



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Autumn 2024



Window Replacements

Surveys were carried out ahead of Phase 2 (108A – 112 Pendeen Road and 2 – 32 Pendeen Place) window replacements. Our contractor, MSi Scotland Ltd, will be on site from August to October 2024.

The cost of the windows is approximately £10,000 per home. 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 27 September 2024** and **Monday 30 September 2024**.

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**



Annual General Meeting 2024

Thanks to the 26 members who came along to the 35th Annual General Meeting on 10 September 2024.

A report on the event is available on our website: <https://www.gardeen.org.uk/>

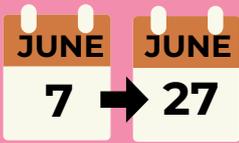
An update on the results of the Tenant Satisfaction Survey 2024 was provided from Lorna Shaw, Research Resource. Please see below for a copy of the leaflet detailing the results.

The Annual accounts were presented by Jasneet Singh Arora from CT, Auditors. Members provided feedback on their priorities and were updated on the assurance statement submission 2024.

Tenant Satisfaction Survey Results

153

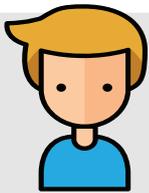
INTERVIEWS



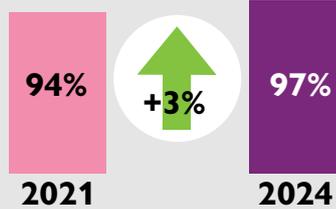
Background to the survey

We spoke to 153 Gardeen tenants to assess satisfaction with the services their landlord provides. This is done to report back to the Scottish Housing Regulator and allows the Association to monitor and improve their services for customers. This article presents an overview of the key findings from the 2024 survey and compares these to the results from the Association's 2021 tenant survey and also the Scottish Average for all social landlords for the year 2023/2024.

Taking everything into account, how satisfied are you with the overall service provided by Gardeen HA?



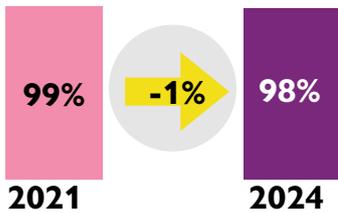
97% of you told us that you were either very or fairly satisfied with the **overall service provided by your landlord**. This has increased from the 2021 survey (94%).



Scottish Average



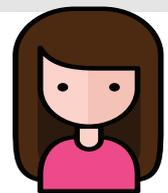
98% of you said that Gardeen was either very or fairly good at **keeping you informed about their services and decisions** which is not significantly different than the 2021 survey (99%).



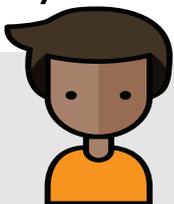
Scottish Average



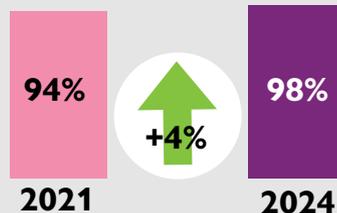
How good or poor do you feel your landlord is at keeping you informed about their services and decisions?



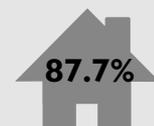
How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?



98% of you said you were satisfied with **participation opportunities**, which is slightly higher than the 2021 result (94%).

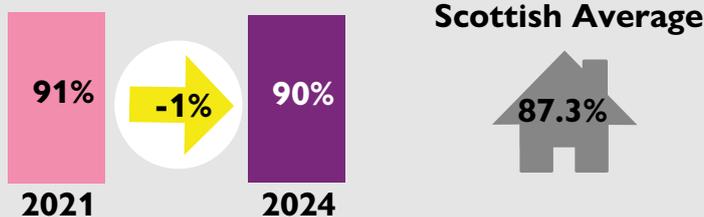


Scottish Average



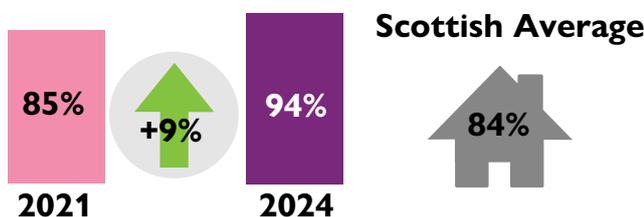
9 in 10 of you who had reported **repairs** in the last 12 months were satisfied with the service you received (**90%**) Satisfaction is not significantly different than the 2021 survey (91%).

Thinking about the **LAST** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?



Overall, how satisfied or dissatisfied are you with the quality of your home?

94% of you said you were very or fairly satisfied with the **quality of your home**. This is higher than the 2021 survey (85%).



