Regulator and make plans to ensure that we can provide a friendly local service to you over the next 30 years. We will be updating our Business Plan and asking for your feedback. We want to build new homes if we can. I hope you enjoy staying in your Gardeen home.

**Marion Leat,**  
*Chairperson*

The Management Committee of Gardeen Housing Association makes the key decisions on behalf of the Gardeen community. The Committee comprises of seven tenants, one owner, two others who support Gardeen and one casual vacancy. Committee members receive training and support from staff and our partners to assist them to manage the business. We welcome new members to the Management Committee. You will receive an induction pack, training and support. An annual review of the skills of committee members is carried out and training plans are agreed. Good 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 regularly network with other Easterhouse committee members to share best practice.

At 31st March 2019 the Association had 82 members.

## COMMITTEE MEMBERS

**Marion Leat**  
Chairperson

**Colin Cameron**  
Vice Chair  
(Resigned  
August 2019)

**Rose O' Malley**  
Secretary

**Sarah Lack**  
Treasurer

**Rena Clark**  
**Corrina Brewer**  
**Helen Marcowich**  
**Margaret Livingstone**

**Catherine Brown**  
**Margaret Smith**  
**Fiona Bowman**  
(casual vacancy)



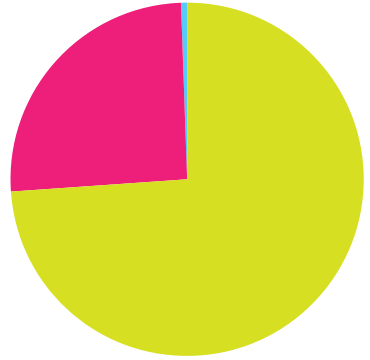
# FINANCE REPORT

The financial figures for 2018-19 highlight the completion of another successful year for the Association. We continue to adopt a prudent approach to all financial matters ensuring value for money and long term viability. We continue to invest in homes by updating bathrooms, kitchens and heating systems in line with our agreed programme.

Net assets now stand at £1,880,984.

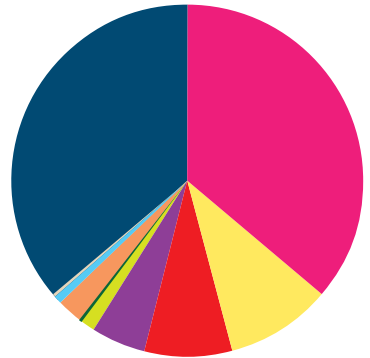
## Income

Rental Income	£952,397
Factoring & Other Income	£331,252
Interest Income	£3,245
<b>Total</b>	<b>£1,286,894</b>



## Expenditure

Management	£421,445
Day to Day Repairs	£111,017
Planned Maintenance	£93,360
Estate Services	£57,310
Tenant Participation	£17,738
Factoring	£875
Loan Interest & Other Charges	£26,575
Wider Action	£3,015
Bad debts	£847
Depreciation	£427,719
<b>Total</b>	<b>£1,159,901</b>



Surplus (before new pension adjustment) for the year: £126,993

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 9 homes. The breakdown of lets was as follows:

<b>Transfers</b>	<b>0</b>
<b>Section 5</b>	<b>0</b>
<b>Housing Register</b>	<b>9</b>
<b>Nomination</b>	<b>0</b>
<b>TOTAL</b>	<b>9</b>



There were 0 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing. Of the 9 homes let, 9 were accepted on the first or second offer.

The Association had 4 days rent loss due to voids. This means that the majority of our properties were relet the day after they became empty, equating to 0.00% of our rental income.

### Relet Performance:

<b>Void Loss Period</b>	<b>No. Properties</b>	<b>Average time to relet</b>
4 days void	9	0.44 days

During the year the Association received 6 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 0 were able to take up housing with the Association on a Scottish Secure Tenancy. No referral cases required to go to arbitration.

