

ANNUAL REPORT



**Gardeen Housing
Association Ltd**

2021



CHAIRPERSONS REPORT

This is my fourth year as Chairperson of Gardeen Housing Association.

I hope that you are all keeping well and safe during COVID-19.



This annual report covers the period 1 April 2020 to 31 March 2021.

We closed our office in 2020 and staff began to work from home. At times, we were unable to carry out repairs as we were all in lockdown. We were able to work with our partners Connect who were able to deliver emergency food. We also had Gardeen volunteers who were able to deliver medicines and food. We were able to access funds from STV and Cash for Kids and distributed over £5000 to the Gardeen community.

We provided help and assistance to tenants who needed to access welfare funds or isolation grants.

We are now planning our way forward to deliver our services to you as we continue to work with COVID-19.

I would like to ask you to think about joining the Management Committee to make the decisions that affect the Gardeen community. Meetings and training are now held remotely.

The next year will continue to be challenging as we all deal with COVID-19 but we will continue to provide a friendly local service to you.

Marion Leat, Chairperson

COVID-19

We will follow Government advice and at present staff are working from home. Our housing staff visit Gardeen on a weekly basis and are able to carry out inspections and instruct and organise repairs.

We are able to continue to provide a repairs service and maintain estate management under Covid-19 conditions to provide a safe service to tenants.

During 2020-2021, we were able to work in partnership with Connect to provide emergency food parcels, fuel cards and allotment packs as well as distributing food and fuel vouchers.

We will open the Gardeen office more fully as we follow Government advice but there will be changes to ensure the safety of staff and the Gardeen community.

There will be fewer staff in the office and we would ask that you contact us first before coming to the office, to ensure your safety.

You can help us by wearing a mask and by maintaining social distancing when you visit the office or when you allow a contractor into your home. We will also ask you if you have any symptoms of Covid-19 before we visit you. We will make sure that our contractors operate in a safe way when they visit your home.

Covid-19 will continue to affect our work during 2021- 2022. Thank you for your patience. If you would like more information then please contact the office.

The Management Committee of Gardeen Housing Association makes the key decisions on behalf of the Gardeen community. As at 31 March 2021, the Committee comprised of eight local residents.

New members are always welcome to join the Management Committee. You will receive an induction pack, training and support. Committee members regularly network with other Easterhouse committee members to share best practice.

COMMITTEE MEMBERS

Marion Leat
Chairperson

Corrina Brewer
Vice Chair

Margaret Smith
Secretary

Sarah Lack
Treasurer

Catherine Brown

Kirsty Bavidge

Fiona Bowman

Rose O Malley

Wendy Hughes

(Resigned March 2021)

Alexis Wales

(Resigned Aug 2020)

Margaret Livingstone

(Resigned June 2020)

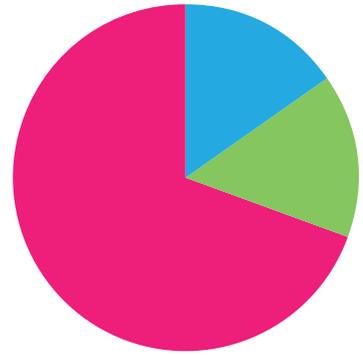
Joining the Management Committee will provide you with new skills, the opportunity to meet new people and update your c.v. Please contact us for further information.



ALLOCATIONS AND VOIDS

During the year the Association relet 13 properties. The breakdown of lets was as follows:

Transfers	2	
Section 5	2	
Housing Register	9	
Nomination	0	
TOTAL	13	



There were 0 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing. Of the 13 properties let, 12 were accepted on the first or second offer.

The Association had 57 days rent loss due to voids, equating to 0.06% of our rental income. Void loss increased this year as procedures had to be changed to ensure our contractors could socially distance from each other.

Relet Performance:

Void Loss Period	No. Properties	Average time to re-let
57 days void	13	4.38 days

During the year the Association received 10 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 2 were able to take up housing with the Association on a Scottish Secure Tenancy however 3 offers were made. No referral cases required to go to arbitration.



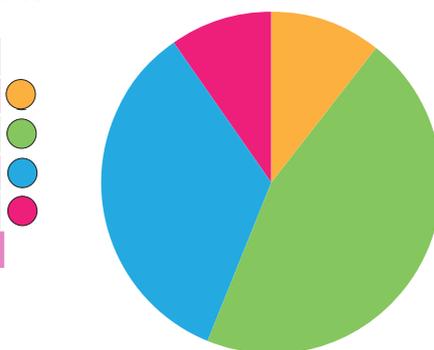
HOUSING REGISTER

As can be seen from the pie chart below, the Association remains a popular choice for people seeking rehousing. Gardeen is part of the EHRA Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. As at 31 March 2021, the CHR held 496 active applications for the Gardeen area.

