



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Summer 2023

Annual General Meeting 2023

The Annual General Meeting 2023 will be held on Wednesday 13 September 2023 at Barlanark Community Centre at 7.30pm.

There will be an update on our performance and service delivery, and you can find out about our annual accounts.

Fish suppers and raffle prizes will also be available.

If you want to become a member of Gardeen Housing Association, you can pay £1. Contact the office on **0141 771 9590** or email info@gardeen.org.uk for more information.

If you would like to learn new skills and play a part in your local community then why not think about becoming a Committee member. Committee meetings are held on the first Thursday of each month.

We look forward to seeing you all again!



Changes to our newsletter

We hope you enjoy reading our updated newsletter.

We are changing the way that we produce the newsletter as we continue to review costs.

This is the last newsletter that we will print and send to you directly.

Our next Autumn newsletter will be available on our website and social media.

We will also produce a combined annual report and performance report later in the year. This information will let you know about the service that we provide and our performance over the last year.

If you still would like to receive a printed copy of the newsletter, then please let us know and we can arrange to send a copy to you. You can phone us on **0141 771 9590**, email us on info@gardeen.org.uk or text us on **07418 341619**.

If you would like to write an article for the newsletter or you would like us to include some local information, then please contact us and we will consider your request.

Summer Holidays

The Summer public holiday dates are **Friday 14 July 2023** and **Monday 17 July 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**

Complaints to 31 March 2023

The Association has received a low level of complaints from tenants, owners and customers during 2022-2023. This is likely to be an indication of satisfaction levels with the service provided by the Association.

The Association received two freedom of information requests, 2 Level 1 complaints and 1 Level 2 complaint. These complaints were resolved. In addition, tenants made 14 complaints about various matters including noise and anti-social behaviour.

Benchmarking Complaints

This compares with:

2018/19

6 level 1 complaints and 0 level 2 complaints

2019/20

3 level 1 complaints and 0 level 2 complaints

2020/21

2 level 1 complaints and 0 level 2 complaints

2021/22

2 level 1 complaints and 0 level 2 complaints

Key Committee Decisions: April to June 2023

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

- Approved 5-year budget submissions to Scottish Housing Regulator
- Discussed succession plan for staff and committee
- Approved annual insurance reports
- Approved finance audit plan
- Approved annual complaints report
- Approved register of interests report
- Completed staff and committee annual reviews
- Noted annual engagement plan from Scottish Housing Regulator
- Reviewed Asset Management Guidance
- Approved independent valuation of Annual Return on the Charter
- Approved Annual Return on the Charter (ARC) to 31 March 2023
- Approved quarterly Management Accounts
- Adopted new health and safety online training for staff and committee
- Approved annual loan return to Scottish Housing Regulator
- Approved benchmarking report to 31 March 2023
- Reviewed quarterly risk register.

In addition, the Management Committee attended training on the Assurance Statement and risks, Health and Safety for tenants, recruitment and retirement.

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.



Allocations

Gardeen Housing Association is a member of a Common Housing Register. We work in partnership with Calvay HA, Easthall Park Housing Co-op and Lochfield Park HA.

We operate a common/shared housing allocation policy based on groups and points. 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.

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 four years is detailed below:

- 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)

Performance Report to 31 March 2023

Gardeen Housing Association has submitted an Annual Report on the Charter (ARC) to the Scottish Housing Regulator. You can find out more in our combined Annual Report and Performance Report and we will publish this later in the year.

Gardeen Housing Association		
Background info		
	Number of homes	253
	Staff numbers	5
	Members	74
	Committee Members	11
Allocations		
	Lets during the year	18
	Lets to existing tenants	4
	Lets to housing register	10
	Lets to homeless	4
Homes		
	Average time to relet	3.39 days
	Tenancy Sustainment (existing tenants)	100%
	Rent Arrears	0.87%
	Voids loss	0.06%
	Rent Increase	5%
Maintenance		
	Emergency repairs	1.84 hours
	Non-emergency repairs	3.85 days
	Gas Servicing	100%
	Adaptations Spend (funded by Glasgow City Council)	£55,000

We are regulated by the Scottish Housing Regulator. You can find out more about our performance here:

<https://www.housingregulator.gov.scot/for-tenants>

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

Scottish Housing Regulator

The Scottish Housing Regulator is responsible for regulating to protect the interests of tenants,



Scottish Housing Regulator

people who are homeless and others who use social landlord's services.

The current regulatory framework was introduced in 2019 and is now due for review. You can find out more about the review at

<https://www.housingregulator.gov.scot/>

The new regulatory framework will come into force in 2024.

Support for Tenants

Over the last year, we have been able to secure funding of £47,370 from: Scottish Housing Fuel Support Funding, Glasgow City Council and Lottery Funding

This funding has allowed us to provide a total of £187 in financial assistance to each Gardeen household.

We have been able to provide food and energy vouchers and electrical appliances including air fryers and slow cookers. We know how difficult it is to make ends meet and we are pleased to have been able to assist every Gardeen home.