## HOUSING REGISTER

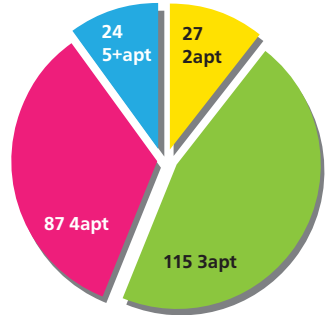
As can be seen from the above, the Association remains a popular choice for people seeking rehousing. Gardeen is part of the Greater Easterhouse Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. As at 31st March 2019 the CHR held 815 active applications.

During the year we processed 57 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 stock, 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 2019, non-technical current tenant rent arrears stood at 0.36%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£5,350	0.56%
Technical Arrears	£1,881	0.20%
Non-Technical Arrears	£3,469	0.36%
Total Former Tenant Arrears	£79	0.01%

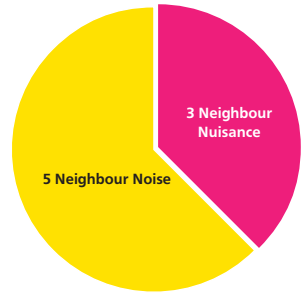
## ESTATE MANAGEMENT

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.



The Association is keen to keep tenants satisfied and we wish to deal with any concerns as quickly and effectively as we can. During the year we received a total of 8 complaints. Of the 8 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

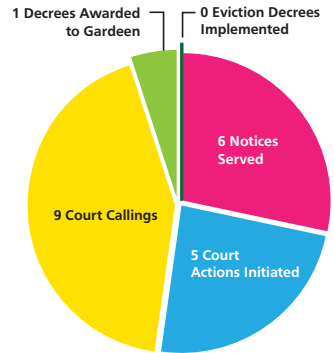
<b>Neighbour Nuisance</b>	<b>3</b>
<b>Neighbour Noise</b>	<b>5</b>



## 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	6
Court Actions Initiated	5
Court Callings	9
Decrees Awarded to Gardeen	1
Eviction Decrees Implemented	0



## MAINTENANCE AND REPAIRS

It was another busy year for repair work. The Association completed 25 emergency repairs. The average time taken to carry out an emergency repair was 1.92 hours.

The Association completed 1058 non-emergency repairs. The average time taken to carry out non-emergency repairs was 2.85 days.

The Association instructed 1058 '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.

1048 out of 1058 Right First Time category jobs were completed Right First Time.

918 reactive repair appointments were made with tenants and of those 913 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 and heat detector upgrades;**
- **Roof anchor checks;**
- **Gutter cleaning;**
- **Ongoing replacement of electric heating systems with gas;**
- **Phase 6 painterwork top up works;**
- **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. An independent stock condition survey was carried out in 2018 by Brown & Wallace Construction and Property Consultancy. This survey confirmed that all of the Association's stock meets the 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 2021.



## ADAPTATIONS

During the year the Association received £43,847 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 2018/19 we issued 1083 and had 182 of these returned (16.8%). A summary of responses:

Question – Tenants Response	Yes	No
Repair Complete By Due Date	180	2
Repair Satisfactory	181	1





	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	% Satisfied
Contractors Punctuality	176	3	2	0	1	98.35%
Level of Disturbance	176	3	3	0	0	98.35%
Tidiness of Contractor	177	3	1	0	1	98.90%
Helpfulness of Association Staff	180	2	0	0	0	100.00%
Overall Repairs Service	178	2	1	1	0	98.90%

## PROPERTY INSPECTIONS

During the year the Association staff carried out approximately 92 property inspections. The purpose of the inspection 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.

## 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 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 2018-2019, we received 6 complaints. We upheld 1 of the complaints in full and upheld 1 of the complaints in part. The other 4 complaints were not upheld. We continue to work to improve our service and have reviewed our procedures.

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

The Charter sets out sixteen outcomes and standards that Gardeen Housing Association should be working towards achieving. We have gathered this information and submitted our sixth Annual Return on the Charter for the year 2018-2019. This return is sent to the Scottish Housing Regulator (SHR) who is responsible for assessing our performance.

