



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Autumn 2023

Window Replacements

Surveys were carried out ahead of Phase 1 (22 – 44 Garlieston Road) window replacements. Our contractor, MSi Scotland Ltd, has been on site during August and September 2023.

We are pleased to carry out this upgrade which will help keep our homes energy efficient!



Autumn Holidays

The Autumn public holiday dates are **Friday 22 September 2023** and **Monday 25 September 2023**.

Should you have any emergency repair requirements during this time, please contact our emergency repair contractors, detailed below:

Office Emergency Repair Telephone 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**

New Business Plan

The Management Committee will start to work on a new Business Plan later in the year. There are likely to be challenges ahead because of the economic pressures.

We will consult you on our plans and we plan to continue to focus on:

- Affordable Rents
- Local Housing and Repair Service
- Investment in Homes
- Community Regeneration
- Governance and Organisational Management

We will keep you updated on the progress of the Business Plan.

Key Committee Decisions: July to September 2023

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from July to September 2023:

- Approval of annual accounts and meeting with CT, Auditor
- Approved Management Accounts to 30 June 2023
- Approved Property Management Reports to 30 June 2023
- Approved arrangements for Annual General Meeting
- Reviewed Internal Audit
- Approved committee appraisals and training plan
- Reviewed signatories
- Discussed new Housing Bill
- Developed succession plan
- Reviewed planned maintenance proposals
- Discussed legal action and court delays
- Approved Annual Finance Return
- Adopted cyber security policy

In addition, the Management Committee attended training on finance risks and supporting staff.

If you would like to find out more about joining the committee then please contact Roslyn or Lyndsay for more information. Training and support is provided and you will have the opportunity to learn new skills.

Internal Audit – Risk Management

We asked Wylie and Bisset, independent auditors to review the risk management processes and procedures that we use to protect tenants. We are pleased that the independent auditors have reviewed our policies and procedures and confirmed,

“Following our review, we can provide the Association with a substantial level of assurance regarding its risk management arrangements”

If you would like a copy of the report, please contact the office.

Annual General Meeting: 13 September 2023

Thanks to everyone who took the time to come along to the Annual General Meeting on 13 September 2023.

We were able to provide an update on the work we have carried out to date, our support for tenants and the community and our plans for the future. You were also able to update us on your priorities to help you save money.

If you would like more information, a report is available on the Gardeen website.

We will publish a combined performance and annual report in October, and this will be available on our website.

New Committee members are always welcome. Please contact Lyndsay or Roslyn if you would like information about learning new skills on the Committee.



Committee and Staff Reviews 2023

We completed an annual committee review with each Committee member and staff member to assess skills and training. We now have a revised training plan that we will work through to ensure that staff and committee remain up to date with best practice and legislation.

Gardeen Performance 2022-2023

		2022/23	2021/22		
	Committee Members	11	11		
	Number of Committee Members				
	Membership	74	71		
	Number of members at year end				
Staff	5	6			
Number of full-time staff					
	Re-lets	18	15		
	Number of homes re-let				
	Re-let Time	3.39 days	4.4 days		
	Average re-let time				
	Evictions Carried Out	0	0		
	Number of evictions carried out				
Properties	253	253			
Number of Gardeen homes					
	Rent Arrears	0.87%	0.56%		
	% gross rent arrears as a percentage of rent due				
	Rent Increase	5%	4.1%		
Average rent increase					
	Repairs	98.31%	98.18%		
	% Reactive Repairs completed right first time				
	Average Time to Complete Emergency Repairs			1.84 hours	1.9 hours
	Average Time to Complete Non-emergency repairs			3.85 days	5.18 days

Asbestos Management

The Association has an asbestos register for all our properties.

The use of asbestos in building materials was banned in 1999, so if your home was built in 2000 or later, it shouldn't contain any asbestos at all, however we will still instruct our contractor, ACS Asbestos Management and Testing Ltd, to check a sample of properties.

For properties built before 2000 we may have to instruct our contractor to carry out a survey before some repairs and maintenance work to ensure the safety of our contractors.

Please contact Lyndsay if you would like any further information about this topic.

Energy Database

The Association recently worked in partnership with Alembic Research to complete an energy database for all Gardeen stock. The database contains information including a copy of the energy performance certificate (EPC) for each property. An EPC gives information on how energy efficient a building is. EPCs are updated every ten years.

