



Annual General Meeting 2022

The Annual General Meeting 2022 will be held on Tuesday 13 September 2022 at Barlanark Community Centre at 7.30pm.

There will be an update on our performance and service delivery and you can find out about our annual accounts.

Fish suppers and raffle prizes will also be available. If you want to become a member of Gardeen Housing Association, you can pay £1. Contact the office on 0141 771 9590 for more information. We look forward to seeing you all again!

Your local elected councillor



If you have a problem with council services such as cleansing, council tax, roads or education then you can contact your local elected councillors. Local councillors were elected in May 2022. The next election is 2027.

There are four councillors that represent the area you live in (East Centre)

Councillor Declan Blench	SNP	0141 287 5629
Baillie Annette Councillor	SNP	0141 287 3595
Councillor Anne Jenkins	Labour	0141 287 5256
Councillor Kieran Turner	Labour	0141 287 4309



SUMMER HOLIDAYS

The Summer public holiday dates are **Friday 15 July 2022** and **Monday 18 July 2022**.

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: April to June 2022

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from April to June 2022:

- Approved 5 year budget submissions to Scottish Housing Regulator
- Approved hybrid working
- Approved Independent Committee review process
- Approved succession planning with EVH
- Approved annual insurance reports
- Approved finance audit plan
- Approved staff and committee training report
- Approved annual complaints report
- Approved register of interests report
- Noted annual engagement plan from SHR
- Approved appointment of development agent
- Welcomed tenant observer to meeting
- Approved independent valuation of ARC
- Approved Annual Return against Charter (ARC) to 31 March 2022
- Approved quarterly Management Accounts
- Approved annual loan return to Scottish Housing Regulator
- Approved benchmarking report to 31 March 2022
- Updated quarterly risk register
- Approved final Covid return to Scottish Housing Regulator
- Discussed development plans

In addition, the Management Committee attended training on equalities, fraud and supporting senior staff. If you would like to find out more about joining the committee then please contact Roslyn or Lyndsay for more information. Training and support is provided.

Complaints to 31 March 2022

The Association has received a low level of complaints from tenants, owners and customers during 2022. This is likely to be an indication of satisfaction levels with the service provided by the Association.

The Association received one data subject request, two freedom of information requests and 2 Level 1 complaints. Both complaints were resolved. In addition, tenants made 17 complaints about various matters including noise and anti-social behaviour.

Benchmarking Complaints

This compares with:

17/18	5 level 1 complaints and 0 level 2 complaints
18/19	6 level 1 complaints and 0 level 2 complaints
19/20	3 level 1 complaints and 0 level 2 complaints
20/21	2 level 1 complaints and 0 level 2 complaints

Performance Report to 31 March 2022

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 2021-2022 later in the year.

Background info

Gardeen Housing Association

Number of homes	253
Staff numbers	6
Members	71
Committee Members	11

Allocations

Lets during the year	15
Lets to existing tenants	3
Lets to housing register	10
Lets to homeless	2

Homes

Average time to relet	4.4 days
Tenancy Sustainment	100%
Rent Arrears	0.53%
Voids loss	0.07%
Rent Increase	4.1%

Maintenance

Emergency repairs	1.9 hours
Non-emergency repairs	5.18 days

Gas Servicing	100%
Adaptations Spend (funded by Glasgow City Council)	£40,505

Our office is open by appointment and you can contact us by phone, text, email or in person.

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

Significant Performance Failure



**Scottish Housing
Regulator**

As a tenant of Gardeen Housing Association, you can report a significant performance failure (SPF) to the Scottish Housing Regulator.

What is a significant performance failure?

An SPF is where a landlord:

- » consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants
- » has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance
- » has materially failed to meet the Standards of Governance and Financial Management
- » has acted, or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

Examples

An SPF could happen where a landlord is:

- » consistently not doing repairs when it should
- » not allowing tenants to apply for another house
- » putting tenants' safety at risk, for example because it is not doing gas safety checks when it should
- » not helping tenants to report anti-social behaviour
- » not reporting its performance in achieving the outcomes and standards in the Scottish Social Housing Charter to its tenants

How do I report an SPF?

To report an SPF you can access a copy on the Regulator website, Significant Performance Failure Reporting Form.

What will the Scottish Housing Regulator do?

They will look at the information you have provided and let you know what action they can take.

