



Our Services

Gardeen Housing Association's office has been closed to the public since March 2020. In line with Scottish Government guidance, our office remains closed and we will re-open when we can. We are still available by phone, email, text, Zoom and social media.

We have restarted our full repairs service and will continue with gas servicing, gutter cleaning and painterwork.

We have provided financial help by applying for welfare grant funds and hardships grants. Our welfare rights adviser, Elaine is available every week to help with your queries.

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 will keep delivering a service to you. The office may be closed but we are still providing a service to all Gardeen residents.

We will keep you updated on future plans to re-open the office. We are following Scottish Government advice and at the moment we are unsure when the office will re-open.

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 even when the office is closed.



SUMMER HOLIDAYS

The Summer public holiday dates are Friday 16 July 2021 and Monday 19 July 2021.

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: 0800 111 999 or
0845 070 1432



Internal Audit 2021

The Management Committee are responsible for decisions that affect Gardeen Housing Association.

We want to ensure that the Management Committee have the right information to allow them to make the right decisions. We asked Alexander Sloan, internal auditors to carry out a check on the governance of Gardeen Housing Association.

The Management Committee are pleased that the results of the internal audit show that Gardeen Housing Association is following good governance.

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

Key Committee Decisions: April to June 2021

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

- Approved insurance tender
- Approved succession plan for staff
- Discussed possible development opportunities
- Approved internal audit on Governance
- Approved Register of Interests for Committee 2020-2021
- Approved Management Accounts to 31 March 2021
- Approved revised Finance policies
- Approved a five year budget
- Approved Treasury Management Report
- Approved the Annual Return against the Charter (ARC)
- Approved Property Management reports
- Approved monthly Covid returns to Scottish Housing Regulator
- Discussed Government advice to re-open office safely

In addition, the Management Committee attended remote training on governance, pensions and new ways of working after Covid-19.

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.

Resident Satisfaction Survey

Research Resource have been appointed by the Management Committee to carry out a survey to find out what you think of Gardeen Housing Association and the service that we provide to you. The telephone surveys are now complete and we will send out more information about the results in our next newsletter.

Annual General Meeting 2021

We are waiting on guidance to find out how we can hold the Annual General Meeting safely this year. **The meeting will be held on Wednesday 22 September 2021.** We will keep you updated on our plans.

Performance Report to 31 March 2021

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 2020-2021 later in the year.

Background info

	Gardeen Housing Association
Number of homes	253
Staff numbers	6
Members	87
Members attending AGM 2020	17

Allocations

Lets during the year	13
Lets to existing tenants	2
Lets to housing list	9
Lets to homeless	2

Homes

Average time to relet	4.38 days
Tenancy Sustainment	100%
Rent Arrears	0.32%
Voids loss	0.06%
Rent Increase	1.5%

Maintenance

Emergency repairs	1.69 hours
Non-emergency repairs	5 days
Gas Servicing	100%

Our office has remained closed over the year as we follow advice from the Scottish Government. We have continued to provide our services remotely.

If you would like to discuss this in more detail then please contact Roslyn at the office.

Permission for Alterations

Please remember that if you would like to:

- alter, improve or enlarge the property, fittings or fixtures;
- add new fixtures or fittings (for example kitchen or bathroom installations; showers or dishwashers);
- put up a garage, shed or other structure e.g. decking;
- decorate the outside of the house;

You must first get our written permission and a member of staff will contact you to obtain more detail about the works you would like to carry out.

We will not refuse permission unreasonably however we may grant permission with conditions regarding the standard of the work. More detail can be found in your Tenancy Agreement or Tenants Handbook.

Please contact Anna or Lyndsay at the office if you have any queries regarding these matters.



Gutter Cleaning

The Association carries out gutter cleaning every two years to achieve value for money. This work will be carried out by our contractor during 2021.

Painterwork

A whole stock assessment of the painterwork was previously carried out by the Association's Maintenance Consultant. It was determined that only top up works are required over the next two years in phases 1 (22 – 44 Garlieston Road) and 4 (124A – 132 Pendeen Road and 34 – 36 Pendeen Place). 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.

