



Gardeen Housing Association Ltd  
Building a Better Future

# Newsletter

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

Spring 2025



## HAPPY Easter

On behalf of the Management Committee and staff of Gardeen Housing Association, we would like to wish everyone a very Happy Easter!

### Spring Holidays

The office will close at **4.30pm on Thursday 17 April 2025** and will re-open on **Tuesday 22 April 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 that 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**.

# You Said, We Did...

**As part of our rent increase consultation work, we send out a Survey Monkey questionnaire by email to find out tenants' views.**

You said that you needed more information about Scotland's legal target to reach 'net zero' greenhouse gas emissions by 2045.

The Scottish Government has been considering proposals for a new Social Housing Net Zero Standard (SHNZS). The proposals will likely include what types of heating the Association should install going forward. An indicative timeline for the SHNZS going live is 2026.

All Gardeen homes currently meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESH). Our homes have been independently assessed by Brown & Wallace and Alembic Research.

For more details about the above, please contact a member of staff to discuss.



## Have a say in your community – become a Committee Member

**We would like to encourage local people to join the Management Committee and make decisions that will make a difference to the area that you live in.**

You will receive training and support to help you play an active role.

You will be asked to sign a code of conduct and to follow good governance.

Pop into the office if you would like more information or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

# Allocations Update



**The Management Committee previously carried out a review of the common housing register.**

The common housing register ended in May 2024 and from June 2024 applicants could apply for rehousing using a form for Gardeen only.

We have 253 properties and there is a low turnover of main door properties. We have 47 main door houses. Our target processing time for housing applications is 28 days.

**Our annual turnover for the last five years is detailed below:**

<b>2024/25</b>	<b>4 properties</b> (0 main door houses)
<b>2023/24</b>	<b>14 properties</b> (1 main door house)
<b>2022/23</b>	<b>18 properties</b> (0 main door houses)
<b>2021/22</b>	<b>15 properties</b> (1 main door house)
<b>2020/21</b>	<b>13 properties</b> (0 main door houses)

## Policy Reviews

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

### Governance Policies

- Risk Management Policy
- Notifiable Events Policy

### Finance Policies

- Anti-Bribery Policy
- Fraud Policy
- Factoring Policy

### Property Services Policies

- Tenancy Agreement
- Allocations Policy
- Bankruptcy Policy
- Stage 3 Adaptations Policy
- Subletting and Lodgers Policy
- Pet Policy
- Assignment Policy
- Maintenance Policy
- Succession Policy
- Estate Management Policy
- Vulnerable Tenants – Domestic Abuse Policy
- Tenancy Sustainment Policy
- Gas Safety Management Policy
- Electrical Safety Policy
- Fire Safety Policy

# Key Committee Decisions: January 2025 - March 2025

The Management Committee make the decisions that affect Gardeen Housing Association. Meetings are held on a monthly basis.

## Key decisions from January 2025 - March 2025:

- Reviewed policies for the Association as per agreed timetable
- Approved budget and rent increase 2025-2026
- Approved Management Accounts to 31 December 2024
- Approved Property Management Accounts to 31 December 2024
- Approved Gardeen action plan for 2025-2026
- Approved long term projections
- Reviewed risks to March 2025
- Agreed planned maintenance programme
- Reviewed staff succession plan
- Approved EVH 3-year salary deal
- Approved Environmental Maintenance Contract
- Noted independent quarterly Treasurer checks
- Noted successful appointment of energy advisor for Gardeen community.

In addition, the Management Committee attended training on procurement, long term finances, climate change and economic outlook.

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.



Scottish Housing Regulator

## Scottish Housing Regulator

The Scottish Housing Regulator is responsible for regulating to protect the interests of tenants, people who are homeless and others who use social landlord's services.

In 2025, the Scottish Housing Regulator will focus on:

- Homelessness
- Performance in delivering services
- Development
- Quality of homes
- Tenant and resident safety
- Financial health of RSLs
- Good governance of RSLs

## Scottish Housing Regulator - Engagement Plan to 31 March 2026

Gardeen Housing Association has been assessed as compliant by the Scottish Housing Regulator and meets regulatory requirements, including the Standards of Governance and Financial Management.