### Self-Assessment

The Scottish Housing Regulator is changing the way that it will regulate Gardeen Housing Association. We will now check that we comply with all the regulatory standards and issue an assurance statement in October of each year. We will be working through an action plan to ensure that we comply with the seven finance and governance standards.

We will be asking you for feedback on our services to check that you are satisfied with the work that we do on your behalf.

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 & submits an Assurance Statement
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

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

## TENANT INVOLVEMENT

We will be asking for your views by sending out survey questions by email and text. We will also be carrying out mini surveys to get your views. This will help us submit an assurance statement to the Scottish Housing Regulator.



## PERFORMANCE REPORT 2019

We will be providing all tenants and owners with a performance report by October 2019. This will provide information on our performance during 2018-2019 and will also provide information on how our performance compares with other housing associations. We will also submit an Assurance Statement to the Scottish Housing Regulator.



## MANAGEMENT COMMITTEE OF GARDEEN HOUSING ASSOCIATION

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 welcomes new members. If you are interested please contact Roslyn or Lyndsay 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 and an updated C.V. with your new skills.



## PERFORMANCE REPORT FOR 2018-2019

	2018/19	2017/18
<b>Committee Members</b>		
Number of Committee Members	11	11
<b>Membership</b>		
Number of members at year end	82	74
<b>AGM</b>		
% of members who attended AGM	45%	46%
<b>Staff</b>		
Number of full time staff	6	6
<b>Rent Arrears</b>		
% gross rent arrears as a percentage of rent due	0.33%	0.63%
<b>Void Loss</b>		
% void loss	0.00%	0.03%
<b>Repairs</b>		
% Reactive Repairs completed right first time	99.05%	98.12%
Average Time to Complete Emergency Repairs	1.92 hours	1.14 hours
Average Time to Complete Non-emergency repairs	2.85 days	3.43 days
<b>Rent Increase</b>		
Average rent increase	3.9%	4.5%
<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

In partnership, 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.

## 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 seven 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.

### COMMUNITY GARDEN

Our plans have been delayed while we awaited the results of an environmental study. We now know that water voles – a protected species – are living in the proposed community garden area. We can continue our plans to redevelop this area but we need to wait until later in the year when the breeding season is over.





## GARDEEN STAFF

Gardeen Housing Association at 31 March 2019:



**Roslyn Crawford**  
Director



**Anna Morton**  
Customer Services Officer



**Lyndsay Moffat**  
Senior Housing Officer



**John Seggie**  
Property Services Assistant



**Lorraine Fisher**  
Administrative Assistant



**Kirsty Brothers**  
Receptionist

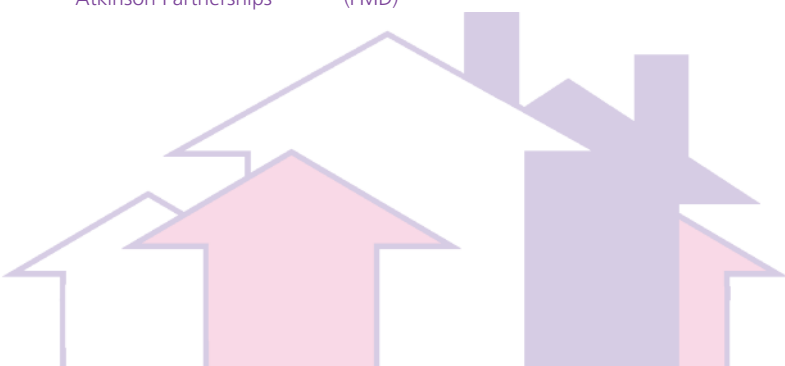


**Tom Atkinson**  
Maintenance Consultant  
Atkinson Partnerships



**Sean O'Sullivan**  
Finance Agent  
(FMD)

# STAFFING REPORT







**Gardeen Housing Association Limited**

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

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



@gardeenh



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

(Closed for lunch 12:30pm - 1:30pm,  
and for training throughout Thursday morning)