You can contact the Scottish Housing Regulator:

Telephone: 0141 242 5642

Email: shr@shr.gov.scot

Scottish Housing Regulator,
Buchanan House,
58 Port Dundas Rd,
Glasgow
G4 0HF

Energy Efficiency Standard for Social Housing 2



Scottish Government
Riaghaltas na h-Alba
gov.scot

The Zero Emissions Social Housing Taskforce (ZEST) was recently set up by the Scottish Government.

ZEST asked questions about the second Energy Efficiency Standard for Social Housing (EESH2). Concerns had been raised that it did not match with net zero plans.

The review of EESH2 will now be brought forward to start this year, for completion in 2023. The review will consider both energy efficiency upgrades and the installation of zero emissions heating systems together in order to decide which option is best for tenants. The Association needs to know about long-term plans so that we can plan properly.

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

Reactive Repair Response Times

We aim to provide a high quality repairs service at all times however repair response times may be impacted by delays sourcing parts or delivery times for certain parts.

These times can be impacted by various factors such as the shortage of delivery drivers, Brexit and Covid-19 related delays.

We will continue to work in partnership with our local contractors to ensure that we can source parts as quickly as possible. Thank you in advance for your patience.

If you would like to discuss any of the above in more detail or if you would like a copy of our Maintenance Policy please contact Lyndsay or Anna at the office.

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.

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.

Communal Bins in Access Lane

We would like to request that tenants please do not leave out bread for the birds. When left lying bread can attract vermin to the area or seagulls which then rip bin bags open causing rubbish to spill out.

Fire Safety – Candles

Please be careful when you are using candles in your home. When you leave your home, even for a short time, remember to blow out your candles. It might be safer to use an electronic candle or alternative air freshener. Be careful to protect yourself and your neighbours.



Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!





Report issues in detail with ease and convenience.



Using the **Myglasgow App** - You can download our app from the App store and Google Play, or online at www.glasgow.gov.uk or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



URBAN FOX PRESENTS...

FREE FOR ALL!



SUMMER Programme

Barlanark - Greyfriars Church
Every Friday 8th July - 5th August 2022
10am-3pm

Trips Away ★ Fun Days ★ Free Breakfast & Lunch Snacks ★ Mystery themed events during the summer... Watch this space!



To book:
Please email lewis@urban-fox.org



LIMITED AVAILABILITY



GAME DESIGN & ANIMATION

@ GLASGOW KELVIN COLLEGE
SPRINGBURN & EASTERHOUSE CAMPUS
STARTING AUGUST 01 2022
SUITABLE FOR AGES 11+

METAHUMAN ANIMATION

Imagine High Fidelity digital characters that will blow your mind, create digital stand ins on the latest creator and animation tools that are more believable than ever before: the possibilities for creators are limitless.

UNREAL ENGINE GAME DESIGN

Have you ever wondered how developers create games that involve walking, running, and jumping? Now it's your turn to become the developer and build your own game using the Unreal Engine.

TO BOOK FREE VISIT

WWW.IESKILLSACADEMY.COM/SKILLS-CLUBS/



POWERED BY THE INNOVATION ESPORTS SKILLS ACADEMY

Garden Competition 2022



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 2022, 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 2022

THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: _____

ADDRESS: _____

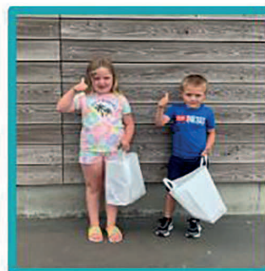
CATEGORY: _____

SIGNED: _____

ADDRESS : _____



FREE BREAKFAST & LUNCHES AT PLATFORM CAFÉ THIS SUMMER



MONDAY 27 JUNE –
FRIDAY 12 AUGUST

WEEKDAYS FROM
10AM – 1.30PM

Over the summer school holidays we are inviting children and their families to the Platform café to sit in and enjoy a free breakfast / lunch.

Breakfast, lunch and snacks will be served in person, onsite at the café between 10am and 1.30pm.

We also have some free creative family activities taking place throughout The Bridge. These are aimed at those age 5 - 11yrs but are suitable for the whole family!

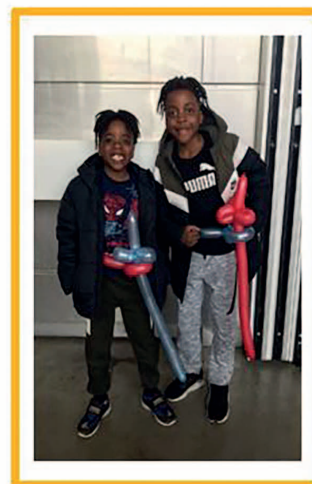
Follow @platformglasgow on social media for updates on activities

With thanks to the Glasgow City Council Children's Holiday Food Programme.

platform-online.co.uk    @platformglasgow

FREE ACTIVITIES INCLUDE...

