



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Spring 2024



Happy Easter!



On behalf of the Management Committee and staff of Gardeen Housing Association, we would like to wish everyone a very **Happy Easter!**

Spring Holidays

The office will close at **4.30pm on Thursday 28 March 2024** and will re-open on **Tuesday 2 April 2024 at 9.30am.**

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 that 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.**

Equality Information Forms

Thank you to tenants who have completed their equality information form. The data collected is used to:

- Protect people from unlawful discrimination;
- Address their needs, and
- Promote their interests.

We also use the information to shape services. All data is stored confidentially. If you haven't completed an equality form yet, please contact John or Louise at the office.

Tenant Satisfaction Survey 2024

We will carry out an independent tenant satisfaction survey in June/July 2024.

We want to hear from you about the overall service provided by Gardeen Housing Association.

We will post more information about this on our website nearer the time but if you have any queries before that please telephone **0141 771 9590** or email **info@gardeen.org.uk**.



Allocations Update



The Management Committee has carried out a review of the common housing register. We want to ensure that the service we provide ensures value for money and assists applicants.

The way applicants can apply for our homes is changing. The common housing register will end in May 2024. You will still be able to apply for re-housing however your application form will be for Gardeen Housing Association only from June 2024.

When you apply for re-housing with us your application will be assessed and placed into a group, depending on what points you have been allocated.

Our Allocations Policy is currently under review. You can view this on our website. Please contact Lyndsay or Louise if you would like to discuss the policy or provide feedback.

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.

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)

Property Services Targets 2024-2025

The Management Committee have approved the property services targets for 2024-2025. Our aim is to continue to provide a friendly, high-quality local service to tenants, owners and applicants.

We will provide you with more information in our Performance Report later in 2024. You can also compare our performance by visiting the Scottish Housing Regulator website **www.scottishhousingregulator.gov.uk**.

Key Committee Decisions: January 2024 - March 2024

The Management Committee make the decisions that affect Gardeen Housing Association. Meetings take place monthly by Zoom and in person (hybrid meetings).

Key decisions from January 2024 - March 2024:

- Reviewed policies for the Association, including finance policies
- Approved budget and rent increase 2024-2025
- Met internal auditor and approved programme for 2024-2025
- Approved Management Accounts to 31 December 2023
- Introduced tenant health and safety monitoring report
- Approved Gardeen action plan for 2024-2025
- Reviewed planned maintenance programme
- Reviewed common housing register
- Discussed revised Regulatory Framework
- Appointed consultant to develop new Business Plan.

In addition, the Management Committee attended training on equal opportunities, internal audit and arrears recovery and the court system.

If you would like to find out more about joining the Committee then please contact the office for more information. Training and support is provided.



New Business Plan

The Management Committee are working with an independent consultant to develop a new business plan for Gardeen Housing Association.

We will consult on the new Business plan over the next few months and you will have the chance to give us your views.

Scottish Housing Regulator

The Scottish Housing Regulator is responsible for regulating to protect the interests of tenants, people who are homeless and others who use social landlord's services.

In 2024, the Scottish Housing Regulator will focus on:

Homelessness

Performance in delivering services

Development

Quality of homes

Tenant and resident safety

Financial health of housing associations

Good governance of housing associations



Scottish Housing Regulator

Policy Reviews

The following policies are currently under review. You can email a member of staff or telephone our office to get a copy of these policies. Please get involved if you are interested.

- Procurement Policy
- Allocations Policy
- Vulnerable Tenants - Domestic Abuse Policy
- Pet Policy
- Legionella Management Policy
- Gas Safety Management Policy
- Electrical Safety Policy
- Fire Safety Policy
- Openness and Accountability Policy
- Complaints Handling Policy

You Said, We Did...

At our Annual General Meetings, we carry out mini surveys to find out tenants' views on particular topics.

You said that you prefer to contact the office by phone or email, so we have been working on refreshing our website and App.

You said that you would like Gardeen to prioritise window replacements due to rising energy costs. We carried out window replacements at 56 properties during 2023 and have window replacements programmed for a further 54 properties during 2024.

For more details about the above, please see our newsletter and website or contact a member of staff to discuss.



Stage 3 Adaptations

The Association is pleased to have secured £68,972 in funding for the Stage 3 adaptations programme for 2023/24.

If you would like to be referred to Glasgow City Council for adaptation works such as a level access shower, please contact Lyndsay or John at our office. An Occupational Therapist will assess your circumstances.



Glasgow City Council will let us know about our funding allocation for 2024/25 in April/May 2024.



Window Replacements

Surveys have been carried out ahead of Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place (evens)) window replacements. Our contractor, MSi Scotland Ltd, will carry out this work during August and September 2024.

MSi will have a temporary container on site for a few weeks at the white gates. If you have any queries about the replacement work, please contact John or Anna at the office.

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



Out of Hours Call Outs – No Heating or Hot Water

Please help us keep call out charges to a minimum by checking the following before you call the out of hours emergency number:

- Please check that you have gas and electricity credit;
- If there is a fault with your gas or electricity meter please call your supplier as our engineers cannot repair faults on the meters;
- Please check whether the batteries in your thermostat need to be changed. This is a tenant responsibility.

Thank you for your assistance.

Framework of Contractors Review

The Association is currently carrying out a review of our reactive maintenance contractors. If you have any feedback about the performance of our contractors please contact Lyndsay or John for further details.

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.

Smoke, Heat and Carbon Monoxide Alarms

The Association must provide smoke, heat and carbon monoxide alarms in every Gardeen home. Please help us keep costs to a minimum by reporting repairs and not removing or damaging alarms. This helps us keep rents affordable. Thank you for your co-operation.