During the year, we processed 30 applications for rehousing. All were processed within the target timescale of 7 working days to fully process and letter.

The Association continues to receive more applications than we have stock, which unfortunately always means that only a small proportion will ever be able to get rehousing. Below gives a breakdown of our stock:

Gardeen Stock No's	
2apt	27
3apt	115
4apt	87
5+apt	24
TOTAL	253



RENT ARREARS

The Association continued to work hard to try and keep rent arrears low and to assist tenants in dealing with rent arrear problems. As a result, at 31 March 2021, non-technical current tenant rent arrears stood at 0.53%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£8,365	0.82%
Technical Arrears	£2,952	0.29%
Non-Technical Arrears	£5,413	0.53%
Total Former Tenant Arrears	£146	0.01%

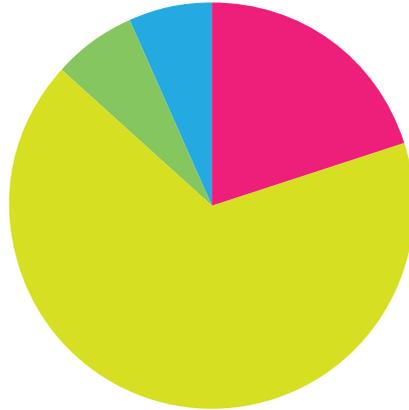


ESTATE MANAGEMENT

The Association continued to regularly inspect the area and carried out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.

The Association are keen to keep tenants satisfied and we wish to deal with any concerns as quickly and effectively as we can. During the year we received a total of 15 complaints. Of the 15 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

Neighbour Nuisance	3	●
Neighbour Noise	10	●
Vandalism	1	●
Other	1	●



LEGAL ACTION

The Association would rather try and resolve any matters with tenants without recourse to legal action, however, we will pursue legal action when required. A summary of legal action taken during the year is as follows:

Type of Action	No. of cases
Notices Served	6
Court Actions Initiated	1
Court Callings	5
Decrees Awarded to Gardeen (expenses only)	3
Eviction Decrees Implemented	0

MAINTENANCE AND REPAIRS

Despite COVID-19, it was another busy year for repair work. The Association completed 61 emergency repairs. The average time taken to carry out an emergency repair was 1.69 hours.

The Association completed 599 non-emergency repairs. The average time taken to carry out non-emergency repairs was 5.00 days.

The Association instructed 599 'Right First Time' jobs. For a job to be classed as 'Right First Time' two criteria must be met:

1.The repair is completed within the landlord's targets agreed locally (Emergency: make safe within 4 hours, repair within 24 hours; Urgent: 3 working days; Routine: 7 working days; Right to Repair: Various).

2.The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem.

566 out of 599 Right First Time category jobs were completed Right First Time. This means 94.49% of jobs were completed Right First Time. The decrease in the percentage of jobs completed right first time is due to Covid-19 restrictions on carrying out non-emergency repairs.

CYCLICAL AND PLANNED MAINTENANCE

Some of the cyclical and planned maintenance works carried out during the year included:

- **Gas service checks to all properties (as legally required);**
- **Periodic electrical inspections to all voids and those due a cyclical check;**
- **Smoke detector, heat alarm and carbon monoxide detector replacements;**
- **Roof anchor checks;**
- **Ongoing replacement of electric heating systems with gas;**
- **Phases 2 and 6 painterwork top up works;**
- **Landscaping works.**

The Association is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. A stock condition survey was carried out in 2021 by Brown & Wallace. This survey confirmed that all of the Association's stock meets the Energy Efficiency Standard for Social Housing. This Standard aims to improve the energy efficiency of the social housing stock in Scotland. The next stock condition survey is programmed for 2024.

ADAPTATIONS

During the year the Association received £40,591 in grants from Glasgow City Council to carry out 8 adaptations to properties, being a mixture of bathroom works, garden works and ramped access.

REPAIR SATISFACTION

The Association issues a repair receipt and satisfaction survey to residents for every tenant repair instructed. During 2020/21 we issued 660 and had 103 of these returned (15.6%). A summary of responses:

Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	103
Of the tenants who answered, how many said that they were:	
Very satisfied	95
Fairly satisfied	5
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	0
Very dissatisfied	0

PROPERTY INSPECTIONS

During the year the Association staff were unable to carry out property inspections due to the Covid-19 pandemic. Tenants can still contact staff to advise if their contact details, emergency details or household composition have changed.

