



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Summer 2025

Annual General Meeting 2025



The Annual General Meeting 2025 will be held on Wednesday 17 September 2025 at Barlanark Community Centre at 7.30pm.

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

You can also meet our new Energy Advisor, Ronnie Munro and Crimestoppers are also coming along.

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!

Hello Summer

The Summer public holiday dates are **Friday 18 July 2025** and **Monday 21 July 2025**.

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**.



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.

There are currently 1169 applicants on our waiting list.

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

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)

2020/21
13 properties (0 main door houses)

During April – June 2025 there have been zero empty properties. Please contact Louise if you would like to discuss your housing application.

Complaints to 31 March 2025

The Association has received a low level of complaints from tenants, owners and customers during 2025. This is likely to be an indication of satisfaction levels with the service provided by the Association.

The Association received three freedom of information requests, 2 Level 1 complaints and 0 Level 2 complaints. Both complaints were resolved. In addition, tenants made 15 complaints about various matters including noise and anti-social behaviour.

Benchmarking Complaints

This compares with:

2020/21	2 level 1 complaints and 0 level 2 complaints
2021/22	2 level 1 complaints and 0 level 2 complaints
2022/23	2 level 1 complaints and 1 level 2 complaint
2023/24	2 level 1 complaints and 0 level 2 complaints
2024/25	2 level 1 complaints and 0 level 2 complaints



Review of Business Plan 2025

We adopted a new Business Plan in 2024 that sets our plan and vision until 2027. We intend to remain as a small independent housing association, providing a local service to tenants, owners and applicants.

We reviewed the Business Plan in June 2025, and our aims remain the same. A copy of the Business Plan is available on request and the executive summary is available on our website.

We have also worked with an independent finance consultants to refresh our long-term financial projections to ensure that we have the funding to deliver our planned maintenance programme.

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



Performance Report to 31 March 2025

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, or come along to the Annual General Meeting on 17 September 2025.



Gardeen Housing Association		
Background info		
	Number of homes	253
	Staff numbers	5
	Members	70
	Committee Members	11
Allocations		
	Lets during the year	4
	Lets to existing tenants	1
	Lets to housing register	0
	Lets to homeless	3
	Lets to other	0
Homes		
	Average time to relet	5.25 days
	Tenancy Sustainment (existing tenants)	100%
	Rent Arrears	0.70%
	Voids loss	0.02%
	Rent Increase	3.8%
Maintenance		
	Emergency repairs	1.74 hours
	Non-emergency repairs	3.89 days
	Gas Servicing	100%
	Adaptations Spend (funded by Glasgow City Council)	£36,102

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 or Lyndsay at the office.

Freedom of Information

The Association received 5 Freedom of Information (FOI) requests during 2024/25.

The FOI requests received were in relations to violence at work; the number of evictions carried out by the Association; unusable homes; the housing register and tenants who are UK nationals.

Environmental Information Requests

The Association received 1 Environmental Information request during 2024/25. This was on the number of low carbon homes.

Benchmarking Complaints

This compares with:

2020/21	1 request received
2021/22	2 requests received
2022/23	2 requests received
2023/24	3 requests received
2024/25	5 requests received

Independent Valuation of Gardeen Homes

Every five years, the Association instructs an independent valuation company to value the worth of Gardeen homes.

We have asked a company called JLL to inspect around 20 homes to carry out a valuation. The inspection will only take around 20 minutes.

JLL will then provide an independent valuation, and we can use this information to check that we have enough money for future maintenance work.

Further details about this will be available in a future newsletter.



Key Committee Decisions: April to June 2025

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from April to June 2025:



- Approved 5-year budget submission to Scottish Housing Regulator.
- Approved annual insurance report.
- Approved finance audit plan.
- Approved annual complaints report.
- Approved register of interests report.
- Completed staff and committee annual review.
- Noted annual engagement plan from Scottish Housing Regulator.
- Approved independent valuation of Annual Return on the Charter.
- Approved Annual Return on the Charter (ARC) to 31 March 2025.
- Approved quarterly Property Management reports.
- Approved quarterly Management Accounts.
- Reviewed quarterly risk register.
- Approved long term financial projections.
- Reviewed Business Plan (2024-2027).

