



## GARDEEN HOUSING ASSOCIATION: ANNUAL GENERAL MEETING 2018

We would like to welcome all members and residents to our 29th Annual General Meeting on **Tuesday 21 August 2018**. The meeting will start at 7.30pm at Barlanark Community Centre, 33 Burnmouth Road, Barlanark, Glasgow G33 4ST.

You will find out about:

- our annual accounts and financial position from the independent auditor, Alexander Sloan;
- how we performed against the Scottish Housing Charter;
- the results from the tenant satisfaction survey;
- community policing;
- gardening prizes;
- future plans

Please remember that if you don't attend 5 Annual General Meetings in a row and don't submit your apologies then we will end your membership and cancel your share. This is to ensure that we comply with our rules.

Prizes and fish suppers will be available.

Please come along and find out more about the community you live in!

## UNIVERSAL CREDIT

Universal Credit will start rolling out in Shettleston Jobcentre from 5th December 2018.

Over the next few weeks staff will contact some tenants about Universal Credit. Please contact Lyndsay or John if you have any queries in the meantime.



## SUMMER HOLIDAYS – OFFICE CLOSURE



The office will close at **4.30pm on Thursday 12 July 2018** and will re-open on **Tuesday 17 July 2018 at 9.30am**.

Should you have any emergency repair requirements during this time please contact our emergency repair contractors on **0141 771 9590**.

# Summer

## OFFICE EMERGENCY REPAIR TEL – 0141 771 9590



Emergency repairs are repairs which could cause danger to health, residents' safety or serious damage to property. If you have any emergency repairs during a holiday period, or at a time when the office is closed, please simply telephone our office and choose the relevant option from our phone menu – Call 0141 771 9590.

Any resident who suspects a gas leak should contact:

Scotland Gas Networks (formerly TRANSCO)  
**0800 111 999** or **0845 070 1432**

# RESIDENT SATISFACTION SURVEY

We have commissioned Wider Role Solutions to carry out an independent survey to find out what you think of Gardeen Housing Association and the service that we provide to you.

To find out more about the results come along to the Annual General Meeting on Tuesday 21 August 2018. Wider Role Solutions will be making a presentation on the results.

## NEW STAFF MEMBER

We would like to welcome Lorraine Fisher to the Gardeen staff team. Lorraine joins us as the Administrative Assistant and will be working closely with Lyndsay, Senior Housing Officer, and Roslyn, Director, to provide administrative support for the Association.



## MEMBERSHIP

Gardeen Housing Association is keen to encourage people to become members of the Association. Members enjoy benefits including entitlement to attend the Association's Annual General Meetings and other Special Meetings. Members are able to elect or stand for election to the Association's Management Committee and become involved in the work that we do.

If you are interested in becoming a member please complete a membership application form and return it along with the £1 one-off fee to the Association, where your application will be considered as soon as possible by our Management Committee.

For further information on becoming a member please contact Roslyn at the office.

## GENERAL DATA PROTECTION REGULATION (GDPR)

The GDPR took effect in the UK from 25 May 2018. It replaced the Data Protection Act 1998 and gives individuals more rights and protection regarding how their personal data is used by organisations.

We issued a Fair Processing Notice to all residents. The purpose of this notice is to make you aware about how we handle your information. It explains what information we collect, when we collect it and how we use this information.

If you have any further queries regarding your data please contact Lyndsay or Lorraine at the office.

# WELFARE RIGHTS

The Association is pleased to report that Marshall Gemmell will be providing money advice services at our offices every Wednesday starting from 25th July 2018.

This service may also become available on another day during the week in the future and we will keep you updated about this.

If you would like to make an appointment to speak with Marshall regarding money advice, please contact a member of staff at the office on 0141 771 9590.



## SCOTTISH HOUSING REGULATOR



Gardeen Housing Association is currently in low engagement with the Scottish Housing Regulator. This is based on all the financial returns and submissions that are sent to the Regulator.

