



## Here to Help

During the current Coronavirus (COVID-19) pandemic, we are ensuring the health and well-being of our customers and staff by closing our office until further notice.



Please note that we are currently only able to carry out emergency repairs. Please phone 0141 771 9590 to report an emergency repair during office hours or use this number out of hours and select the relevant option from the list.

To ensure the safety of our contractors, it is important that you advise us if you, or any of your household, are self-isolating or have been diagnosed with COVID-19.

We are monitoring the advice and guidance from the UK government and NHS officials and will update our website and social media frequently to keep you informed.

Staff members are available by telephone, email and text during normal opening hours.

If you are experiencing any difficulties paying your rent please contact us. We can assist you with welfare benefits advice or signpost you to other agencies who can help. Please see page 6 of this newsletter for details about different ways to pay your rent.

Please refer to our 'community' and 'help and advice' sections in the newsletter for further information. If you are experiencing any difficulties that the Association can assist you with, please do not hesitate to contact us.

## Spring Holidays –

The Spring public holiday dates are:

**Friday 10 April 2020** and  
**Monday 13 April 2020.**

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

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**



## Business Plan 2020-2023

Gardeen staff and Committee held a planning day in November to discuss a new business plan for the next three years. The Management Committee appointed an independent Governance consultant to assist in developing the plan.

You can take part in the consultation process by emailing or telephoning the office with any feedback you have about the questions below:

- What are the most important things you think Gardeen should be doing in the future, when we are providing tenants with housing and maintenance services?
- Do you support Gardeen carrying out extra work, to support residents and make the community a better place to live?
- Just to give a few current examples, Gardeen already provides the bulk uplift and welfare rights services, and we are helping local volunteers to develop the community garden. Are there any other things we should be thinking about for the future?

If you would like to be involved in the consultation process, then please contact Lyndsay.

## Model Rules

The Model Rules have been revised to ensure that they are compliant with recent legislation, good practice and regulatory requirements. The Scottish Federation of Housing Associations (SFHA) Model Rules have been approved and accepted by the Scottish Housing Regulator, Office of the Scottish Charity Regulator and the Financial Conduct Authority.

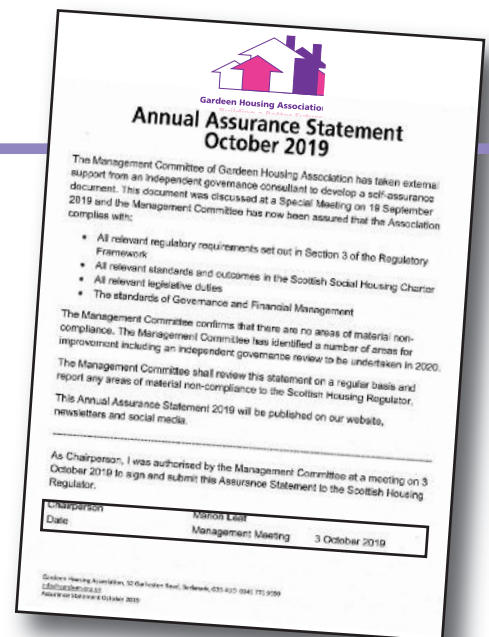
We will issue further details about updating Gardeen's Rules in line with the Model Rules at our Annual General Meeting later in the year.

Please contact Lyndsay at the office if you would like any further information in the meantime.

## Assurance Statement

Gardeen must submit an Annual Assurance Statement to the Scottish Housing Regulator providing assurance that the Association complies with the Standards of Governance and Financial Management that apply to Registered Social Landlords. The Regulator has advised that they have reviewed Gardeen's Assurance Statement and found that it covered all of the areas required by the statutory guidance.

Due to the Coronavirus (COVID-19) pandemic, the Scottish Housing Regulator has advised that they are postponing the publication of updated Engagement Plans planned for 31 March 2020 for all landlords other than for the most critical cases.



## Annual Return on the Charter Submission

The Association submits the Annual Return on the Charter (ARC) to the Scottish Housing Regulator who monitors landlord performance.

Due to the Coronavirus (COVID-19) pandemic, the Scottish Housing Regulator has advised that they have extended the timescales for all landlords to submit their ARC and for Registered Social Landlords to submit their Five Year Financial Projections and their Loan Portfolio Return to the end of July 2020.



