



Newsletter

AUTUMN 2019

Annual General Meeting and Committee Update

We would like to thank everyone who attended our 30th Annual General Meeting on 27 August 2019. The Management Committee consists of:

Chairperson	Marion Leat	Tenant
Vice Chair	Corrina Brewer	Other
Secretary	Rose O'Malley	Tenant
Treasurer	Sarah Lack	Tenant
Rena Clark	Committee Member	Owner
Helen Marcowich	Committee Member	Tenant
Margaret Smith	Committee Member	Tenant
Margaret Livingstone	Committee Member	Other
Katie Brown	Committee Member	Tenant
Fiona Bowman	Committee Member	Tenant
Alexis Wales	Committee Member	Tenant

Wendy Hughes and Stuart Chanley-Muir are also joining us as Observers and we hope that they will become future committee members.

We are always encouraging new members to join the Management Committee.

Please contact Roslyn for more information.



Autumn Holidays – Office Closure

The office will close at **4.30pm on Thursday 26 September 2019** and will re-open on **Tuesday 1 October 2019 at 9.30am.**

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, detailed right.

OFFICE EMERGENCY REPAIR TELEPHONE: 0141 771 9590



Emergency Repairs



An emergency repair is one 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

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 Lorraine. We will also be able to advise about other housing options and areas depending on your circumstances.



Freedom of Information

Gardeen will comply with Freedom of Information by 11 November 2019. We will be updating our website over the next few months with guides to information, Freedom of Information policies and minutes of meetings. Keep up to date by looking at the FOI section on our website and look out for more information in our next newsletter.

If you want to find out more information then please contact Roslyn or Lyndsay at the office.



Scottish Information
Commissioner

Key Committee Decisions

The Management Committee make the decisions that affect Gardeen Housing Association.

Key decisions that were made from July to September 2019 include:

- Approved the annual accounts for 2018/2019
- Approved audit report from external finance auditors
- Approved management accounts to 30 June 2019
- Approved updated Standing Orders
- Approved report detailing annual Committee reviews and discussed Committee training
- Approved self-assessment template and scheduled Special Meeting to approve new Assurance Statement
- Approved Declaring Interests Policy
- Approved Publishing Minutes Policy
- Approved Model Policy on Settlement Payments

If you would like to find out more about joining the Committee then please contact the office for more information. Training and support is provided.

Assurance Statement and Work Plan

Gardeen will issue an Assurance Statement to the Scottish Housing Regulator in October 2019. This will confirm that we comply with the seven regulatory standards. The Management Committee held a Special Meeting on 19 September 2019 to discuss the Assurance Statement and have agreed an action plan for 2020. This will include:

- An independent Governance Review
- External review of policies
- Involve tenants in the Business Plan
- Change Rules in accordance with guidance



Resident Satisfaction Survey – You Said We Did

We commissioned Wider Role Solutions to carry out an independent survey to find out what you think of Gardeen Housing Association and the service that we provide to you.

This survey was more specific than the wider tenant satisfaction survey and covered topics such as close cleaning, grass cutting and parking. Please see the results below:

