



BIN REPLACEMENT PROGRAMME (BRP) PILOT

Gardeen Housing Association is working in partnership with Glasgow City Council (GCC) regarding the new larger capacity wheeled bins in the access lane at the back of Garlieston Road and Pendeen Place. Part of the BRP is to work with GCC to try and encourage more recycling.

The old bin areas have been cleaned out. Tenants can now use these to store bikes or prams. However anything stored in the bin areas is at tenant's own risk. Over the next few weeks staff will be working with tenants to clear out the drying areas so that they can be returned to their intended purpose.

Please do not dump black bags at the doors of the old bin areas. This costs the Association £20 + VAT per time to remove which is paid for by

rental income. Please report anyone dumping rubbish to the Association so that we can take further action.

We would love your feedback – good or bad! Feedback will be presented to Committee. Please can you provide suggestions for improvement/ alternative ways to manage the bins if applicable. Please contact Lyndsay or John at the office if you would like to discuss the BRP Pilot or email your views to info@gardeen.org.uk



recycle
more

SPRING HOLIDAYS – OFFICE CLOSURE



The office will close at **4.30pm on Thursday 29 March 2018** and will re-open on **Tuesday 3 April 2018 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**

SCOTTISH NATIONAL STANDARDS FOR ADVICE AND INFORMATION

Gardeen Housing Association has been re-accredited with the Scottish National Standards for Advice and Information. This means that the information and service that we provide has reached the standard to receive this Scottish Government Award.

We will use this award to improve our service to you.



GLASGOW NORTH EAST FOODBANK: CHANGE OF ADDRESS



Please note that from 23 March 2018, the North East Foodbank will no longer distribute from Shettleston Old Parish Church on Killin Street. Instead it will move to Trinity Methodist Church, 1104 Shettleston Road, Shettleston, Glasgow, G32 7PH. This applies on Fridays between 2 – 4pm.

GARDEEN CHRISTMAS SAVINGS SCHEME



The Association is pleased to once again offer their Christmas savings scheme! This is a scheme where you can spread the cost of your rent over a shorter time period so that you do not have to make a payment to your rent account in December, provided you stick to the payment plan. The Association's only income is from tenants' rent money so it is really important that we collect as much rent in as possible as this is used to pay for items such as repairs and planned maintenance such as kitchens and bathrooms.

Please contact Lyndsay or John if you are interested in this scheme.



GARDEEN STAFF TEAM



We would like to welcome John Seggie to the Gardeen staff team. John joins us as the Property Services Assistant and will be working closely with Lyndsay, Senior Housing Officer to deal with any queries you may have.

John has a background in welfare rights and a Diploma in Housing. Please ask for John or Lyndsay when contacting the office.

WHY NOT GET INVOLVED?

If you would like to get involved in your community then why not get involved in the committee?

You will receive free training and support from staff and committee. You will help to make decisions on the service that is provided to tenants and residents. You will also learn new skills that can improve your skills and experience. If you have a few hours to spare each month then please contact Roslyn Crawford, Director for more information.

If you don't want to join the Committee then there are other ways you can get involved. You could:

Come along to the Annual General Meeting in August

Come along to the Annual Performance Meeting in June

Join the Consultation Register and have a say on the policy reviews

**Contact our office on 0141 771 9590
We look forward to hearing from you.**

RENT INCREASE: 1 APRIL 2018

Thank you to all the tenants who responded to the rent consultation exercise. 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 4.5%.

The Management Committee also considered the rents charged by other local housing associations to ensure that rents remain affordable to Gardeen tenants.

If you have any money worries then please contact the office where a member of staff will be happy to help you. We can offer independent financial advice each Monday at our office.



INTERNAL AUDIT 2018: EQUAL OPPORTUNITIES AND DATA PROTECTION

The Management Committee recently instructed an internal audit to ensure that Gardeen Housing Association is acting in accordance with the rules, the law, the requirements of the Scottish Housing Regulator and best practice.

Alexander Sloan carried out an independent audit of the Association and made a few recommendations. Alexander Sloan looked at how we manage our equal opportunities and data protection. The Management Committee will introduce these changes to improve our performance and service to tenants.

If you would like to find out more, then please contact Roslyn Crawford, Director at the office.

CHANGES TO HOW WE TREAT YOUR INFORMATION

There is new legislation that is designed to ensure that information you provide to us is protected. The General Data Protection Regulation (GDPR) comes into force on the 25 May 2018.

We want you to know that we are reviewing our policies and procedures to ensure that we are compliant with the new legislation and that the information that you provide to us is safe and secure.

