



# Newsletter

**AUTUMN 2021**

## **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**

## **Annual General Meeting 22 September 2021 at 7.30pm**

The Annual General meeting will take place on Wednesday 22 September 2021 at 7.30pm.

We are holding this meeting by Zoom to ensure that everyone is safe.

Every member should already have received notice of the meeting by letter or email.

We look forward to seeing you at the Annual General Meeting 2021.

## **SERVICE DELIVERY UPDATE**

We are following Scottish Government advice and staff are continuing to work from home. Housing staff are in the office at least once a week to deal with your queries and inspect the Gardeen area.

When we open the office, we will be operating an appointment system to protect you and Gardeen staff.

Staff will work using a mixture of home working and working in the office.

If you have a query you can phone, text or email and a member of staff will help you with your query.

You can help us by wearing a mask when you visit the office for your appointment. Keep safe and keep in touch. We are here to help.



## **AUTUMN HOLIDAYS**

The Autumn public holiday dates are:

**Friday 24 September 2021 and  
Monday 27 September 2021.**

## Business Plan Annual Review

The Management Committee approved a Business Plan in 2020 and have reviewed the document in light of Brexit and covid-19.

There are likely to be challenges ahead because of Brexit and covid-19. It may take us longer to get parts or they might be more expensive. We will be changing our service to you as many of you now contact us by text and email.

Our committee meetings are held by Zoom and we will continue to do this until further notice.

The priorities for the Association are:

**Response to the covid-19 pandemic**

**Rents and Affordability**

**Housing and Repair Service**

**Local Environment**

**Asset Investment and Investment in Homes**

**Community Regeneration**

**Governance and Organisational Management**

If you would like a copy of the Business Plan, please contact Roslyn or Lyndsay

## Gardeen Performance 2020-2021

	2020/21	2019/20
<b>Committee Members</b>		
Number of Committee Members	8	11
<b>Membership</b>		
Number of members at year end	74	87
<b>AGM</b>		
% of members who attended first remote AGM	19.5%	30%
<b>Staff</b>		
Number of full time staff	6	6
<b>Rent Arrears</b>		
% gross rent arrears as a percentage of rent due	0.32%	0.48%
<b>Void Loss</b>		
% void loss	0.06%	0.02%
<b>Repairs</b>		
% Reactive Repairs completed right first time	94.49%	99.26%
Average Time to Complete Emergency Repairs	1.69 hours	2.18 hours
Average Time to Complete Non-emergency repairs	5.00 days	2.97 days
<b>Rent Increase</b>		
Average rent increase	1.5%	2.5%
<b>Evictions Carried Out</b>		
Number of evictions carried out	0	0
<b>Properties</b>		
Number of Gardeen homes	253	253

## Landlord Report 2020-2021

You can read the Landlord Report on the Scottish Housing Regulator website by visiting:  
<https://www.housingregulator.gov.scot/landlord-performance/landlords/gardeen-housing-association-ltd>

You can also compare the performance of Gardeen Housing Association with other landlords.

We will issue our Performance Report in October 2021.

## Tenant Satisfaction Survey 2021

We carried out an independent tenant satisfaction survey in June 2021.

We are pleased to report that 94% of respondents are satisfied with the overall service provided by Gardeen Housing Association.

**We will post more information on our website but if you would like a copy of the summary report, please contact Roslyn or Lyndsay on 0141 771 9590 or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)**

## New Rules: SFHA Model Rules 2020

On 30 August 2021, Gardeen Housing Association held a Special General Meeting to approve new rules that would ensure that we are compliant with the Scottish Housing Regulator.

Thanks to the 18 members who turned up or sent proxy forms. We are now using the SFHA Model Rules 2020. If you would like a copy then please contact Lyndsay or Roslyn.



## Telephone Survey

We plan to carry out a short telephone survey on our plans for reshaping our services going forward. This is confidential and will take place in September 2021.



## Facebook Messenger

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.



## Maintenance Policy Update

We have recently updated our Maintenance Policy to include the definition of a complex repair:

A complex repair is one where the target timescale may not be achieved due to a variety of factors. Examples of complex repairs are:

- Jobs requiring scaffolding or a cherry picker;
- Investigation work needs to be undertaken;
- Replacement of a one-off component which is not covered under the planned budget e.g. new roof/door/window;
- Dampness/rot works that require specialist treatment;
- Major water ingress/leaks which require to be dried out prior to further works being undertaken;
- Breakdowns affecting specialist equipment;
- Jobs over £2,000 and requiring quotes;
- Repairs that involve utility companies (electricity, gas and water).

Complex repairs are not included in the calculations for 'right first time' performance monitoring.

A job is considered to be complete 'right first time' if:

- It is completed within target timescales;
- It is not subject to recall.

Please contact Lyndsay if you would like to discuss this update in more detail.



## No Heating and Hot Water

If you report that you have no heating or hot water from 1 October – 31 March we will instruct our contractor to attend to repair this as an emergency.

This means that our contractor will attend within 4 hours although our statistics show that they usually attend much quicker than this. We aim to provide an efficient repairs service using local contractors.



## Repair Satisfaction

You can help us monitor the performance of our contractors and the quality of the repairs service we provide to you by:

- **Replying to the repairs satisfaction surveys sent by text**
- **Completing and returning by post the forms we send out to you if you do not have an email address**
- **Replying to the email we send you with your repair receipt or using the link also in that email to complete the survey online**
- **Completing the survey online via our website below:**  
<https://gardeen.org.uk/repairs-satisfaction-survey/>

Your assistance with this matter is greatly appreciated.