Topic	You Said	We Did
<ul style="list-style-type: none"> Phase 1 and 2 Bin Pilot 	<ul style="list-style-type: none"> Publicity not to overfill bins More regular uplifts 	<ul style="list-style-type: none"> Newsletter article Trial a neighbour scheme to help those who cannot take their bin out Frequency of uplifts set by Council but closely monitored
<ul style="list-style-type: none"> Frequency of Bulk Uplift & Litter Pick 	<ul style="list-style-type: none"> 100% satisfied with current frequency (twice per week) 	<ul style="list-style-type: none"> Ongoing monitoring by staff
<ul style="list-style-type: none"> Association's Close Cleaning & Grass Cutting Assistance Scheme 	<ul style="list-style-type: none"> Should be open to all 	<ul style="list-style-type: none"> List is open to all tenants but will be fully reviewed during winter 2019. Evidence will be requested from all current tenants Staff will assist tenants to apply for Glasgow City Council Assisted Garden Maintenance Scheme if eligible
<ul style="list-style-type: none"> Car Parking 	<ul style="list-style-type: none"> 31% considered car parking to be an issue at Gardeen or due to the train station 	<ul style="list-style-type: none"> Public meeting to be arranged with local Councillor and Police Scotland – details to follow
<ul style="list-style-type: none"> Natural Playpark 	<ul style="list-style-type: none"> More items for small children 	<ul style="list-style-type: none"> Small amount will be included in budget for 2020/2021 Samples of equipment to follow in future
<ul style="list-style-type: none"> Gardeen App/Website 	<ul style="list-style-type: none"> Most tenants preferred phoning or visiting the local office 	<ul style="list-style-type: none"> Events platform on Gardeen App and website providing details of local events, mostly free
<ul style="list-style-type: none"> Changes Inside Property 	<ul style="list-style-type: none"> 67% stated no changes Some queries regarding timescales for planned maintenance e.g. windows, kitchens & bathrooms 	<ul style="list-style-type: none"> Independent stock condition survey carried out every three years which sets timescales for replacement in line with 30 year projections Staff will answer any individual queries about timescales – please contact Lyndsay or John
<ul style="list-style-type: none"> Changes Outside Property 	<ul style="list-style-type: none"> 69% stated no changes More parking Cut grass adjacent to train station 	<ul style="list-style-type: none"> Outwith the control of the Association but staff will raise these matters with other agencies e.g. Glasgow City Council and Police Scotland
<ul style="list-style-type: none"> Gardeen's contribution to the management of the area 	<ul style="list-style-type: none"> 100% very or fairly satisfied 	<ul style="list-style-type: none"> Suggestions welcome Repair satisfaction surveys now also by text to request feedback about contractors/upkeep of area

Gardeen Housing Association Ltd

Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

We don't require any further assurance from Gardeen Housing Association Ltd (Gardeen) at this point in time other than the annual regulatory returns required from all RSLs.

Regulatory returns

Gardeen must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.



[Read more about Gardeen Housing Association Ltd >](#)

www.gardeen.org.uk

Policy Reviews

The following policies are currently under review. You can visit or telephone our office to get a copy of these policies. Please get involved if you are interested.

- Procurement
- Bankruptcy
- Pets
- Domestic Violence

Changes to Annual Gas Service Appointments

The Association is currently trialling a different system for scheduling annual gas service appointments.

Our contractor, Scotia Plumbing and Heating, is cold calling tenants roughly 8 weeks before the due date of the service, instead of the Association sending appointment letters.

If you are not in, the contractor will leave a card with their contact details. Please call the contractor to re-arrange a convenient appointment. If you do not contact the contractor they will try again within 2 weeks.

If no access is gained after the second visit the contractor will pass this back to Gardeen to organise. The same gas engineers will be covering our area and will carry identification.

Please contact Anna at the office if you have any queries.



Framework of Contractors Review

The Association is currently carrying out a review of our reactive maintenance contractors. If you would like to be more involved in this review or have any feedback about the performance of our contractors please contact Lyndsay for further details.



Gardeen's Close Cleaning and Grass Cutting Assistance Scheme

The Association is going to review our close cleaning and garden maintenance assistance scheme over the winter. We will be writing out to everyone to request further information, even if you have been on the list for some time. We have a limited number of places so we have to set criteria to try to manage the demand.

Glasgow City Council has an assisted garden maintenance scheme. If you are a registered Council Tax Payer and meet one of the criteria below you can apply:

- The householder is over 70 years of age;
- The householder has a medical condition that prevents them from maintaining the garden;
- There are no able bodied persons between the ages of 16 and 69 in the household.

Please contact Lyndsay or John at the office if you would like any assistance.



Phase 1 and 2 Communal Bins

Please do not overfill the bins in the access lane. If the bin at the back of your property is full, please use another bin.

Please use the grey and black bins for general waste; the smaller grey bins for food waste and the blue bins for recyclable materials.

Please contact Lyndsay or John at the office if you have any queries or would like more information about recycling.



Summer Gardens 2019

Thanks to all the Gardeen gardeners who made such a difference to the Gardeen community during a sunny and warm summer.

