



Christmas Greetings

On behalf of the
Management Committee
and staff of
Gardeen Housing Association,
we would like to wish
everyone a happy and safe
Christmas and New Year.

Thank you!

We would like to thank all our contractors and partners who helped us to continue to deliver a service to the Gardeen community during 2022. This has been another challenging year for everyone. Costs for everyone have increased. Our costs as a business have also gone up and we are looking at all our areas of expenditure to ensure value for money.

Our staff are here to help, so please get in touch and if we don't know the answer we will point you in the right direction.

WINTER HOLIDAYS

The office will close at **1.00pm on Friday 23 December 2022** and will re-open on **Thursday 5 January 2023 at 9.30am.**

EMERGENCY REPAIRS

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, detailed below:

OFFICE EMERGENCY REPAIR

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) on

0800 111 999

or

0845 070 1432

GOVERNANCE

Annual General Meeting Mini Survey

At our Annual General Meeting 2022 we asked attendees how they preferred to contact the office.

The responses were:

Phone	19
Email	2
Phone or Email	1
Phone/Email/In Person	1

We also asked attendees what they would like Gardeen to prioritise over the next year from the following list:

The responses were:

1 New kitchens and windows	11
2 Tidy area	2
3 Low rents	3
4 Warm homes	4
5 Prompt, quality local repairs service	5

We will use this feedback alongside our other tenant satisfaction survey work to shape the services we provide to you.

Common Allocations Policy Review

The Management Committee reviews policies on a regular basis to ensure that we operate in accordance with the law and best practice.

The Association works in partnership with the three other members of our common housing register: Calvay, Easthall and Lochfield.

The policy review ensures that we comply with updates to legislation and best practice. The main changes are detailed below:

- Amending the policy in line with new equalities guidance;
- Proof of identification will now be requested as well as proof of address;
- Foster carers are now formally included;
- The social and support category has been amended to include applicants who are moving due to employment in the area;
- Higher prioritisation for those applicants with no fixed abode;
- Changes regarding streets scheduled for demolition;
- Increased points for those under-occupying their property;
- Widening the sources applicants can request medical information from to make it easier for applicants to obtain documentation to support their application;
- Formalising the appeals process.

If you would like more information on the policy review then please contact the office for a copy of our policy.

Assurance Statement 2023-2024

Gardeen must submit an Annual Assurance Statement to the Scottish Housing Regulator providing assurance that the Association complies with the Standards of Governance and Financial Management that apply to Registered Social Landlords. You can find out more about how Gardeen Housing Association performs by visiting the Scottish Regulator website: <https://www.housingregulator.gov.scot/landlord-performance>



Annual Assurance Statement

October 2022

The Management Committee of Gardeen Housing Association has taken external support from an independent governance consultant to develop a self-assurance document. This document was discussed at a Special Meeting on 20 October 2022 and the Management Committee has now been assured that the Association complies with:

- All relevant regulatory requirements set out in Section 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties
- The standards of Governance and Financial Management
- Updated guidance on Business Planning resulting from COVID-19

The Management Committee confirms that there are no areas of material non-compliance. The Management Committee has identified a number of areas for improvement including equalities. We are collecting equalities information and we are discussing how we can adopt a human rights approach in our work. **The Management Committee will continue to monitor the position regarding a potential rent freeze or cap.**

The Management Committee shall review this statement on a regular basis and report any areas of material non-compliance to the Scottish Housing Regulator.

This Annual Assurance Statement 2022 will be published on our website, newsletters and social media.

As Chairperson, I was authorised by the Management Committee at a meeting on 20 October 2022 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Vice Chairperson	Marion Leat	
Date	Management Meeting	20 October 2022

Gardeen Housing Association, 32 Gartleston Road, Barnton, G13 4UG 0141 771 9590
info@gardeen.org.uk
Assurance Statement October 2022



GOVERNANCE

Gardeen Housing Association Savings:

Value for Money

In the current economic crisis, the Management Committee are looking at every area of costs to ensure value for money. Cost savings have been achieved by:

- Reduced pension costs for staff
- Reduced staffing numbers from six to five – we no longer employ a receptionist due to hybrid working
- Reduced heating, lighting and cleaning costs for office due to hybrid working
- Reduced postage costs by using text and email to communicate with tenants
- Reduced travelling costs by meeting on-line
- Sharing staff to provide an energy advisor and welfare rights advisor

The Management Committee will continue to examine all areas of expenditure and will consider further cost savings as we continue to provide a local friendly service to tenants.

Easterhouse Housing and Regeneration Alliance:

Quiz Night and Donation

Gardeen Housing Association works in partnership with six other housing associations to share training, staffing costs and benefit from best practice.

EHRA held a Quiz night on Friday 28 October 2022 and raised £175 for North East Foodbank. Congratulations to Calvary on their win!



Equalities

Gardeen Housing Association is committed to making sure we treat everybody fairly. We also want to meet the regulatory requirements of the Scottish Housing Regulator. To help us understand the needs of the Gardeen community, we will be updating our information on equalities from tenants, applicants, staff and Committee Members.

