



Gardeen Housing Association Ltd
Building a Better Future

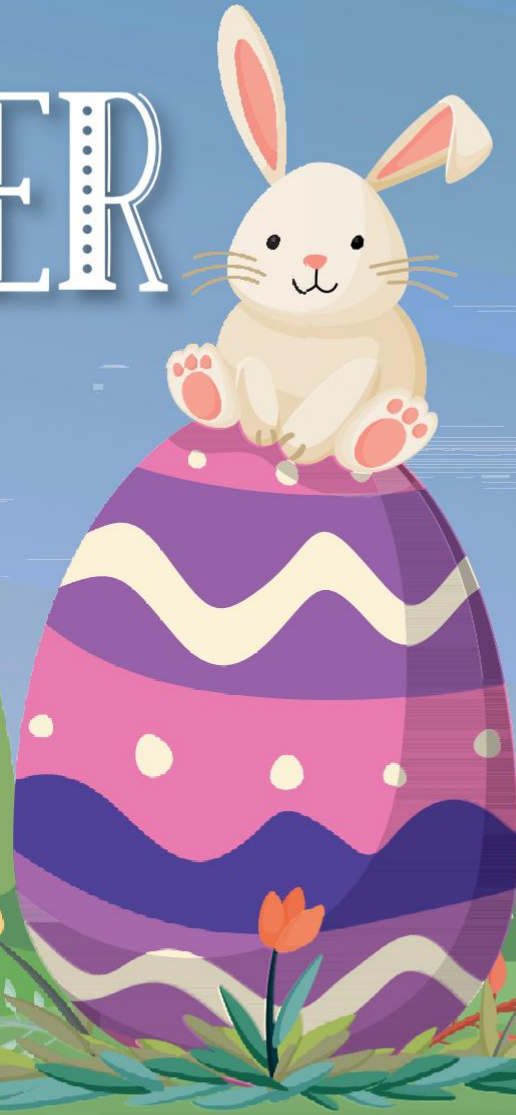
Newsletter

www.gardeen.org.uk

Spring 2026

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 2 April 2026** and will re-open on **Tuesday 7 April 2026 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.**

Complaints and Serious Concerns about a Landlord

The Scottish Housing Regulator has published two updated factsheets for tenants and landlords about raising a Serious Concern about a landlord.

The Regulator updated the factsheets to respond to feedback from tenants and landlords. The new factsheets provide more information about how tenants can report Serious Concerns to the Regulator and how it handles these reports.

The Regulator has also written to all social landlords asking them to make the new tenant factsheet available and accessible to their tenants.

To view the tenant factsheet please click on the link below:

[Complaints and Serious Concerns.](#)

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



Gardeen Housing Association Ltd
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Gardeen Housing Association Ltd is a community-controlled housing association operating in the Barlanark area of Greater Easterhouse. We own 253 improved or new build properties.

Please note that there is a very low turnover of main door properties. We have 47 main door houses. For a full list of our properties please visit:

<https://gardeen.org.uk/our-properties/>

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

2025/26	4 properties (0 main door houses)
2024/25	4 properties (0 main door houses)
2023/24	14 properties (1 main door house)
2022/23	18 properties (0 main door houses)
2021/22	15 properties (1 main door house)

You can view a copy of our Summary Allocation Policy at:

www.gardeen.org.uk/apply-to-gardeen



Key Committee Decisions: January 2026 - March 2026

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

Key decisions from January 2026 - March 2026:

- Reviewed policies for the Association as per agreed timetable
- Approved budget 2026-2027
- Approved rent increase of 5.1% for 2026-2027
- Approved Management Accounts to 31 December 2025
- Approved Property Management Reports to 31 December 2025
- Approved Gardeen action plan for 2026-2027
- Approved long term projections
- Reviewed risks to March 2026
- Carried out Treasury Management Deposit Review
- Carried out Internal Audit on Tenant Safety
- Agreed planned maintenance programme
- Carried out recruitment for the post of property services assistant
- Carried out procurement of external audit services
- Noted independent Treasurer checks.

In addition, the Management Committee attended training on equalities and human rights, the Scottish Housing Regulator and budget planning.

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.

Property Services Targets 2026-2027

The Management Committee have approved the property services targets for 2026-2027. Our aim is to continue to provide a friendly, high-quality local service to tenants, owners and applicants.

We have added in new targets in relation to how we manage reports of mould, dampness or condensation following a recommendation from the internal audit process.

We will provide you with more information in our Performance Report later in 2026. You can also compare our performance by visiting the Scottish Housing Regulator website www.scottishhousingregulator.gov.uk.



