



Newsletter

WINTER 2019

Christmas Greetings

On behalf of the Management Committee and staff of Gardeen Housing Association, we would like to wish everyone a Merry Christmas and a Happy New Year.



Winter Holidays – Office Closure

The office will close at **1.00pm on Tuesday 24 December 2019** and will re-open on **Monday 6 January 2020 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



General Election 2019 Hustings



EHRA hosted a Hustings event on Wednesday 4 December 2019 and welcomed four candidates to answer questions from the Greater Easterhouse community. Questions included universal credit, in work poverty, WASPI women and Brexit.

The successful MP will be invited to meet EHRA in the New Year so if you want us to raise any questions on your behalf let us know.



EHRA General Election Hustings at Blairtummock Housing Association Community Hall. Left, David Linden SNP, Kate Watson Labour, Alan Ferguson Chair, James Harrison Liberal Democrat, Thomas Kerr Conservative

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.**

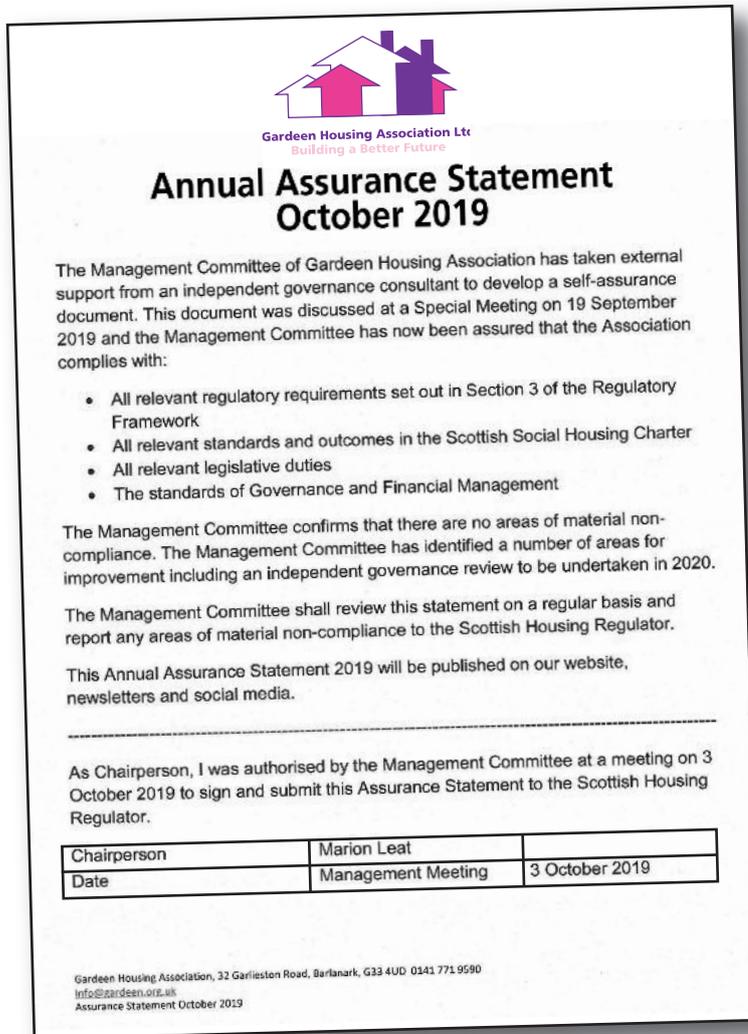
Any resident who suspects a gas leak should contact:

Scotland Gas Networks (formerly TRANSCO)
0800 111 999 or 0845 070 1432

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. We have published a copy in our newsletter and on our website.

If you would like to discuss the Annual Assurance statement in more detail please contact Roslyn at the office.



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. Increasing costs, Universal Credit, financial uncertainties, Brexit and succession planning as staff retire are all challenges that the Association will face. We are looking to work closely with other partners in Greater Easterhouse to provide services that you need.

We will finalise the Business Plan in the New Year and will involve you in a consultation exercise on our plans. This document is sent to our lenders who monitor our performance.

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

Budget Setting 2020-21

The Management Committee of Gardeen Housing Association 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.

This has been a challenge for the Management Committee as we are facing increasing costs, Universal Credit, cuts to Council services and financial uncertainties, including Brexit. We will finalise the Budget in February 2020.

If you would like a copy of the document then please contact the office.