In addition, the Management Committee attended training on notifiable events. Governance and Committee Reviews and Insurance Risks.

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.

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.

Glasgow City Council declared a housing emergency in November 2023 amid mounting pressures on homelessness services.

Glasgow City Council has requested 67% of Gardeen's total lets in 2025/26 are allocated to those households classed as statutorily homeless by Glasgow City Council.

The Management Committee discussed the housing emergency at length and agreed the Association should try to maximise lets to homeless households where possible but still try to address the needs of other applicants.

During 2024/25 the Association re-let 4 empty properties and 75% were allocated to applicants classed as statutorily homeless.

The following targets for percentage of allocations to each of the categories below for 2025/26 were agreed:

Transfer	20%
Housing Register	40%
Section 5 (homeless households)	40%
Nomination/Other	0%



Carbon Monoxide

Carbon monoxide is a poisonous gas that has no smell or taste.

To help keep you safe, the Association will:

- Ensure homes with gas heating appliances are fitted with a carbon monoxide detector and appropriate ventilation;
- Carry out a check of your carbon monoxide detector during your annual gas service. Please help us by providing access for this check. Do not move alarms fitted by the Association;
- Respond to reports of a carbon monoxide alarm activation as an emergency and if required replace the detector. A gas engineer will attend to carry out an inspection to assess the fault.

If your alarm beeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call the office if you have any alarm issue you are not sure about.

Pendeen Place Main Door Flats – Front Door Replacements

Surveys were carried out ahead of Phase 2 (4 – 32 Pendeen Place (evens)) main door flats front door replacements. Our contractor, MSi Scotland Ltd, is scheduled to complete these installs during July 2025.

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!



Kitchen Replacements

Surveys will be carried out ahead of Phase 1 (22 – 44 Garlieston Road (evens)) kitchen replacements during July 2025.

Our contractor, MCN Scotland Ltd, will carry out this work during August and September 2025.

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 to our homes!



Stage 3 Adaptations

The Association is pleased to have secured £25,000 in funding for the Stage 3 adaptations programme for 2025/26.

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

Close Cleaning – New Contractor

The Association carried out a procurement exercise during 2025 and Caledonian Maintenance were appointed as our new close cleaning contractor.

Fortnightly close cleaning for all tenants started in April 2025. Please help us by making sure that no items are left in the communal close e.g. bags of rubbish or bulk items.

Environmental Maintenance Contract

The Association carried out a procurement exercise during 2025 and Clyde Valley Landscapes were appointed as our environmental maintenance contractor which covers tasks such as bulk uplift and grass cutting.

Please help us by making sure that you only put bulk out on a Thursday night for uplift on a Friday morning.

Please do not put out black bags with rubbish in them as our contractor cannot dispose of these.



Garden Competition 2025

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:

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



Judging will take place during July 2025, so get those green fingers to work!

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 2025

The person I would like to nominate is:

Name:

Address:

Category:

Signed:

Address:



Employability Support Service



The Calvay Centre in partnership with Jobs & Business Glasgow will be running an **Employability Support Service** in the Calvay Centre every:

Wednesday (9.30am – 2pm)
Thursday (9.30am – 2pm)

This service is to provide participants with the practical skills, knowledge, and understanding when it comes to:

- Successful Job Searching
- Applying for the Right Jobs
- Producing Effective CVs
- Preparing for Interviews
- Presentation Skills
- Effective Communication Skills
- Application Writing



This FREE service is open to all members of the community who are looking to get into; Employment, Training, or Education.

To find out more information, please contact Eddie Cusick (Centre Manager) on 07498843491 or ecusick@calvay.org.uk or pop into the centre office for a chat!

By participating in this course, you will be able to count these hours towards your Job Seekers Agreement and record these hours in your weekly journal.