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 2026, the Scottish Housing Regulator will focus on:

- Performance of service delivery to tenants
- Services for people who are or could become homeless
- Good governance of RSLs
- Financial health in RSLs
- RSLs' development plans
- Quality of homes
- Tenant and resident safety

Scottish Housing Regulator – Engagement Plan to 31 March 2027

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.

Policy Review 2026

Resident Consultation

We are reviewing some policies this year. See below for the list we propose to look at.

If you would like a copy of any of these documents, or would like to discuss any matter relating to policy review, please contact Lyndsay on **0141 771 9590** or email info@gardeen.org.uk

We are reviewing a number of *Governance Policies*

Governance refers to the decisions made by the Management Committee about the Association and the work it carries out.

We are reviewing a number of *Property Services Policies*

Property Services is the department that deals with all aspects of your tenancy, including repairs.

Governance Policies

Membership Policy

Freedom of Information Policy

Property Services Policies

Tenants Handbook

Mutual Exchange

Decant

Void Management

Rent Account Management

Rent Setting

Procurement

Rechargeable Repairs

Customer Service and Engagement Charter

Legionella Management Policy

Asbestos Management Policy

Managing Mould Dampness & Condensation Policy

Asset Management Strategy

Please see a list of the policies we are currently reviewing below and help us by getting involved.

Check us out on:



Gardeen Housing Association



@gardeenh



www.gardeen.org.uk

You can text on **07418 341619** and can also download the Gardeen App.

If you would like more information or to be added to our Consultation Register please contact a member of staff at our office.

Why is it important to review policies?

Outdated policies can leave an organisation at risk. Regularly reviewing policies and procedures keeps our organisation up to date with legislation, regulations, technology and best practice. Policy review ensures that our policies are consistent and effective.

National Panel of Service Users

The National Panel was established as a way for the Scottish Housing Regulator (SHR) to engage with tenants and other users of social landlords' services.

The SHR uses the National Panel to gauge priorities and experiences, and help to shape its focus in its role as regulator of social landlords.

To find out more about the Panel's work or to join the Panel, please contact Engage Scotland by telephoning **0800 433 7212** or emailing natpan@engagescotland.co.uk.

For more information visit

<https://www.housingregulator.gov.scot/for-tenants/how-we-include-tenants-and-service-users/national-panel-of-tenants-and-service-users>



Staff News

We would like to welcome Toni-Lee Kilna who joins Gardeen Housing Association as Property Services Assistant!

Toni will be providing support to the Gardeen team by organising repairs; arranging access for tenant safety checks; carrying out estate management checks; monitoring tenant satisfaction with the repairs service and working alongside staff and the Clerk of Works to inspect repairs.

If you would like to report a repair, please contact Toni at the office.



Hello!

Internal Audit – Tenant Safety

We asked Wbg, independent auditors to assess the processes in place at Gardeen for the reporting, actioning and monitoring of dampness, mould and condensation and gas safety arrangements. We are pleased that the independent auditors have reviewed our policies and procedures and confirmed,

“Following our review, we can provide the Association with a substantial level of assurance regarding gas safety management and reporting, actioning and monitoring reports of dampness and mould.”

If you would like a copy of the report, please contact the office.

You Said, We Did

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

You said that you would like more information about tenant and resident safety checks.

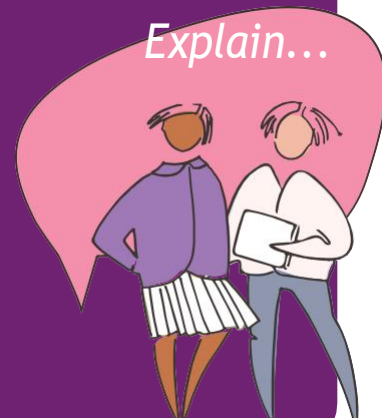
In the Annual Assurance Statement, the Association must confirm whether it meets all relevant safety requirements including:

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

For more detailed information about this please visit our website:

www.gardeen.org.uk/tenant-safety-/

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



Reporting Repairs to Bath Seals

Please report if the bath seal at your property is failing or peeling away immediately.

If we catch this repair early it can prevent water going down the back of your bath and causing further damage to the floor or walls at your property, or your downstairs neighbour's property (if applicable). Please report these to Anna or Toni at the office.



Painting over carbon monoxide and heat alarms

Please don't paint over your carbon monoxide or heat alarms. Our gas contractor checks and notes the expiry dates of these alarms during your annual gas safety check and we use this information to inform our renewal programme. Painting over them may also damage them and mean they are not working effectively..

