



Newsletter

AUTUMN 2017

BIN PILOT SCHEME

Gardeen is working in partnership with Glasgow City Council to change the way the bins are collected in the properties listed below:

- **22 - 44 Garlieston Road**
- **2 - 30 Pendeen Place**
- **108A - 112 Pendeen Road**

We want to put larger bins in the access lane behind Garlieston Road and Pendeen Place. Instead of taking rubbish bags to the bin store in each close, tenants will be asked to take their rubbish bags up to the larger bins in the access lane. Lighting will be installed in the access lane for visibility.

It is hoped that the existing bin areas in each close would then be used to store prams and bikes. Please contact Lyndsay or Clare at the office for more information.

COMMUNITY GARDEN

We will be working with Gardeen volunteers to develop a community garden. We will be working in partnership with Stalled Spaces to change this disused play area into a new community space. Contact us on 0141 771 9590 for more information.



AUTUMN HOLIDAYS – OFFICE CLOSURE



The office will close at **4.30pm on Thursday 21st September 2017** and will re-open on **Tuesday 26th September 2017 at 9.30am.**

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, on **0141 771 9590.**



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

ANNUAL GENERAL MEETING AND COMMITTEE UPDATE

We would like to thank everyone who attended the Annual General Meeting on 23 August 2017.

Office bearers were elected after the AGM and the Committee consists of:

Chairperson	Marion Leat
Vice Chair	Colin Cameron
Secretary	Rose O Malley
Treasurer	David Lovett

Rena Clark
Sarah Lack-McDevitt
Mary McGuigan
Corrina Brewer
Helen Marcowich
Margaret Livingstone
Joanne Mullen
Nicola Boyle (Observer)



We are always encouraging new members to join the Management Committee. Please contact Roslyn for more information.

MEMBERSHIP

Gardeen Housing Association is keen to encourage people to become members of the Association. Members enjoy benefits including entitlement to attend the Association's Annual General Meetings and other Special Meetings.

Members are able to elect or stand for election to the Association's Management Committee and become involved in the work that we do.

If you are interested in becoming a member please complete a membership application form and return the form along with the £1 one-off fee to the Association, where your application will be considered as soon as possible by our Management Committee.

For further information on becoming a member please contact Roslyn at the office.



INVESTORS IN PEOPLE AWARD

We are pleased to advise that we have retained our Investors in People Award in June 2017. We use this award to improve our service to you.



INVESTORS IN PEOPLE

VALUE FOR MONEY

Gardeen Housing Association aims to provide a local service to tenants ensuring that homes are well maintained and rents remain affordable.

This table shows how your rent compares with some of your neighbours:

	2 apt average weekly rent	3 apt average weekly rent	4 apt average weekly rent	5 apt average weekly rent
Gardeen	£56.42	£64.96	£69.96	£84.00
Glasgow Housing Association	£72.20	£77.56	£90.62	£99.16
Calvary	£63.90	£66.99	£73.56	£91.44
Wellhouse	£64.60	£68.96	£78.91	£91.20
Easthall Park	£61.60	£63.84	£77.25	£91.00

You can find out more by visiting:

www.scottishhousingregulator.gov.uk/find-and-compare-landlords



SCOTTISH HOUSING REGULATOR REPORT 2016-2017

The Scottish Housing Regulator has published a landlord report on how Gardeen Housing Association has performed during 2016-2017.

A copy of the report from the Scottish Housing Regulator is available on our website and is provided below.

Landlord report How your landlord told us it performed in 2016/2017



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 2016/2017.

Homes and rents

At 31 March 2017 your landlord owned 253 homes. The total rent due to your landlord for the year was £887,833. Your landlord increased its weekly rent on average by 2.50% from the previous year.

Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	£0.00	£66.55	-%
2 apartment	27	£56.42	£71.67	21.3%
3 apartment	115	£64.96	£73.13	11.2%
4 apartment	87	£69.96	£79.42	11.9%
5 apartment	24	£84.00	£88.02	4.6%

Tenant satisfaction

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

- » **93.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.7%.
- » **94.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.1%.
- » **94.7%** of tenants were satisfied with the **opportunities to participate** in your Landlord's decision making, compared to the Scottish average of 83.8%.

Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 93.6%.
- » The average time your landlord took to complete **emergency repairs** was **1.4 hours**, compared to the Scottish average of 4.7 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **2.6 days**, compared to the Scottish average of 7.1 days.
- » Your landlord completed **98.7%** of **reactive repairs right first time** compared to the Scottish average of 92.4%.
- » Your landlord does operate a **repairs appointment system**. It kept **98.7%** of **appointments** compared to the Scottish average of 95.7%.
- » **100.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 90.6%

Neighbourhoods

- » For every 100 of your landlord's homes, **13.8 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 87.2%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **100.7%** of the **total rent** it was due in the year, compared to the Scottish average of 99.6%.
- » 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 **0.2 days** to **re-let homes**, compared to the Scottish average of 31.5 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 our website at www.scottishhousingregulator.gov.uk

CENTRAL HEATING SETUP

If you would like assistance to set the timer on your central heating thermostat please contact Anna or Lyndsay at the office to make an appointment. This may help you to reduce your heating bill.

PLANNED MAINTENANCE UPDATE FOR 2017/2018

Phase 6 Kitchen Renewals

The planned kitchen replacement works at Phase 6 in Pendeen Road (8 – 48 Pendeen Road even numbers) are almost complete. Our contractor MCN (Scotland) Ltd has been on site during August and September 2017.

Phase 1 Full Central Heating System Renewals

The planned full central heating system replacement works at Phase 1 in Garlieston Road (22 – 44 Garlieston Road even numbers) are in progress. We will visit your property before your install date to carry out a survey. A full central heating system renewal means that a new boiler and new radiators will be fitted at your property and the pipework will also be examined. Our contractor will discuss the works in detail with you at the survey visit. We estimate that these works will be complete by Winter 2017.



FORMER PLAY PARK

We will be working with our contractor to revamp the former play park area at the top of the access lane behind Garlieston Road and Pendeen Place. We are planning to install a natural play area and bark. Contact us on 0141 771 9590 for more information.

SUMMER GARDENS 2017

We are delighted that so many tenants took the time to improve the Gardeen area by looking after their gardens.

The winners of the 2017 Gardeen garden competition are:

Isa Hunt Gardening Prize: Best Garden

- | | |
|-------|--|
| 1st = | Mrs Boyle 4 Garlieston Road |
| 1st = | Ms Gracie and Mr Barclay 108A Pendeen Road |
| 2nd | Mr and Mrs McCafferty 65 Garlieston Road |
| 3rd | Mrs Lockerbie 0/2 26 Garlieston Road |

Best Improved

- | | |
|-----|---------------------------------|
| 1st | Mr Arthur 0/1 132 Pendeen Road |
| 2nd | Mr Grainger 27B Garlieston Road |



Best Communal

- | | |
|-----|--------------------|
| 1st | 46/48 Pendeen Road |
| 2nd | 89 Garlieston Road |

Best Verandah

- | | |
|-----|----------------------------------|
| 1st | Mrs Leat 2/1 18 Pendeen Place |
| 2nd | Miss Proctor 1/2 6 Pendeen Place |

CHRISTMAS PANTO TICKETS: RUDOLPH



Gardeen Housing Association works in partnership with Easterhouse Housing and Regeneration Alliance (EHRA). By working in partnership, Gardeen is able to offer tickets for the 2017 Christmas production, Rudolph at Platform. The panto will be on at The Bridge, Easterhouse from 5-17 December 2017.

Tickets will be available shortly.

For more information contact the office.

WHAT'S ON BARLANARK COMMUNITY CENTRE 33 Burnmouth Road, Barlanark, G33 4RZ



Premier British Wrestling Presents: LIVE PRO WRESTLING

Live in Barlanark Community Centre,
Saturday 21st October 2017

Afternoon Show
(doors open 1.30pm, for a 2.00pm start)

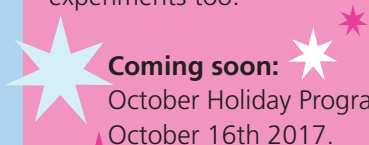

Evening Show
(doors open 6.00pm, for a 6.30pm start)


Tickets £7 for one show or £10
for both shows and are available
from the centre reception.

ACTIVITY CLUB Barlanark Community Centre

Every Thursday for all children in
Primary School.
31st August – 12th October 2017
3.30pm to 5.00pm

Play games, arts and crafts and
try some coding and science
experiments too.