DRAMA & DANCE WORKSHOPS
FILM SCREENINGS
FANCY DRESS & PROP MAKING
ART ACTIVITIES
PLUS MUCH MORE!



Platform
The Bridge, 1000 Westerhouse Road
Easterhouse, Glasgow, G34 9JW
0141 276 9696 | info@platform-online.co.uk

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

Coronavirus (Scotland) Act

Previously the Scottish Government extended notice periods for legal action from one month to six months. The extension to notice periods expired on 30 March 2022. This means that the Association can raise Court action after one month.

If you are experiencing difficulties paying your rent please contact Lyndsay or John at the office to discuss in more detail.

Crisis Grants

Crisis grants do not have to be repaid and are administered by Glasgow City Council. They aim to help people who are in crisis because of a disaster or an emergency.

If you need assistance applying for a crisis grant please contact John at the office or contact any member of staff to make an appointment with Elaine McIntyre, welfare rights adviser.

Glasgow £105 gift card for 85,000 families

Glasgow families who receive council tax reduction will be sent £105 gift cards in July 2022 to use in city shops.

The gift card will also cover energy top ups and the subway and buses run by Strathclyde Partnership for Transport (SPT).

There are 780 businesses in Glasgow registered to accept the gift cards, and nearly 400 other small and medium enterprises are in the process of joining the scheme.

Money Worries? Contact us and we can help

One-off £400 energy grant for all households

£400 will be paid as a credit onto your energy bill in October, and it won't need to be paid back.

Additional payments for vulnerable groups

As well as the £400 grant, other targeted support coming later this year is detailed below:

£650 for those receiving means-tested benefits

To be eligible, you must be receiving certain means-tested benefits in July. This includes Universal Credit, tax credits, pension credit and other means-tested benefits. The money will be paid directly into people's accounts from the Department for Work and Pensions (DWP) in two lump sums.

The government announced that the first payment of £326 would begin being paid from 14 July, with the second payment of £324 to follow in the autumn. Payments from HMRC for those receiving tax credits will follow shortly afterwards.

£150 for those receiving non-means-tested disability benefit

If you are disabled and receive non-means-tested disability benefits, you will be given an extra one-off cost-of-living payment worth £150. Any disabled people who also receive means-tested benefits can receive the £650 payment in addition to the £150, bringing the total payment to £800.

£300 for pensioners receiving Winter Fuel Payment

Pensioners who currently receive the government's Winter Fuel Payment – set up to help cover the costs of energy bills during the colder months – will be given an extra one-off sum of £300 in the autumn.

To be eligible for the Winter Fuel Payment, you must be born on or before 26 September 1956. Payments are between £100 to £300, depending on your age and circumstances. Those on lower incomes who claim pension credit will also receive the £650 as part of the means-tested benefits package above.

How will the money be paid?

