



UNIVERSAL CREDIT

Shettleston Jobcentre is now a full service jobcentre for Universal Credit. This means that certain changes of circumstance will trigger a claim for Universal Credit for Gardeen tenants.

There are lots of different rules for when tenants are moved onto Universal Credit so please get in touch with Lyndsay or John who will assist you and refer you to a welfare rights adviser if required.

If you would like more information about Universal Credit, you can also call into your local Universal Credit Hub. These can be found at Shettleston Library, 154 Wellshot Road, Glasgow, G32 7AX or The Bridge, Easterhouse, Westerhouse Road, Glasgow, G34 9JW.

WINTER HOLIDAYS – OFFICE CLOSURE



The office will close at **1.00pm on Monday 24 December 2018** and will re-open at **9.30am on Friday 4 January 2019**.

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

OFFICE EMERGENCY REPAIR TEL – 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**

CHRISTMAS GREETINGS

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



BUDGET SETTING 2019-20

Gardeen's Management Committee has to agree a budget for 2019-20 to help plan for the business needs of the Association. This has been 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.

This is difficult for the Management Committee as we are facing increasing costs, Universal Credit, cuts to Council services and financial uncertainties. We will finalise the Budget in February 2019. If you would like a copy of the document then please contact the office.

BUSINESS PLAN 2019-20

Gardeen staff and Committee have been discussing the new Business Plan for 2019-20. Increasing costs, Universal Credit and financial uncertainties are challenges that the Association will face. We are looking to work closely with other partners in Greater Easterhouse to provide services that you need.

We will finalise the Business Plan shortly and this document will be sent to our lenders who monitor our performance.

If you would like a copy of the Business Plan then please contact the office.

CHANGES TO YOUR SCOTTISH SECURE TENANCY RIGHTS

The Housing (Scotland) Act 2014 introduces a number of significant changes to the rights you have under the terms of your tenancy agreement.

The main changes relate to:

- Short Scottish Secure Tenancies;
- Assignment/Sub-letting/Joint Tenancies;
- Succession to Scottish Secure Tenancy;
- Change to eviction grounds when crime has been committed in the tenancy;
- Changes to eviction grounds for properties designed for special needs;
- Allocations;
- Ownership of property by applicant;
- Minimum length of time for application to remain in force.

Please contact Lyndsay or John if you would like to discuss these changes in more detail. A full update will be included in the Spring 2019 newsletter.

SCOTTISH HOUSING REGULATOR – CONSULTATION

The Scottish Housing Regulator is consulting on proposed changes to the way it will regulate Gardeen Housing Association.

If you would like to find out more then visit: <https://www.scottishhousingregulator.gov.uk/> for more information. We will keep you updated.



POLICY REVIEWS

The Estate Management policy and Common Allocation policy are currently under review. You can visit our website or phone our office to get a copy of these policies. Please get involved if you are interested.

COMMITTEE MEMBER OF THE YEAR AWARD 2018

Gardeen Housing Association is proud to announce that Colin Cameron, Vice Chair, was a runner up in the EVH Committee of the Year Award 2018. Colin was nominated by the Committee for his commitment to Gardeen Housing Association and his work as Chair of Easterhouse Housing and Regeneration Alliance (EHRA)



ENERGY EFFICIENCY FOR SOCIAL HOUSING (ESSH)

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

The 2018 stock condition survey results for

Gardeen have confirmed that all Association stock meets the standard to comply with the ESSH.

A Scottish Government consultation to set further energy efficiency standards for social housing closed in July 2018. We will provide a further update in 2019.

STONEWALL SCOTLAND

Gardeen Housing Association is a member of Easterhouse Housing and Regeneration Alliance (EHRA). EHRA has partnered with Stonewall Scotland to ensure that our services, procedures and workplace are inclusive of all LGBT identities. Gardeen Housing Association is committed to ensuring that LGBT people are respected, accepted and supported. Gardeen staff and Committee members are attending workplace training to help us improve our service to the LGBT community.

For more information contact a member of staff. You can also access more information from:

LGBT Youth Scotland
Stonewall Scotland
LGBT Health and Wellbeing

info@lgbtyouth.org.uk
info@stonewallscotland.org.uk
glasgow@lgbthealth.org.uk



RENT INCREASE 2019

You will receive some information from the Association in January 2019 on the proposed rent increase for 2019-20. By law, we are required to consult with you on the proposals.

The Management Committee are made up of local residents and they look at the budget for 2019-20 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 including 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. We want to ensure that rents remain affordable but we must also ensure that we are covering our costs. Previously rent increases had been agreed using CPI inflation + 1.5%. CPI inflation is 2.4% at September 2018 and 2.4% at October 2018.

The proposed rent increase is 3.5% or 3.9%. The table below shows how much more, on average, tenants would have to pay per week by property size.