The winners of the 2019 Gardeen garden competition are:

Gardening Prize:

Best Garden

1st	Mrs Boyle	0/2 4 Garlieston Road
2nd	Ms Gracie & Mr Barclay	108A Pendeen Road
3rd	Ms Smith	91 Garlieston Road

Best Improved

1st	Mrs Brown	0/1 44 Garlieston Road
2nd	Mrs Hughes	0/2 44 Garlieston Road

Best Communal

1st	All Tenants	89 Garlieston Road
2nd	All Tenants	46/48 Pendeen Road

Best Verandah

1st	Mr & Mrs O'Neill	2/1 48 Pendeen Road
2nd	Mr & Mrs Leat	2/1 18 Pendeen Place



Best Garden

Mrs Boyle
0/2 4 Garlieston Road



Best Improved

Mrs Brown
0/1 44 Garlieston Road



Best Communal

89 Garlieston Road



Best Verandah

Mr & Mrs O'Neill
2/1 48 Pendeen Road



Christmas Panto Tickets

Gardeen Housing Association works in partnership with Easterhouse Regeneration and Housing Alliance (EHRA). By working in partnership, Gardeen is able to offer tickets for the 2019 Christmas production, Mother Goose, Fae Easterhouse, at Platform. The panto will be on at The Bridge, Easterhouse from 10-23 December 2019. This is suitable for 5 years and over.

Tickets for this event will be available shortly. For more information, contact the office.



Cash for Kids 2019

Last year, Gardeen was pleased to announce that we were successful in securing funding from Cash for Kids to allow 198 Gardeen children to receive an extra gift at Christmas. The Association will re-apply on behalf of the Gardeen community again this year. We will try our best and keep you posted!



Scottish Power Hardship Fund

Are you struggling to pay your Scottish Power debt?

You could qualify for help from the Scottish Power Hardship Fund if you're receiving:

- Income Support;
- Job Seekers Allowance;
- Pension Credit or
- Employment and Support Allowance.

You could also qualify if you have:

- Low household income or
- Special circumstances which could make you eligible e.g. if you have reduced income due to illness.

The Fund can help by clearing or reducing arrears by crediting a customer's Scottish Power energy account.

Find Out If You Are Eligible

Please contact John or Lorraine at the office for further information.

G-HEAT

Glasgow Home Energy Advice Team (G-HEAT) provides independent advice on energy related issues to householders on a face to face basis, in their homes. This service is available to tenants or owner occupiers for free. Their objective is to both help householders reduce their fuel bills and to help them make more effective use of the money they spend on fuel.

Please contact John or Lorraine at the office if you would like to arrange an appointment for a G-HEAT adviser to call at your property.

New Domestic Abuse Legislation 2019

Gardeen are working on developing our policies around the new legislation. Please look out for further information.

Domestic abuse can include the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence);
- Psychological and/or emotional abuse;
- Physical or sexual abuse;
- Financial abuse;
- Harassment and stalking;
- Online or digital abuse.

If you would like further advice or assistance please consider contacting the organisations below:

- **Scottish Women's Aid:** <https://womensaid.scot/> - Helpline: 0800 027 1234
- **Scotland's Domestic Abuse and Forced Marriage Helpline:** <https://sdafmh.org.uk/> and 0800 027 1234
- **Scottish Women's Rights Centre:** www.scottishwomensrightscentre.org.uk
- **Respect:** <http://respect.uk.net/>

DOGS TRUST EVENT

Last year we ran an event in partnership with the Dogs Trust. Around 17 dog owners attended our office to receive free leaflets, microchipping, health and training advice and basic health checks for their dogs.

The date for the 2019 event is Tuesday 19th November between 11.00am and 3.00pm at 32 Garlieston Road, Barlanark. All local residents are welcome!



QUIZ CORNER

The winner from the last newsletter was: **Taylor Bonner**

For all ages.

Can you find the words in the grid below?

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

PUMPKIN

HALLOWEEN

COLD

FIREWORK

AUTUMN

FROST

LEAVES

BONFIRE

GOOD LUCK!

For your chance to win, just complete the above word search. 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 11th October 2019**. The winner will be the first correct entry drawn out of the hat and will receive £10. All words must be found for a chance to win. If not won the prize money will roll over to next newsletter quiz.

Colouring Competition

For your chance to win £10, just colour in the picture below. Fill in your name, date of birth, address and telephone number. Cut out and return this page to the Association's office by **Friday 11 October 2019**



Name: _____ D.O.B _____

Address: _____

Tel No: _____

Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD
Tel: 0141 771 9590 Text: 07418 341 619

Email: info@gardeen.org.uk

Website: www.gardeen.org.uk



@gardeenh



Gardeen Housing Association

Open Weekdays 9:30am - 4:30pm

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



INVESTOR IN PEOPLE



Healthy Working Lives