



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Winter 2023

Christmas Greetings

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



Winter Holidays

The office will close at **12.30pm on Friday 22 December 2023** and will re-open on **Thursday 4 January 2024 at 9.30am.**

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 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**.

Thank You!

We would like to thank all our contractors and partners who helped us to continue to deliver a service to the Gardeen community during 2023. This has been another challenging year for everyone. Cost for everyone have increased. Our costs as a business have also increased and we are looking at all our areas of expenditure to ensure value for money.

Our staff are here to help, so please get in touch and if we don't know the answer we will point you in the right direction.

Budget Setting 2024-2025

The Management Committee of Gardeen Housing Association discusses and agrees a budget for 2024-2025 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, cuts to Council services and increased costs for repairs. We will finalise the finance budget in February 2024.

The Management Committee also discuss the rent increase for 2024-2025 and your views on the proposed rent increase will be taken into account.

You will be formally advised of the proposed rent increase as part of the consultation process.

Annual General Meeting Mini Survey

At our Annual General Meeting 2023 we asked attendees what they wanted Gardeen to prioritise over the next year to help make their home more energy efficient.

The responses were:

- New windows 17
- Funding applications for thermal curtains/blinds 1
- Low-energy lightbulbs 2
- Energy advice 0
- Fuel vouchers 3

We will use this feedback alongside our other tenant satisfaction survey work to shape the services we provide to you.

Assurance Statement 2023

Gardeen must submit an Annual Assurance Statement to the Scottish Housing Regulator each year.

This is to provide assurance that the Association complies with the Standards of Governance and Financial Management that applies to Registered Social Landlords. You can find out more about how Gardeen Housing Association performs by visiting the Scottish Regulator website:

<https://www.housingregulator.gov.scot/landlord-performance>



Annual Assurance Statement

The Management Committee of Gardeen Housing Association has taken external support from an independent governance consultant to develop a self-assurance document. This document was discussed at a Special Meeting on 26 October 2023 and the Management Committee has now been assured that the Association complies with:

- All relevant regulatory requirements set out in Section 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties
- The standards of Governance and Financial Management

The Management Committee confirms that there are no areas of material non-compliance. The Management Committee has identified a number of areas for improvement including equalities. We are collecting equalities information, and we are discussing how we can adopt a human rights approach in our work.

The Management Committee are aware of the importance of health and safety for tenants and gained additional assurance through internal audit. The Management Committee are aware of a review of the Regulatory Framework.

The Management Committee shall review this statement on a regular basis and report any areas of material non-compliance to the Scottish Housing Regulator.

This Annual Assurance Statement 2023 will be published on our website, newsletters and social media.

Easterhouse Housing and Regeneration Alliance: Quiz Night and Donation



Gardeen Housing Association works in partnership with six other housing associations in Greater Easterhouse to share training, staffing costs and benefit from best practice.

EHRA held a Quiz night on Friday 27 October 2023 and raised £300 for North East Foodbank.

Congratulations to Calvay on their win!

Rent Increase 2024

You will receive some information from the Association in January 2024 on the proposed rent increase for 2024-2025. By law, we must consult with you on the proposals.

The Management Committee are made up of Gardeen residents and they look at the budget for 2024-2025 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 such as 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 so that we can continue to carry out planned maintenance works such as new windows and kitchens.

We will contact you further with more information about this in January 2024. If you have any questions please contact Lyndsay or John.



Scottish Government Fuel Fund

We applied for a grant for tenants and are pleased to receive funding from the Scottish Government to provide an energy voucher to each Gardeen household.

If you have not called into the office to collect your £60 energy voucher, then please let us know.

If you are worried about your heating costs, then please contact Lyndsay or John for help and support.



Key Committee Decisions: October to December 2023

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from October to December 2023:

- Approved performance report
- Approved annual compliance report
- Introduced mould and dampness policy
- Discussed increased costs for budget planning
- Commenced Business Planning Process
- Reviewed Training records
- Updated and reviewed risk register
- Discussed housing emergency in Glasgow

In addition, the Management Committee attended training on internal audit, health and safety for tenants and debt recovery.

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.

Equalities

Gardeen Housing Association is committed to making sure we treat everybody fairly. We also want to meet the regulatory requirements of the Scottish Housing Regulator.

To help us understand the needs of the Gardeen community, we have been collecting information on equalities from tenants during December 2023.

We will update our records and ensure that your information is stored securely and remains confidential.



Evictions

During 2023 the Association carried out one eviction for non-payment of rent. Such action is always a last resort after a tenant has been given every opportunity through the Court system to resolve matters.

It is very unpleasant to have to carry out an eviction, however, the Association has to protect the interests of other tenants. If a tenant does not pay their rent, then the cost of this is met by the rent paid by other tenants. This is obviously unfair and we cannot allow this to happen without action. It is in such circumstances that the Association then pursues eviction action.