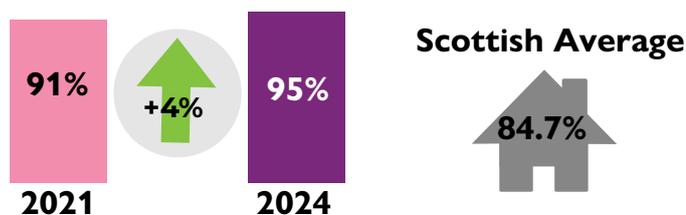
95% of you said you felt the rent for your home was good **value for money**. This is slightly higher than the 2021 survey (91%).

Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?



Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

95% of you were satisfied with your landlord's contribution to the **management of the neighbourhood** you live in, and is slightly higher than in 2021 (91%).



Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**.

Key Committee Decisions: July to September 2024

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from July to September 2024:

- Approved new Business Plan 2024-2027
- Approved Tenant Satisfaction Survey and discussed results
- Approval of annual accounts and meeting with CT, Auditor
- Approved Management Accounts to 30 June 2024
- Approved Property Management Reports to 30 June 2024
- Approved arrangements for Annual General Meeting
- Reviewed Internal Audit reports
- Approved committee appraisals and training plan
- Reviewed planned maintenance proposals
- Approved annual finance returns
- Prepared for annual assurance return

In addition, the Management Committee attended training on Artificial Intelligence.

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.



Minister for Housing

We work in partnership with six other housing associations in Greater Easterhouse.

We recently met the Minister of Housing to discuss the housing emergency, the budget for new build homes, the role of tenant committee members and the definition of affordable housing.

Internal Audit – Cyber Security

We asked Wylie and Bisset, independent auditors to review cyber security at Gardeen Housing Association.

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 cyber security.”

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



Committee and Staff Reviews 2024

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.

You can view the training plan and review results on our website at: [**Governance Documents \(gardeen.org.uk\)**](http://Governance Documents (gardeen.org.uk))

Electrical Safety

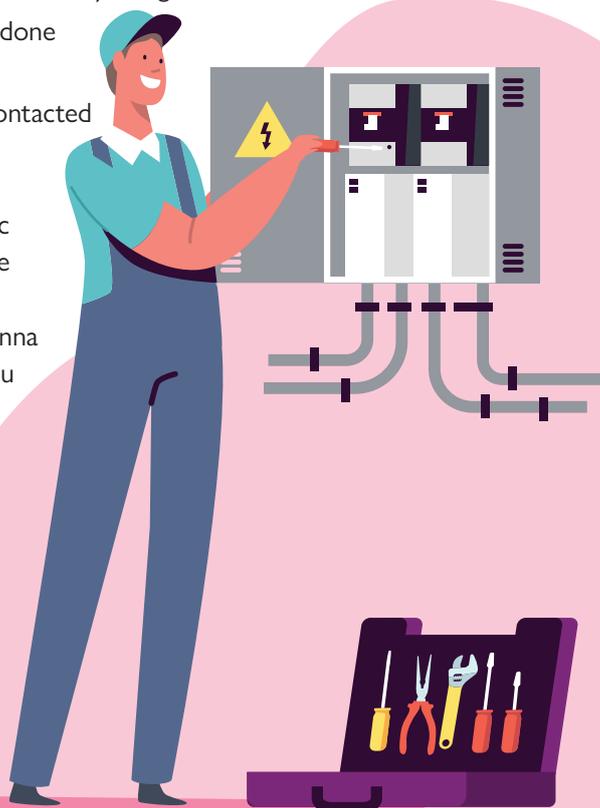
As your landlord, the Association must make sure that your home's electricity supply is safe, adequate, and in proper working order.

We must make sure electrical safety checks are done in your home. Checks should be done by a registered electrician.

Checks must be done every 5 years.

When you are contacted about this check (often called an Electrical Periodic Inspection) please allow access.

Please contact Anna at the office if you have any queries.



Framework of Contractors

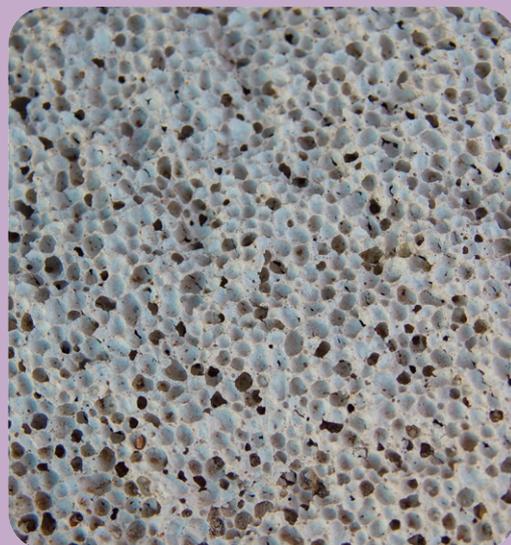
The Association operates a Framework of Contractors for its reactive maintenance service.

The Framework was reviewed during 2023/24 and continues to work well. The new contractors have been a positive addition to the framework.

The Association has received positive feedback from tenants about the service provided.

There are still pressure points with less contractors in general in the market, parts can take longer to be delivered and increasing costs.

Please contact Lyndsay if you would like to discuss the Framework.