The Regulator is asking for people's views on some changes to consultation and we will keep you updated or you can find out more at

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## INVITE TO COMMUNITY CONFERENCE 7 SEPTEMBER 2018

Gardeen Housing Association is a member of EHRA (Easterhouse Housing and Regeneration Alliance). We are holding a community conference on:

Friday 7 September 2018  
Kelvin College  
9.30am – 3.00pm

Your local MP, David Linden will be there to answer your queries. You will also be able to find out about all the local services that are in the area including East End Carers, Macmillan services, Home Energy, welfare benefits, employment and many many more.

Everyone is welcome.  
More information to follow.



# PERFORMANCE REPORT TO MARCH 2018

Gardeen Housing Association has submitted an Annual Report on the Scottish Housing Charter (ARC) to the Scottish Housing Regulator. We will provide you with more information in our Performance Report for 2017-2018 later in the year. You can also find out more at **our Annual General Meeting on 21 August 2018**

Background	Gardeen Housing Association
Number of homes	253
Staff numbers	6
Staff turnover	33%
Staff sickness	1.52%
Members	74
Members attending AGM 2017	34

Performance	
Lets during the year	16
Lets to existing tenants	2
Lets to housing list	12
Lets to mutual exchange	1
Lets to homeless	1
New Applicants to waiting list	550
Homeless referrals received	3

Court Action	
Abandonments	0
Notice of Proceedings	9
Voids	15
Average time to relet	1.3 days
Medical Adaptations	14

Tenant Sustainment	100%
Rent Arrears	0.63%
Voids loss	0.03%
Rent Increase	4.5%
Former tenant rent arrears written off	£1047 100%

Maintenance	
Standard	100% of homes meet the Scottish Government standard
Emergency repairs	Average time 1.4 hours
Non-emergency repairs	Average time 3.43 days
Right First time	98% repairs were right first time
Repairs appointments	98% kept

Complaints 1st Stage	
Received	5
Upheld	4
Anti-social behaviour cases reported	24

If you would like to discuss this in more detail then please contact Roslyn at the office.

## HOME CONTENTS INSURANCE

Gardeen Housing Association is responsible for insuring the building you live in, but not its contents. As the tenant, you are responsible for insuring the contents of your home.

In the event of fire, flood or theft, you may end up in a situation where you have to replace some or even all of the contents in your home.

Please contact Lyndsay or Lorraine at the office if you would like more information. Premiums start from £1.00 per week.

## FIRE SAFETY

Following a consultation on fire and smoke alarms, the Scottish Government has proposed the following:

- at least one smoke alarm must be installed in the room most frequently used for general daytime living purposes;
- at least one smoke alarm must be installed on each storey, such as hallways and landings;
- at least one heat alarm must be installed in every kitchen;
- all alarms should be ceiling mounted and interlinked;
- all properties to have a carbon monoxide detector.

The final legislation will be published later in the year. We will keep you updated. Please contact Lyndsay or Anna if you have any queries in the meantime.



# PERMISSION FOR ALTERATIONS

Please remember that if you would like to:

- alter, improve or enlarge the property, fixtures or fittings;
- add new fixtures or fittings (for example kitchen or bathroom installations, showers or dishwashers);
- put up a garage, shed or other structure;
- decorate the outside of the house;

you must first get our written permission and a member of staff will contact you to obtain more details about the works you would like to carry out. We will not refuse permission unreasonably, however we may grant permission with conditions regarding the standard of the work.

More detail can be found in your Tenancy Agreement or Tenant Handbook. We would also ask tenants to be wary of purchasing items over the internet, as the Association may not be able to fit them.

Please contact Anna or Lyndsay at the office if you have any queries regarding these matters.

## WHAT REPAIRS COME UNDER THE RIGHT TO REPAIR SCHEME?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. They include:

- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler;
- external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;
- loose or detached bannisters or handrails; and
- a broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.

Please contact Lyndsay or Anna at the office if you would like further information.