Independent Valuation of Gardeen Homes

Every five years, we instruct an independent valuation company to value the worth of Gardeen homes.

We have asked a company called JLL to inspect around 20 homes in January 2020 to carry out a valuation. The inspection will only take around 20 minutes and we will let you know in advance if someone will call to your home.

JLL will then provide an independent valuation and we can use this information to check that we have enough money for future maintenance work.

Please contact Lyndsay or Roslyn if you require additional information.



Scottish Housing Regulator Landlord Report 2018-2019

How your landlord told us it performed in 2018/2019



Gardeen Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter. We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2018/2019.

Homes and rents

At 31 March 2019 your landlord owned 253 homes. The total rent due to your landlord for the year was £952,397. Your landlord increased its weekly rent on average by 3.90% from the previous year.

Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	-	£70.22	-%
2 apartment	27	£57.94	£76.10	20.4%
3 apartment	115	£66.59	£77.70	10.5%
4 apartment	87	£71.71	£84.44	11.3%
5 apartment	24	£86.10	£93.49	3.8%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **98.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **98.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **98.0%** of tenants were satisfied with the **opportunities to participate** in your Landlord's decision making, compared to the Scottish average of 86.5%.

Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.1%.
- » The average time your landlord took to complete **emergency repairs** was **1.9 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **2.8 days**, compared to the Scottish average of 6.6 days.
- » Your landlord completed **99.1%** of **reactive repairs right first time** compared to the Scottish average of 92.5%.
- » Your landlord does operate a **repairs appointment system**. It kept **99.5%** of **appointments** compared to the Scottish average of 95.6%.
- » **98.9%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.7%

Neighbourhoods

- » For every 100 of your landlord's homes, **3.2 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **100.0%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **0.4 days** to **re-let homes**, compared to the Scottish average of 31.9 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
 - see all of the information your landlord reported on the Charter;
 - find out more about some of the terms used in this report;
- and
- find out more about our role and how we work.

Visit SHR website at www.scottishhousingregulator.gov.uk

RENTS

Rent Payments

Christmas can be a costly time of year and there can be pressure to spend money on presents and social events. However, rent payments must still be paid during the festive period.

If you are experiencing difficulty paying your rent or meeting other household bills, then please contact us. Discussing any financial difficulties sooner, rather than later, will allow us to work with you to resolve matters.

Our welfare rights service (available at our office on a Wednesday morning and Friday afternoon) can also assist you to ensure you are receiving the welfare benefits you are entitled to and provide you with confidential advice and support for any money or debt worries you may have.

Our office will be closed from 24th December 2019 and will reopen on Monday 6th January 2020. Rent payments can't be taken at our office during this period but you are still able to make payments by Direct Debit; using your Allpay card or online using www.allpayments.net.

Please contact Lyndsay or John at our office, if you wish to discuss any financial matter. We are here to help.

Interactive Surveys

Residents who attended the Annual General Meeting were asked for the first time to participate in two interactive surveys. Look out for this type of survey again next year!



Rent Increase 2020

You will receive some information from the Association in January 2020 on the proposed rent increase for 2020-2021. By law, we are required to consult with you on the proposals.

The Management Committee are made up of local residents and they look at the budget for 2020-2021 and the plans that have been made to ensure that your home is maintained and that you continue to receive a quality service.

All the costs for the Association are considered including staffing costs, training costs, repairs and maintenance costs and this helps us to budget for next year.

The Management Committee also look at the long term financial plans for the Association to check that we have enough funds for our future proposals.

We want to ensure that rents remain affordable but we must also ensure that we are covering our costs.

Previously rent increases had been agreed using CPI inflation + 1.5%. CPI inflation is 1.7% at September 2019 and 1.5% at October 2019.

The proposed rent increase is 2.5%. The table below shows how much more, on average, tenants would have to pay per week by property size.

2 Apt average weekly rent increase	3 Apt average weekly rent increase	4 apt average weekly rent increase	5 apt + average weekly rent increase
£1.45	£1.66	£1.79	£2.15

Consultation will include a letter; a survey via email; a survey available on the Gardeen App and a meeting for tenants. Facebook, the website and Twitter will also be updated. You can also telephone Lyndsay or John at the office if you would like to discuss the rent increase in more detail. Please get in touch.

Quality Control

The Association wants to ensure that the contractor we employ (Scotia Plumbing and Heating) to undertake work on gas appliances/systems delivers a service that is both efficient and effective. Our contractor, John Doherty & Co Limited, may contact you to arrange a visit to carry out a quality control check.

