



Newsletter

SPRING 2019

EHRA AND AILEEN CAMPBELL, CABINET SECRETARY FOR COMMUNITIES AND LOCAL GOVERNMENT

EHRA (Easterhouse Housing and Regeneration Alliance) is an umbrella organisation that represents the eight housing associations, including Gardeen, that operate across Greater Easterhouse area. Colin Cameron, Vice Chair of Gardeen is the Chairperson of EHRA. They met with Aileen Campbell, Cabinet Secretary for Communities and Local Government, to highlight the work carried out by EHRA and the role that local people play in making key decisions on behalf of the community.



Colin Cameron, Vice Chair of Gardeen Housing Association and Chair of EHRA welcomed the Cabinet Secretary to an EHRA meeting.

OFFICE CLOSURE



The office will close at **4.30pm on Thursday 18 April 2019** and will re-open on **Tuesday 23 April 2019 at 9.30am.**

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, detailed right.

OFFICE EMERGENCY REPAIR TELEPHONE:
0141 771 9590



EMERGENCY REPAIRS



An emergency repair is one 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

FREEDOM OF INFORMATION ...COMING SOON

From 12 November 2019, Gardeen Housing Association will be legally required to comply with the Freedom of Information Act. We will be providing more information over the summer to make sure that we continue to provide an open and accountable service to the community.



CONSULTATION REGISTER

The Association has a Consultation Register. If the Association is reviewing one of its policies and you are on the consultation register you will be notified and we will send you a copy of the policy under review so that you can submit your comments. Please contact Lorraine if you would like to join the Consultation Register.

INTERNAL AUDIT 2019

Gardeen Housing Association values your privacy and will protect the information that you provide to us. We asked our internal auditors to look at the way that we protect the information you give us and to make sure that we comply with the new data protection law.

The Management Committee are pleased that the results of the internal audit show that Gardeen Housing Association continues to comply with the current legislation.

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

MODEL SCOTTISH SECURE TENANCY AGREEMENT

The Scottish Government has now published a model Scottish Secure Tenancy document following the changes introduced by the Housing (Scotland) Act 2014. New tenants who sign up to a Gardeen property will sign this new document from 1 May 2019. The Scottish Government decided that existing tenants will not be issued with a new tenancy agreement. If you have any queries about the new Act please contact Lyndsay or John at the office.

SCOTTISH HOUSING REGULATOR

The Scottish Housing Regulator has published a new regulatory framework. The role of the independent Scottish Housing Regulator is to safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords and local authorities.

If you want to find out more about their work you can find them at <https://www.scottishhousingregulator.gov.uk/>

The Management Committee and staff will be working to make sure that we comply with the new guidance from the Scottish Housing Regulator.



KEY COMMITTEE DECISIONS

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

Key decisions that were made from January to March 2019 include:

- Approved Management Accounts to 31 December 2018;
- Approved Estate Management Policy and Common Allocations Policy;
- Introduced a new policy: Complaints against the Senior Officer;
- Approved the Business Plan annual review;
- Discussed insurance risks and approved insurance cover for 2019-2020;
- Approved budget and rent increase for 2019-2020;
- Appointed a consultant to review Business Plan, succession planning and self-assessment exercise;
- Instructed internal auditors to review security of personal information and check compliance with new GDPR 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.

OUR COMMITTEE

Some of our existing Committee members give an insight below into why they enjoy being Committee members:



"I like to see what's happening in the area I live in. I have enjoyed seeing the area improve over the last 20 years. Joining the Committee has brought some unexpected learning opportunities for me. I've also been able to use my skills and knowledge to contribute at meetings. I've made new friends and I enjoy the debate at meetings. We sometimes have different views but we all want the best outcome for tenants. To keep the Gardeen area flourishing we need more input from people that live in the area and would welcome anyone to come along to observe a meeting".

"I have been a Committee member for over 25 years and I'm delighted to see the positive changes that have been made in the Gardeen area. I'd like people who might be considering joining the Committee to know that there is a Code of Conduct which means all the Committee business is confidential and you don't hear about individual tenant cases – everything is anonymous. This is important as our Committee members live in the area. We know the issues, the people and the geography of the area. We care about the Gardeen area and it feels like you're making a difference".

RENT INCREASE CONSULTATION 2019

Thanks to everyone who took the time to respond to the rent increase consultation. We received 7 returns. Next year we will have different opportunities for you to give us your views including the Gardeen App.

Following a review of the long term projections, the planned maintenance programme and the financial assumptions for the future, the Management Committee of Gardeen Housing Association agreed to increase the rents by 3.9% from 1 April 2019.

We want to provide a value for money service and any feedback that you can provide helps us to improve our service to you.

If you are worried about money then you can speak in confidence to Marshall Gemmell who is in our office on a Wednesday morning and Friday afternoon to provide independent money advice.

STOCK CONDITION SURVEY AND PLANNED MAINTENANCE PROGRAMME

The results of the 2018 Stock Condition Survey confirmed that 100% of Gardeen's stock complies with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing.

No planned maintenance works are programmed for 2019 except for adhoc replacements e.g. if a tenant clears a tenancy breach or a property becomes empty.