If you would like any help and assistance please contact the office and speak to John or Lyndsay.



Target for Re-lets to Homeless Households

Glasgow City Council has responsibility for managing homelessness services in the city. Registered Social Landlords like Gardeen assist by offering a percentage of their empty homes to homeless households every year. The Association has set a target of re-letting 40% of empty homes per year to those households classed as statutorily homeless by Glasgow City Council.

Business Plan 2024 - 2027

We will start to develop a new Business Plan that will set our plan and vision for the next three years. We would like to remain a small independent housing association, providing a local service to tenants, owners and applicants.

If you would like to find out more about the Business Plan, please contact Roslyn at the office.

Legionella – Reduce the Risk



The risk of contracting legionella in your home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:



- 1** You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
- 2** You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
- 3** If you have a spa type bath or a hot tub, you have to make sure you clean it with appropriate approved chemicals.
- 4** You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
- 5** Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children.

Legionella can survive in low temperatures, but thrives at temperatures between 20°C and 45°C. These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.

Remember to run your taps if you have been on holiday and your house has been empty, especially in warm weather.

Procurement Policy

The Association has a Procurement Policy. We are committed to ensuring:

- Compliance with our legal obligations in respect of the process of procuring works, services, and supplies;
- Securing 'best value' for the Association through the procurement process;
- Demonstrating transparency, and fairness in the procurement selection process;
- Ensuring our procurement methodology is robust, proportionate, effective and accurately recorded.

If you would like more information on the policy then please visit our website or contact the office.

Window Replacements

Surveys have been carried out ahead of Phase 1 (22 – 44 Garlieston Road) window replacements.

Our contractor, MSi Scotland Ltd, will carry out this work during August and September 2023.

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 Lyndsay or Anna at the office.

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

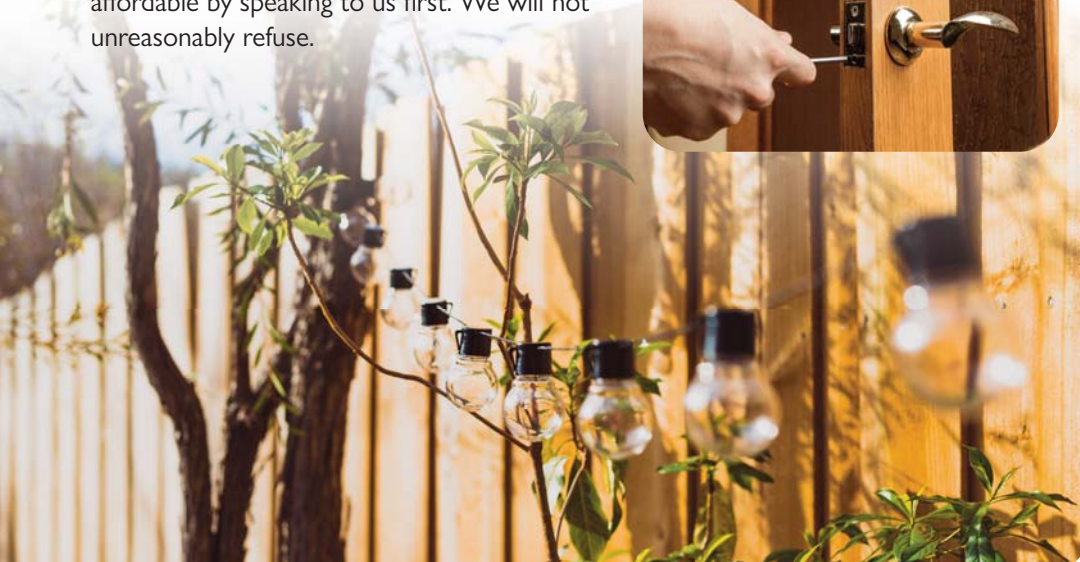


Requesting Permission for Alterations

If you wish to alter your property in any way e.g. building a garden shed, putting a fence up or changing the internal doors please always ask permission from the Association in advance.

Some of the rules around these works have changed e.g. doors being changed can affect fire safety rules.

Maintenance costs have increased overall and sometimes the Association has to spend money when a tenant moves out because of changes tenants have made. Please help us keep rents affordable by speaking to us first. We will not unreasonably refuse.



Fruit fly problems?

Unfortunately, during the hot weather, there can be an increase in fruit flies and house flies. Fruit flies are attracted to any food residue and can multiply very quickly.

They like to live, feed and breed in warm, damp spaces such as drains, cleaning cloths, mops and buckets, waste disposals, bins or anywhere there is ripe, rotting, decayed fruit or empty beer and wine bottles and food tins.

The Association does not remove fruit flies but you can take steps to reduce the risk of fruit flies in your home:

- Throw overly ripe food away
- Don't leave fresh food out once it's been opened
- Keep kitchen sink drains and waste disposals clear of food debris and residue
- Rinse your recycling to make sure all jars, bottles and tins are free from food and liquid debris
- Empty the kitchen bin every day
- Clean up any spills inside, outside or around your bins



These items DO NOT BELONG in your waste bins.