Energy Efficiency Standard for Social Housing



All of the Association's stock met the Energy Efficiency Standard for Social Housing (ESSH) well within the Scottish Government deadline of 31 December 2020.

The Scottish Housing Regulator carried out a consultation on the proposed indicators to monitor the Scottish Government's second milestone on the Energy Efficiency Standard for Social Housing.

The feedback has now been published, along with the Regulator's response and the new ESSH2 indicators. The Regulator has advised that it will publish supporting technical guidance for staff during the summer.

We will keep you updated in future newsletters or please contact Lyndsay at the office if you would like more information.

Reporting Repairs Online

Please remember that you can report non-emergency repairs online in the following ways:

- Via the tenant portal – contact staff for details of how to register
- Via our website:

<https://gardeen.org.uk/report-a-repair-online>

- Via the Gardeen App
- Via Facebook messenger on the Gardeen Facebook page

If you would like more information about any of these options please contact Lorraine or Lyndsay at the office.



Stock Condition Survey Update

In 2018, Brown and Wallace carried out a stock condition survey. The survey results confirmed that 100% of Gardeen's stock complies with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing. The surveys have now been carried out for the 2021 survey and we will send out more information about the results in our next newsletter.

Communal Bins (access lane-phases 1 and 2)

During the last quarter, there have been some problems with bins overflowing in the access lane. Last year, without consultation, Glasgow City Council changed the uplift schedule to once every 8 days instead of once every 7 days.

We have contacted the Council to request additional general waste and recycling bins. We have also requested brown garden waste bins for the ground floor properties with a garden.

However, in the meantime please can you assist the Association by not overfilling the bins. If the bin at your close is full, please walk to the next available bin that has capacity so that rubbish does not spill all over the access lane.

Please assist us by contacting one of your local Councillors if you have concerns about the frequency of uplifts or capacity of the communal bins.

Councillor Details

If you have any queries or concerns about these changes please contact the Councillors for your local area detailed below:



- Bailie Annette Christie (SNP)**
annette.christie@glasgow.gov.uk
- Councillor Frank Docherty (Labour)**
frank.docherty@glasgow.gov.uk
- Bailie Marie Garrity (Labour)**
marie.garrity@glasgow.gov.uk
- Bailie Russell Robertson (Independent)**
russell.robertson@glasgow.gov.uk

Fly Tipping in Pendeen Road

Over the last few weeks, bags of rubbish have been dumped at the tree in Pendeen Road next to the turning circle. Please note that we are working with our contractor to find out who is responsible. We will issue recharges to the tenant(s) responsible and also report the matter to Glasgow City Council as fly tipping. If you know who is responsible please contact a member of staff at our office.

Garden Competition 2021



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 2021, 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 complete this slip below and return it to the office as soon as possible.

GARDEN COMPETITION 2021

THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: _____

ADDRESS: _____

CATEGORY: _____

SIGNED: _____

ADDRESS: _____

MAKE A DIFFERENCE IN SPRINGBOIG/BARLANARK



Anti-Social Behaviour
Does under-age drinking, vandalism, youth disorder and graffiti affect your area?



Planning
Do you want to be consulted on building developments?



Licensing
Interested in having a say in licensing issues in your area?



Other Concerns
Have your say on road safety, NHS hospitals, transport and the environment



A call for nominations to form a local Community Council is now open - Nominations are sought for up to **12 candidates** to become Community Councillors and the closing date is **Friday, 30th July 2021 at 4pm**. Nomination forms are available from Lawrence O'Neill Community Engagement Officer, Glasgow City Council.
lawrence.oneill@glasgow.gov.uk (0141 287 4109)



EHRA Twitter Account

Please follow the Easterhouse Housing and Regeneration Alliance on Twitter for updates and information: @EHRA001

The EHRA Good Neighbour Award

This year Easterhouse Housing and Regeneration Alliance would like to present Good Neighbour Awards to honour those living in the Greater Easterhouse area who have made a difference in their community during the COVID-19 pandemic.