Staff continued to carry out essential repair inspections and weekly estate management inspections.

ACQUISITIONS

There were no acquisitions during the year.

SCOTTISH SOCIAL HOUSING CHARTER (CHARTER) AND TENANT INVOLVEMENT

The Charter sets out sixteen outcomes and standards that Gardeen Housing Association should be working towards achieving. We have gathered this information and submitted our eighth Annual Return on the Charter for the year 2020-2021. This return is sent to the Scottish Housing Regulator (SHR) who is responsible for assessing our performance. The Charter is due to be reviewed in 2021.

SELF ASSESSMENT

We check that we comply with all the regulatory standards and issue an assurance statement in October of each year. We will be working through an action plan to ensure that we comply with the seven finance and governance standards.

We will continue to ask for feedback on our services through phone and on-line surveys.

When	Who	What
Throughout year	Gardeen	Assesses performance against the Charter
May 2021	Gardeen	Completes and submits ARC (Annual Return on the Charter) to SHR
October 2021	SHR	Publishes on the SHR website a report about each landlord with key information from the ARC
October 2021	Gardeen	Issues an assurance statement Publishes performance report to all its tenants
By March 2022	SHR	Publishes engagement regulation plans for all RSLs and contributes to Assurance and Improvement Plans for Councils
By March 2022	SHR	Publishes a report on the analysis of the sector's performance in achieving the Charter

Not all Charter outcomes and standards apply to Gardeen, for example, outcome and standard number 12 is about local councils and their duties on homelessness, and number 16 is about responsibility for managing sites for Gypsies/Travellers and Gardeen does not carry out such work.

The other 14 outcomes and standards that do apply to Gardeen are:

1.	Equalities
2.	Communication
3.	Participation
4.	Quality of Housing
5.	Repairs, Maintenance & Improvements
6.	Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
7.8. & 9.	Housing Options
10.	Access to social housing
11.	Tenancy sustainment
13.	Value for money
14 & 15.	Rents and service charges

TENANT INVOLVEMENT

We will be asking for your views by sending out survey questions by email and text. We will also be carrying out mini surveys to get your views. Tenant Satisfaction Surveys are held by phone every three years.



PERFORMANCE REPORT 2021

All tenants and owners will receive a performance report by October 2021. This will provide information on our performance during 2020-2021 and will provide information on how our performance compares with other housing associations.

MANAGEMENT COMMITTEE OF GARDEEN HOUSING ASSOCIATION

Gardeen is a community controlled organisation where decisions are made by the Management Committee made up of local residents and interested individuals, who employ staff to carry out the day to day work of the Association. The Management Committee agrees the strategy of the Association and they monitor and scrutinise the work of the staff to ensure that the service to you is provided in accordance with the law and best practice. The Management Committee welcomes new members. If you are interested please simply contact Roslyn or Lyndsay at our office to have a chat. If you would rather speak to an existing Committee member beforehand, again please just contact us at the office and we will arrange this for you.

You will receive an induction pack, training and support and an updated c.v. with your new skills.

COMPLAINTS REPORT

We try to ensure that we provide a good service to tenants, applicants and owners but sometimes we might get it wrong. We also want to know if someone is unhappy with our services so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). During 2020-2021, we received 2 complaints. We upheld 1 of the complaints in full and partially upheld the other complaint. We continue to work to improve our service and have reviewed our procedures.

PERFORMANCE REPORT FOR 2020-2021

	2020/21	2019/20
Committee Members Number of Committee Members	9	11
Membership Number of members at year end	74	87
AGM % of members who attended first remote AGM	19.5%	30%
Staff Number of full time staff	6	6
Rent Arrears % gross rent arrears as a percentage of rent due	0.32%	0.48%
Void Loss % void loss	0.06%	0.02%
Repairs % Reactive Repairs completed right first time	94.49%	99.26%
Average Time to Complete Emergency Repairs	1.69 hours	2.18 hours
Average Time to Complete Non-emergency repairs	5 days	2.97 days
Rent Increase Average rent increase	1.5%	2.5%
Evictions Carried Out Number of evictions carried out	0	0
Properties Number of Gardeen homes	253	253

FINANCIAL REPORT FOR 2020-2021

The financial figures for 2020-2021 highlight the completion of another successful year for the Association. We continue to monitor costs closely to ensure value for money and long-term viability. Some of our plans have been affected by COVID-19. We will continue to invest in homes by updating bathrooms, kitchens, windows and heating systems.

