



Newsletter

SPRING 2022

Easter Greetings!

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



Our Services

Gardeen staff are still working to provide a service to tenants. The office is open and you can contact us to arrange an appointment. This is for your safety and to reduce the number of visitors to the office.

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

We also hope to appoint a new Energy Advisor, who will be able help you with your fuel costs. We will keep you updated on our plans.

We are also starting to plan a replacement bathroom contract for the summer of 2022 and continue with our improvement plans.

We continue to work in partnership with Connect Community Trust who are providing a range of services. Management Committee meetings are held remotely and decisions are continuing to be made to deliver a service to you and ensure compliance with the Scottish Housing Regulator.

We would like to thank you for your co-operation in working with us. Stay safe, follow the rules and keep in touch. We are here to help.



SPRING HOLIDAYS

The office will close at 4.30pm on Thursday 14 April 2022 and will re-open on Tuesday 19 April 2022 at 9.30am.

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



Key Committee Decisions July 2021 to March 2022

The Management Committee make the decisions that affect Gardeen Housing Association. Meetings take place monthly by Zoom. Key decisions from July 2021 to March 2022 include:

- Approved Annual Accounts for 2020-2021
- Approved Annual Return on the Charter 2021
- Reviewed risks on a quarterly basis
- Approved Tenants Satisfaction Survey 2021
- Reviewed equalities information
- Discussed possible development opportunities
- Approved Register of Interests for Committee
- Approved quarterly Management Accounts
- Approved revised policies
- Supported Green Spaces Project
- Approved Energy Advisor in partnership
- Approved annual and five year budgets
- Approved Treasury Management Report
- Approved the Annual Return on the Charter (ARC)
- Approved Property Management reports
- Approved quarterly Covid returns to Scottish Housing Regulator
- Welcomed two new Committee members
- Approved independent rent affordability review
- Discussed Government advice to re-open office safely

In addition, the Management Committee attended remote training on internal audit, financial risks, pensions and staffing updates. 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.

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.

- Bankruptcy Policy
- Stage 3 Adaptations Policy
- Subletting and Lodgers Policy
- Assignment Policy
- Succession Policy
- Pet Policy
- Procurement Policy
- Customer Engagement Strategy
- Domestic Abuse Policy
- Tenancy Sustainment Policy
- Unacceptable Actions Policy
- Whistleblowing Policy
- Equality and Diversity

Allocations

On 3 March 2022, Committee approved the following targets for percentage of allocations to each of the categories below:

Transfer	20%
Housing Register	40%
Section 5 Homeless Households	40%
Nomination/Other	0%

The Association has worked in partnership with other Common Housing Register members to set up a housing application which applicants can now complete online.



Rent Increase 2022

The Management Committee of Gardeen Housing agreed a budget for 2022-23 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 2022-23 of 4.1% from 1 April 2022.







One of the questions asked during the rent increase consultation was about how we set our rents. This is detailed 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.



The Scottish Housing Regulator - Key Risks for 2022



The key risks that the Regulator will look at in 2022 are:

- 
Homelessness – monitoring housing associations' performance in responding to requests for assistance, limiting the time people spend in temporary accommodation.
- 
Performance – monitor the way housing associations deliver services for their tenants and meet the standards and outcomes from the Scottish Government's Social Housing Charter.
- 
Stock quality - ensure homes meet the Scottish Housing Quality Standard and the Energy Efficiency Standards.
- 
Development - monitor delivery of any plans for building new homes.
- 
Financial Health of RSLs - monitor financial health of housing associations.
- 
Good Governance of RSLs – monitor how well run housing associations are.

Engagement plan



Gardeen Housing Association Ltd

Regulatory Status: Compliant

We don't require any further assurance from Gardeen Housing Association Ltd (Gardeen) at this point in time 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



Easterhouse Housing and Regeneration Alliance (EHRA)

Easterhouse Housing and Regeneration Alliance Partnership Working: COVID Report

The eight community owned housing organisations that operate across Greater Easterhouse worked in partnership to produce a report on the impact of Covid-19 in our communities. This report highlighted that local organisations worked together to help deliver an emergency service to tenants. We would like to thank Connect Community Trust for their help in delivering food parcels, allotments packs and fuel cards to tenants during lockdown. We also are aware that many tenants are struggling to buy basic items such as beds, bedding and cookers.