We also want to ensure that any electrical installation or repair work carried out at our properties is carried out safely and to a high standard. Our contractor, Sight Sound and Security Systems, may contact you to arrange a visit to carry out a quality control check.

All our contractors will carry identification. If you have any queries please contact Lyndsay or Anna at the office.



Additional Smoke Alarms

The Scottish Government proposed in 2018 that the Housing (Scotland) Act 1987 would be amended to reflect the following new requirements:

- at least one smoke alarm installed in the room most frequently used for general daytime living purposes;
- at least one smoke alarm on every floor;
- at least one heat alarm installed in every kitchen;
- all alarms should be ceiling mounted and interlinked.

The Scottish Government has now confirmed that all housing associations must comply with these new requirements by February 2021. We will contact you to arrange access for these works.

Asbestos Management

The Association has an asbestos register for all our properties. There is no known asbestos in any of our properties. The use of asbestos in building materials was banned in 1999, so if your home was built in 2000 or later, it won't contain any asbestos at all. For properties built before 2000 we may have to instruct our contractor, ACS Physical Risk Control Ltd, to carry out a survey before some repairs and maintenance work to ensure they are asbestos free. If a survey is carried out, you will receive a copy of the report.

Please contact Lyndsay if you would like any further information about this topic.

Value for Money

The Association is currently reviewing our lists for our assisted garden maintenance and close cleaning schemes. We want to ensure that your rent represents value for money and that the people who need services the most are receiving them.

We appreciate your co-operation when being asked to return forms or possibly provide further evidence. We believe the number of cuts per year and the number of places available on the scheme represents value for money in comparison to other landlords and Glasgow City Council.

If you would like to discuss this matter in more detail please contact Lyndsay or John at the office.

Gritting

Glasgow City Council is responsible for gritting the roads and pavements. To report a gritting issue to them please call them on 0800 373 635 (landline) or 0141 276 7000 (mobile).

If you have your own garden or a shared garden as part of a cottage flat or four in a block then you are responsible for gritting this area. Gardeen regularly monitors the level of salt in the grit bins in our area but if a refill is needed then please go online to Glasgow City Council's website or call the numbers above.

You are welcome to use the grit bins that have been filled for the winter. This can help you and your neighbours to get out and about in icy weather.

Upkeep of the Gardeen area

The Association monitors costs closely. Due to cost savings made through the phase 1 and 2 bin pilot there were sufficient funds in the estate management budget to instruct our contractor, Brew Contract Cleaning, to clean the windows in the communal closes. Please help us keep the area clean and tidy by following your close cleaning rota, if applicable.

We have also instructed our contractor, Clyde Valley Landscapes Ltd, to power wash the grey bins in the access lane to maintain the bins to a good standard. The blue bins will be cleaned in early 2020.

Warm Home Discount open now – don't miss out!



The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

If you would like to apply please contact Home Energy Scotland free of charge on **0808 808 2282**, or email adviceteam@sc.homeenergyscotland.org. Alternatively, please contact John or Lorraine at the office.

EU Citizens in Scotland

If you are an EU citizen living in Scotland, the Scottish Government has produced a package of support to help EU citizens stay in Scotland.

Citizens Advice are delivering a support and advice service for all citizens affected by the UK Government's EU Settlement Scheme, resident in Scotland with more complex needs or particular challenges. Part of the service is a Freephone national helpline available on: **0800 916 9847**.

Lines are open: Monday to Friday 9am to 5pm.

More information is available at: www.cas.org.uk/brexit

Women Against State Pension Injustice (WASPI)

At least 340,000 Scottish women born in the 1950's will not get their pension at age 60. Please visit www.waspiScotland.uk for more information. To check your Pension visit: www.gov.uk/state-pension-age. Please contact our office if you would like an appointment with our welfare rights adviser.

Cash for Kids



We are pleased to report that **cashforkids** has been successful in receiving a grant from Cash for Kids to help 161 Gardeen children receive an extra gift from Santa!

Pensioners Raffle

7 lucky pensioners received £50 cash in our Christmas Draw. Happy Christmas!

Donations

Instead of sending Christmas cards to tenants and contractors, we make donations to Cash for Kids, Glasgow Children's Hospital Charity, Glasgow City Mission and the Daffodil Club. We know that you will agree that this is a useful contribution.