 **Coming soon:** 
October Holiday Programme w/b
October 16th 2017.

 Consent forms are
required to participate.
For more information,
please call 0141 276 1785

APPLYING FOR HOUSING

If you are aged 16 or over you can apply to our waiting list for one of our homes. If you, or anyone you know, would like assistance please telephone 0141 771 9590 and make an appointment to see Debbie. We will also be able to advise about other housing options and areas depending on your circumstances.



DWP JOBCENTRES CLOSING



The Jobcentres at Parkhead, Easterhouse and Bridgeton will move to Shettleston Jobcentre. Please contact our office if you would like to be referred to our independent welfare rights service through GEMAP.



CASH FOR KIDS

Last year, Gardeen was pleased to announce that we were successful in securing funding from Cash for Kids to enable 181 Gardeen children to receive an extra gift.

The Association will re-apply on behalf of the Gardeen community but we have been advised that there will be less cash available this year.

This is because there was a big increase in demand last year - so there is no guarantee that there will be the same cash available this year.

We will try our best and keep you posted!



SUICIDE PREVENTION IN GLASGOW CITY

ChooseLife

Suicide prevention in Scotland

Last year 91 people in Glasgow took their own lives, leaving a tragic, lasting impact on families, friends and communities.

Within Glasgow City the multi-agency Choose Life partnership is trying to change this and calls on everyone to be alert to the warning signs of suicide in people close to them. The message is that if you're worried about someone, such as a friend, family member or workmate, asking them directly about their feelings can help to save their life.

People in Glasgow can get information and advice on sources of support at any time by visiting the local web page

www.yoursupportglasgow.org/chooselife.aspx

If you or anyone close to you is struggling with issues of suicide, please seek help, either from your general practitioner or through sources of help such as the Samaritans (call free on 116 123 or by email at jo@samaritans.org) or Breathing Space (call free on 0800 83 85 87).

CREDIT UNION

Check out below on how you can become a member:

SHETTLESTON & TOLLCROSS CREDIT UNION

A Credit Union is a group of people who save together and lend to each other at a reasonable rate of interest.

Membership is based on a 'common bond', something that links members together. An example could be that members work or live in the same area.

Credit Unions offer their members the chance to take control of their finances.

OPENING HOURS

Monday	10:00 till 15:00
Tuesday	19:00 till 20:00
Wednesday	10:00 till 15:00
Thursday	CLOSED
Friday	10:00 till 15:00
Saturday	10:00 till 12:00

BARLANARK TUES 10AM - 12NOON

What you need to join?

If you are an adult you will require one of each of the following:-

Proof of who you are?

Passport or
Driving Licence or
Pension Book

Proof of where you live?

Current Utility Bill
Or
Bank Statement
Or
Council Tax Demand

Standing Order Mandate Available

SCOTTISH POWER CALL BACK SERVICE

If you are a Scottish Power customer and would like to speak to someone about your account you can request a callback online using the link below:



www.scottishpower.co.uk/support-centre/callbackpublic.process.

Alternatively if you would like assistance with your gas or electricity account, please contact Debbie at the office who will refer you to the Glasgow Home Energy Advice Team (GHEAT).

YOUR COUNCILLOR FOR WARD 18 – EAST CENTRE

Bailie Annette Christie will be holding the following monthly surgery:

Barlanark Family Learning Centre
343 Hallhill Road
Glasgow
G33 4RY
6.00pm, second Wednesday

Alternatively contact her by:

Phone at 0141 287 3595

Email: Annette.christie@glasgow.gov.uk

Twitter: [CllrAnnetteChristie@Peckisha](https://twitter.com/CllrAnnetteChristie@Peckisha)

Facebook: [AnnetteChristieSNP](https://www.facebook.com/AnnetteChristieSNP)



QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **Morayo Osisanya, age 7**

FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

**BONFIRE
SPARKLER
COSTUME
CONKER**

**HALLOWEEN
SPOOKY
PUMPKINS
GUY FAWKES**

PETS CORNER

We are pleased to introduce a new section of our newsletter - Pets Corner!

The star of our first Pets Corner is **Oscar McShane** from Garlieston Road.

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



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 20th October 2017**. 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 next newsletter quiz.

Name: _____ D.O.B. _____

Address: _____

Tel No: _____

Gardeen Housing Association Limited

32 Garlieston Road, Barlarnark, G33 4UD

Tel: 0141 771 9590 Text: 07797 800 486

Email: info@gardeen.co.uk

Website: www.scottishhousingconnections.org/shcc



Open Weekdays 9:30am - 4:30pm

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