If you are having problems with your rent, please contact our staff right away so that they can try and help you resolve matters without such action. The Association would much rather assist tenants to resolve matters. We can also refer you to our in-house welfare rights adviser.



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 or 0141 276 7000.

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.

Performance Report and Landlord Report

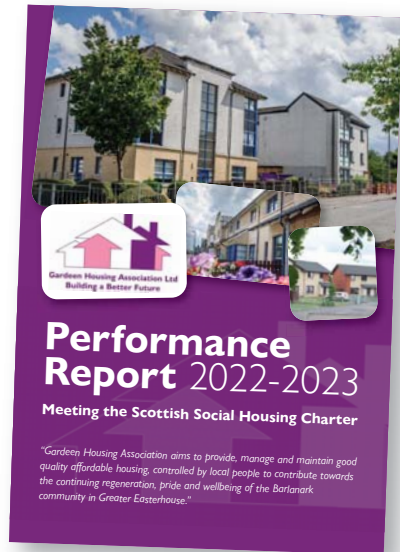
You can find out more about the performance of Gardeen Housing Association by reading our Performance Report on our website:

<https://gardeen.org.uk/performance-reports/>

If you would prefer a paper copy, contact the office and we can organise this for you.

You can also compare our performance by visiting the Scottish Housing Regulator website:

<https://www.housingregulator.gov.scot/landlord-performance/>



Communal Bins in Access Lane

| | | |
|---|--|--|
| <p>22-44 Garlieston Road</p> | <p>108-112 Pendeen Road</p> | <p>2-32 Pendeen Place</p> |
|---|--|--|

During our estate management inspections, we see that some bins in the access lane are being overfilled, causing rubbish to spill out into the access lane.

We have had to pay for our contractor to tidy this mess. The mess can also attract vermin.

We request that tenants recycle as much as possible and if the bin at your close is full, please walk up and use the next bin with capacity. The Council looks at the capacity for the whole lane, not just the one close, and they have arranged the number of bins accordingly.

Please can you contact John or Louise if you would like to discuss this. We welcome ideas to improve this.

Condensation information



Condensation happens when moisture in warm air comes into contact with a cold surface and turns into water droplets. This happens more in rooms where there is a lot of moisture, such as in bathrooms and kitchens. Condensation can form behind furniture, in corners of rooms or in wardrobes.

Top tips...

 **Reduce moisture levels**

 **Improve ventilation**

 **Maintain a constant temperature (17°C-21°C)**

- Air rooms by opening windows – aim for at least ten minutes a day before you turn the heating on;
- Leave window vents open to allow moisture to escape without making the room too cold;
- Leave gaps between furniture and the walls for air to circulate;
- When cooking or washing up, open a window slightly (this is as good as opening it fully).
- When using your kitchen and bathroom, close the door to prevent moisture escaping to the rest of the home and open a window slightly afterwards for about 20 minutes.
- Use your bathroom and kitchen extractor fans. They are cheap to run and are effective in quickly removing moisture from a room;
- Keep your home at a constant temperature if you can, ideally between 17°C and 21°C. Keeping the temperature constant will help control condensation and works out cheaper than constantly heating a cold home to the temperature you want;
- Open windows and shut the doors in rooms where you're drying clothes (it's better to dry them outdoors if you can). If you use a tumble dryer, make sure it's vented to the outside.



Other causes of damp

Damp is not always caused by condensation. It can also be caused by other issues such as:

 **Leaking roofs**

 **Damaged outside walls**

 **Blocked drains**

 **Leaking pipes**

 **Broken guttering**

If you have mould, damp, or condensation at your property, please contact our office to report this and we will arrange for a member of staff and/or our Maintenance Consultant to carry out an inspection.

We are here to help:

If you are struggling with rising costs, please visit the website for more information about the support available: **Cost of Living Support - Glasgow City Council**

If you are struggling to heat your home and manage energy bills, please visit this website for free advice: **Home Energy Scotland**

If you are worried about money and bills please contact a member of staff to make an appointment with our welfare rights adviser.



Fire Safety Risk Assessment – Communal Closes

ACS Learning and Consultancy Limited carry out a fire risk assessment of the communal closes at Gardeen every two years.

This is part of our work to comply with tenant safety requirements. Some recommendations have been made regarding bulk in communal close landings. Please help us by not storing bulk on your landing. This is to keep you and your neighbours safe. Please contact Louise or Lyndsay if you have any queries about fire safety.

Out of Hours Call Outs – No Heating or Hot Water

Please help us keep call out charges to a minimum by checking the following before you call the out of hours emergency number:

- Please check that you have gas and electricity credit;
- If there is a fault with your gas or electricity meter please call your supplier as our engineers cannot repair faults on the meters;
- Please check whether the batteries in your thermostat need to be changed. This is a tenant responsibility.

Thank you for your assistance.

