



GARDEEN HOUSING ASSOCIATION LTD

# Newsletter

SUMMER 2020

## Summer Holidays

The Summer public holiday dates are Friday 17 July 2020 and Monday 20 July 2020.

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



## Thank you

The Management Committee and staff would like to thank you for your co-operation and patience during the coronavirus crisis.

Thanks also to all the key workers who are providing valuable services during the pandemic.

We are still providing a service to tenants and all staff are working from home. Committee meetings are still being held, remotely, every month. Our contractors are still cutting grass and clearing bulk items. We are carrying out allocations, gas servicing and emergency repairs.

We are following government advice and will be re-opening the office when it is safe to do so.

*We ask for your continued co-operation. We are here to help and you can contact us by phoning 0141 771 9590 or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)*



## Annual General Meeting 2020

We are waiting on guidance to find out how we can hold the Annual General meeting safely this year. We will keep you updated on our plans.

## In Memory

We are sad to advise that three of our previous Committee members have passed away. Our thoughts are with their families during this difficult time and their loss has been harder because of the pandemic. The Management Committee and staff would like to thank them for their valuable contribution to Gardeen Housing Association.

### Cassie Taylor

Cassie was one of the first brave women to stand up and demand a better house and community for her family. Cassie became involved in the Committee at the very beginning in 1988 until her retirement due to ill health in 2009



She would attend meetings with councillors, MPS and the Scottish Government to argue for funding to allow Gardeen to continue to develop homes.

Cassie was a well-respected Committee Member and as well as serving as Chairperson and Secretary of Gardeen Housing Association she was elected Chairperson of the Scottish Community Co-operative Forum where she represented housing organisations across Scotland.

Cassie fought for representation for women and encouraged childcare at conferences to allow more women to attend. She was proud of the changes in the Gardeen area and remained a strong supporter of Gardeen Housing Association.

### Rena Quinn

Rena joined the Committee in 1998 and served as Chairperson from 2008 to 2012. Rena was keen to ensure that the Gardeen homes and the environment were well maintained. Rena led the Association during a period of change when new kitchens and bathrooms were installed in Gardeen homes. The Scottish Housing Regulator introduced new guidance in 2012 and Rena took on the new responsibilities as Chairperson.



Rena was a reliable Chairperson and provided valuable support to staff and committee members during challenging times, before her resignation in 2016.

### Moira Lenehan

Moira joined the Committee in 1997 during the development period and made valuable contributions to the design of Gardeen homes. Moira made friends easily and attended a number of conferences to learn more about housing across Scotland. She always made a valuable contribution to Committee meetings and was vice chairperson for a number of years. Moira also volunteered for the Community Health Shop and other local organisations.



*Cassie, Rena and Moira were at the centre of their families and were also able to give their valuable time to the Association. We thank them all for the dedication and support to Gardeen Housing Association over the years.*

## Changes to our services

We are making some changes to our services in line with government advice. Gardeen staff who can work from home will continue to work from home.

We have installed a screen at reception to protect you and to protect Gardeen staff. We will provide hand-washing facilities. Our staff may be wearing masks and gloves. We will ask you to follow social distancing and stay apart from staff and contractors.

We will ask you to contact us before you come to the office to make sure that the area is safe for you and our staff.

We can arrange a Zoom meeting, if you would prefer. Please pay your rent by card, by telephone or online where possible.

We will still provide a service to you and we will gradually be able to organise repairs to your home. If you have any queries then please let us know on 0141 771 9590.

## Revised Model Complaints Handling Procedure

Gardeen Housing Association has a model complaints procedure. We will use complaints to improve our service to you. The Scottish Public Services Ombudsman has made some changes which we will incorporate into own procedure by 1 April 2021.

If you would like a copy of the complaints procedure for Gardeen Housing Association then please contact the office and we can send one to you. We can use your complaint to put right the matter and improve our service.

## Internal Audit 2020

From 11 November 2019, housing associations in Scotland must comply with the Freedom of Information Act.



We want to ensure that we continue to provide an open and accountable service to the community. We have asked our internal auditors to look at our compliance including our Guide to Information, Freedom of Information policies and Minutes of meetings.

