# Policy Review 2026

Gardeen Housing Association Ltd
Building a Better Future

# Resident Consultation

## We are reviewing some policies this year. See overleaf for the list we propose to look at.

If you would like a copy of any of these documents, or would like to discuss any matter relating to policy review, please contact Lyndsay on **0141 771 9590** or email **info@gardeen.org.uk**

### We are reviewing a number of *Governance Policies*

Governance refers to the decisions made by the Management Committee about the Association and the work it carries out.

### We are reviewing a number of *Property Services Policies*

Property Services is the department that deals with all aspects of your tenancy, including repairs.

Please see a list of the policies we are currently reviewing overleaf and help us by getting involved.

Check us out on:

**Gardeen Housing Association**

**@gardeenh**

**www.gardeen.org.uk**

You can text on **07418 341619** and can also download the Gardeen App.

If you would like more information or to be added to our Consultation Register please contact a member of staff at our office.

## Governance Policies

- Membership Policy
- Freedom of Information Policy

## Property Services Policies

- Tenants Handbook
- Mutual Exchange
- Decant
- Void Management
- Rent Account Management
- Rent Setting
- Procurement
- Rechargeable Repairs
- Customer Service and Engagement Charter
- Legionella Management Policy
- Asbestos Management Policy
- Managing Mould Dampness & Condensation Policy
- Asset Management Strategy

## Why is it important to review policies?

Outdated policies can leave an organisation at risk. Regularly reviewing policies and procedures keeps our organisation up to date with legislation, regulations, technology and best practice. Policy review ensures that our policies are consistent and effective.

## National Panel of Service Users

The National Panel was established as a way for the Scottish Housing Regulator (SHR) to engage with tenants and other users of social landlords' services.

The SHR uses the National Panel to gauge priorities and experiences, and help to shape its focus in its role as regulator of social landlords.

To find out more about the Panel's work or to join the Panel, please contact Engage Scotland by telephoning **0800 433 7212** or emailing **natpan@engagescotland.co.uk**.

For more information visit **https://www.housingregulator.gov.scot/for-tenants/how-we-include-tenants-and-service-users/national-panel-of-tenants-and-service-users**


## Gardeen Housing Association

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