Dog Fouling

The Association would like to remind tenants with dogs that they must clean up their dog's mess in any of Gardeen's communal areas.

Please be a responsible dog owner to keep the area pleasant for everyone. Bags for picking up dog fouling can be collected free of charge from the office.

If you know anyone who is allowing their dog to foul in a communal area, please advise the Association so that we can take action.

To report dog fouling in a public place, please use the link below:

<https://www.glasgow.gov.uk>



Gardeen App Refresh

Gardeen's App has been designed to make it as easy as possible to communicate with us. You can use it to ask us a question, report a repair or submit a complaint.

We are working on an updated design which we hope to launch later in 2024.

If you have any feedback on our current App, please contact Lyndsay or Louise.

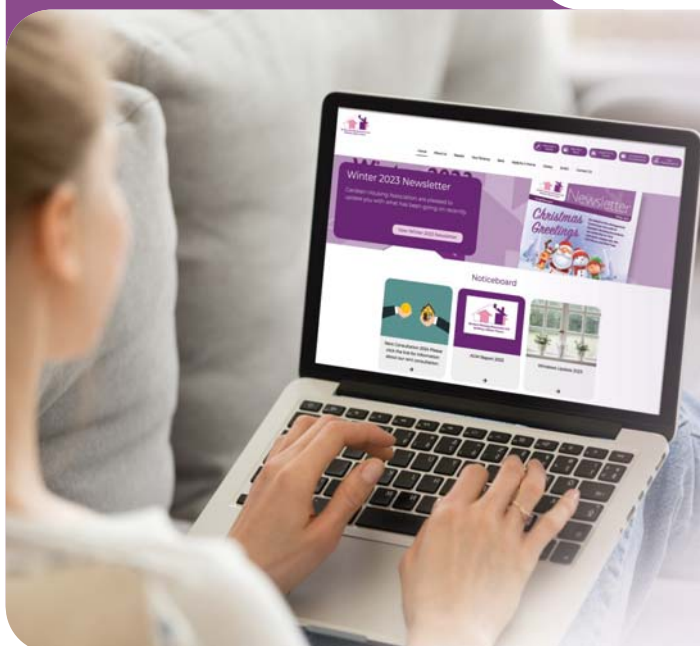
Stock Condition Survey 2024

Thanks to everyone who allowed access to our consultants Brown and Wallace who carried out a stock condition survey on our behalf. This information will help us to plan our improvements for the future.

Brown and Wallace assess the condition of the components in each home, including kitchens, bathrooms, windows, doors, close doors, roofs and attics and calculate the likely lifespan of each component.

We will then use this information to calculate the costs of our future improvements. We need to make sure we have enough cash to pay back our loans, run Gardeen and pay for improvements.

We will keep you updated on our new plans.



Website Design Update

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 have been working on an updated design which has now launched! Please let us know what you think of the new design.

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

www.gardeen.org.uk



We hope you find the information below helpful. We will keep you updated about a future Dogs Trust event at Gardeen.

Behaviour Support Line

Dogs Trust has launched a 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

Dogs 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. They focus 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

Dogs 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](#)

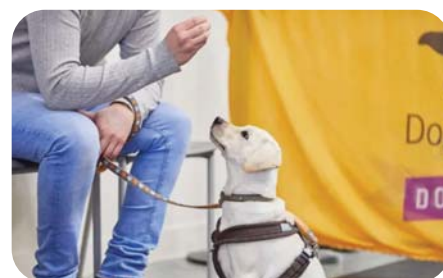
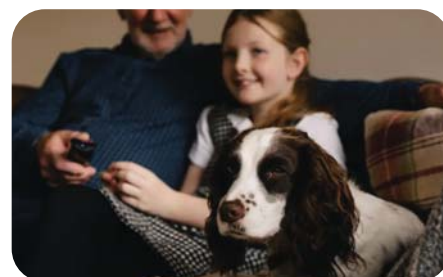
Helping Owners during the cost-of-living crisis

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 our 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 courses 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](#)



Universal Credit – Rent Increase Update

If you are in receipt of Universal Credit, you must update your claim with your new monthly rent amount on 1 April 2024.

If you would like assistance with this, please contact our office to make an appointment with Elaine McIntyre, Welfare Rights Adviser.

Staff will send a reminder text with your new monthly rent amount on Tuesday 2 April 2024.

If you have changed your mobile number, please contact the office so that we can update this for you.



Good Morning Service

Good Morning Calls is a free telephone alert and befriending service for people aged 65 years and over.

Telephone befrienders will call you for a blether and check all is well.

If you don't answer, then your emergency contact can be alerted.

You can also join in with monthly social outings if you are interested.

For more information contact **0141 336 7766**

Email: info@goodmorningservice.co.uk

Website: www.goodmorningservice.co.uk



Pet of the Season

Submit your photos of your pets to info@gardeen.org.uk with your name, address and the

name of your pet before the 26th of April 2024 for the chance to win £15. The winner will be announced in the summer newsletter.

Good Luck!



For your chance to win £10, please colour in the picture.

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

Return this page to the Association's office by Friday 26th April 2024.

Colouring Competition



Name:

Telephone:

Address:

Date of Birth:

Gardeen Housing Association Limited

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 info@gardeen.org.uk

 Gardeen Housing Association

 www.gardeen.org.uk

 @gardeenh



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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

Registered with the Scottish Housing Regulator, registration no. HAC214. Registered Scottish Charity No. SC037681

Registered Property Factor No. PF000194. Financial Conduct Authority 236RS