Mould, damp and condensation

If you have mould, damp, or condensation at your property please contact our office to report this and we will arrange for a member of staff and/or our Maintenance Consultant to carry out an inspection.

Window Trickle Vents

Window trickle vents are small vents that are installed in the frame of a double glazed window. They allow air to flow in and out of the window, which helps to regulate the temperature and humidity inside your home and importantly reduce condensation.

What are the benefits of trickle vents?



- **Reducing condensation** They can help to reduce the condensation on the inside of your windows;
- **Controlled ventilation** They can help to regulate the temperature and humidity level;
- **Better air quality** They allow fresh air to circulate and old stale air to escape;
- **Improved energy efficiency** They improve the energy efficiency of your home as they help to keep the temperature regulated;
- **Increases windows longevity** They allow them to 'breathe' and prevent pressure build-up that can lead to cracks in the windows.

Garden Competition 2023

Thanks to all the Gardeen gardeners who made such a difference to the Gardeen community.

The winners of the 2023 Gardeen garden competition are:

Isa Hunt Gardening Prize: Best Garden

- 1st 27B Garlieston Road
- 2nd 0/1, 46 Pendeen Road
- 3rd 108A Pendeen Road

Best Improved

- 1st 0/2, 126 Pendeen Road
- 2nd 0/1, 31 Garlieston Road

Best Communal

- 1st 34 Garlieston Road
- 2nd 46/48 Pendeen Road

Best Verandah

- 1st 2/2 24 Pendeen Place
- 2nd 2/1 18 Pendeen Place



Communal Bins in Access Lane

22-44
Garlieston
Road

108-112
Pendeen
Road

2-32
Pendeen
Place

We request that tenants recycle as much as possible and if the bin at your close is full, please walk up and use the next bin with capacity. The Council looks at the capacity for the whole lane, not just the one close, and they have arranged the number of bins accordingly.

If you would like to discuss the communal bins in more detail please contact John or Louise at the office.

Being a Good Neighbour

Do: Following a few simple dos and don'ts can help reduce difficulties and make life more enjoyable for all residents:

- ✓ 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/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 your dog to bark continuously;
- ✗ Allow any member of your household, or visitors to cause any harassment to others.



Graffiti

The Association has noticed an increase in the number of repairs required because of vandalism. Removing graffiti was a large part of the total costs.

Please help us by keeping communal doors locked so that the building is secure, if you live in a communal close. If you know who is responsible for any graffiti, please report it to a member of staff.

The Association operates a Rechargeable Repairs Policy. Where there has been deliberate damage by a tenant, or their household or visitors, then the Association will recharge the tenant the cost of any repair work carried out by the Association in respect of the damage.



Behaviour Support Line

Dogs Trust has launched its new free helpline. This is the first of its kind, offering free support to dog owners across the UK with training or behaviour issues. You can find out more here:

[Dog Trust Behaviour Support Line](#)



Free Workshops for Families

Dog Trust Education Officers are offering free online dog safety workshops to families. The session is designed to help families with children who are either thinking of getting a dog or have recently obtained a dog and focuses on what a dog needs to be happy and healthy and how to behave safely around them. You can find out more here: [Family workshops](#)



Free Happy Dog, Happy Home Workshops

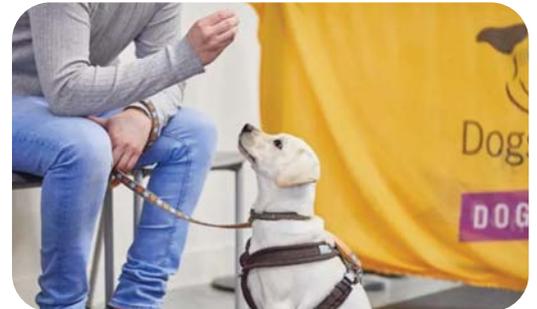
Dog Trust Community Engagement Officers are also offering free workshops for owners who would like to help their dogs cope better when they're alone. During the session, owners will learn training techniques they can take away and put into practise with their pooches. You can find out more here:

[Our Happy Dog Happy Home workshops | Dogs Trust](#)