Over the next couple of months we will email you (if we hold an email address on file for you) the equalities form which you can complete electronically. If we do not hold an email address on file for you, we will post you a copy of the form to complete. We will enter the names of tenants who return their equalities form (by either method) into a prize draw to win £10.00.

Key Committee Decisions: August to December 2022

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from July to December 2022:

- Approved annual accounts to 31 March 2022
- Approved management accounts to June and September 2022
- Approved property management reports to June and September 2022
- Approved gas safety policy
- Discussed Health and Safety internal audit plan
- Approved arrangements for Annual General Meeting 2022
- Completed annual appraisals for staff and committee
- Approved staff and committee learning and development plan
- Elected office bearers
- Approved revised Allocations and Whistleblowing Policy
- Reviewed Business Plan
- Noted annual engagement plan from SHR
- Updated quarterly risk register
- Discussed growing places project
- Discussed partnership working with EHRA
- Approved Fire Risk Assessment for office
- Approved Assurance Statement
- Discussed energy cost increases for tenants
- Discussed first draft of budget for 23-24
- Discussed rent controls
- Approved energy database for all Gardeen homes
- Discussed dampness in homes in England
- Discussed development plans

In addition, the Management Committee attended training for new Committee members and increasing costs.

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.

MAINTENANCE

Electrical Safety Policy

The Association has a new Electrical Safety Policy. We are committed to ensure the safety of our residents with regards to electrical installations in our properties.

If you would like more information on the policy then please contact the office for a copy.



Maintenance Policy

Some suggested changes to the Association's Maintenance Policy are listed below. High inflation has meant our costs are going up so we need to cut back on some items which we may previously have carried out to assist tenants. Some examples are:

- No new floor covering to be provided in voids kitchens and bathrooms - screed floor only;
- Vandalism costs for door entry to be recharged to tenants in close where possible. All tenants in close to be lettered with copy invoice(s);
- No decoration to be provided after water leaks;
- Doorbells are a tenant responsibility;
- Toilet seats are a tenant responsibility;
- Replacing light bulbs/strip light starters are a tenant responsibility.

If you would like to discuss any of the above please contact Lyndsay at the office.



Condensation

Moisture in the air forms condensation when it comes into contact with cold surfaces such as windows. There are some simple steps you can take to minimise a build-up of condensation in your home:-

- Improve ventilation by opening windows when cooking, bathing or drying clothes;
- If possible, hang clothes outside to dry, rather than on radiators;
- Regularly clear your windows of condensation so it doesn't cause damage or develop into mould;
- Ensure your home is sufficiently heated;
- Use extractor fans where available;
- Keep a gap between furniture and walls to increase air circulation.
- If there are any signs of mould, damp or condensation at your property, please report it to our office straight away and we will arrange to visit you.



ESTATE MANAGEMENT

Gritting

Glasgow City Council is responsible for gritting the roads and pavements. To report a gritting issue to them please call them on 0800 373 635 or 0141 276 7000.

If you have your own garden or a shared garden as part of a cottage flat or four in a block then you are responsible for gritting this area.

Gardeen regularly monitors the level of salt in the grit bins in our area but if a refill is needed then please go online to Glasgow City Council's website or call the numbers above.

You are welcome to use the grit bins that have been filled for the winter. This can help you and your neighbours to get out and about in icy weather.



Christmas and Mental Health

No matter how or if you celebrate, it is normal that this time of year can affect your mental health. You may be feeling like you aren't enjoying the things you usually do this time of year. You may be worried about friends and family or other things happening in the world. You are not alone.

Take time for yourself

- Try to listen to how you are feeling.
- Make time for something you enjoy.
- Remember it is OK to say no.
- Be gentle with yourself.

Manage your social media

- Try to avoid comparing yourself to others.
- Take a break.
- Choose what you consume

Plan ahead

- Take time to work out what you're feeling.
- Set boundaries.
- Structure your days.

You can contact Samaritans on 116 123 or

email jo@samaritans.org if you need someone to talk to over the holiday season.



HELP AND ASSISTANCE

Rent Payments

Christmas can be a costly time of year and there is added pressure this year with rising energy prices and the cost of living crisis.

Rent payments must still be paid during the festive period but if you are experiencing difficulty paying your rent or meeting other household bills, then please contact us. Discussing any financial difficulties sooner, rather than later, will allow us to work with you to resolve matters.

Our welfare rights service (*available every Tuesday*) can also assist you to ensure you are receiving the welfare benefits you are entitled to and provide you with confidential advice and support for any money or debt worries you may have.

Our office will be closed from 1.00pm on 23 December 2022 and will reopen at 9.30am on Thursday 5 January 2023.

You can pay by bank transfer; by Direct Debit; using your Allpay card or online using www.allpayments.net.

Please contact **Lyndsay** or **John** at our office in the first instance, if you wish to discuss any financial matter. We are here to help.