The aim of GDPR is to give you more control over the information that you have provided to us. You will have:

- the right to be told about data breaches that may have an impact on your rights
- Better rights to access information that we hold about you
- Right to be forgotten

You may see some changes to the letters that we send to you. This is to ensure that we are compliant with the new Regulation.

We will keep you updated.

If you have a query about these changes then please contact Roslyn Crawford, Director at the office.

SCOTTISH HOUSING REGULATOR: CONSULTATION 2018

The Scottish Housing Regulator is an independent regulator of housing associations and local authorities, including Gardeen Housing Association. Their role 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 housing associations and local authorities.

They regulate by assessing and reporting on:

- Gardeen's performance
- Gardeen's financial well-being
- Gardeen's standards of governance

The Scottish Housing Regulator is now reviewing how it operates and would like to hear from you. Any changes will be introduced in 2019.

If you would like to find out more, visit <https://www.scottishhousingregulator.gov.uk/> or contact the office and we can provide you with a paper copy.

We will keep you up to date with any changes that are introduced.



EHRA WELCOMES SCOTTISH HOUSING REGULATOR AND SFHA TO GREATER EASTERHOUSE



On Friday 9 March 2018, EHRA welcomed Board members from the Scottish Housing Regulator, the Scottish Federation of Housing Associations (SFHA) and Councillor Kenny McLean to visit Barlanark to highlight the changes that have been made to our communities.

Easterhouse Housing and Regeneration Alliance (EHRA) represents the eight community based housing associations and co-operatives that operate in Greater Easterhouse

Colin Cameron, Vice Chair of Gardeen Housing Association and Chairperson of EHRA explained the work of committee members, who employ staff and other professionals to deliver local services to tenants and owners.



TENANT HANDBOOK CHANGES

So that all the information is fully up to date, the Tenant Handbook is currently being reviewed. As this information affects you, it is in your interest to have some say in this review.

For those of you who have worn away the pages through reading it daily, or if you have simply lost it, copies of the current handbook are available from the office. Feel free to take one and give any ideas on how to improve it. A signed copy of the next handbook will be given to whoever comes up with the best suggestion.



Contact John Seggie, Property Services Assistant if you would like to be involved.

FIRE SAFETY

Please consider how you would exit your building in the event of a fire. Think about where your keys are kept and if the exit route is clear. Please do not leave items lying in communal areas that could potentially hinder your exit. The former bin areas in 24 – 44 Garlieston Road; 108 – 112 Pendeen Road and 2 – 30 Pendeen Place can now be used to store prams and bikes.

Please also be very careful if you have purchased reconditioned white goods. Please contact Lyndsay or Anna at the office to arrange a safety check if you have bought anything second hand which has not been safety tested by a qualified electrician.



MY GLASGOW APP

Glasgow City Council has developed a new smart phone app to enable people to report issues in the city and get feedback on their reports. Download the My Glasgow App from the App store and report issues such as streetlighting faults/road faults/fly tipping to Glasgow City Council. You will receive a job reference number and updates to advise when your request has been dealt with and what action was taken. Please contact Lyndsay at the office if you would like any assistance downloading the App.



PLANNED MAINTENANCE 2018

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) were completed in January 2018.

Phase 6 Painterwork

As assessment of the paint work at 8 – 48 Pendeen Road has been carried out by the Association's Maintenance Consultant. Only a few top up remedial works are required this year and they will take place over Summer 2018. The paint we used previously was good quality and has lasted well which saves the Association money and helps to keep rents affordable.



REACTIVE MAINTENANCE

Blocked Drains

Last year, Gardeen HA had to enlist the help of drainage experts to clean underground pipes. Please think about the items you are putting down the sink to prevent further blockages.

With your cooperation, hopefully the garden areas around the scheme will be free from any horrible gunge and smell lovely. Also, we can save money by not having to get pipe cleaners. Win - win for everyone!

BARLANARK COMMUNITY CENTRE

Barlanark Community Centre is being upgraded.

There will be a reduced service in the Centre from Sunday 18 March until late summer 2018 as they work to create a better space for you to use.

If you have any queries, please call the centre on 0141 773 1812 or drop in to speak to a member of staff.

TEXT MESSAGING UPDATE

We are changing to a different provider for our text messaging service. We will send a text out soon with the new number to anyone who has provided the Association with a mobile number. Please text us with any queries if you prefer to use this method. Please ensure that the Association has an up to date mobile number for you.

FORMER PLAY PARK AND COMMUNITY GARDEN

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 going to install a natural play area and bark. This work should take place during Spring/Summer 2018. Please contact Lyndsay at the office for more information.