## Key Committee Decisions

The Management Committee make the decisions that affect Gardeen Housing Association.

Key decisions that were made from January to March 2020 include:

- Approved Management Accounts to 31 December 2019;
- Approved Training Policy; Emergency Policy; Tenant Participation Policy; Asset Management Policy; Rechargeable Repairs Policy; Bankruptcy Policy; Pet Policy and Procurement Policy;
- Introduced new policies covering: Asbestos; Legionella; Tenancy Sustainment; Unacceptable Actions and Vulnerable Tenants – Domestic Abuse;
- Approved provision of assistance from Connect Community Trust for community projects during 2020-21;
- Approved Property Services Targets for 2020-21;
- Approved programme of Committee Annual Reviews for 2020;
- Discussed insurance risks and approved insurance cover for 2020-2021;
- Approved budget and rent increase for 2020-2021;
- Instructed internal auditors to review our compliance with Freedom of Information legislation.

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.

## Budget Setting 2020-21

The Management Committee of Gardeen Housing agrees a budget for 2020-21 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 2020-21 of 2.5% from 1 April 2020.

## 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.

We will update you in our next newsletter about the results of the internal audit.

If you would like to read a copy of the report, once received, please contact Lyndsay at the office.

## Independent Valuation of Gardeen Homes

Every five years, we instruct an independent valuation company to value the worth of Gardeen homes. This is in line with the requirements of our loan agreements and, in terms of good financial management, the Association wishes to ensure that values have at least been maintained since 2014.

We asked a company called Jones Lang LaSalle (JLL) to inspect around 20 homes in January 2020 to carry out a valuation. JLL then provided an independent valuation which confirmed that the improvements undertaken in our properties over the last five years reflect positively in the most up to date valuation.

Please contact Lyndsay if you require additional information.



## Blocked Drains

During 2019-20, the Association has spent £470 on drainage call outs. Please help the Association prevent out of hours call outs by not putting items like food waste; fat, oil and grease; nappies; bandages and plasters; baby wipes; cotton buds or cleaning wipes down the drain.

## Vandalism Costs

The cost of vandalism to Association property for 2019/20 was £2,335.40. The majority of these costs were due to vandalism of close door lock. Please always use your key and do not force the lock. If you would like a free extra key for the communal lock at your close please contact Anna at the office.

## Close Cleaning

Please help us keep rents affordable by keeping estate management costs down. Please follow the close cleaning rota. If you need another copy of the rota, please contact our office.

## Bins in Access Lane

If one bin is full please use the nearest available bin of the same type in the access lane. Please do not dump bags next to the bins.

## Bulk Uplifts

Glasgow City Council have suspended bulk uplifts indefinitely. Please only put your bulk out on the pavement on a Friday morning. This makes it easier for our contractor and costs the Association less money. This now applies to main door properties too.

Due to the Coronavirus (COVID-19) pandemic, it is more important than ever to keep the area clean and tidy. Please help us by following the terms of your Tenancy Agreement.



## 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.**

## Connect Community Trust

Connect Community Trust want to let you know that if you are self-isolating, need help with anything or just want someone to have a talk to over the time of the coronavirus, they are available.



**CONNECT**  
COMMUNITY TRUST  
*Moving forward, together.*

They have a team of staff and volunteers available and will be doing regular calls to people in the community, so please do not hesitate to contact them through any of the following:

**Telephone: 07515853113 or 0141 781 9918**

**E-mail: [psmith@connect-ct.org.uk](mailto:psmith@connect-ct.org.uk)**

**Facebook: [@connectcommunitytrust](https://www.facebook.com/connectcommunitytrust) and [@wellhouseallotments](https://www.facebook.com/wellhouseallotments)**

**Twitter: [Trustconnects](https://twitter.com/Trustconnects)**

Connect have emergency stocks of various items, including food, to support people which will be distributed as and when needed. For times when their office isn't open, they have a mailbox at the front of Innerzone and The Connie.

[Innerzone – 17 Newhills Road, Wellhouse](#)

[The Connie – 39 Conisborough Road, Provanhall](#)

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## Community Garden

During March, tenants and other local residents, attended an allotments tour to gather some inspiration for our own community garden! A meeting for tenants to discuss forming an Allotments Committee was scheduled for April 2020.

