

New Kitchen Replacements

Surveys were carried out ahead of Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place (evens)) kitchen replacements. Our contractor, MCN Scotland Ltd, is on site from September to November 2026.

Inspections will be carried out by DA Gilmour, Clerk of Works, to monitor the standards of the installation. We are pleased to carry out this upgrade to replace 17-year-old kitchens.



Autumn
Holidays

The Autumn public holiday dates are Friday 25 September 2026 and Monday 28 September 2026.

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.

Risk

The Management Committee consider and review the risks facing the Association on a quarterly basis.

The Association has an updated risk management template following a recommendation from our Internal Auditor.

If you would like more information about the Association's risk register, please contact Lyndsay at the office.

Committee and Staff Reviews 2026

Stuart Eglinton from SE Training completed an annual committee review with each Committee member where each members' skills and training were discussed.

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:

<https://gardeen.org.uk/governance2/>

Key Committee Decisions: July to September 2026

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from July to September 2026:

- Reviewed Action Plan 2026
- Approval of annual accounts and meeting with CT Audit Ltd, Auditor
- Approved Management Accounts to 30 June 2026
- Discussed pension deficit payments and independent Treasurer's checks
- Approved Property Management Reports to 30 June 2026
- Approved independent governance review
- Approved arrangements for Annual General Meeting
- Approved committee appraisals and training plan
- Reviewed planned maintenance proposals
- Approved annual review of the Business Plan
- Approved annual finance returns
- Approved updated risk assessment template
- Discussed Scottish Housing Regulator notifiable events update
- Prepared for annual assurance return

In addition, the Management Committee attended training on contractor insurance risks, governance and the Annual Assurance Statement.

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

Allocations Update

We have 253 properties and there is a low turnover of main door properties. We have 47 main door houses. Our target processing time for housing applications is 28 days.

During April – 14 September 2026 (date of writing) there have been zero empty properties. Please contact Louise if you would like to discuss your housing application.

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

2025/26	4 properties (0 main door houses)
2024/25	4 properties (0 main door houses)
2023/24	14 properties (1 main door house)
2022/23	18 properties (0 main door houses)
2021/22	15 properties (1 main door house)

Annual General Meeting 2026

Thanks to the 25 members who came along to the 37th Annual General Meeting on 16 September 2026. A report on the event is available on our website: <https://www.gardeen.org.uk/>

An update on staffing changes, our performance and support for tenants were all discussed at the meeting. The Annual accounts were presented by presented by Alastair Jenkinson from CT, Auditors.



Cyber Essentials Accreditation

Gardeen has achieved Cyber Essentials Accreditation for 2026!

Cyber Essentials is a government-backed scheme that helps companies protect themselves against a wide variety of the most common cyber-attacks and was introduced by the UK Government's National Cyber Security Centre (NCSC).

The Association has robust procedures in place to protect against cyber-crime. We will continue to take the security of data and personal information seriously.



**Easterhouse
Housing
Regeneration
Alliance**

EHRA - Partnership Working

Easterhouse Housing & Regeneration Alliance (EHRA) is an alliance of seven independent, community-based social housing providers in Greater Easterhouse.

The seven members of EHRA are:

- Blairtummock Housing Association
- Calvary Housing Association
- Easthall Park Housing Co-operative
- Gardeen Housing Association
- Lochfield Park Housing Association
- Provanhall Housing Association
- Wellhouse Housing Association

The members of EHRA have worked together since 1991, previously as Greater Easterhouse Community Ownership Forum (GECOF).

EHRA member organisations own and manage over 5,000 houses throughout Greater Easterhouse.

For more info on EHRA contact info@gardeen.org.uk.

Internal Audit – Budgetary and Financial Reporting

We have asked Wbg, independent auditors to review our processes on budgetary and financial reporting at Gardeen Housing Association. We will provide an update in our next newsletter.

2026 Committee Reviews Results



Gardeen Housing Association Ltd
Building a Better Future

Reviews carried out by SE Training

The average age of the
Gardeen Committee is

53 years

Gender Split

91%
Female



9%
Male

Intend to stand for re-election

100%



Attendance at Management Committee meetings

78%



Do you want to take on more responsibility?

3 Yes, in the future



4 Currently an Office Bearer



4 No



Length of Service



4 members
have served
for more than
9 years



4 members
have served
between
3-9 years



3 members
have served
for 0-3 years

The average
length of service
for Committee
members is

10 years

We want to hear about your repair experience

At Gardeen Housing Association, we are committed to providing a high-quality repairs service.

Following a completed repair, you may receive a call from a member of our Property Services Team inviting you to take part in a short repair satisfaction survey. Your feedback is important to us and helps us understand what we are doing well and where we can improve.

As a thank you for taking part, you will be entered into a prize draw for the chance to win a £50.00 Tesco voucher.

You can also complete the form online, come into the office to speak to a member of staff or email us at info@gardeen.org.uk.



Pest Control - Rats

The Association has had to engage contractors on a regular basis over the past year to address ongoing issues with rats in the area.

We appreciate that households will naturally accumulate waste.

However, we would ask all tenants

to help minimise the availability of food for rodents by ensuring that food waste is securely bagged before being placed in outside bins.

We would also encourage tenants to rinse out cans, cartons and takeaway food containers before disposing of them in external bins. Even small amounts of leftover food can attract rats and other pests.