Gardeen will continue to provide the Scottish Housing Regulator with the following annual regulatory returns and report notifiable events:

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

## Property Services Targets 2025-2026

The Management Committee have approved the property services targets for 2025-2026. Our aim is to continue to provide a friendly, high-quality local service to tenants, owners and applicants.

We will provide you with more information in our Performance Report later in 2025. You can also compare our performance by visiting the Scottish Housing Regulator website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

## Pendeen Place Main Door Flats – Front Door Replacements

Surveys will be carried out ahead of Phase 2 (4 – 32 Pendeen Place (evens)) main door flats front door replacements. Our contractor, MSi Scotland Ltd, will schedule this work for April – June 2025.

If you have any queries about the replacement work, please contact John or Anna at the office.

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

## Kitchen Replacements

Surveys will be carried out ahead of Phase 1 (22 – 44 Garlieston Road (evens)) kitchen replacements. Our contractor, MCN Scotland Ltd, will schedule this work for August and September 2025.

If you have any queries about the replacement work, please contact John or Anna at the office.

We are pleased to carry out this upgrade to our homes!

## Electrical Installation Inspection

**An Electrical Installation Inspection is an inspection on the condition of an existing electrical installation, to identify any safety concerns.**

For tenanted properties an Electrical Installation Condition Report will be carried out at 5 yearly intervals by a competent electrician. If you would like a copy of the report for your property please contact Anna at the office.

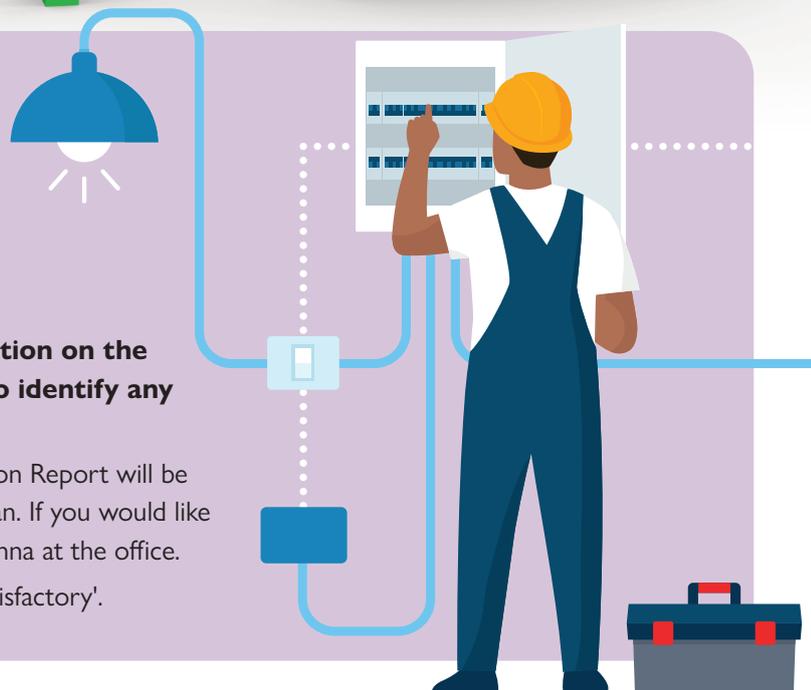
The overall outcome stated on the report should be 'Satisfactory'. Any Code 1 or Code 2 issues will be rectified.

## New rating system among proposed changes to Energy Performance Certificates

The Scottish Government has proposed changes to Energy Performance Certificates (EPCs) which aims to give tenants a clearer picture of their home's energy performance.

Changes proposed include the introduction of a new rating system which will give clearer information on the running costs of its heating system and the cost of energy to run the home.

The validity of EPCs will be reduced from ten to five years to ensure tenants have more up-to-date information. If approved, the changes are expected to be brought into force in 2026.