This has been delayed due to the Coronavirus (COVID-19) pandemic however we hope to have further updates in our next newsletter. If you would like to get involved please contact John at our office.



## Top ten benefit related facts to assist during the Coronavirus (COVID-19) pandemic:

1. Those who need to self-isolate will be treated as having a 'Limited Capability for Work'.
2. This includes those who have been diagnosed as having the virus, those who are showing symptoms of the virus, and those who are having to self-isolate because someone in their household has/could have the virus.
3. Those claiming JSA or UC as a jobseeker should let their work coach know if they are self-isolating and agree a new claimant commitment.
4. UC claimants who are treated as having a 'Limited Capability for Work' (including those receiving Statutory Sick Pay) due to the Coronavirus on the day their UC is assessed will be entitled to a work allowance.
5. Statutory Sick Pay will be paid from day 1 of an employee's absence from work if self-isolating.
6. Those not entitled to SSP may be entitled to New-Style Employment and Support Allowance (which, if entitled, will be awarded from day 1 of their absence from work).
7. Self-employed UC claimants who have to self-isolate will have the Minimum Income Floor removed from their award whilst they are self-isolating and for the whole of the Assessment Period in which they stop self-isolating.
8. Those self-isolating who need to make a new claim for Universal Credit should contact the UC helpline to let them know that they are self-isolating - the DWP have said that they will not require these claimants to attend the JobCentre for their New Claim Interview or Advance Payment.
9. Those workers getting Working Tax Credit are entitled to a 4 week 'grace period' where a drop in hours is ignored when considering whether or not they work the required hours to stay on Tax Credits.
10. The government has promised to give Local Authorities £500m to help workers affected by the Coronavirus to pay their Council Tax bill. At the moment we do not know any more about this fund ie who can apply, how to apply etc.



### Allpay

**Internet payments** – you can make secure online payments at any time at [www.allpayments.net](http://www.allpayments.net) using your Payment Reference Number (PRN) from your swipe card or barcode and your bank card.

**Telephone payments** – telephone 0844 557 8321 and this simple automated telephone system takes you through every step of the payment process, again using your PRN

**Mobile App** – available on both Apple and Android devices, this secure app can easily be set up with a bank card to make payments on a regular basis after a simple registration

**Text payments** – you can register and make payments after a brief registration online at [www.allpayments.net/textpay](http://www.allpayments.net/textpay).

### Welfare Rights Service

Gardeen provides an in-house welfare rights service in partnership with Connect Community Trust. Connect were in the process of recruiting a new adviser. Due to the Coronavirus (COVID-19) pandemic this recruitment process will be delayed, however we hope to have further updates in our next newsletter.

## Home Contents Insurance

Gardeen does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks.

Thistle Tenant Risks Home Contents Insurance Scheme has an insurance scheme for social housing tenants living in Scotland. This insurance will cover most of your household goods and contents while in your home. The insurance also covers the contents of your freezer.

For further information contact: 0345 450 7286 or pick up an application form from our office.



## Shettleston Foodbank

The Foodbank at Trinity Parish Church in Shettleston closed on 7 February 2020. They are currently looking for new premises and we will be updated as soon as they have relevant information. In the meantime, foodbank vouchers can be used on a Friday afternoon at Calton Parkhead Parish Church, 142 Helenvale Street, Glasgow G31 4NA.

Please contact a member of staff for further information.



## Coronavirus and your mental wellbeing

Many people are feeling worried or stressed about how coronavirus could affect their lives, as well as their loved ones.

Some people may also perhaps be isolated from friends, family and other relationships that are vital to keep mentally healthy. It may also be more difficult to do the things that normally help keep us well.

There are things we can do to look after our mental wellbeing during this time. Please visit the website below for information, links and resources that can help keep you informed and protect your mental health.

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



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

**EASTER  
CHOCOLATE  
SPRING**

**BUNNY  
APRIL  
HOLIDAY**

## GOOD LUCK!

For your chance to win, just complete the above word search. 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 1st May 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.

## Colouring Competition

For your chance to win £10, just colour in the picture 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 1st May 2020**



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