The Management Committee are pleased that the results of the internal audit show that Gardeen Housing Association is complying with the current legislation.

If you would like to read a copy of the report then please contact Roslyn at the office.

## Key Committee Decisions

The Management Committee make the decisions that affect Gardeen Housing Association. They were able to do so by holding meetings remotely to ensure everyone's safety during Covid-19.

Key decisions from April to June 2020 include:

- Amended standing orders to enable remote meetings;
- Discussed possible development opportunities;
- Approved internal audit on Freedom of Information;
- Approved review of 30 year finance plans;
- Approved Register of Interests for Committee 2019-2020;
- Approved Management Accounts to 31 March 2020;
- Approved Review of 30 Year financial Projections;
- Approved a five year budget;
- Approved the loan submission to the Scottish Housing Regulator;
- Approved Treasury Management Report;
- Approved the Annual Return against the Charter (ARC);
- Approved Property Management reports;
- Reviewed pensions for staff;
- Approved recruitment of welfare rights adviser;
- Approved monthly Covid-19 return to Scottish Housing Regulator;
- Discussed Government advice to re-open office safely;

In addition, the Management Committee attended remote training on employment responsibilities and the role of a Committee member.

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.

## Mini Resident Satisfaction Survey

We plan to carry out an independent survey later in 2020 to hear your views about the service you would like from Gardeen going forward. We will carry out this survey remotely by telephone, email or Zoom call.

This survey will be more specific than the wider tenant satisfaction survey and will cover topics such as access for reactive repairs and planned maintenance, accessing our office and communication. We would love to hear your views.

Please contact Lyndsay or John at the office if you have any queries.

## Performance Report to 31 March 2020

Gardeen Housing Association has submitted an Annual Report on the Scottish Housing Charter (ARC) to the Scottish Housing Regulator. We will provide you with more information in our Performance Report for 2019-2020 later in the year.

Background info	Gardeen Housing Association
Number of homes	253
Staff numbers	6
Members	87
Members attending AGM 2019	25

Allocations	
Lets during the year	10
Lets to existing tenants	3
Lets to housing list	7
Lets to mutual exchange	0

Homes	
Average time to re-let	1.44 days
Medical Adaptations	£31,739 spent
Tenant Sustainment	100%
Rent Arrears	0.48%
Voids loss	0.02%
Rent Increase	2.5%

Maintenance	
Emergency repairs	2.18 hours
Non-emergency repairs	2.97 days
Gas Servicing	100%

Complaints	
Received	3

Anti-social behaviour cases reported	15
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We are working to maintain high levels of satisfaction with our service and achieve current energy standards. If you would like to discuss this in more detail then please contact Roslyn at the office.

### Framework of Contractors Review

The Association's review of our reactive maintenance contractors is now complete. The contractors appointed to the framework have been notified and are in place until 2024. We would like to thank our contractors for their hard work during the lockdown period. If you have any feedback about the performance of our contractors please contact a member of staff at the office.

### Changes to Annual Gas Servicing

We have changed our procedures to keep you and our contractor safe. We would be grateful if you could please follow the guidance below:

- It is important that the contractor is aware if anyone in the house is clinically vulnerable, shielding or has Covid-19 symptoms and is self-isolating. The engineer will phone on the day to check this. Please do not be offended, we must now check this before entering your property;
- Please assist with social distancing requirements by going into another room while the engineer is carrying out the gas service;
- If you have a pet, please help us by putting your pet in another room;
- If your gas meter is in a cupboard, please ensure the cupboard is clear enough to allow the engineer easy access to the meter.

We thank you for your assistance. If you would like any further information, please contact Anna at the office.



### Your safety

Your safety is important to us as we change our services. The Scottish Housing Regulator is keen that we find out your views on allowing our contractors into your home to carry out repairs and gas servicing.

Our local contractors are keen to work with us as we change our service. Many of you will already know them.

We will be asking all our contractors to confirm to us that they have no Coronavirus symptoms, before they turn up for work. They may wear masks and gloves.

They will keep social distancing so some repairs might take a bit longer as we will ensure that only one contractor is in your home at a time.

