



## *Easter Greetings!*

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

### **EMERGENCY REPAIRS**

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) on

**0800 111 999** or **0845 070 1432**



### **OUR SERVICES**

The office is open to all visitors by appointment.

You can contact us by telephone, email, text and Facebook messenger. You can also make an appointment with Elaine, Welfare Rights Adviser.

We are also working with our partners to appoint a new Energy Adviser, who will be able help you with your fuel costs. We are all also finalising our plans for planned maintenance and will let you know when our plans are completed.

We continue to work in partnership with Connect Community Trust who are providing a range of services including a welfare rights adviser and a jobs club.

We are applying for funding to help tenants and we were pleased with the positive feedback on the Aldi vouchers that were issued to every household. We are also able to offer an energy saving device or voucher to every household and we will contact each tenant to arrange collection.

We know this is a difficult financial time for everyone. We are here to help, so please contact us for assistance.

## **SPRING HOLIDAYS**

**The office will close at 4.30pm  
on Thursday 6 April 2023  
and will re-open  
on Tuesday 11 April 2023  
at 9.30am.**

## Communication

We are trying to communicate in a variety of ways such as email, text or telephone call. You can also contact us using Facebook messenger.

Go to the Gardeen Facebook page and click on the button for Send Message.



## Gardeen Committee Members



We always welcome new members to join the Management Committee. It is a way to learn new skills, make decisions about the area you live in and find out more about the work of the Association. You will be involved in making the decisions that make a difference to Gardeen tenants.

*Gardeen Committee members are:*

Corrina Brewer

Marion Leat

Margaret Smith

Sarah Lack

Rose O Malley

Catherine Brown

Kirsty Bavidge

Ryan Cowan

Michael McDevitt

Fiona Bowman

Shona Johnston

For more information, contact **Roslyn or Lyndsay** on 0141 771 9590 or email [info@gardeen.uk](mailto:info@gardeen.uk)



## Key Committee Decisions January 2023 - March 2023

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 2023 - March 2023:

- Reviewed policies for the Association
- Discussed Scottish Government proposed rent freeze
- Recruited a new member of staff
- Approved budget 2023-2024
- Met internal auditor and approved programme
- Reviewed external health and safety audit
- Approved Management Accounts to 31 December 2022
- Approved fire safety policy
- Approved Gardeen action plan for 2023-24
- Approved plan for distribution of grants to tenants
- Reviewed Business Plan targets
- Reviewed hybrid meetings

In addition, the Management Committee attended training on recruitment, dampness and condensation and health and safety for tenants.

***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.***

## Plans for new homes in Pendeen Road

Springfield Properties have bought the site beside St Jude's. Some of you will remember this as the old Pendeen School site. Plans for new build are being developed but we are unsure when any building will start. We will keep you updated but at the moment, there are concerns about the cost of new homes.

***When we have an update from Springfield Properties, we will let you know.***

## 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.

- Tenants Handbook
- Mutual Exchange Policy
- Decant Policy
- Void Management Policy
- Rent Account Management Policy
- Rent Setting Policy
- Maintenance Policy
- Rechargeable Repairs Policy
- Risk Management
- Succession Planning

## Rent Increase 2023

The Management Committee of Gardeen Housing Association agrees a budget for 2023-24 to help plan for the business needs of the Association. This is a challenging exercise as we have to look at all the costs and income. We want to provide a reliable, local service and offer a fair affordable rent. The Management Committee approved a rent increase for 2023-24 of 5.0% from 1 April 2023.

One of the questions asked during the rent increase consultation was about how we set our rents. This is set out in our Rent Setting Policy. If you would like a copy of this Policy emailed to you or would like to discuss this in more detail please contact Lyndsay at the office.

## Engagement plan



## Gardeen Housing Association Ltd

### Regulatory Status Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from Gardeen Housing Association Ltd (Gardeen) other than the annual regulatory returns required from all RSLs.

### Regulatory returns

Gardeen must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

### Our lead officer for Gardeen Housing Association Ltd is:

**Name:** Lynn Stewart, Regulation Manager

**Address:** Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF

**Telephone:** 0141 242 5887

**Email:** [lynn.stewart@shr.gov.scot](mailto:lynn.stewart@shr.gov.scot)

Last Updated 31 March 2022

## 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 2023, the Scottish Housing Regulator will focus on:

Homelessness

Performance in delivering services

Stock quality

Tenant and Resident Safety

Development

Financial Health

Good Governance

# MAINTENANCE & ESTATE MANAGEMENT



We would like to welcome Louise Hosie who joins Gardeen Housing Association as Customer Services Assistant.