Net assets now stand at £2,148,340.

INCOME

Rental Income	£1,013,712
Factoring	£921
Amortisation	£278,124
Other Grants & Income	£40,591
Interest Income	£3,83
Total	£1,337,179

EXPENDITURE

Management	£412,943
Day to Day Repairs	£113,626
Planned Maintenance	£128,825
Estate Services	£57,166
Tenant Participation	£22,027
Factoring	£921
Loan Interest & Other	
Finance Charges	£7,579
Wider Action & Other Costs	£8,640
Bad debts	£1,240
Depreciation	£431,369
Total	£1,184,336

Surplus (before pension adjustments) for the year: £152,843

Surplus is excess income over what we have spent in the year. This money is set aside to ensure we have funds for planned maintenance works in the future. As we are a not for profit charity, surplus is not a profit and is simply set aside for future costs. Covid -19 will impact these figures in future years.

WIDER ROLE

Gardeen Housing Association works in partnership with other associations in Greater Easterhouse to secure funding for wider role activities.

CONNECT COMMUNITY TRUST

We worked in partnership with Connect Community Trust to assist tenants during the Covid-19 pandemic. Connect were able to provide food parcels; one off payments towards fuel costs; white goods; activity packs for kids; allotment kits for those interested in the community garden and tablets for some tenants who were shielding. Thanks to the volunteers and staff at Connect Community Trust.

CASH FOR KIDS AND STV APPEAL

The Association secured £3,745 from Cash for Kids and £2,000 from the STV Appeal which allowed us to deliver Scotmid vouchers to every family with children in a Gardeen home.

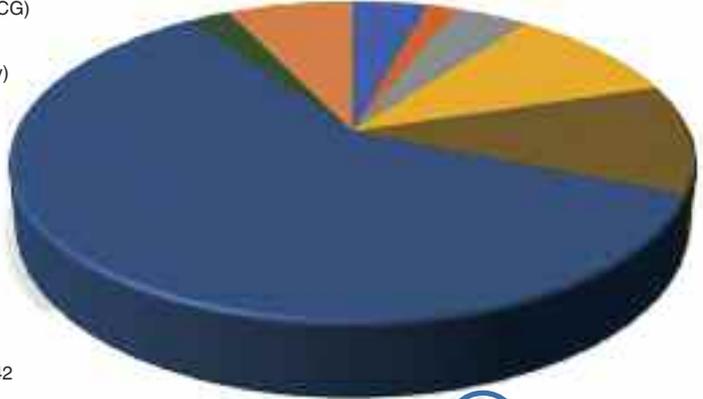


MONEY ADVICE

In partnership, Gardeen Housing Association provides a welfare rights service to our tenants. Gardeen residents can access a local service to help with benefit, work and money worries.



GARDEEN HOUSING ASSOCIATION FINANCIAL GAINS 2020-2021. TOTAL £88,767



MONEY MATTERS MORE ELECTRICITY AND GAS ASSISTANCE (MEGA) FUND

The Association secured £4,840 from the MEGA fund to assist tenants with their gas and electricity costs.

SCOTTISH SOCIAL HOUSING FUEL SUPPORT (SSHFS) FUND

The Association secured £1,000 from the SSHFS fund to assist tenants with their gas and electricity costs.

EHRA

Gardeen Housing Association is a member of the Easterhouse Housing and Regeneration Alliance (EHRA) and works with the eight other housing associations to share services, training costs and to lobby politicians. EHRA also organises an annual community conference.

DEVELOPMENT UPDATE:

PENDEEN SCHOOL SITE

The Management Committee are keen to acquire this site to provide much-needed homes for affordable rent.

COMMUNITY GARDEN

We undertook an environmental study and know that water voles live in the community garden area, with other wildlife. Our plans have been delayed due to Covid-19. We will start our plans again when it is safe to do so.



STAFF

Gardeen Housing Association at 31 March 2021:



Roslyn Crawford
Director



Anna Morton
Customer Services Officer



Lyndsay Moffat
Senior Housing Officer



John Seggie
Property Services Assistant



Lorraine Fisher
Administrative Assistant



Kirsty Brothers
Receptionist



Tom Atkinson
Maintenance Consultant
Atkinson Partnerships



Sean O'Sullivan
Finance Agent
(FMD)

STAFFING REPORT





Gardeen Housing Association Limited

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Tel: 0141 771 9590 Text: 07418 341619

Email: info@gardeen.org.uk

Website: www.gardeen.org.uk



@gardeenh



Open Weekdays 9:30am - 4:30pm

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