



Gardeen Housing Association Ltd  
Building a Better Future

# Newsletter

[www.gardeen.org.uk](http://www.gardeen.org.uk)

Winter 2024

## 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 Tuesday 24 December 2024** and will re-open on **Monday 6 January 2025 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 2024. 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.

# Annual General Meeting Mini Survey

At our Annual General Meeting 2024 we asked attendees what they wanted Gardeen to prioritise over the next year? The responses were:

- New kitchens and windows 11
- Tidy area 1
- Low rents 6
- Energy efficiency 2
- Prompt, quality local repairs service 1

We also advised that the landscape maintenance contract is up for renewal by 31/3/2025 and asked which service tenants thought offered the best value for money?

- Bulk uplift twice per week 11
- Grass cutting twice per month 2
- Litter picking twice per week 1
- Assisted garden maintenance list 5
- Assisted close cleaning list 2

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

# Assurance Statement 2024

**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>

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 24 October 2024 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 confirms that Gardeen Housing Association meets all duties in relation to tenant and resident safety, and have gained assurance of compliance through internal audit with all relevant safety requirements including:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and Mould
- Lift safety

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 2024 will be published on our website, newsletters and social media.



# Budget Setting 2025-2026

**The Management Committee of Gardeen Housing Association are working to agree a budget for 2025-2026 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. As a small independent housing association, we want to provide a reliable, local service and offer a fair affordable rent. We also need to ensure that we have enough funds to pay back loans and to plan for new windows, kitchens, bathrooms and boilers.

We will finalise the finance budget in February 2025.

The Management Committee also discuss the rent increase for 2025-2026 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.

# Rent Increase 2025

**You will receive some information from the Association in January 2025 on the proposed rent increase for 2025-2026. 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 2025-2026 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 2025. If you have any questions please contact Lyndsay or John.



# 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/>



# Key Committee Decisions: October to December 2024

**The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from October to December 2024:**

- Elected office bearers for 24-25
- Approved revised code of conduct
- Noted EHRA Benchmarking report 23-24
- Approved quarterly risk review
- Approved performance report 23-24
- Approved annual compliance report
- Approved first draft of Budget 25-26
- Discussed proposed changes to Annual Return on Charter
- Approved Management Accounts to 30 September 2024
- Approved Property Management Reports to 30 September 2024
- Welcomed two new observers to the Management Meetings

In addition, the Management Committee attended training on cyber security, health and safety and the economy and Scottish Budget.

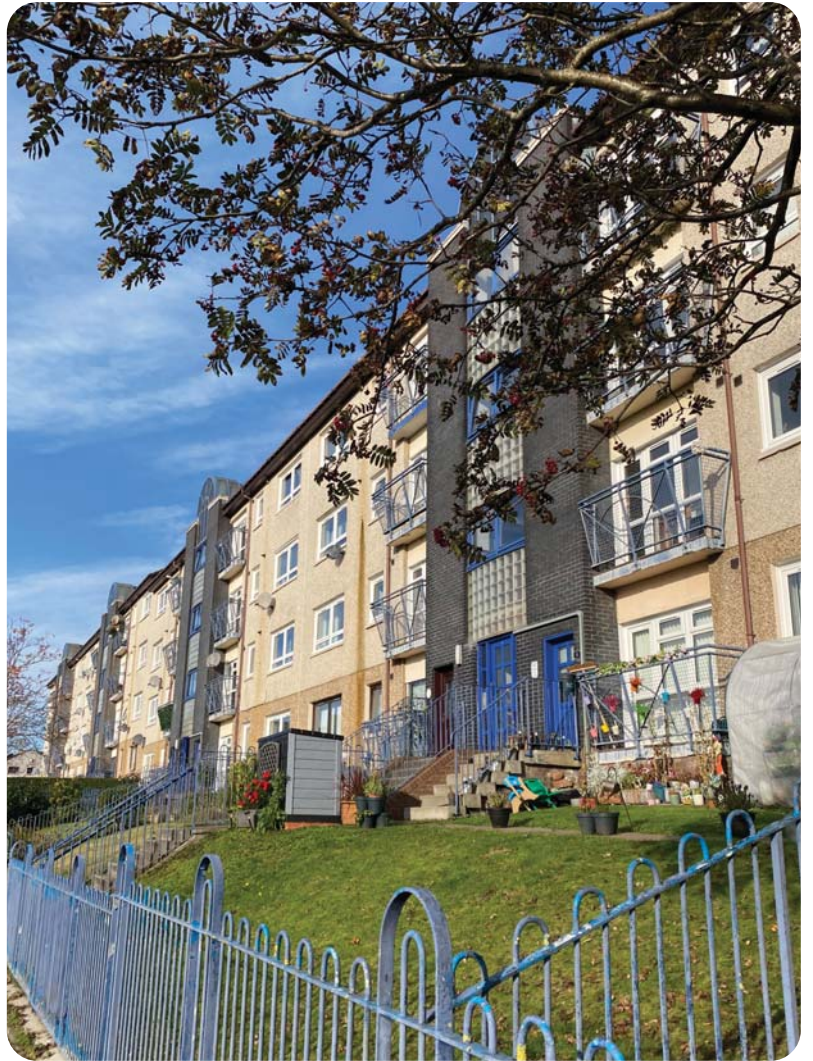
If you would like to find out more about joining the committee then please contact Roslyn or Lyndsay for more information. Training and support is provided.