Louise will be providing administrative support to the Gardeen team and if you call our office, you will speak to either **Anna** or **Louise**.

Lorraine and Kirsty have moved on from Gardeen and we wish them all the best for the future.

As a result of hybrid working, we no longer employ a receptionist. This helps to reduce costs for the Association and provides value for money.

## Fans

Did you know that running your bathroom and kitchen fans can reduce the amount of moisture in your home?

In normal use, a bathroom fan costs around **£3.68** per year to run.

A kitchen fan costs around **£9.81** per year to run.

If your bathroom or kitchen fan is not working please contact the office and we will arrange to repair this.



## Annual Gas Services

Scotia Plumbing and Heating are our gas maintenance contractor. Many tenants will know the existing engineers that carry out the annual gas services on behalf of the Association.

We do not operate an appointment system for gas servicing to allow our contractor to be flexible which helps to keep costs down and provides value for money for tenants.

If you receive a card to say that you have missed the engineer, please could you contact Scotia direct on **0141 771 9600** or alternatively, telephone our office to rearrange the appointment.

We thank you in advance for your co-operation about providing access for this as the services keep everyone safe.



# MAINTENANCE & ESTATE MANAGEMENT

## 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.

## Changes to Repairs Appointments

If you have made an appointment for a contractor to call at your property and your plans change, **please contact our office** so that we can re-arrange the appointment for you.

This helps us keep costs low and prevents no access charges.

Please contact **Anna** at the office if you have any queries.

## Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619

Email: [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

Website: [www.gardeen.org.uk](http://www.gardeen.org.uk)



## 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.



## Fire Safety in Communal Closes

Please help us keep everyone safe 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.

Thank you for your co-operation.

Please note that smoking in communal closes is not allowed.

We would be grateful if you could please ensure that you, and any visitors to your property, do not smoke in the communal closes.

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



## Planned Maintenance Update

We are currently finalising our planned maintenance programme for 2023/24. We are working in partnership with our Finance Agent and Maintenance Consultant. Please keep an eye on our website and social media for updates.

## Bathroom Replacements

Bathroom replacements were completed by our contractor, MCN (Scotland) Limited last year at properties from 3 - 27 Garlieston Road (odd numbers); 4 – 16 Garlieston Road (even numbers); 124 – 132 Pendeen Road and 34A and 34B Pendeen Place.

Here are some photos of our finished bathrooms! If you have any queries about our planned maintenance programme please contact **Lyndsay** or **Anna**.



## Stage 3 Adaptations

The Association is pleased to have secured £57,500 in funding for the Stage 3 adaptations programme for 2022/23.

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.



# HELP AND ASSISTANCE



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.

If the owner does not pick up immediately, it is an offence under the Dog Fouling Scotland Act 2003. 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.

## 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 2023.

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 Monday 3 April 2023.

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



## Help and Assistance



We have successfully secured grant funding of over £34,820 from the Scottish Housing Fuel Support Fund, National Lottery Cost of Living

Community Anchor Fund and the Glasgow City Council Covid Fund to help Gardeen tenants.

In January 2023, we delivered Aldi vouchers to all Gardeen households.

We also have funding to provide an energy saving device or voucher to all Gardeen households

*Thank you to our funders!*



## Discretionary Housing Payment (DHP)

Discretionary Housing Payment (DHP) is the responsibility of the Scottish Government. The Scottish Government has confirmed that it will mitigate the social sector size criteria (bedroom tax) again in 2023/24.

If you are in receipt of Universal Credit and are under-occupying your property please contact us so that we can check your entitlement to DHP. If you are experiencing financial hardship you can also apply.

If you have any queries about DHP please contact **John** or **Lyndsay.**

We can also arrange an appointment with **Elaine McIntyre, welfare rights adviser.**

## WORD SEARCH

Can you find the words in the grid below?

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

- Daffodil
- Decorate
- Chicks
- Eggs
- Bunny
- Hunt
- Chocolate
- Spring

## 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.

Cut out and return the completed form to the Association's office by

**Friday 28th April 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.

## 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 28th April 2023**



Name: ..... D.O.B: .....

Address: .....

.....

..... Tel No: .....

### 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