Window Replacements

Surveys will be carried out ahead of Phase 2 (108A Pendeen Road – 112 Pendeen Road and 2 – 32 Pendeen Place) window replacements. Our contractor, MSi Scotland Ltd, will carry out this work during Spring 2024.

The window replacements are planned for 2024/25. We will keep you updated.

We are pleased to carry out this upgrade which will help keep our homes energy efficient!



Carbon Monoxide

Carbon monoxide is a poisonous gas that has no smell or taste.

To help keep you safe, the Association will:

- Ensure homes with gas heating appliances are fitted with a carbon monoxide detector and appropriate ventilation;
- Carry out a check of your carbon monoxide detector during your annual gas service. Please help us by providing access for this check. Do not move alarms fitted by the Association;
- Respond to reports of a carbon monoxide alarm activation as an emergency and if required replace the detector. A gas engineer will attend to carry out an inspection to assess the fault.

What you can do to assist and to keep yourself safe:

- Do NOT remove carbon monoxide detection alarms from your property – they are there for your safety and can save you and your family's lives.
- Report issues or activations promptly.
- Do not cover vents, they are there to ensure effective ventilation to prevent build-up of fumes.

If your alarm bleeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call the office if you have any alarm issue you are not sure about.

Stock Condition Survey 2024

During January 2024, our consultants Brown and Wallace will carry out a stock condition survey on our behalf. This information will help us to plan our improvements for the future.

Brown and Wallace assess the condition of the components in each home, including kitchens, bathrooms, windows, doors, close doors, roofs and attics and calculate the likely lifespan of each component.

We will then use this information to calculate the costs of our future improvements. We need to make sure we have enough cash to pay back our loans, run Gardeen and pay for improvements.

We will keep you updated on our new plans during 2024.



Rent Payments

Christmas can be a costly time of year and there is added pressure this year with rising energy prices and the cost-of-living crisis.

Rent payments must still be paid during the festive period but 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 every Tuesday) 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 12.30pm on 22 December 2023 and will reopen at 9.30am on Thursday 4 January 2024. You can pay by bank transfer; by Direct Debit; using your Allpay card or online using www.allpayments.net.

Please contact Lyndsay or John at our office in the first instance, if you wish to discuss any financial matter.

We are here to help.

Gardeen Donations 2023

Instead of sending Christmas cards to tenants and contractors, the Management Committee agreed to donate £250 each to Barlanark 166th Scouts, Barlanark Out of School Care and North East Foodbank.

Tenant Christmas Draw

This year the Management Committee decided that the Christmas draw would be for 14 single tenants to receive £25. Happy Christmas!

Cash for Kids

Cash for Kids has confirmed that they are unable to provide a block grant to Gardeen Housing Association for Gardeen families. You can make an individual claim and you can contact Gardeen staff for help.

Help and Assistance

There are many other ways we can help. Please get in touch if you need welfare rights advice, a Scottish Welfare Fund application or help with your heating costs. We can continue to apply for grants on your behalf.

Please contact John or Lyndsay at the office and we can help.

Christmas and Mental Health

No matter how or if you celebrate, it is normal that this time of year can affect your mental health. You may be feeling like you aren't enjoying the things you usually do this time of year. You may be worried about friends and family or other things happening in the world. You are not alone.

Take time for yourself

- Try to listen to how you are feeling.
- Make time for something you enjoy.
- Remember it is OK to say no.
- Be gentle with yourself.

Manage your social media

- Try to avoid comparing yourself to others.
- Take a break.
- Choose what you consume.

Plan ahead

- Take time to work out what you're feeling.
- Set boundaries.
- Structure your days.

You can find out more by contacting:

<https://www.samh.org.uk/about-mental-health>



Energy advice



For free energy advice, please visit the website below:

Home Energy Scotland

Christmas Competition

Well done to the winners of the Autumn Newsletter!

You have 2 chances to win our £10 prize! Solve the Christmas Wordsearch and/or show us your artistic talents by colouring in the picture.

Fill in your name, date of birth, address and phone number below and return the completed form to the Association's office by Friday 12th January 2024. If not won the prize money will roll over to next newsletter competition.

Christmas Wordsearch



Colouring Competition



- CANDY CANE
- CAROLS • CHRISTMAS
- DECEMBER • ELVES
- GINGERBREAD • HOLLY
- JINGLE • LIGHTS • MERRY • NORTH POLE
- ORNAMENTS • PRESENTS • REINDEER
- SANTA • SLEIGH • STOCKING • WINTER
- WREATH

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| T | X | G | S | G | N | O | R | T | H | P | O | L | E | T |

Name: Telephone:

Address: Date of Birth:

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619

info@gardeen.org.uk

Gardeen Housing Association

www.gardeen.org.uk

@gardeenh



Open weekdays 9.30 am to 4.30pm • Closed for lunch 12.30pm to 1.30pm and for training throughout Thursday morning

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