You will receive some information from the Association in January 2023 on the proposed rent increase for 2023-2024.

By law, we must consult with you on the proposals.

The Management Committee are made up of Gardeen residents and they look at the budget for 2023-2024 and the plans that have been made to ensure that your home is maintained and that you continue to receive a quality service.

All the costs for the Association are considered such as staffing costs, training costs, repairs and maintenance costs and this helps us to budget for next year.

The Management Committee also look at the long term financial plans for the Association to check that we have enough funds for our future proposals.

The Scottish Government introduced a rent freeze until 31 March 2023 because of the cost of living crisis.

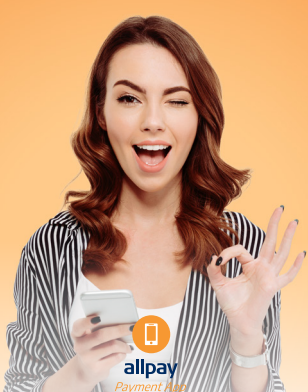
A further decision will be made by the Scottish Government by the 14 January 2023 to extend this rent freeze, introduce a rent cap or end the rent freeze.

We want to ensure that rents remain affordable but we must also ensure that we are covering our costs so that we can continue to carry out planned maintenance works such as new kitchens and windows.

We will contact you further with more information about this in January 2023. If you have any questions in the meantime please do not hesitate to contact **Lyndsay** or **John**.

Why not pay your rent using the allpay App?

The allpay App is free to download from your Apple or Android smartphone and enables you to pay your bills quickly and easily at the touch of a button.



allpay
Payment App

Available on the iPhone App Store | Get it on Google play

HELP AND ASSISTANCE

Energy Advice

Please follow the link below for help and assistance regarding energy.

https://www.gardeen.org.uk/data/Gardeen_HA_Energy_Assistance_Leaflet_2022_11_21_09_17_10.pdf

If you have any further queries please contact **John** or **Lyndsay** and we will try to help.



Gardeen Donations 2022

CHRISTMAS RAFFLE

Tenant Christmas Draw

This year the Management Committee decided that the Christmas draw would be for 14 single tenants to receive £25 • **Happy Christmas!**

Donations

Instead of sending Christmas cards to tenants and contractors, the Management Committee agreed to donate to Aberlour Trust, Daffodil Club, Barlanark Scouts, Barlanark Out of School Care and Barlanark Nursery.



Help and Assistance

There are many other ways we can help. Please get in touch if you need welfare rights advice, a Scottish Welfare Fund application or help with your heating costs. We will continue to apply for grants on your behalf.

Please contact **John** or **Lyndsay** at the office and we can help.

QUIZ CORNER

WELL DONE TO THE WINNERS OF THE AUTUMN NEWSLETTER!

WORD SEARCH

Can you find the words in the grid below?

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

Santa
Christmas
Winter
Presents

Holiday
Snow
Tinsel
Tree

GOOD LUCK !

For your chance to win, just complete the above word search and answer the questions. Fill in your name, date of birth, address, and telephone number below. Return the completed form to the Association's office by

Friday 20th January 2023.

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

All parts must be completed for a chance to win. If not won the prize money will roll over to next newsletter quiz.

Name: D.O.B:

Address:

.....

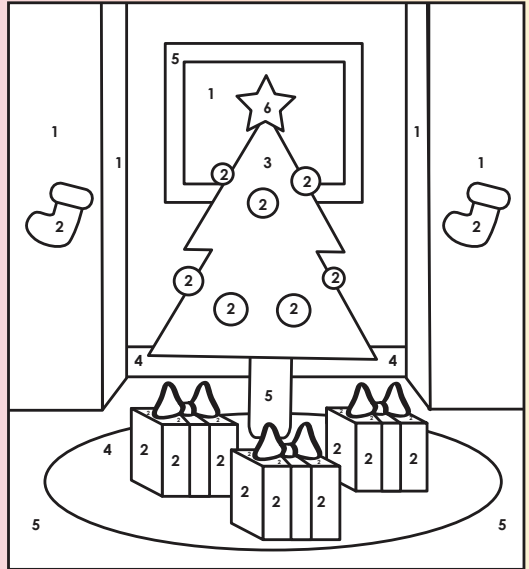
..... Tel No:

COLOURING COMPETITION

For your chance to win **£10**, please colour in the picture below. Fill in your name, date of birth, address and telephone number.

Return this page to the Association's office by **Friday 20th January 2023.**

PAINT THE NUMBERS



Color by Number

1 - Blue

2 - Red

3 - Green

4 - Purple

5 - Brown

6 - Yellow



Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD
Tel: 0141 771 9590 • Text: 07418 341619
Email: info@gardeen.org.uk
Website: www.gardeen.org.uk



@gardeenh



Gardeen Housing Association

Open Weekdays

9:30 am - 4:30 pm

Closed for lunch 12:30 pm - 1:30 pm

and for training throughout
Thursday morning



INVESTOR IN PEOPLE



Healthy
Working
Lives