Local Elections in Scotland: 5 May 2022

You can vote for your local councillor on 5 May 2022. Gardeen Housing Association is in ward 18 East Centre.

This is a multi-ward and you will have four councillors who will work on your behalf.

EHRA is hosting an in person hustings for the local election on:

**Tuesday 26 April 2022
2-4pm
Blairtummock Hall, Boynsie Road**

More information to follow on Facebook, Twitter and our website. If you would like to come along, contact the office and we can arrange transport.

SIGN UP NOW FOR YOUR GLASGOW KELVIN COLLEGE LEARNING ACCOUNT

Barlanark Community Centre
33 Burnmouth Road, G33 4RZ

Come and check out your new learning centre in Barlanark!

Glasgow Kelvin College in partnership with Glasgow Life

Open:
Monday - Thursday: 9am to 8pm
Friday: 9am - 5pm



FREE INTERNET AND WI-FI

ACCESS TO THE ADOBE CREATIVE CLOUD SUITE E.G PHOTOSHOP

MICROSOFT OFFICE DOWNLOADS WITH A GKC ACCOUNT

COME AND FIND OUT ABOUT GLASGOW LIFE ACTIVITIES IN THE CENTRE

Bathroom Replacements

Bathroom replacements are programmed 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. The contract was tendered via Public Contracts Scotland and the successful contractor is MCN (Scotland) Limited. If you have any queries about our planned maintenance programme please contact Lyndsay or Anna.

Cyclical Painterwork

The Association's painterwork contract will be re-tendered during 2022-23 via Public Contracts Scotland's website. The paint we used previously was good quality and has lasted well which saves the Association money and keeps rents affordable. A further assessment will be carried out by the Association's Maintenance Consultant in 2022 to determine what is required.

Legionella – Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal however there are some simple steps that you should take to help protect you and those in your home

- 1** You should 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;
- 2** You should make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident;
- 3** Run the hot and cold water taps throughout your home on at least a weekly basis;
- 4** If you have an electric hot water tank (those tenants with electric heating) you should make sure that you are fully heating the water in it and then using the water immediately after at least 2-3 times per week.

These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact Lyndsay at the office.

Dog Fouling

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.

Communal Bins

(access lane – 108 – 112 Pendeen Road; 22 – 44 Garlieston Road and 2 – 32 Pendeen Place)

During the last quarter, there have been some problems with bins overflowing in the access lane.

We would be grateful if you could try to recycle as much as possible.

For further information from Glasgow City Council about what you can recycle and where please follow the link below:
<https://www.glasgow.gov.uk/index.aspx?articleid=26968>

Please contact Lyndsay or John if you have any queries and we will raise these with the Council's Neighbourhood Co-ordinator.

On Line Booking

If you would like to book an appointment online to attend your local household recycling centre of transfer station please follow the link below:

<https://selfservice-glasgow.servicebuilder.co.uk>

Repair Timescales



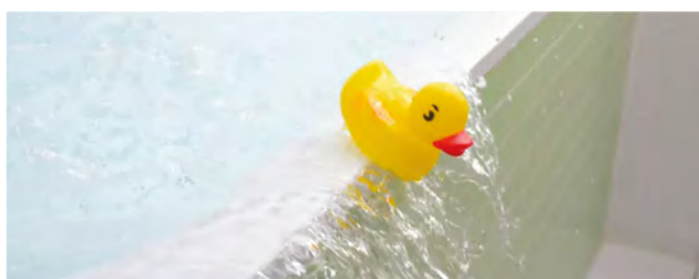
Staff are working in partnership with our local contractors to ensure that we continue to provide a high quality repairs service.

We are experiencing some challenges regarding supply chains for materials and labour, which in turn is driving up costs. However, we will continue to strive to provide the best service possible.

We will prioritise tenant safety by making it a requirement that our contractors continue to wear PPE when working in your home.

Please complete the repairs satisfaction survey issued with each tenant repair or contact a member of staff if you have any concerns about a repair.

Running a Bath? – remember your neighbours



Over the past few months, a number of tenants have been flooded by neighbours. This has been caused by accidentally leaving taps running when filling a bath.

This results in damage to the property, insurance claims and additional costs. We would like to remind everyone to check on your bath when filling it up.

Community Garden Update

Friends of Barlanark and Springboig are looking at plans for the community garden. A new bio diversity study will be undertaken to check on the water voles that are living in the area. Water voles are a protected species and cannot be moved during the breeding season.