## STOCK CONDITION SURVEY

The Management Committee has asked Brown and Wallace, independent Building Consultants, to carry out a survey of a sample of Gardeen homes. This is to check the lifespan of kitchens, bathrooms, windows, roofs, insulation and attics. We carry out this survey every three years to make sure that our information is up to date.

Brown and Wallace will carry out this work in September 2018. We will let you know well in advance if they are going to visit your home.

We use this information to update our financial plans for the next 30 years. This is to ensure that we have money in place to pay for improvement works and to ensure that your homes are maintained to a high standard.

If you have any queries about the stock condition survey then please contact Roslyn at the office.

## SERVICE CHARGES

Gardeen currently does not charge tenants for communal cleaning. We operate a tenant rota. Please clean the communal stairs when it is your turn on the rota. If everyone takes their turn it keeps the communal areas in good condition. If you would prefer to pay for your stairs to be cleaned by a contractor please contact Lyndsay or John to register an interest. If enough tenants express an interest we will obtain a quote from our contractor.

## BE A GOOD NEIGHBOUR THIS SUMMER

Good neighbours can usually work out differences without falling out or involving the Association. Showing some tolerance and applying common sense can help neighbours live together in harmony. Following a few simple do's and don'ts can help reduce difficulties and make life more enjoyable for all residents:

### Do:

- take your turn at cleaning any common areas, such as stairs and bin areas;
- lock gates and doors behind you;
- keep pets under control at all times;
- keep an eye on your children and visitors and make sure they are not causing nuisance to other neighbours;
- try and keep noise at a reasonable level and avoid loud noises at night;
- expect to hear noise from other properties at times and be tolerant of this;
- make sure that people visiting come and leave quietly, especially at night;
- put rubbish in bins provided and put your rubbish out for collection;
- maintain your garden;
- report repairs as they occur.

### Don't:

- play music, TV etc. at loud volumes, especially late at night;
- carry out DIY late at night;
- use noisy household appliances like vacuum cleaners or washing machines late at night;
- leave rubbish lying around;
- leave bikes, prams etc. lying in common areas;
- let anyone into the close or your home if they are not coming to visit you;
- make alterations to your home without written permission from the Association;
- allow pets to foul in common areas or gardens. Dog owners who do not clean up after their dogs are breaking the law and can be fined;
- allow any member of your household, or visitors to cause any harassment to others.

# KEEP SAFE THIS SUMMER

Everyone likes to enjoy the good weather and long evenings during the summer months but there are a few things you should consider while making the most of the sunshine. Unfortunately, while you are spending more time outdoors, you are at a greater risk of becoming a victim of crimes such as burglary and car crime. There are some simple steps you can take to minimise the risk such as:

- lock your doors and windows even if you are outside in your garden;
- don't leave ground floor windows open during the night;
- keep an eye on your neighbours' homes when you know they are out;
- make sure you secure any garden sheds;
- remember to secure gardening tools and equipment as they could be used to break into your home;
- keep ladders out of sight;
- lock gates;
- don't leave valuables in view in your car

You should report any suspicious activity to your nearest police station, or alternatively, you can report crimes anonymously to Crimestoppers, either online at [crimestoppers-uk.org](http://crimestoppers-uk.org) or by telephone on 0800 555 111.

If you are the victim of a crime, you can contact Victim Support. They are an independent, free and confidential organisation who offer support for victims and witnesses of crime. You can contact them on [www.victimsupportsco.org.uk](http://www.victimsupportsco.org.uk) or call their helpline on 0345 603 9213.

## BULK UPLIFT

Please put any items for bulk uplift on the pavement on a Friday morning. Glasgow City Council operates a free uplift service.



If you put out bulky items on different days then Gardeen Housing Association pays for the uplift to keep the Gardeen area clean and tidy. This costs us money and makes the Gardeen area untidy. So be a good neighbour and put out bulky items on a **Friday morning**.

## WORKING IN PARTNERSHIP: BIN REPLACEMENT PROGRAMME

The Association is delighted to report that the recent pilot of the Bin Replacement Programme (BRP) in Gardeen has produced positive benefits for residents, with a reduction in the number of missed collections, an increase in recycling and allowing residents to use the former bin stores for storage.