# Window Replacements

**The Phase 2 (108A – 112 Pendeen Road and 2 – 32 Pendeen Place) window replacement programme is now complete!**

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

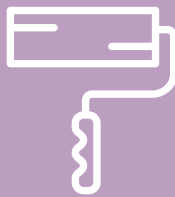


## Painterwork

**Working in partnership with our Clerk of Works from D.A. Gilmour Ltd, the Association has drawn up a programme of top up painterworks.**

The surveys found the existing painterwork to be in good condition so to achieve value for money, we are only going to paint what is needed. This work will still freshen up the closes and will be post inspected by our Clerk of Works upon completion.

Our contractor, JC Decorating Ltd will be on site carrying out this work in Phase 1 (22 – 44 Garlieston Road (evens)) during 2025/26, after the kitchen replacement programme is complete.



## Kitchen Replacements

**Surveys will be carried out ahead of Phase 1 (22 – 44 Garlieston Road (evens)) kitchen replacements. Our contractor, MCN Scotland Ltd, will carry out this work.**

The kitchen replacements are planned for Summer/Autumn 2025/26. We will keep you updated.

If you have a tenancy breach such as rent arrears, please contact John or Lyndsay to make a plan.

### Front Doors to Main Door Flats

Surveys will be carried out ahead of Phase 2 (2 – 32 Pendeen Place (evens)) front door to main door flat replacements. Our contractor, MSi Scotland Ltd, will carry out this work.

The door replacements are planned for Summer 2025/26. We will keep you updated.

We are pleased to carry out these upgrade works to Gardeen homes!

# Stage 3 Adaptations

**The Association is pleased to have secured £25,000 in funding for the Stage 3 adaptations programme for 2024/25 from Glasgow City Council.**

Works were instructed and are now complete. Notification of the Association's funding award was not received until the end of June 2024 which has caused an unavoidable delay with the programme start.

The adaptations budget for 2024/25 has been spent in full on 2 adaptations.

Due to the funding cuts announced by the Scottish Government it is unknown whether we will be able to secure any additional funding later this year.

If you would like to be referred to Glasgow City Council for adaptation works such as a level access shower, please contact John or Louise at our office. An Occupational Therapist will assess your circumstances.



## Communal Close Cleaning



**Working in partnership with our Clerk of Works from D.A. Gilmour Ltd, the Association has been surveying all of the communal closes.**

The main concern for the long-term upkeep of the close was cleanliness. The painterwork remains of a high standard with only top up works to partial sections of the close being recommended.

A budget allowance has been made from 1 April 2025 for fortnightly close cleaning. This would be offset by savings in the painterwork budget and long-term maintenance costs.

We hope that tenants will be pleased with the new arrangements to keep their close to a high standard!

## Lift Safety Policy

This policy was approved by the Management Committee. It clarifies that the Association does not have any passenger lifts or hoists. It sets out the Association's procedures relating to properties where the tenant has had a stairlift installed.

## Mould, damp and condensation

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 Clerk of Works to carry out an inspection.





UK Government

# Are you over State Pension age, or know someone who is?

**Pension Credit** tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- The **Winter Fuel Payment\*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

**Don't miss out.**



SCAN TO FIND OUT MORE



Check your eligibility at [gov.uk/pension-credit](https://gov.uk/pension-credit) or by calling **0800 99 1234**

Eligibility criteria apply  
\*or the equivalent in Scotland.

## Happy to Translate

**Happy to Translate has a Mobile App!**

If English is not your first language then please ask



HAPPY TO TRANSLATE

staff to use the Happy to Translate App if this would be useful for you. For further information please contact Lyndsay at the office.

## Vehicles parked without road tax and/or insurance

**The Association has noticed some vehicles parked in the Gardeen area where the DVLA website states that they are without road tax or insurance.**

We are keeping a register of these vehicles and submit a report to Glasgow City Council. In some circumstances we also inform Police Scotland.

If you know who is responsible for a vehicle without road tax or insurance parked in the Gardeen area, please contact John or Louise at the office.

# Rent Payments

**Christmas can be a costly time of year and there is added pressure 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 24 December 2024 and will reopen at 9.30am on Monday 6 January 2025. You can pay by bank transfer; by Direct Debit; using your Allpay card or online using [www.allpayments.net](http://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 2024

**Instead of sending Christmas cards to tenants and contractors, the Management Committee agreed to donate to Barlanark Scouts, Barlanark Out of School Care and the Shettleston Pantry.**

## Tenant Christmas Draw

This year the Management Committee decided that the Christmas draw would be for 14 single person households 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. Elaine McIntyre from Connect Community Trust provides independent advice each Tuesday. You can speak to her in person, arrange a house visit or Elaine can give you a call.

**Contact the office for more information.**

# 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>



# Christmas Competition

## Colouring Competition

You have 2 chances to win our £10 prize! Spot the differences in our festive pictures 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 10th January 2025. If not won the prize money will roll over to next newsletter competition.



## Spot the 10 differences

Can you find the 10 differences between our 2 sleeping kitten pictures?



Name:

Telephone:

Address:


Date of Birth:

### Gardeen Housing Association Limited

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 Gardeen Housing Association

 [www.gardeen.org.uk](http://www.gardeen.org.uk)

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**Gardeen Housing Association Ltd**  
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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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