An assessment of the painterwork at 8 – 48 Pendeen Road was carried out by the Association's Maintenance Consultant. Only a few top up remedial works were required and these are now complete. The paint we used 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.



STAGE 3 ADAPTATIONS

The Association was pleased to secure £44,000 Stage 3 adaptations grant for Gardeen tenants in 2018/19. If you would like to be referred to Glasgow City Council for adaptation works please contact a member of staff at the office. An Occupational Therapist will attend to assess your circumstances. The range of adaptations considered by the Council is much broader now and includes paving, widening doors for access and external storage.

ENERGY PERFORMANCE CERTIFICATES

CONDENSATION

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. The Association's contractor is carrying out surveys at some Gardeen homes to collect data for an Energy Performance Certificate. An Energy Performance Certificate gives information on how energy efficient a building is. This will form part of the Association's evidence for the EESH.

If you would like further information please contact Lyndsay at the office.

Moisture in the air forms condensation when it comes into contact with cold surfaces such as windows. There are some simple steps you can take to minimise a build-up of condensation in your home:

- Improve ventilation by opening windows when cooking, bathing or drying clothes;
- If possible, hang clothes outside to dry, rather than on radiators;
- Regularly clear your windows of condensation so it doesn't cause damage or develop into mould;
- Ensure your home is sufficiently heated;
- Use extractor fans where available;
- Keep a gap between furniture and walls to increase air circulation.

NEW FIRE SAFETY STANDARDS

The Scottish Government has now confirmed that all associations in Scotland must meet the new standard for fire safety by February 2021.

Currently, all Association properties have mains wired smoke alarms, which are replaced as required or when they reach their 10 year life span, whichever is sooner.

The new standard requires that every home has:

- one smoke alarm installed in the room most frequently used for general daytime living purposes;
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm installed in every kitchen;
- all smoke and heat alarms to be ceiling mounted; and
- all smoke and heat alarms to be interlinked.

The Association will be working towards compliance during 2019.



FORMER BIN AREAS IN PHASES 1 AND 2

We welcome feedback from tenants about using the former bin areas for storage for outdoor equipment. Please get in touch with Lyndsay or John. Please note that the Association cannot accept responsibility for items left in these areas so please keep them locked at all times for security. Please only store outdoor equipment in them e.g. bikes for fire safety reasons.



BIN PILOT ONE YEAR ON

The bin pilot for the properties at 24 – 44 Garlieston Road, 108 – 112 Pendeen Road and 2 – 32 Pendeen Place has now been running for just over a year. If you have any feedback about the bin pilot please contact a member of staff or email info@gardeen.org.uk

Approximately £5,000 has been saved on one off cleans to bin areas and bulk uplift costs last year. This money remains in the estate management budget but has been used for improvement works such as paving repairs which would normally have been an additional cost.

CAR PARKING

Currently it is not illegal to park on the pavement but the law is changing in Scotland. The pavements and roads in the area are owned by Glasgow City Council. Following a number of parking queries the Association is happy to set up a meeting for tenants to discuss the situation with one of the Councillors for the Gardeen area and Police Scotland.

[Please contact Lyndsay or John at the office for more information.](#)

TRAMPOLINES

The Association's Estate Management Policy has recently changed. Please remember that if you would like to put a trampoline in a communal garden you must ask for written permission. The trampoline must be secured for health and safety purposes and dismantled and stored elsewhere between October and March each year to allow maintenance to the communal garden areas.

LANE BETWEEN GARLIESTON ROAD AND PENDEEN ROAD

The lane between Garlieston Road and Pendeen Road is adopted by Glasgow City Council. The Association has been working with our local Councillor to ensure that litter is picked up from the lane regularly. We have also been working with the Wheatley Group who own and manage the new properties at Burnmouth Road to tidy up the area next to the lane. They have advised that this has been added to their Winter maintenance programme.



ANONYMOUS ALLEGATIONS

From time to time the Association receives anonymous letters or phone calls with allegations about other tenants. The Association does deal with anonymous allegations and refers them to official agencies e.g. police investigate allegations of drug dealing and housing benefit investigate benefit fraud. However, it would be easier for these matters to be investigated if the allegations were not anonymous so that we could discuss the matter in greater detail with the person making the allegations and get more information. This also improves the quality of information we can pass onto other agencies, such as Police Scotland.



VANDALISM COSTS

The cost of vandalism to Association property for 2018/19 was £2,981.13. The majority of these costs were due to vandalism to close door locks. Please always use your key and do not force the lock. If you would like an extra key for free for the communal lock at your close please contact Anna at the office.

BULK UPLIFT

Please remember to only put your bulk items out on the pavement for uplift on a Friday morning. This means Glasgow City Council uplift it which saves the Association money and in turn keeps rents affordable.

If you live in a main door property please do not put your bulk out on the pavement. Please phone Glasgow City Council to request an uplift on 0141 287 2000 or use the My Glasgow App.

If you have any questions about which items are suitable for bulk uplift please contact John or Lorraine at the office.