By reducing or, where possible, eliminating accessible food sources, we can help discourage rats from remaining in the area and reduce the likelihood of them seeking alternative places to nest.

We appreciate everyone's cooperation in helping to keep the area clean, hygienic and free from pests.



Painterwork

The Clerk of Works has completed inspections of the painterwork in the communal closes.

A needs-based programme has been drawn up and carried out on a rolling programme.

During 2025/26 the closes in Phase 2 (108 – 112 Pendeen Road and 2-32 Pendeen Place (evens)) will be completed.

Please contact a member of staff if you would like more information.

Unapproved Alterations or Adaptations

We would remind tenants that any work being carried out to your property MUST be approved by the association. Any requests must be submitted in writing, either in the request form available from the office or in an email.

The request, which must be submitted to staff, should give details of the work being planned and, where necessary a survey will be carried out by Gardeen's Clerk of Works.

What might seem to be an easy job can compromise the fabric of the building. Structural damage may be caused and fire safety material may be disturbed.

Work that Gardeen has to authorise to repair any unapproved alterations will be recharged to the tenant.



Off Road Bikes and E-Scooters

Where it is legal to ride an off-road bike or E-Scooter;

- **Private land:** You can ride on private land with the explicit permission of the landowner. Council land such as local parks, beaches and car parks are **NOT** private land.
- **Specialist Tracks:** Designated off-road traces and courses.

To ride on a public road or a legal byway the bike must be road-legal. This means it must be;

- Registered taxed
- Have a valid insurance policy
- Have a valid MOT
- Rider must have a valid driving license and helmet

Penalties for Illegal Riding;

- **Seizure and Destruction:** legislation provides powers to stop, seize and ultimately crush illegal or nuisance bikes
- **Fines and Bans:** Offenders face **financial penalties, points on driving license, driving bans or court prosecution**
- Persons who have purchased bikes for underage riders can also be charged with cause and permit offences under the Road Traffic Act 1988 which can result in **driving endorsements, fines and prosecution.**

If you have any information regarding illegal off-road bikes please contact Police Scotland on **101** or via the **Police Scotland Contact Us** website.

Reports can remain anonymous.

Information can also be reported to **Crimestoppers** anonymously on **0800 555 111**.

Useful information can include;

- **Names and/or descriptions of persons involved**
- **Storage sites** – sheds/gardens/garages/abandoned buildings/storage containers
- **Descriptions of bikes** – bike colours, patterns, rider clothing, nicknames
- **Footage or images** – where safe and lawful to obtain.



Tenants and Residents – do you have Home Contents Insurance?



Why do I need it?

As your landlord we cover the buildings insurance for your home but you're responsible, under the terms of your tenancy, for insuring your contents. It's always a good idea to shop around for a policy that will give you the cover you need.

Home contents insurance isn't compulsory, but it's a good idea to consider what a policy would cover you for. Home contents insurance can help protect your belongings from risks like fire, theft, water damage, and many more household risks, giving you peace of mind.

What does contents insurance cover?

Thistle Tenant Risks offer a Home Contents Insurance Scheme, designed specifically for tenants in social housing, all our tenants are eligible to apply. This policy can cover:

Furniture, Carpets, Curtains, Clothes, Bedding, Electrical items, Pictures, Ornaments.

Terms, conditions, limits and exclusions apply. For more information about their policy,

please refer to the Insurance Product Information Document (IPID) and Policy Wording by contacting Thistle Tenant Risks on the telephone number below or visiting www.thistletenants-scotland.co.uk

For more details or to get started, you have a few options:

- Call Thistle Tenant Risks on **0345 450 7286**
- Visit www.thistletenants-scotland.co.uk to learn more or to work out your sum insured.
- Complete this form to request a call back www.thistletenants-scotland.co.uk/call-back



Garden Competition 2026

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

The winners of the 2026 Gardeen garden competition are:

Isa Hunt Gardening Prize: Best Garden

- 1st 5 Garlieston Road
- 2nd 27A Garlieston Road
- 3rd 0/2, 4 Garlieston Road

Best Improved Garden

- 1st 0/2, 26 Garlieston Road
- 2nd 7 Garlieston Road

Best Communal Garden

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

Best Communal Close

- 1st 48 Pendeen Road
- 2nd 46 Pendeen Road



Council Tax Enquiries

If you would like to arrange an appointment for a member of staff from Glasgow City Council to telephone you to discuss your council tax billing, the Association can book this online for you. Please contact John or Louise to arrange this.

If you have a more detailed query that you would like assistance with, please contact our office to make an appointment with Elaine McIntyre, welfare rights adviser.

Support for Tenants



Ronnie Munro provides independent energy advice to Gardeen tenants on a Thursday morning and afternoon. Appointments take place by home visit.

If you would like any help and assistance, please contact the office to make an appointment.



Kids Corner

For your chance to win £10, find all the objects in the picture.

Fill in your name, date of birth, address and phone number.

Return this page (or email us a photo!) to the Association's office by Friday 9th October 2026.

Find the hidden objects...

Carefully draw a circle around each one.



Name: _____

Telephone:

Address:

Date of Birth:

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619



info@gardeen.org.uk



 Gardeen Housing Association



www.gardeen.org.uk



 @gardeenh



Gardeen Housing Association Ltd
Building a Better Future

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