Fire Risk Assessment

A fire risk assessment of Gardeen's communal closes has been carried out by ACS Physical Risk Control Ltd. They have made some recommendations about removing items in communal areas.

Please help us 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.

Over the next few weeks staff may post a card through your door about removing items.

This is to make sure that everyone is safe. Thank you for your co-operation.

If you would like assistance to remove an item please contact Lyndsay or John and we will ask our contractor to assist as a goodwill gesture. If you would like to discuss this in more detail, please contact Lyndsay or John.

Please also 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.

Gas Maintenance Contract

The Association has recently re-tendered its gas maintenance contract. Our Maintenance Consultant advertised the contract on the Public Contracts Scotland website and we are delighted to advise that Scotia Plumbing and Heating were the successful contractor.



Scotia Plumbing and Heating are our current contractor and we look forward to continuing to work in partnership with them. Scotia operate in the local area and can respond quickly to call outs.

Many tenants will know the existing engineers that carry out the annual gas services on behalf of the Association. We thank you in advance for your co-operation about providing access for this as the services keep everyone safe.

Cash For Kids

We successfully secured grant funding of £19,510 from Cash for Kids to help provide Aldi vouchers for Gardeen families. Thank you to Cash for Kids!



Gas & Electricity Cost Assistance

In partnership with the Housing Association Charitable Trust (HACT), we have helped over 70 tenants during 2022 to access financial assistance with gas and electricity costs totalling £3,360.



Scottish Welfare Fund

We are pleased to report that since April 2021 Connect staff have successfully assisted tenants to secure over £6,338.51 from the Scottish Welfare Fund. If you would like further advice about this fund, please contact John at our office.



Scottish Child Payment

From April 2022, the Scottish Child Payment will double to £20.00 per week. It is hoped that the benefit will be fully rolled out to children under the age of 16 by the end of 2022.

If you have any queries about these payments please contact John or Lyndsay. We can also arrange an appointment with Elaine McIntyre, welfare rights advisor.



Cost of Living Payment

All households in council tax bands A to D and all of those eligible for council tax reduction will receive a £150 payment in a bid to tackle the rising cost of living.

Local authorities had the choice to deliver this either as a direct cash payment or as a credit to council tax accounts. Glasgow City is administering the scheme as a credit to council tax accounts.



Discretionary Housing Payment

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 2022/23.

Climate Change and Your Home Survey



Scotland's Housing Network and the Tenants Information Service (TIS) are undertaking a survey of social housing tenants across Scotland to help understand tenants' views and attitudes towards climate change.

The Scottish Government recently published Housing to 2040 which is a report that sets out their vision for housing in Scotland over the next twenty years. As part of this, they have committed to adapt existing homes to make them more environmentally friendly. An important part of Housing to 2040 is also to reduce climate change by decarbonising heating systems. This means moving away from gas heating systems and using more energy efficient options, such as solar panels and heat pumps.

Meeting these aims is a big task and will require social landlords' to invest a large amount of time and money. This is why they need your help, as a social rented tenant, to plan how to manage the improvements needed to people's homes; especially as this will involve carefully assessing the impact that these changes could have on rent levels.

Completing this survey will also help social landlords across Scotland to understand what tenants' and residents' views on climate change are and what they would like to know more about. This will help us to develop a communication strategy that can be used across the social housing sector.

Connect Energy Advisor

Gardeen is working in partnership with Connect Community Trust, Provanhall Housing Association and Blairtummock Housing Association to recruit an energy advisor to provide much-needed support to tenants with fuel and energy advice.

This post is funded by the Energy Savings Trust. Once in post, the energy advisor will provide information, advice, support and assistance to minimise fuel costs. We will keep you updated about this on our website and social media.



QUIZ CORNER

Congratulations to the winners of the winter newsletter competitions.

For all ages.

Can you find the words in the grid below?

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

**CHICKS
FLOWERS
SPRING
EGGS**

**BUNNY
APRIL
HOLIDAY
EASTER**

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 29th April 2022**. The winner will be the first correct entry, drawn out of the hat and will receive £10. 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, just colour in the pictures below. Fill in your name, date of birth, address and telephone number. Cut out and return this page to the Association's office by **Friday 29th April 2022**



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)



@gardeenh



Gardeen Housing Association



**Healthy
Working
Lives**



INVESTOR IN PEOPLE