Community Garden

We are working closely with Glasgow City Council to gain access to the community garden area. We shall be progressing this and will keep everyone up to date.



NEW WEBSITE

Our new website will launch in April 2018.
Please let us know what you think of the new design!

<https://www.gardeen.org.uk>

SEASONS FOR GROWTH - ADULT PROGRAMME

Seasons for Growth aims to build resilience and bring hope and confidence to adults who have experienced significant change or loss.

Grief may be due to any number of experiences e.g. bereavement/relationship breakdown.

It may be a recent loss, or something that happened a long time ago. The programme imparts knowledge, skills and attitudes to enable participants to understand and manage their grief experience.

The Adult Programme has 2 components:

- **Understanding Change Loss and Grief**
(2-3 hour seminar) which can be offered to large groups (up to 25 participants) of people with an interest in learning about grief, its potential triggers and impact as well as strategies to manage it.
- **Exploring the Seasons of Grief**
(4 x 2½ hour sessions) is a small group (4-7 participants) peer based educational programme. It offers the opportunity for individual reflection and group discussion.

For more information on the Adult Seasons for Growth programme please contact Barbara Adzajlic on 0141 232 0174 or email barbara.adzajlic@ggc.scot.nhs.uk

COLD WEATHER PAYMENTS

Now that the cold snap is over (it is Scotland so don't bank on it though), it would be advisable to check your bank account to see if you have received the Cold Weather Payment. This is paid to those of you on Universal Credit, Income based ESA or JSA, Income Support or Pension Credit if the temperature drops below freezing for 7 days in a row.

All those who qualify for payment SHOULD get the £25 paid straight into their account. However, if you are unsure about the matter, please contact John Seggie, Property Services Assistant at our office for any advice.

WINTER WEATHER BE PREPARED!

Keep Your Home Warm

In order to avoid burst pipes and the associated damage to your home, keep your home reasonably warm day and night. During cold weather it can be cheaper to keep your heating on at all times at a lower temperature.

Please contact our office if you would like to be referred to the Glasgow Home Energy Advice Team (GHEAT) to check you are on the best value tariff. They can also assist if you have any debt queries.



Be Prepared

Make sure you know where your water stop valve is so this can be turned off in the event of any problem. Make sure you keep your emergency repair details handy.



EASTERHOUSE JOB CENTRE CLOSURE

As most of you will know, Easterhouse Job Centre closed its doors on 9 February 2018 and any DWP appointments will now take place in the Shettleston office. As a result, Gardeen tenants receiving Universal Credit or Jobseekers Allowance as well as those on work related Employment & Support Allowance face an extra 2 miles to travel in order to prevent possible sanctions. Claimants will possibly face longer waiting times in the centre due to extra pressure caused by fellow claimants from Parkhead and Bridgeton also having to report to the Shettleston office.

The extra distance may not seem much to those with a car. However, given the mayhem caused by the snow at the end of February and start of March, a lot of claimants were at risk of having their benefits cut simply because it was more difficult to reach the Job Centre on time through no fault of their own!

If you are sanctioned, please contact the office for advice on how to challenge the decision. GEMAP provide benefits advice on a Monday but please make an appointment.

For those who have been claiming benefits for 3 months ask your "job coach" about the Travel Discount Card. Job Centre staff won't always let people know about this card, so remind them if you pass 3 months of signing on, you will get up to 50% discount on bus travel. Not exactly a fortune but, in the words of a famous shop, "every little helps".

Contact Lyndsay or John at the office for more information.

gemap
Enable | Inspire | Transform

JOB COACH



WHAT A WASTE OF MONEY!

Every day and night we throw money away. The telly gets turned off by pressing the button on the remote, the laptop is constantly plugged in or the mobile is left on charge overnight. We all do it.

The bad news is that every week that passes, between £2 and £3 of the electric bill is down to leaving stuff switched on. Doesn't sound much for the week but it builds up over the years. And it's not just the cost of wasted electricity. Leaving laptops or mobiles charging longer than they need damages the battery, making it necessary to replace them more often.

What's the point in energy saving lightbulbs if you are going to waste your money by not turning things off properly? It's your money but it could be yours longer!



QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **PAIGE DEVINE**

FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

BONNET

EASTER

CHICK

LAMB

EGG

TULIPS

CHOCOLATE

BUNNY

PETS CORNER

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

The star of our third Pets Corner is **Sandy Brown** 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 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 April 2018**. 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 not won the prize money will roll over to next newsletter quiz.

Name: _____ D.O.B _____

Address: _____

Tel No: _____

Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD
Tel: 0141 771 9590 Text: 07797 800 486
Email: info@gardeen.co.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)