If we must replace alarms that have been painted over, this is an extra cost to the Association of approximately £100.00 per alarm supplied and fitted. Please note that this cost may be rechargeable.

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 has completed this work for Phase 1 (22 - 44 Garlieston Road (evens)).

Kitchen Replacements

Surveys will be carried out ahead of Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place (evens)) kitchen replacements. We have provisionally programmed this work for August – October 2026.

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!



Permission for Alterations and Improvements

If you are thinking about making alterations to your home, please contact the office first to make sure that you have the appropriate permissions to carry out work to the property.

The types of works you need permission for are detailed in your Tenancy Agreement and Tenants Handbook. You must complete a form and await written permission before starting any works.

Please contact Anna or Toni at the office for more details.

Repair Satisfaction Surveys Prize Draw

The Association monitors tenant satisfaction levels with our repairs and maintenance service. You can complete the survey on the Gardeen App and on our website:

<https://gardeen.org.uk/repairs-satisfaction-survey>

We also telephone tenants to complete the survey. Each survey return is entered into our new quarterly prize draw to win a £50.00 supermarket voucher.

Please contact the office if you would like to discuss a repair.

Former Bin Areas and Drying Areas in Communal Closes

Over the next few weeks, staff will be focusing on arranging the removal of items left in the former bin areas and drying areas in communal closes.

This is important for fire safety reasons, and we also need to know if there are items that should be put out for bulk disposal.

Please note that any items left in communal areas are left at your own risk. The Association's insurance does not cover these items. The Association may remove these without notifying you if they pose a health and safety risk.

Please contact John or Louise if you have any queries.

Happy to Translate

The Association is a member of Happy to Translate.

If English is not your first language, then please ask staff to use the Happy to Translate App or telephone interpreting service if this would be useful for you.

For further information please contact Louise at the office.



HAPPY TO TRANSLATE

Universal Credit – Rent Increase Update



If you are in receipt of Universal Credit, you must update your claim with your new monthly rent amount from 1 April 2026.

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 2026.

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

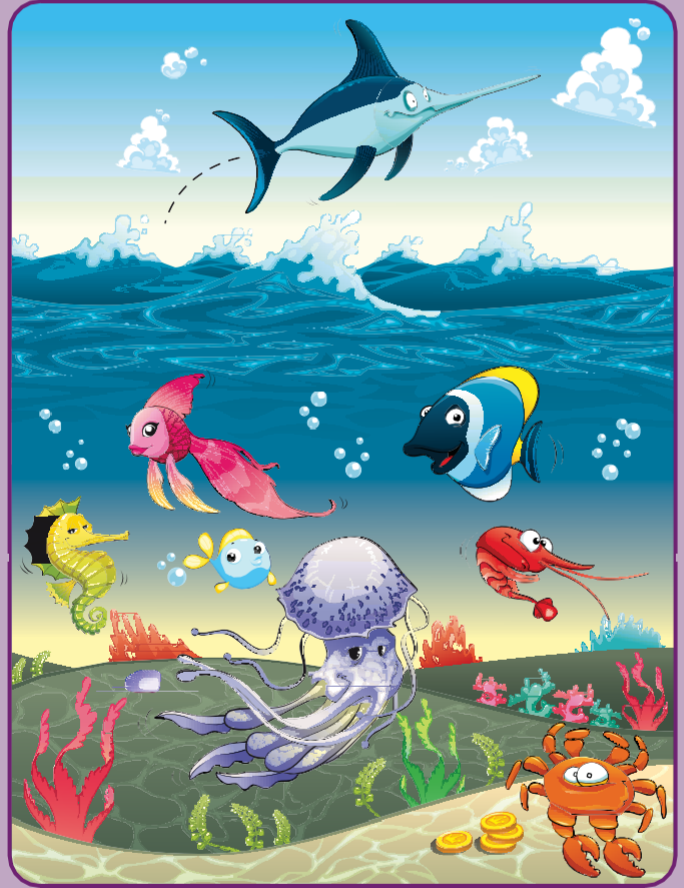
Spring Drawing Competition!

Please submit your Spring themed drawings to info@gardeen.org.uk or hand into the office with your name and address before Friday 1 May 2026 for the chance to win £15.00. The winner will be announced in the Summer newsletter. Good luck!



Spot the difference

Just for fun - can you spot the 15 differences between our two deep sea pictures?




Gardeen Housing Association Limited


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 info@gardeen.org.uk

 Gardeen Housing Association

 www.gardeen.org.uk

 @gardeenh



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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

Registered with the Scottish Housing Regulator, registration no. HAC214. Registered Scottish Charity No. SC037681
Registered Property Factor No. PF000194. Financial Conduct Authority 236RS