What is RAAC?

Reinforced autoclaved aerated concrete (RAAC) is a lightweight material that was used mostly in flat roofing, but also in floors and walls, between the 1950s and 1990s.

It was a cheaper alternative to standard concrete, was quicker to produce and easier to install.

It is aerated, or "bubbly", like an Aero chocolate bar.

It is less durable and has a lifespan of around 30 years.

The Maintenance Consultant has carried out a desktop survey. No RAAC is present or suspected in any Gardeen home.

Garden Competition 2024

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

The winners of the 2024 Gardeen garden competition are:

Isa Hunt Gardening Prize: Best Garden

- 1st 27A Garlieston Road
- 2nd 27B Garlieston Road

Best Improved Garden

- 1st 0/2, 4 Pendeen Place
- 2nd 23 Garlieston Road

Best Communal Garden

- 1st 34 Garlieston Road
- 2nd 89 Garlieston Road

Best Communal Close

- Joint 1st & 2nd 46/48 Pendeen Road



Pets

If you have a pet, please make sure that you let us know and complete a pet ownership agreement.

This helps us make sure that tenants are aware of their responsibilities regarding their pet.

New rules have come into force in Scotland for XL Bully owners:

- XL Bully owners in Scotland must ensure their dogs are muzzled and on a lead, when in a public place.
- Selling, gifting or exchanging XL Bully dogs is prohibited.
- From 1 August 2024, it is against the law to own a XL Bully dog without an exemption.

Although the XL Bully dog has been added to the list of designated dogs under the Dangerous Dogs Act 1991, any individual XL Bully dog will not be classed as prohibited where an owner of an XL Bully dog has a certificate of exemption that enables the owner to legally own the dog.

For more information visit: **XL Bully dogs in Scotland - mygov.scot**



Gardeen Housing Association

We note that you have not taken your turn to clean the communal stairs. Please arrange to take your turn.

If you need a copy of the rota or would like to discuss this matter, please contact a member of staff.

32 Garlieston Road • Barlanark • G33 4UD
Tel: 0141 771 9590 • Text: 07418 341619

✉ info@gardeen.org.uk 🌐 www.gardeen.org.uk

Close Cleaning

Weekly inspections are in place to monitor closes and the general area.

It is part of your Tenancy Agreement to take your turn to clean your stairs.

Tenants who do not take their turn will be contacted regarding this. We have a new card which we will put through your door as a polite reminder to please take your turn. Please contact Louise if you would like more information.

We have also included a new category in the garden competition for best communal close.

Census

Scotland's Census is the official count of every person and household in the country.

There has been a census in Scotland every 10 years since 1801, except 1941. The 2021 census in Scotland was moved to 2022 due to the impact of the COVID-19 pandemic. The answers people give to census questions help build up a picture of the population. Government and other service providers rely on census data to make decisions about how money will be spent.

Click on the link below for more information about housing from the census:

Scotland's Census 2022 - Housing | Scotland's Census (scotlandscensus.gov.uk)



Mutual Exchanges

A Mutual exchange occurs when two or more tenants agree to exchange houses with our approval and the approval of any other Registered Social or Local Authority landlords involved.

To be allowed to swap, you must not have any tenancy breaches.

If you would like your name added to our Mutual Exchange Register so that other tenants can see that you would like to swap, please contact Louise at our office.



Gardeen Housing Association Ltd
Building a Better Future

Gardeen Housing Association Ltd is a community-controlled housing association operating in the Barlanark area of Greater Easterhouse. We own 253 improved or new build properties.

Please note that there is a low turnover of main door properties in particular.

We have 47 main door houses. For a full list of our properties please visit:

<https://gardeen.org.uk/our-properties/>

Our annual turnover for the last five years is detailed below:

2023/24 **14 properties** (1 main door house)

2022/23 **18 properties** (0 main door houses)

2021/22 **15 properties** (1 main door house)

2020/21 **13 properties** (0 main door houses)

2019/20 **10 properties** (0 main door houses)

You can view a copy of our Summary Allocation Policy at:

www.gardeen.org.uk/apply-to-gardeen



Colouring Competition

You have 2 chances to win our £10 prize! Just find all the words in our Wordsearch 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 12th October 2024.

Halloween Wordsearch

Words can be horizontal, vertical or diagonal and might even be backwards or upside down!



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

- bat
- cauldron
- ghost
- witch
- spooky
- skeleton
- spider
- pumpkin
- cat
- candy
- autumn
- vampire
- mummy
- zombie
- skull



Name:

Address:

Telephone:

Date of Birth:

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD
 Tel: 0141 771 9590 • Text: 07418 341619

✉ info@gardeen.org.uk

f Gardeen Housing Association

🌐 www.gardeen.org.uk

🐦 @gardeenh

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

Registered with the Scottish Housing Regulator, registration no. HAC214. Registered Scottish Charity No. SC037681
 Registered Property Factor No. PF000194. Financial Conduct Authority 236RS