In February of this year, and through working in partnership with Glasgow City Council, 110 properties within Gardeen were provided with new wheeled bins earlier than scheduled. As a result of the Association's decision to locate and secure the large bins in the rear lane, the Council provided new large residual and recycling wheeled bins to 108-112 Pendeen Road, 2-32 Pendeen Place and 22-44 Garlieston Road.

The Association continues to work in partnership with the Council to provide support to residents to further increase recycling rates. For further information on the BRP and all council recycling services, please visit the Glasgow City Council website:

**[www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling)**



# GARDEN COMPETITION 2018

Gardeen's ever popular garden competition is back for another year!

The judging will involve an independent person looking around the whole Gardeen area to find winners in the following categories:



	1st	2nd	3rd
<b>Best Front Garden</b>	<b>£40</b>	<b>£20</b>	<b>£10</b>
<b>Best Improved Garden</b>	<b>£20</b>	<b>£10</b>	
<b>Best Veranda</b>	<b>£20</b>	<b>£10</b>	
<b>Best Common Garden</b>	<b>£20</b>	<b>£10</b>	

Judging will take place on Wednesday 18th July 2018, so get those green fingers to work!

We would also like to know what you think, so if you would like to nominate any of your neighbours' gardens for a prize, please complete the slip below and return it to the office as soon as possible.

## GARDEN COMPETITION 2018

### THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: \_\_\_\_\_

NOMINEE ADDRESS: \_\_\_\_\_

CATEGORY: \_\_\_\_\_ SIGNED: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

# COMMON HOUSING REGISTER

The Association is a member of a Common Housing Register. Gardeen already works in partnership with:

**Calvay Housing Association**  
**Easthall Park Housing Co-operative**  
**Lochfield Park Housing Association**

Wellhouse Housing Association has now joined our Common Housing Register. They have 798 homes. Please contact any organisation in the Common Housing Register if you would like to add Wellhouse as an area choice to your housing application.

If you would like to download a housing application form you can do so by clicking the Apply For A Home box on our website:

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

If you know anyone who would like to apply for re-housing or if you have any queries regarding allocations then please contact Lyndsay or John at the office.

# OLD PHOTOS WANTED!

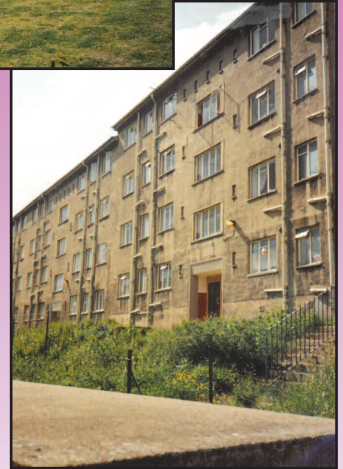


We have a few old photos of the Easterhouse area here at Gardeen.

We would love to see any old photos that you might have of your house, street or the local community.

If you would like to see your photos

published in the next Newsletter, you can bring them into the office for staff to copy for you or you can e-mail them to [info@gardeen.org.uk](mailto:info@gardeen.org.uk). Get those albums out – the older the better!



# FUNERAL EXPENSES PAYMENT

You could get a Funeral Expenses Payment (also called a Funeral Payment) if you get certain benefits and need help to pay for a funeral you're arranging. Funeral Expenses Payment can help to pay for some of the costs of the following:

- burial fees for a particular plot;
- cremation fees, including the cost of the doctor's certificate;
- travel to arrange or go to the funeral;
- the cost of moving the body within the UK, if it's being moved more than 50 miles;
- death certificates or other documents;
- up to £700 for any other funeral expenses, such as funeral director's fees, flowers or the coffin.

**How much you get depends on your circumstances. Please contact Lyndsay or John at the office for further information.**

# FOOD TRAIN SCOTLAND

**Food Train are a Scottish Charity who offer three different services:**

## Shopping Service

Volunteers visit clients to collect shopping lists. They then collect the shopping (and pay for it). The volunteers then deliver the shopping to clients with the receipt and collect the amount due plus a small delivery fee. Shopping can also be unpacked and put away if necessary. There is an annual fee of £1 membership.