## Dog Fouling

**The Association would like to remind tenants with dogs that they must clean up their dog's mess in any of Gardeen's communal areas.**

Please be a responsible dog owner to keep the area pleasant for everyone. Bags for picking up dog fouling can be collected free of charge from the office.

If you know anyone who is allowing their dog to foul in a communal area, please advise the Association so that we can take action.

To report dog fouling in a public place, please use the link below:

[Report dog fouling in a public place - Glasgow City Council](#)

## Environmental Maintenance Contract

The Association carried out a procurement exercise during 2025 and Clyde Valley Landscapes have been appointed as our environmental maintenance contractor which covers tasks such as bulk uplift and grass cutting.

## Close Cleaning – New Contractor

The Association carried out a procurement exercise during 2025 and Caledonian Maintenance have been appointed as our new close cleaning contractor.

Close cleaning will now be carried out fortnightly for all tenants. Works will start on Thursday 10 April 2025.

This cost has been offset by savings in the painterwork budget and long-term maintenance costs.

Please help us by making sure that no items are left in the communal close e.g. bags of rubbish or bulk items.

## Stage 3 Adaptations

**The Association is pleased to have secured £36,198 in funding for the Stage 3 adaptations programme for 2024/25.**

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

We don't have our allocation yet for 2025/26. Glasgow City Council will let us know about our funding allocation for 2025/26 in May/June 2025.



# British Sign Language (BSL)

If you have hearing loss, please note that you can use the link in the Contact Us section of the Association's website.



## Contact Us

32 Garlieston Rd,  
Glasgow G33 4UD

Email: [info@gardeen.org.uk](mailto:info@gardeen.org.uk)  
Tel: 0141 771 9590  
Text: 07418341619  
[contactSCOTLAND-BSL](#)



## Tenant Responsibilities

The Association has responsibilities which are set out in the Tenancy Agreement. The tenant also has responsibilities. Examples include:

- Requesting permission for alterations;
- Keeping the common parts of the area clean and tidy;
- Providing access when requested;
- Reporting repairs promptly;
- Paying your rent on time

Please help the Association by making sure that you meet your responsibilities. Please contact John or Lyndsay if you have any questions about these.



## Home Energy Advisor

Funding has been provided for an energy advisor for two years, working between Calvey and Gardeen. The service will be available to tenants and factored owners. It is planned to start this service from April 2025 until January 2027.

The aim of the project is to provide low-cost energy saving measures including LED lightbulbs, letter box brushes and radiator reflector panels, assistance in understanding heating systems and heating controls, liaise with energy companies to switch to more efficient options and reduce costs.

If you would like to make an appointment, please contact a member of staff at the office.

## Shettleston Pantry

Situated at 981 Shettleston Road, the Pantry was established in collaboration with Parkhead and Tollcross Housing Associations.

The Pantry is able to source good quality surplus supermarket food through an arrangement with Fareshare.

To become a member, all you have to do is visit the shop and the rest will be done for you.

The Pantry's opening hours are:

- Wednesdays 12pm – 4pm and
- Fridays 12pm – 2.30pm.



For a modest fee of £2.50, members of the Pantry can take away £15 worth of goods from a range of food groups during each visit.

## Universal Credit – Rent Increase Update

If you are in receipt of Universal Credit, you must update your claim with your new monthly rent amount on 1 April 2025.



If you would like assistance with this, please contact our office to make an appointment with Elaine McIntyre, Welfare Rights Adviser.

Staff will have sent a reminder text with your new monthly rent amount on Tuesday 1 April 2025.

If you have changed your mobile number, please contact the office so that we can update this for you.

# Colouring Competition

For your chance to win £10, please colour in the picture.  
Fill in your name, date of birth, address and phone number.  
Return this page to the Association's office by Friday 9th May 2025.



Name:

Telephone:

Address:

Date of Birth:

## Gardeen Housing Association Limited

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 [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

 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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Registered Property Factor No. PF000194. Financial Conduct Authority 236RS