Visit your local Recycling Centre to dispose of these items safely.



Fire Safety – New Locks

A fire risk assessment of Gardeen's communal closes was previously carried out by ACS Physical Risk Control Ltd. They made some recommendations about the types of locks on our back communal close doors. We have now carried out this work.

Please help us in relation to fire safety by not storing bulk or rubbish on your landing or in the drying area of the close if you have one. Please can you store bikes, toys and prams in the storage areas of the close

Tree Survey

Gardeen has previously instructed Aspen Tree Care to carry out a survey of all the trees in the Gardeen area.

This is so that we can develop a programme of works to remove or reduce the height of the trees over the next few years. If you have any queries about the tree survey, please contact Anna or Lyndsay at the office.

Over 75 and feeling a bit lonely?

Re-engage is a charity committed to reducing loneliness and isolation amongst the UK's oldest – those aged 75 and over.

Re-engage are able to provide a service to older tenants.

Re-engage have a telephone befriending service (call companions)

<https://www.reengage.org.uk/join-a-group/get-a-call-companion/> and they also offer a telephone befriending service specifically for older people from the LGBT+ community (rainbow call companions) offering weekly calls from volunteers who also identify from the community.

They offer in person social groups (monthly tea party gatherings) where older people can interact and socialise with volunteers and other older people <https://www.reengage.org.uk/join-a-group/tea-parties/>.

These services are all free and you can find out more by phoning **0800 716543**

Reengage

Ring doorbells

We have noticed that several tenants have installed ring doorbell systems at their front door. However, we have also received messages from several tenants who are uncomfortable with the possibility of unknowingly being recorded on these devices.



If you have a ring doorbell or a recording device that can, and often will, capture video or audio of other people this article will affect you.

Please consider the following:

Can I position the cameras to avoid intruding on my neighbours' property or any shared or public spaces?

Has my CCTV system got an audio-recording facility?

Audio recording is very privacy intrusive. So, in most cases where householders use CCTV, they should disable audio recording.

If CCTV captures images beyond an individual's property boundary, such as their neighbours' property (including communal areas leading to flats) or public streets and footpaths, then their use of the system is subject to the data protection laws. That does not mean that they are automatically breaking the law. But it does mean that, as the CCTV user, they are a "data controller" for the purposes of the legislation, which carries with it certain compliance responsibilities.

Individual data controllers (ring doorbell owners) should also:

Let people know that they are using CCTV by putting up signs saying that recording is taking place, and why.

If they fail to comply with their obligations under the data protection laws, they may be subject to enforcement action by the Information Commissioner's Office (ICO). This could include a fine.

They may also be subject to legal action by affected individuals, who could pursue court claims for compensation.

platform presents

Bridge

FAMILY FESTIVAL

Saturday 29 July | 12 - 4 pm **2023**

The big Family Festival day at The Bridge is back!

FREE ENTRY

Garden Competition 2023

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 the winners in the following categories:

Judging will take place during July 2023, so get those green fingers to work!

	1st	2nd	3rd
Best Front Garden	£40	£20	£10
Best Improved Garden	£20	£10	
Best Verandah	£20	£10	
Best Common Garden	£20	£10	



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 this slip below and return it to the office as soon as possible.

Garden Competition 2023

The person I would like to nominate is:

<p>Name: <input style="width: 90%;" type="text"/></p> <p>Address: <input style="width: 90%;" type="text"/></p>	<p>Category: <input style="width: 90%;" type="text"/></p> <p>Signed: <input style="width: 90%;" type="text"/></p> <p>Address: <input style="width: 90%;" type="text"/></p>
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HSCP North East Cost of living support network

How to use the QR codes:

1. Open your smart phone camera/QR app
2. Point your camera at the QR code
3. Open the link on your screen

For information on where to get some **financial support** scan this QR Code:

For information on where to get some **food support** scan this QR Code:

For information on **support networks in your area** scan this QR Code:

Contact Andrew Ferguson, Health Improvement Practitioner. North East Health Improvement Team, Glasgow City Health and Social Care Partnership. Eastbank Conference Centre. (andrew.ferguson5@ggc.scot.nhs.uk).



Quiz Corner

Well done to the winners of the Spring Newsletter!

For your chance to win, just complete the word search.

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

Return the completed form to the Association's office by Friday 4th August 2023.

The winner will be the first correct entry, drawn out of the hat and will receive £10.

If not won the prize money will roll over to next newsletter quiz.

Summer Wordsearch

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

Can you find the words in the grid?

- BEACH
- BASEBALL
- ICE CREAM
- SWIMMING
- PICNIC
- VACATION
- SUNFLOWER
- HEAT
- POOL
- WATERMELON
- BOATING
- SANDCASTLE

Answers may run horizontally, vertically or diagonally, and may even be backwards!

Colouring Competition

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

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

Return this page to the Association's office by Friday 4th August 2023.



Name:

Telephone:

Address:

Date of Birth:

Gardeen Housing Association Limited

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 Gardeen Housing Association

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 @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

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