If you are worried about letting people into your home following this period of lockdown then please let us know and we can try to resolve them.



Contact the office on 0141 771 9590 or email us [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

### Additional Smoke Alarms

The Scottish Government has confirmed that all housing associations must comply with these new requirements by February 2021 and that no extension to these timescales is planned. We will contact you over the coming months to arrange access for these works, if you have not already had this carried out.



### Painterwork

A whole stock assessment of the painterwork is being carried out by the Association's Maintenance Consultant. We will provide details on the outcome of this survey in our next newsletter. The paint we used previously was good quality and has lasted well which saves the Association money and keeps rents affordable.

If you have any queries about planned maintenance please contact Roslyn or Lyndsay at the office.

## Gardeen Housing Association – Your Landlord

Gardeen Housing Association is a Registered Social Landlord and as such has responsibilities to provide landlord services to our tenants. Gardeen is not responsible for all services within the community, although we are happy to assist tenants to deal with the organisations who are responsible for other areas of work.

### Gardeen’s Main Responsibilities

Gardeen as a landlord has a number of responsibilities. The main areas that affect our relationship with tenants include:

- Charge and collect rents;
- Instruct repairs and keep properties in good condition;
- Estate management inspections;
- Ensuring tenants and Gardeen comply with conditions of tenancy agreements;
- Keeping tenants informed of our work;
- Asking tenants their opinions and satisfaction with our work.

### AREAS FOR WHICH OTHER SERVICES ARE RESPONSIBLE:

Gardeen’s income comes from the rents that tenants pay and therefore the money we spend has to concentrate on the above areas which tenants pay rent for. There are many other things that affect you living in your community, however, they are not paid for through your rent but instead paid for through other payments. Below are a few examples of such services and who is responsible:

Area	Who is responsible	How You Pay for Service
Rubbish collection	Glasgow City Council	Council Tax
Street lighting	Glasgow City Council	Council Tax
Pest control (external)	Glasgow City Council	Council Tax
Pot holes in pavements & roads	Glasgow City Council	Council Tax
Crime	Police	Council tax and General Taxation
Water supply	Scottish Water	Water charge in Council Tax
Leaks in street	Scottish Water	Water charge in Council Tax

### Food Waste Bins

Glasgow City Council is not currently emptying food waste bins. Please can you put any food waste into general waste bins until further notice.

## Activity Packs

We were pleased to see Gardeen families enjoying the activity packs for kids delivered by Connect.



## Mini Allotment Packs

Connect delivered some mini allotment packs to our tenants. We hope to be able to progress the community garden again soon. There is still lots of time to get involved! Please contact John at our office if you would like more information.



## GARDEN COMPETITION 2020

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 Verandah	£20	£10	
Best Common Garden	£20	£10	

Judging will take place during July 2020, 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 email their name, address and what category you are nominating it for to [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

### GARDEN COMPETITION 2020

THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_

CATEGORY: \_\_\_\_\_

SIGNED: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_

## Cash for Kids, Scotmid & STV Children's Appeal

We successfully secured grant funding of over £5,700 from Cash for Kids, Scotmid and the STV Children's Appeal to help provide Scotmid vouchers for Gardeen families during the coronavirus pandemic.



## Connect COVID-19 Emergency Fuel Fund

In partnership with Connect Community Trust, we helped over 80 tenants access financial assistance with gas and electricity costs during the COVID-19 pandemic.

## Scottish Welfare Fund

We are pleased to report that since April 2020 Gardeen staff have successfully assisted tenants to secure over £2,000 from the Scottish Welfare Fund. If you would like further advice about this fund, please contact John at our office.

## Money Advice at Gardeen

We are delighted to advise that Elaine McIntyre has joined Connect Community Trust as Income Adviser.

Elaine will provide independent welfare rights advice to Gardeen tenants every Thursday. Appointments will take place by telephone or Zoom call until further notice.

Elaine has over 12 years of experience in money advice and support. She brings a wealth of experience and skills to help local people.



Please contact Lyndsay or John at the office if you would like an appointment with a welfare rights adviser.

## Emergency Food Assistance

Please contact a member of staff at our office if you would like a confidential referral. We are working in partnership with Connect Community Trust who will drop off a package to your property.