## Befriending Service

This offers a one-to-one befriending service to anyone over 65 years in the north east of Glasgow. They also arrange group outings. The annual cost of this is £12 and a small fee for travel to outings. The nature and location of the organised outings is decided among the client group themselves. If clients go for lunch etc. they pay for their own meals.

## Meal Makers

This service is essentially a food sharing service. Volunteers complete an online food safety quiz and undergo a PVG (Protecting Vulnerable Groups) check. They are then paired up with someone locally to offer to cook and deliver homemade meals. This is a free service with only a small annual fee and concentrates on giving older vulnerable people the chance to have a little company and a home cooked meal. The number of visits are decided between the cooks and the clients receiving the service.

**If you would like to use any of these services or would like more information, please contact our office on 0141 771 9590.**

## DOGS TRUST



The Dogs Trust is currently running two campaigns:

### Collar & Tag

The Dogs Trust is promoting the requirement for all dogs to wear an identification collar or tag, inscribed with the owner's name and home address whenever they are in a public place. Many dog owners are unaware that their dog requires to wear a collar and tag.

### Subsidised Neutering

Neutering is a simple operation which offers benefits including reducing the risk of some cancers, preventing unwanted puppies, improvement in overall health of your dog, reduction in behavioural issues and increasing the life expectancy of your dog. Dog owners can be referred to the £35 vet scheme which is available for dog owners on means tested benefits for selected breeds. You can find a list of vets signed up over Scotland on the Dogs Trust website <https://www.dogstrust.org.uk/help-advice-microchipping-neutering/copy-2-of-low-cost-neutering>

## GLASGOW FORT

Glasgow Fort have introduced a 'quiet hour' each Sunday morning to make the experience of visiting easier for those with sensory issues and conditions such as autism.

From 10.00 to 11.00 am, there is no music in communal areas of Glasgow Fort and a number of stores will also shut off their sound systems for the hour. More than 20 stores at the shopping centre observe the quiet hour.

# QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **PAIGE DEVINE**

## FOR ALL AGE GROUPS

Can you find the words in the grid below?

F	E	B	K	P	S	A	N	D	F	S
L	V	A	B	E	A	C	H	V	I	U
I	J	R	H	O	N	K	O	S	C	N
P	L	B	G	N	D	I	L	C	E	S
F	Q	E	A	S	U	P	I	Q	C	H
L	R	Q	U	G	N	L	D	W	R	I
O	R	U	U	Q	E	X	A	Y	E	N
P	X	E	B	K	L	A	Y	I	A	E
S	U	N	S	C	R	E	E	N	M	I

BEACH  
SUNSHINE  
SAND  
ICECREAM

HOLIDAY  
FLIPFLOPS  
SUNSCREEN  
BARBEQUE

## PETS CORNER

We are pleased to introduce Pets Corner section of our newsletter!

The star of our Pets Corner is **Cal Tierney**

If you would like your pet to feature in our next newsletter please contact Kirsty or Lyndsay at the office.



## GOOD LUCK!

For your chance to win, just complete the above word search and fill in your name, date of birth, address, and telephone number below. Cut out and return the completed form to the Association's office by **Tuesday 31st July 2018**. The winner will be the first correct entry, drawn out of the hat and will receive £10. All parts must be completed for a chance to win. If not won the prize money will roll over to next newsletter quiz.

Name: \_\_\_\_\_ D.O.B \_\_\_\_\_

Address: \_\_\_\_\_

Tel No: \_\_\_\_\_

## Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD  
Tel: 0141 771 9590 Text: 07797 800 486  
Email: [info@gardeen.co.uk](mailto:info@gardeen.co.uk)  
Website: [www.gardeen.org.uk](http://www.gardeen.org.uk)

 @gardeen 

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

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

  
INVESTOR IN PEOPLE

 **Healthy Working Lives**