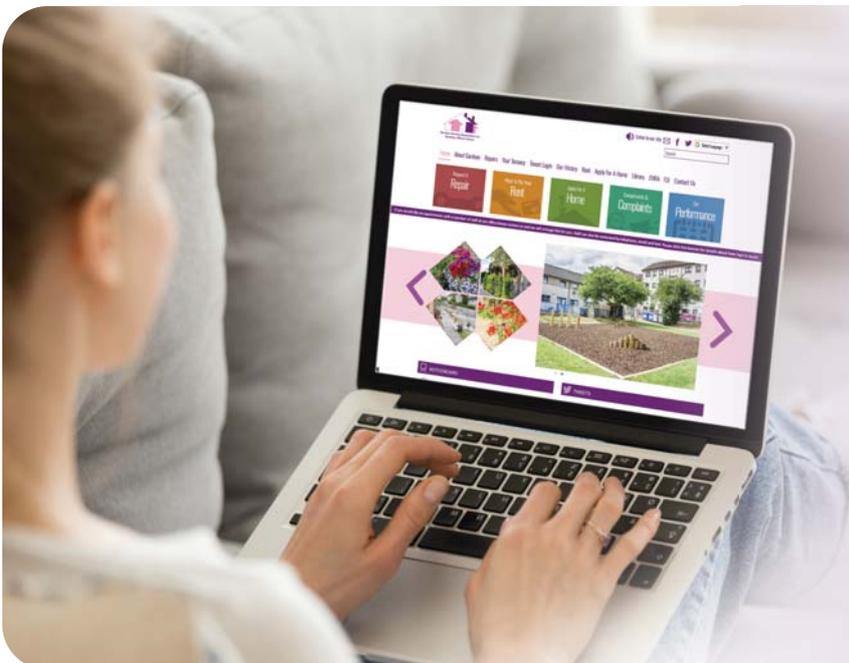
Helping Owners during the cost-of-living crisis

Dogs Trust have launched their subsidised training and behaviour services. Their low-cost Dog School classes and one-to-one training support is available to help owners who are receiving benefits, or who are working but unable to afford the standard costs of their services. You can find out more here: [Supporting owners with discounted behaviour training | Dogs Trust](#)



Training Classes and owner support hub

Owners that book into their training course also receive ongoing access to their online owner Support Hub, where there is lots of information and resources to support owners with their training at the click of their fingertips. Owners can submit an online training enquiry form [here](#)



Website Refresh

Gardeen is part of a website consortium. We work with other registered social landlords to try and keep costs down to ensure value for money.

We are working on an updated design which we hope to launch later in 2023. Please let us know what you think of the new design!

If you have any feedback on our current website please contact Lyndsay or Louise. You can view it by clicking the link below:

www.gardeen.org.uk

Thistle Home Contents Insurance

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen.

Your landlord is not responsible for insuring the contents of your home and your personal belongings. We are keen to ensure that our tenants have home contents insurance either through the specialist scheme administered by Thistle My Home or by making your own arrangements.

The Scheme can offer you insurance for the contents of your home, including cover for items such as furniture, carpets, clothes, bedding, electrical items and jewellery.

Thistle My Home offer a call back service where you can speak to a member of their team. You can request a call back to discuss cover, payment methods available and premiums.

For more information, click on the link below:

<https://www.thistlemyhome.co.uk/call-back>



Universal Credit (UC) Update

The Department for Work and Pensions (DWP) has announced that people on Working Tax Credits or Child Tax Credits and no other benefit who live in Central Scotland will receive letters next month inviting them to claim UC.

If you receive a letter and would like an appointment to see our welfare rights adviser, Elaine McIntyre, please contact the office.

All appointments are confidential and can take place in person or by telephone.



Text Gardeen!

Gardeen has a mobile number that you can text us on.

It is **07418 341 619**.

A member of staff monitors this inbox daily during office hours.

Please ensure that the Association has an up-to-date mobile number for you.



Colouring Competition

Well done to the winners of the Summer Newsletter!

You have 2 chances to win our £10 prize! Just spot the differences between the 2 Halloween pictures and/or show us your artistic talents by colouring in the picture.

Fill in your name, date of birth, address, and telephone number below and return the completed form to the Association's office by Friday 13th October 2023. If not won the prize money will roll over to next newsletter quiz.



Spot the differences

Can you spot the 10 differences between the 2 Halloween pictures? Circle them on the picture on the left to prove it!



Name:

Telephone:

Address:

Date of Birth:

Gardeen Housing Association Limited

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 Gardeen Housing Association

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Open weekdays 9.30 am to 4.30pm • Closed for lunch 12.30pm to 1.30pm and for training throughout Thursday morning

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