Property Size	2 Apt average average weekly rent increase	3 Apt average average weekly rent increase	4 Apt average average weekly rent increase	5 Apt +average average weekly rent increase
Percentage Rent Increase				
3.5%	£2.12	£2.44	£2.62	£3.15
3.9%	£2.36	£2.71	£2.92	£3.51

Consultation will include a letter, email survey and a meeting for tenants. Facebook, our website and Twitter will also be updated. You can also telephone Lyndsay or John at the office if you would like to discuss the rent increase in more detail. Please get in touch.

ADDITIONAL SMOKE ALARMS



The Scottish Government proposed in 2018 that the Housing (Scotland) Act 1987 would be amended to reflect the following new requirements:

- at least one smoke alarm installed in the room most frequently used for general day time living purposes;
- at least one smoke alarm on every floor;
- at least one heat alarm installed in every kitchen;
- all alarms should be ceiling mounted and interlinked.

The Scottish Government has now confirmed that all housing associations must comply with these new requirements by February 2021.

LEGIONELLA

The risk of contracting legionella in your home is very low but here are some simple steps that you should take to help protect you and those in your home:

- Turn your shower on and run for a few minutes at least once a week, preferably more often than this, to flush out stale water;
- Dismantle, scrub and de-scale your shower heads and shower hoses at least once every 3 months;
- Turn on every hot and cold water tap throughout your home at least once a week and let the water run for a short time.

If you would like more advice on this matter please contact Lyndsay or Anna at the office.

APOLOGIES

We would like to apologise that the wrong photo was published in our Autumn newsletter for 1/1, 18 Pendeen Place. Please see the correct photo on the right:



CLOSE DOOR VANDALISM

Over the last few months the Association has noticed an increase in vandalism to front close doors, where we have had to replace the lock keeper. When the lock keeper is broken it means that the close door can just be pushed open and is not secure. These repairs have cost the Association £3,189.25 from 1st April 2018.

If any resident does not have a key for the front door or requires extra keys for other members of their households, please contact our office and we can arrange keys for you free of charge.

Please speak to all members of your household and to visitors to your home and ask them to make sure that they either use a key to get into the close, or they wait to be buzzed in to the building. Under no circumstances should the door be pulled open with force.

Please contact Anna or Lyndsay at the office if you require extra keys or wish to discuss this matter further.

FIRE SAFETY THIS CHRISTMAS

Christmas is a time of excitement, hanging decorations, and putting up the tree but it is also a time when there is an increased chance of a house fire.

Follow these safety tips to help prevent fire in your home this Christmas:

- Check your Christmas tree lights carry the British Safety Standard sign;
- Always turn your Christmas tree lights off when you leave your home or when you are going to bed;
- Never place candles near your Christmas tree and never leave them unattended;
- Don't leave your cooker unattended when cooking;
- Don't attach decorations to heaters or lights;
- Don't overload electrical sockets.

For further information on fire safety, visit

<https://www.firescotland.gov.uk/your-safety/festive-safety.aspx>



Ready for Winter

Winter Safety

Gardeen's Festive Emergency Service

Call 0141 771 9590 and choose the relevant option from the menu. Further details can be found on the front page of this newsletter.

Glasgow Home Energy Advice Team (GHEAT)

If you are struggling to afford your energy bills please get in touch so that we can refer you to the Glasgow Home Energy Advice Team (GHEAT).

Gritting

Glasgow City Council is responsible for gritting the roads and pavements.

To report a gritting issue please call them on 0141 276 7000 (landline) or 0800 373 635 (mobile) .

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.

Travel Plans

Check the weather forecast in advance. For up to date information regarding disruption to public transport please call 0871 200 22 33 or go to the Traveline Scotland website:

www.travelinescotland.com.

If there is a red weather warning then our office will close and provide an emergency service.

Prevent Freezing Pipes

During a cold spell, keep your heating on at a low temperature. It could help prevent pipes freezing. Find out where the stopcock is at your property. If you are unsure please contact a member of staff who will assist you to find out where it is.

Please also consider home contents insurance. Staff can signpost you to providers.

Keep Yourself Fit and Healthy

Check if you are eligible for a free flu vaccination. You may be eligible if you are over 65; are pregnant; if you have an existing health condition or if you work in healthcare. Many pharmacies offer the flu jab for a small fee if you are not eligible to have it for free. For further advice call NHS Inform on 0800 22 44 88.

PANTOMIME TICKETS 2018

EHRA QUIZ NIGHT 2018



We work in partnership with other housing associations and are able to offer free pantomime tickets for Black Beauty. This will be at The Bridge – contact the office if you haven't got your tickets yet.