BARLANARK COMMUNITY CENTRE

Barlanark Community Centre offers a range of alternative therapies which includes Aromatherapy, Reflexology, and Reiki. There is also Tai Chi, Yoga, Money Advice, Credit Union, Weight Management and Conditioning services available on a drop-in basis. Counselling and Chiropody are also available all by appointment. All these services are all available free of charge. Why not pop in to 33 Burnmouth Road or telephone 0141 773 1812.



DOGS TRUST EVENT

Thank you to all the tenants who brought their dogs to our Dogs Trust event in the office in November 2018. Around 17 dog owners attended our office to receive free leaflets, microchipping, health and training advice and basic health checks for their dogs. We are hoping to run this event annually.

The Dogs Trust also offers subsidised neutering. The owner contribution is now £50. For more information please contact the Dogs Trust on 0141 773 5130.



THE HAPPY CLUB

The Happy Club is open to any child affected by disability. They offer various sports and arts and crafts activities which are supported by qualified coaches.

They are also a support network for parents, with access to information and training.

Meetings are every Tuesday and Thursday 7pm-9pm

The Connie, 39 Conisborough Road, Glasgow G34 9QN

Tel: 0141 774 8799

Mobile: 07536024797

Email: enquiries@the-happy-club.co.uk



SPRUCE CARPETS

Spruce Carpets is a Social Enterprise based in Govan. Their main aims are:

- To avoid flooring materials going to landfill
- To offer job opportunities to those furthest from the job market
- To offer low cost flooring to the people of Glasgow and surrounding areas

They offer a full survey and measure service, supply & fit of new and end of roll/surplus stock carpet and vinyl. They have their own fleet of vehicles and their own team of experienced fitters and work with many Housing Associations in Glasgow and surrounding areas. Spruce Carpets also offer volunteering opportunities to tenants. You can contact Spruce Carpets by email at info@sprucecarpets.org.uk or call them on 0141 425 1555.

RECONNECT

If you have any items of furniture that you no longer need, ReConnect are a local based organisation who provide a free pick-up service for bulk household items.

Reconnect also sell second hand furniture and white goods. All electrical goods are PAT tested. All furniture meets the Revolve standard which is a re-use quality standard for places who sell second hand goods in Scotland.

If you are interested in buying any furniture please contact Lorraine at the office who will issue you with a 20% off voucher.

Reconnect also offer starter packs for household goods such as: an iron; ironing board; kettle; pots and pans; plates and cutlery.



WEBSITE PORTAL

The Association has a web portal which enables our tenants to access their rent account to check their rent balance and also look at repairs that have been processed for their home.

The system is protected and individual tenants need a username and password in order to access any information.

If you are interested in using this facility please go to www.gardeen.org.uk and click Register for Tenant Login at the bottom of the page.



www.gardeen.org.uk



GLASGOW EAST ALCOHOL AWARENESS

GEAAP offer free services to anyone concerned about their own or another's alcohol use. They offer free one to one individual counselling, young persons' counselling and couples and families counselling.



Their therapists are either person-centred or CBT (cognitive behavioural therapy) qualified. Each session lasts around 50 minutes and can be weekly, fortnightly or monthly depending on your requirements.

They offer counselling Monday 9am – 7pm and Tuesday to Friday 9am – 4pm.

GEAAP Address: 51 Trondra Place, Glasgow, G34 9AX

Telephone: 0141 773 1222

Email: info@geap.org

UNIVERSAL CREDIT

The rules for mixed age couples are changing. Mixed age couples don't (yet) have to claim Universal Credit although many are told that they do potentially leaving households £100 a week worse off. Mixed age couples should consider claiming Housing Benefit and/or Pension Credit now to safeguard their future income. Please contact John or Lyndsay at the office if you would like to discuss this further.



EARLY/LATE OPENING



If you would like an appointment to see a member of staff outwith normal office opening times please get in touch.

QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **Ellie Devine**

FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

SPRING
CHICKEN
BUNNY
EASTER
CHOCOLATE

DAFFODIL
EGGS
BEES
APRIL
BASKET

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 10th May 2019**. 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.

If there is no winner, the prize money will roll over to the next newsletter quiz.

Name: _____ D.O.B. _____

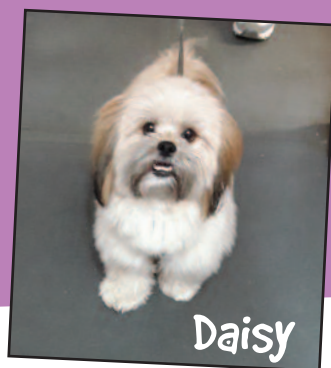
Address: _____

Tel No: _____

PETS CORNER

The star of our Pets Corner is **Daisy!**

If you would like your pet to feature in our next newsletter please contact Kirsty or Lyndsay at the office.



Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD

Tel: 0141 771 9590 Text: 07418 341 619

Email: info@gardeen.co.uk

Website: www.gardeen.org.uk



@gardeenh



Gardeen Housing Association

Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,
and for training throughout Thursday morning)



INVESTOR IN PEOPLE



Healthy
Working
Lives