Do you know someone who has gone above and beyond for the community? Whether they have provided care and support for others, are always on hand when needed or have simply been a friendly face around the area, you can nominate them for a Good Neighbour Award.

This is your chance to say thank you and reward your Good Neighbour! The winner will be presented with a £50 gift card. To nominate a neighbour, please share a short story about what this person has done to make a difference.

1. What is your Good Neighbour's name and contact details (if you have them)
2. Tell us why you are nominating this person and what they have done to improve the community since the COVID-19 outbreak?

The closing date for nominations will be 13 August 2021
Please return your nominations to info@gardeen.org.uk or phone us on 0141 771 9590



Foodbank Opening Times

Foodbank Centre	Day	Session Times	Location/Address
The Hub 07951749363 07951749373	Monday Wednesday Friday	2-4pm	Calton Park Parkhead Parish Church, 142 Helenvale Street G31 4NA
St Enochs Hogganfield 07521144968	Wednesday	1.30pm-3.30pm	St Enoch's Hogganfield Parish Church, 860 Cumbernauld Road G33 2QW
Bridgeton 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church 26 Queen Mary St, G40 3BB
Blairtummock Community Hall 07564 271093	Thursday	2-4pm	45 Boyndie Street Glasgow G34 9JL
Shettleston	Thursday	2-4pm	20 South Vesalius Street, Shettleston G32 7PX



Please contact a member of staff if you need food assistance.

We can issue vouchers by email too.

Job Start Payment

Eligible young people living in Scotland can apply for Job Start Payment if they are starting a new job after a period of unemployment. People can apply up to three months after their start date.

Job Start Payment is a new benefit to help 16 to 24 year olds who have been unemployed and receiving certain benefits for 6 months or more with the costs of starting a new job.

Care leavers in Scotland are able to apply for this payment from the age of 16 to 25 and they don't need to be on a qualifying benefit for a set period of time, as long as they are on a qualifying benefit they can apply.

It's a one-off payment of £252.50, or £404 if the person has responsibility for a child. The payment will help with the costs of starting a job including travel, new clothes or childcare.

You can apply online for Job Start Payment by visiting mygov.scot/benefits or by calling for free on 0800 182 2222 to apply over the phone or request a paper form.

If you would like any further information or an appointment with our welfare rights adviser please contact John at the office.



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 40% of empty homes per year to those households classed as statutorily homeless by Glasgow City Council.



DWP Work Focused Interviews

DWP Department for Work and Pensions

The Department for Work and Pensions is gradually resuming face-to-face work focused interviews (WFIs) for Universal Credit claimants. If you are asked to attend a WFI then we will try to assist you or refer you to Elaine McIntyre, our welfare rights adviser. Please note that failure to attend a WFI may result in your claim being sanctioned. Please contact John at the office if you have any queries or concerns.

Common Housing Register and Online Form Update

Gardeen already works in partnership with:

Calvay Housing Association
Easthall Park Housing Co-operative
Lochfield Park Housing Association

Wellhouse Housing Association has now left our Common Housing Register. Please contact Wellhouse Housing Association directly if you have a query about their homes. If you would like to download a housing application form you can do so by clicking the Apply For A Home box on our website: www.gardeen.org.uk.

We will shortly be launching an application form that you can complete online. We are hoping to go live with this form during July. We will update our website and social media once this facility is live.

If you know anyone who would like to apply for re-housing or if you have any queries regarding allocations then please contact Lyndsay or Lorraine at the office.

Energy Vouchers

We successfully secured grant funding of £1,000 from the Scottish Social Housing Fuel Support Fund to help provide fuel assistance to Gardeen tenants.

Aldi and Scotmid Vouchers

In partnership with EHRA, we helped secure funding of £3,000 to provide Aldi and Scotmid vouchers for Gardeen families during the coronavirus pandemic. If you need food assistance, please contact a member of staff at the office.



QUIZ CORNER

Congratulations to the winners of the spring newsletter!!!

WORD SEARCH

Can you find the words in the grid below?

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

HOLIDAY

SUN

ICECREAM

PICNIC

SUMMER

BEACH

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 6th August 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 6th August 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