Gardeen Housing Association hosted the annual Easterhouse Housing and Regeneration Alliance (EHRA) Quiz and raised £280 for MacMillan Cancer Support in memory of our colleague, Rhona Joss.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

EASTERHOUSE CITIZENS ADVICE BUREAU TRAINING PROGRAMME FOR VOLUNTEER ADVICE WORKERS

Are you:

- Interested in learning new skills and helping local people deal with a range of social problems;
- Seeking an opportunity to gain valuable training and experience in a wide range of areas;
- Willing to commit to a minimum of 8 hours each week working as a volunteer advice worker;
- Over 18 years of age.

We can offer:

- Full training and the opportunity to attend ongoing training;
- Ongoing support to enable you to reach your full potential;
- Travel expenses.



For more information call 0141 771 2328

COUNCIL TAX

If you would like assistance with Council Tax Reductions and/or Council Tax arrears please contact our office to make an appointment with our welfare rights adviser, **Marshall Gemmell**.

Appointments are available in our office on a Wednesday morning or Friday afternoon and are confidential.

Resolving Council Tax arrears early can prevent the debt increasing if summary warrant charges are added so please get in touch.



AFFORDABLE WARMTH DIVIDEND

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2019 to help keep warm during the winter.

If you received a payment last year then you will automatically receive a payment again this year. You will be sent a letter advising you when your payment will be made. **You do not need to re-apply.**

If you would like to find out more about the Affordable Warmth Dividend, please contact the office on 0141 771 9590 and ask to speak to Lyndsay or John.

Affordable **WARMTH** Scheme

RENT PAYMENTS

Christmas can be a costly time of year and there can be pressure to spend money on presents and social events. However, rent payments must still be paid during the festive period.

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 at our office on a Wednesday morning and Friday afternoon) 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 24th December 2018 until 9.30am on Friday 4th January 2019. Rent payments can't be taken at our office during this period but you are still able to make payments 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.



CASH FOR KIDS

We are pleased to report that we have been successful in receiving a grant from Cash for Kids to help 198 Gardeen children receive an extra gift from Santa!

Pensioners Raffle

7 lucky pensioners received £50 cash in our Christmas Draw. Happy Christmas!

Donations

Instead of sending Christmas cards to tenants and contractors, we make donations to [Cash for Kids](#); [Glasgow Children's Hospital Charity](#); and [Glasgow City Mission](#). We know that you will agree that this is a useful contribution.



FREE CHRISTMAS GIFT WRAPPING AT THE FORGE

The Forge Shopping Centre is offering a **FREE** gift wrapping service from **12th November until 24th December** for all your Forge purchases.

OPENING HOURS

Monday-Friday: 11am – 5pm
Saturday: 9am – 5pm
Sunday: 12pm – 5pm

EXTENDED HOURS

19th – 24th December: 9am – 7pm

Visit the Christmas Unit located beside Hallmark/Thornton's to pick your paper and tag.



PREGNANCY AND BABY PAYMENT



Having a baby is a wonderful time but it can be expensive. There's support available. Find out if you're eligible for Pregnancy and Baby Payment. **0800 182 2222 mygov.scot**



Social Security Scotland
Teair-in-teachd Shìsvealta Alba

Pregnant or recently had a child?
You could be due £600.

Contact Social Security Scotland now on 0800 182 2222 or visit **www.mygov.scot/pregnancy-and-baby-payment** to find out more.

THE FORT CHILD SAFE SCHEME

The Fort operates a Child Safe Scheme for parents with young children.

You can collect a leaflet and wristband from the dispensers around the walkway. Simply add your mobile number onto the wristband and secure to your child's wrist.



LET'S TALK PROJECT



Do you, or someone you know, want to find out more to maintain their mental wellbeing?

Are you someone who could volunteer and would like to help create safe spaces for people to have positive conversations around mental health and support people in finding other aids to recovery?

SAMH would love to hear from you. For more information please contact Emma Straughan, Let's TALK Project Facilitator by emailing Emma.Straughan@samh.org.uk or telephoning 07595 244 761.

SAMARITANS HELPLINE

Samaritans has a free helpline number in the UK – 116 123. They provide round the clock support, every single day of the year. If you call, this number will not show up on your telephone bill. A volunteer will listen to you and help you talk through your concerns, worries and troubles.



QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **Abbie Rosenbloom**

FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

REINDEER
PANTOMIME
ELVES
SANTA
PRESENTS

SNOW
TREE
TURKEY
CHRISTMAS
TINSEL

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 18th January 2019**. 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 there is no winner the prize money will roll over to next newsletter quiz.

Name: _____ D.O.B _____

Address: _____

Tel No: _____

PETS CORNER

We are pleased to introduce the Pets Corner section of our newsletter!

The star of our Pets Corner is **Daisy!**

If you would like your pet to feature in our next newsletter please contact Kirsty or Lyndsay at the office.



Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD
Tel: 0141 771 9590 Text: 07418 341 619
Email: info@gardeen.co.uk
Website: www.gardeen.org.uk



@gardeenh



Gardeen Housing Association

Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,
and for training throughout Thursday morning)