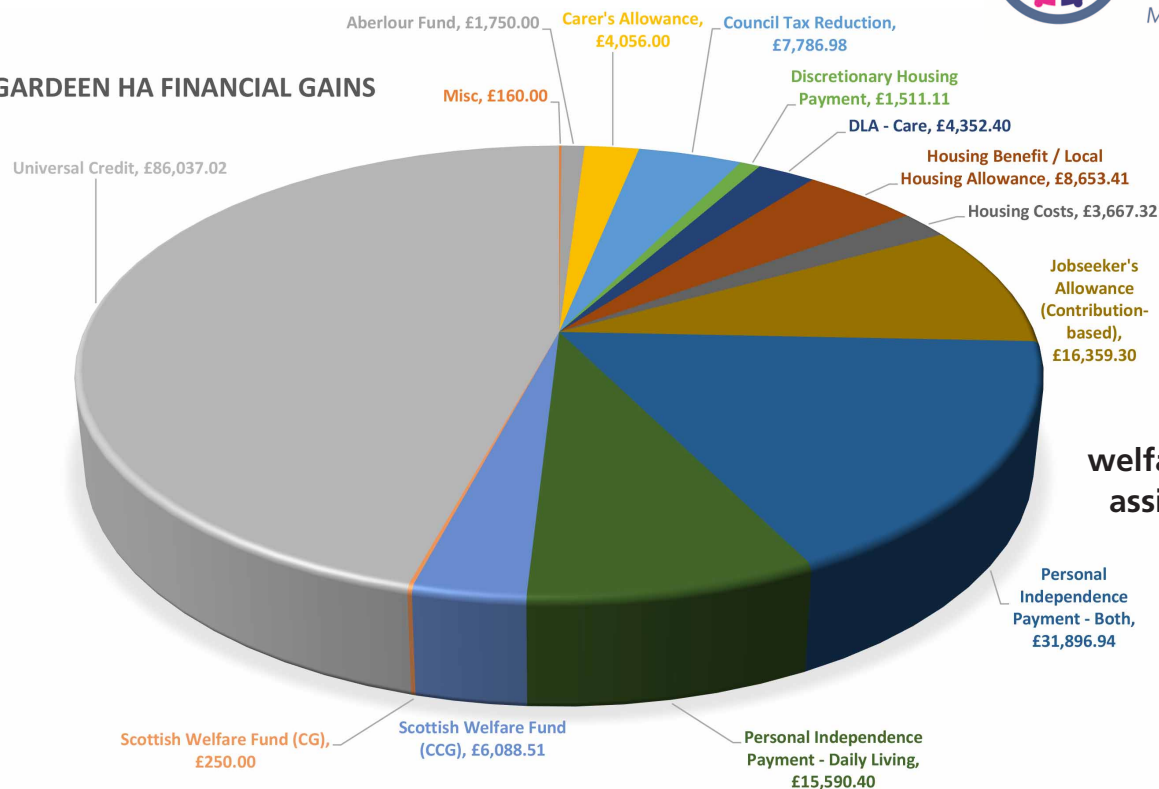
The £400 energy grant will be given to customers directly by their energy supplier. The amount will be knocked off customers' bills from October 2022 and you don't need to apply for it. If you've set up an automatic credit card payment or direct debit, the money will be credited to your account.

Customers with pre-payment meters will have the money applied to their meter or paid via a voucher. The £650 cost of living support money will be paid directly into eligible people's accounts from the Department for Work and Pensions (DWP) in two lump sums. The first of which will be paid from 14 July.

Income Advice Report Q1-4 2021/22



GARDEEN HA FINANCIAL GAINS



During the year Elaine McIntyre, welfare rights adviser, assisted 132 tenants.

By Wednesday 29 June, the Scottish Government will make two payments to parents and carers of children and young people attending primary or secondary school who are entitled to a free school meal on the basis of low income.

A total of £206.50 per child will be paid into bank accounts, which is made up of:

- a payment of £130 per child as part of the Scottish Government extending the Scottish Child Payment to children aged six to 16.

- a payment of £76.50 per child in place of free school meals over the summer break.

Certain qualifying criteria applies.

- Scottish Child Payment, which is a four-weekly payment to help with costs for children under six (for qualifying parents and carers)

- Best Start Grant, which is a one-off payment for children between two and three-and-a-half years old (for families with certain benefits).

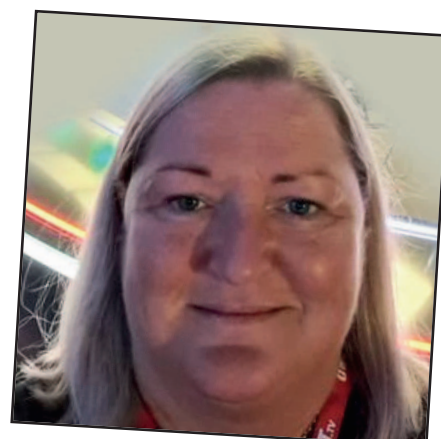
Energy Adviser

We are delighted to advise that **Lisa Slavin** has joined Connect Community Trust as Energy Adviser.

Lisa will provide independent energy advice to Gardeen tenants. Appointments will take place by telephone or Zoom call where possible however Lisa may also need to carry out a home visit in certain circumstances.

Lisa is keen to assist tenants with a range of energy issues including queries about prepayment meters, checking tariffs and applying for energy grants of applicable e.g. Warm Home Discount.

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



QUIZ CORNER

Congratulations to the winners of the spring newsletter!!!

WORD SEARCH

Can you find the words in the grid below?

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

SUMMER

HOLIDAY

ICECREAM

FLIP FLOPS

SUNSHINE

BEACH

FUN

PICNIC

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. Return the completed form to the Association's office by **Friday 5th August 2022**.

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 5th August 2022**



The winner will be the first correct entry, drawn out of the hat

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