Glasgowlife

SUMMER OF FUN



Free swimming sessions for families this summer

Get planning at glasgowlife.org.uk/summer-of-fun



Glasgowlife

SUMMER OF FUN

FREE FAMILY SWIM SESSIONS

Glasgow Club Drumchapel Pool

Monday 12pm-2pm
 Tuesday 10am-12pm
 Thursday 5pm-7pm

Glasgow Club Gorbals

Monday 1pm-3pm
 Wednesday 11am-1pm
 Friday 1.30pm-3pm

Glasgow Club Pollak

Monday 5pm-6pm
 Tuesday 2pm-3pm
 Wednesday 10am-11am
 Thursday 1pm-2pm

Tollcross International Swimming Centre

Monday 10.45am-11.45am
 Monday 12pm-1pm
 Wednesday 12pm-1pm
 Wednesday 1pm-2pm
 Friday 9am-10am
 Friday 1pm-2pm

Glasgow Club Castlemilk Pool

Tuesday 4.30pm-5.30pm
 Thursday 12pm-1pm

Glasgow Club Maryhill

Tuesday 10am-11am
 Tuesday 1pm-2pm
 Thursday 9.30am-10.30am
 Thursday 1.30pm-2.30pm
 Friday 9.30am-10.30am
 Friday 1.30pm-2.30pm

Glasgow Club Scotstoun

Monday 9.30am-10.30am
 Monday 2pm-3pm
 Tuesday 12pm-3pm
 Friday 12pm-3pm
 Saturday 12.30pm-1.30pm
 Sunday 12.30pm-1.30pm

ASN Family Sessions

Glasgow Club Gorbals
 Wednesday 1pm-3pm
 Glasgow Club Scotstoun
 Wednesday 10am-11am
 Saturday 10am-11am

Glasgow Club Easterhouse Pool

Monday 1.15pm-2.15pm
 Tuesday 3pm-4pm
 Wednesday 1.15pm-2.15pm
 Thursday 3pm-4pm
 Friday 1.15pm-2.15pm

Glasgow Club North Woodside

Tuesday 1pm-3pm
 Wednesday 1pm-3pm
 Thursday 3pm-5pm
 Friday 1pm-3pm

Glasgow Club Springburn

Tuesday 10am-12pm
 Wednesday 1pm-3pm
 Thursday 5pm-7pm
 Friday 11am-1pm
 Sunday 1pm-3pm

Please note the usual venue pool supervision ratios apply.

Get planning at glasgowlife.org.uk/summer-of-fun





Support for Tenants – Money Advice

Elaine McIntyre provides independent welfare rights advice to Gardeen tenants on a Tuesday morning and afternoon. Appointments can take place in the office, by telephone or home visit if required.

During 2024/25, **£682,675** in financial gains was secured for Gardeen tenants. There were 133 cases which covered a variety of queries including Universal Credit and Adult Disability Payment.

If you would like any help and assistance, please contact the office and speak to a member of staff.



(English for Speakers of Other Languages)

The Calvay Centre in partnership with Glasgow Life will be running **FREE ESOL (English for Speakers of Other Languages)** in the; Calvay Centre, 16 Calvay Road, Barlanark, G33 4RE.

These FREE classes will start on Tuesday 3rd June 2025 and run every Tuesday (1pm – 3pm).

If English is not your first language, our ESOL course is designed to increase confidence in everyday life by improving your understanding of the English language.

What will you learn?

ESOL courses are perfect if you want to improve your English language skills, prepare for studying in English or if you're looking to get a job.

These ESOL classes will help increase your confidence in communicating in English at home, with family and friends, at work and in everyday social situations.



Come along, have a cuppa, have a chat, make new friends, and enjoy yourself!

To find out more information, please contact: Eddie Cusick (Centre Manager) on 07498843491 or ecusick@calvay.org.uk

Support for Tenants – Energy Advice

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

Tenants who have used the service have provided positive feedback:

“Ronnie helped me resolve an issue with my electricity account that had been going on for months. I got a one-off top-up voucher too. I am delighted! He was really helpful”.

“I had arrears on my gas account. Ronnie helped me get a grant from British Gas to pay some of the arrears. I am relieved that I have a plan now”.

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



Find all the sea creatures & objects...

For your chance to win £10, find all the sea creatures and 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 1st August 2025.



Find all these hidden creatures and objects in the picture... Carefully draw a circle around each one. 😊



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



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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