Help to Save Scheme

Help to Save is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving Universal Credit to get a bonus of 50p for every £1 they save over 4 years. It is backed by the government so all savings in the scheme are secure.

How payments work

- You can save between £1 and £50 each calendar month;
- You do not have to pay money in every month;
- You can pay money into your Help to Save account by debit card, standing order or bank transfer;
- You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February;
- You can only withdraw money from your Help to Save account to your bank account.

How bonuses work

You get bonuses at the end of the second and fourth years. They're based on how much you've saved.



What happens after 4 years

Your Help to Save account will close 4 years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account.

You can close your account at any time. If you close your account early you'll miss your next bonus and you will not be able to open another one.

Youth Organisations

To find out what's on at Barlanark Community Centre please visit them at Burnmouth Road, Barlanark, G33 4RZ or visit:

<https://events.glasgowlife.org.uk/file/download/09c4e773-2ce2-4fc8-b309-aae100aaaab> to download the weekly programme.

To find out what's on at Barlanark Greyfriars Parish Church please visit them at 365 Hallhill Road, Barlanark, G33 4RY or email enquiries@barlanark-greyfriars.co.uk.

Dogs Trust Event

Gardeen would like to say a big thank you to everyone who brought their dogs to our Dogs Trust event on 19th November 2019. The event was a great success with around 13 dog owners attending at our office to receive free leaflets, microchipping, health and training advice and basic health checks for their dogs.



Impact Arts

**Are you care experienced?
Aged 16-26? Currently not in employment?**

Sign up for Make it Your Own, learn new creative skills and get a £150 shopping budget to make your house a home.

Make it Your Own is open to any care experienced youngpeople aged 16-26 who are not currently in employment or training and have been offered, or are living in their first tenancy.

Impact Arts tutors will deliver weekly one-to-one appointments and group sessions helping young people to identify their own vision of their home, create items or complete decorating projects, achieve personal and practical goals and identify opportunities for further progression.

**Location: The Factory, 319 Craigpark Drive,
Dennistoun, G31 2TB**

For more information or to discuss further, please contact John or Lorraine.

Easterhouse Community Men's Shed



A Men's Shed is a place open to all men over the age of 18, voluntarily run by the men where they can socialise and work on projects or hobbies. It is a place to help others or get help, play a game of cards, relax over a tea or coffee, have a laugh with new and old friends and maybe create something for you or your community. There is a Men's Shed at Easterhouse Baptist Church, 18 Wellhouse Road, Easterhouse, G34 9DN. Membership is free.

To find out more, contact us and ask to speak to John or Lorraine

EHRA Quiz Night

Gardeen Housing Association hosted the annual Easterhouse Housing and Regeneration Alliance (EHRA) Quiz and raised £200 for SAMH and Alzheimer's Scotland.



QUIZ CORNER

Congratulations to the winners of the autumn newsletter competitions.

For all ages.

Can you find the words in the grid below?

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

CHRISTMAS

WINTER

SNOW

SANTA

TINSEL

TREE

HOLIDAY

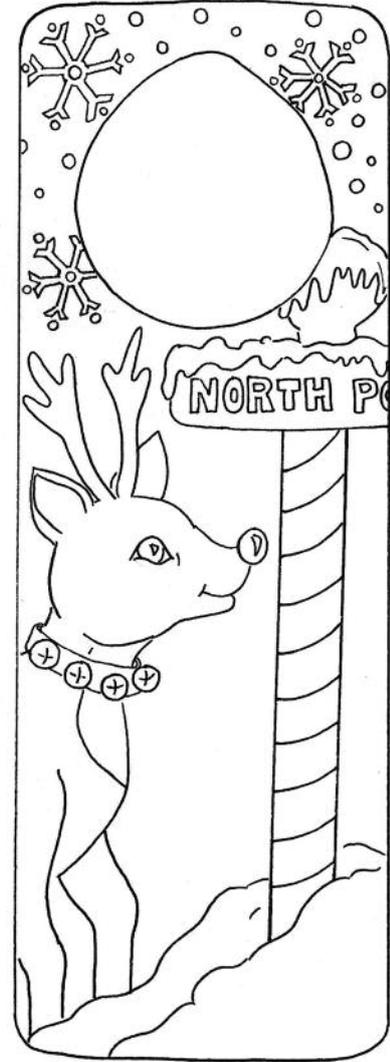
PRESENTS

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. Cut out and return the completed form to the Association's office by **Friday 10th January 2020**. 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, 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 10th January 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