## Communal Bins in Access Lane

Please help us by recycling as much as possible so that there is more capacity in the general waste bins. If you would like more information on what you can recycle please visit Glasgow City Council's website below:

<https://www.glasgow.gov.uk/index.aspx?articleid=17043>

If you would like a copy posted out to you instead please contact the office.



## Brown Bin Pilot for Ground Floor Properties

We are working in partnership with Glasgow City Council regarding their proposals for this pilot. If you are in a ground floor property and would like more information, please contact Lyndsay or John.



## Garden Competition 2021

Thanks to all the Gardeen gardeners who made such a difference to the Gardeen community.

The winners of the 2021 Gardeen garden competition are:

### Isa Hunt Gardening Prize: Best Garden

- 1st - 0/2, 46 Pendeen Road
- 2nd - 27B Garlieston Road
- 3rd - 0/2, 4 Garlieston Road

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### Best Improved

- 1st - 1/2, 34 Garlieston Road
- 2nd - 5 Garlieston Road

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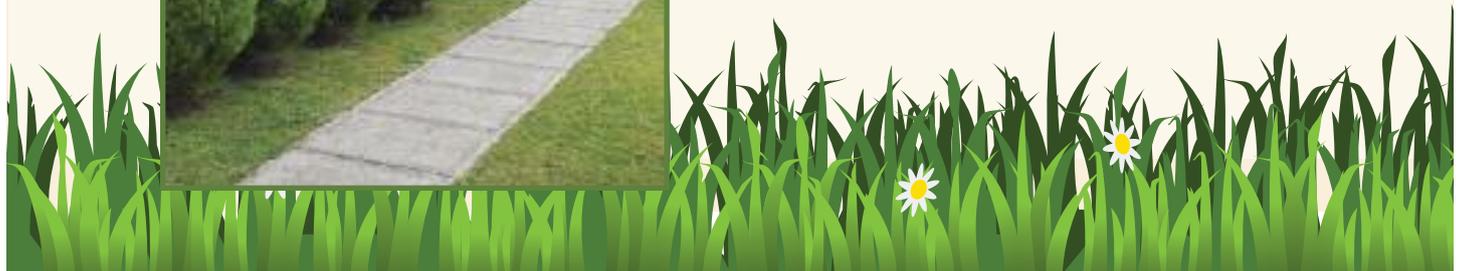
### Best Communal

- 1st - 46/48 Pendeen Road
- 2nd - 89 Garlieston Road

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### Best Verandah

- 1st - 2/1 18 Pendeen Place
- 2nd - 1/1 18 Pendeen Place



## Glasgow City Council: Assisted Garden Maintenance Scheme

Glasgow City Council has advised that they have ended their Assisted Garden Maintenance Scheme permanently. As the Association's waiting list is currently full this will put added pressure on this resource. The Association reviews its waiting list annually. If you would like to discuss any of this further please contact John or Lyndsay.



## Cash for Kids

Gardeen were delighted to secure £6,160 from Cash for Kids. Part of the funding conditions were that we had to purchase vouchers. We were pleased that the funding from Cash for Kids meant that we could deliver vouchers to every family with children in a Gardeen home.



## HELP AND ASSISTANCE

### Money Advice at Gardeen

Elaine McIntyre provides independent welfare rights advice to Gardeen tenants on a Tuesday morning and afternoon. 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.**



### Changes to Your Household



Please contact us to let us know when there are any changes to your household composition. The law has recently changed regarding what can happen to your tenancy if you were to pass away. A household member would have to be at least 16 years of age and registered as having lived with you at the property for a period of at least 12 months previously in order to succeed to the tenancy.

The 12 month rule also applies if you would like to change from a sole to a joint tenancy, assign your tenancy to a member of your household if you move away or sub-let your tenancy to someone living with you.

**If you would like to discuss any tenancy changes in more detail, please contact John or Lyndsay at the office.**

## New Online Housing Application Form

You can now apply online to the Greater Easterhouse Common Housing Register (GECHR).

Gardeen has worked in partnership with Calvary Housing Association, Easthall Park Housing Co-operative and Lochfield Park Housing Association to develop a user-friendly online housing application form alongside our website provider, Kiswebs. You can also upload supporting documents using your mobile device.

GECHR operates a common/shared housing allocation policy. Applicants can select all four organisations when applying or a combination of different areas.

The form has already proven popular with the majority of applicants choosing to use this method rather than the traditional application form. We hope to continue to develop and improve the application process and information provided.

**Please use the link below for details on how to apply and a link to the online form:**  
<https://gardeen.org.uk/apply-to-gardeen/>

**If you would like to discuss your transfer housing application please contact Lyndsay or Lorraine at the office.**



# QUIZ CORNER

Congratulations to the winners of the summer newsletter!!!

## WORD SEARCH

Can you find the words in the grid below?

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

LEAVES

HALLOWEEN

FIREWORK

GOLDEN

CHILLY

FROSTY

PUMPKIN

HARVEST

## 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 22nd October 2021**. 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.

## 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 22nd October 2021**



Name: \_\_\_\_\_ D.O.B: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Tel 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)



@gardeenh



Gardeen Housing Association



Healthy Working Lives



INVESTOR IN PEOPLE