## Coronavirus Easements Update

At the beginning of the Coronavirus outbreak, the government set in place a number of easements. These were due to social distancing measures and to help the DWP deal with the unprecedented number of new UC claims.

Many of these easements ended in June e.g. attending interviews at the Jobcentre; face-to-face assessments for health and disability benefits; work search and availability requirements and recovery of certain debts were all suspended for three months but has now restarted.

If you would like assistance with any of the above please contact Lyndsay or John at our office.

## Gardeen App

Gardeen's App has been designed to make it as easy as possible to communicate with us. You can use it to ask us a question, report a repair or submit a complaint.

If you have an Apple, Android, or Windows device please type in the following link to your device browser and follow the instructions.

<http://cms.kiswebs-design.co.uk/promo/gardeenh>

Android devices can also download the app from the Google Play Store.





## Scottish Association for Mental Health

As lockdown begins to ease in Scotland, it's normal to feel worried or stressed about doing things that haven't been part of your regular routine for some time, such as meeting up with loved ones from another household, returning to work or going outside more. Social distancing can also affect the activities you usually take part in to maintain your mental health.

There are ways you can protect your mental health and wellbeing. SAMH has developed a dedicated information hub that can be accessed using the link below:

<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/coronavirus-information-hub>

## ReConnect

ReConnect has secured funding to enable them to provide white goods, furniture and electrical items to people who experience an emergency during the COVID-19 pandemic. Please contact our office if you would like us to refer you for this service.



## 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. The Association has a new target of re-letting 35% of empty homes per year to those households classed as statutorily homeless by Glasgow City Council.

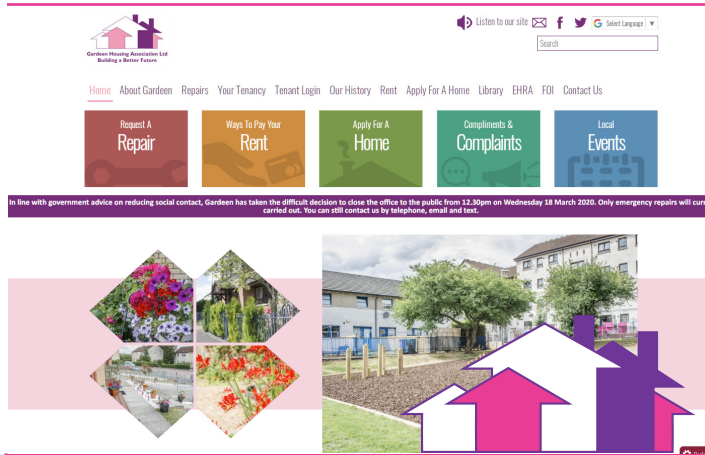


## Website Portal

The Association has a web portal. The system enables our tenants to be able to access their rent account to check their rent balance, and also look at repairs that have been processed for their home.

The system is protected so that individual tenants need a username and password in order to access any information.

If you are interested in using this facility please go to [www.gardeen.org.uk](http://www.gardeen.org.uk) and click Register for Tenant Login at the bottom of the page.



## Looking to change career or update skills?

You might have decided during lockdown that you would like to learn new skills. Why not think about joining the Management Committee of Gardeen Housing Association?

We hold the meetings remotely and you will receive a full training pack. Training is always available and you can learn about finance, homelessness and how to monitor performance.

There are lots of new skills for you to update your CV. Contact the office on 0141 771 9590 or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk) for an informal chat.



# QUIZ CORNER WELL DONE TO THE WINNERS OF THE SPRING NEWSLETTER!

## WORD SEARCH

Can you find the words in the grid below?

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

SUMMER  
SUNSHINE  
HOLIDAY  
SANDALS

PICNIC  
OUTDOORS  
SWIMSUIT  
ICE-CREAM

## 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 7th August 2020, 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 7th August 2020



NAME: \_\_\_\_\_

DOB: \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

## GARDEEN HOUSING ASSOCIATION LIMITED

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

Open Weekdays 9:30am - 4:30pm (Closed for lunch 12:30pm - 1:30pm, and for training throughout Thursday morning)

