



Gardeen Housing Association Ltd
Building a Better Future

Newsletter

www.gardeen.org.uk

Summer 2024

Annual General Meeting 2024

The Annual General Meeting 2024 will be held on Tuesday 10 September 2024 at Barlanark Community Centre at 7.30pm.

There will be an update on our performance and service delivery, results of the tenant satisfaction survey and you can find out about our annual accounts.

Fish suppers and raffle prizes will also be available.

If you want to become a member of Gardeen Housing Association, you can pay £1. Contact the office on **0141 771 9590** or email info@gardeen.org.uk for more information.

If you would like to learn new skills and play a part in your local community then why not think about becoming a Committee member. Committee meetings are held on the first Thursday of each month.

We look forward to seeing you all again!

Summer Holidays

The Summer public holiday dates are **Friday 12 July 2024** and **Monday 15 July 2024**.

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 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**.

Complaints to 31 March 2024

The Association has received a low number of complaints from tenants, owners and customers during 2024. This is likely to be an indication of satisfaction levels with the service provided by the Association.

The Association received three freedom of information requests, 2 Level 1 complaints and 0 Level 2 complaints during 2023/24. Both complaints were resolved. In addition, tenants made 12 complaints about various matters including noise and anti-social behaviour.

Benchmarking Complaints

This compares with:

2018/19

6 level 1 complaints and 0 level 2 complaints

2019/20

3 level 1 complaints and 0 level 2 complaints

2020/21

2 level 1 complaints and 0 level 2 complaints

2021/22

2 level 1 complaints and 0 level 2 complaints

2022/23

2 level 1 complaints and 1 level 2 complaint

Allocations Update



The Management Committee carried out a review of the common housing register earlier in 2024. We want to ensure that the service we provide ensures value for money and assists applicants.

The way applicants can apply for our homes has changed. The common housing register ended in May 2024.

You can still apply for re-housing however your application form will be for Gardeen Housing Association only, from June 2024.

If you had already submitted a form and had chosen other areas this form will still be valid, however you must now contact each landlord you selected individually for an update.

When you apply for re-housing with us your application will be assessed and placed into a group, depending on what points you have been allocated.

We also recently reviewed our Allocations Policy. Only small changes were made. You can view this policy on our website. Please contact Lyndsay or Louise if you would like to discuss the policy.

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:

2023/24 14 properties (only 1 main door house) became available

2022/23 18 properties (0 main door houses) became available

2021/22 15 properties (only 1 main door house) became available

2020/21 13 properties (0 main door houses) became available

2019/20 10 properties (0 main door houses) became available

Complaints and Serious Concerns – information for tenants and service users of social landlords

The Scottish Housing Regulator has issued updated guidance about what tenants should expect from their social landlord. The guidance also sets out what to do if you have a complaint or a serious concern about your landlord.

Please click on the link below for more information:

[Complaints and serious concerns - information for tenants and service users of social landlords | Scottish Housing Regulator](#)

Key Committee Decisions: April to June 2024

The Management Committee make the decisions that affect Gardeen Housing Association. The following decisions were made from April to June 2024:



- Approved revised budget for 2024-2025
- Approved 5-year budget submissions to Scottish Housing Regulator
- Approved annual insurance reports and noted increase in costs
- Approved finance audit plan
- Approved annual complaints report
- Approved register of interests report
- Completed staff and committee annual reviews
- Noted annual engagement plan from Scottish Housing Regulator
- Approved independent valuation of Annual Return on the Charter
- Approved Annual Return on the Charter (ARC) to 31 March 2024
- Approved quarterly Property Management reports
- Approved quarterly Management Accounts
- Reviewed quarterly risk register.
- Held a Business Planning Event for staff and committee
- Approved long term financial projections
- Approved Business Plan 2024-2027
- Instructed Tenant Satisfaction Survey.

In addition, the Management Committee attended training on fire safety, mental health and asbestos.

If you would like to find out more about joining the committee then please contact Roslyn or Lyndsay for more information. Training and support is provided and you will have the opportunity to learn new skills.

Support for Tenants

Over the last year, we have been able to secure funding of £30,550.00 from: **Scottish Housing Fuel Support Funding**

This funding has allowed us to provide a total of £110.00 in financial assistance to each Gardeen household.

We know how difficult it is to make ends meet and we are pleased to have been able to assist every Gardeen home.

If you would like any help and assistance, please contact the office and speak to John or Lyndsay.



Business Plan 2024 - 2027

We have completed our new Business Plan that will set our plan and vision for the next three years.

We intend to remain as a small independent housing association, providing a local service to tenants, owners and applicants. A copy of the Business Plan is available on request and the executive summary is available on our website.

We have also worked with independent finance and governance consultants to refresh our long-term financial projections and complete an options appraisal on the way forward. If you would like to find out more about the Business Plan, please contact Roslyn or Lyndsay at the office.



Tenant Satisfaction Survey 2024

Research Resource have been carrying out the surveys for the independent tenant satisfaction survey in June/July 2024.

We wanted to hear from you about the overall service provided by Gardeen Housing Association.

We will provide feedback once we have the results but if you have any queries before that please telephone **0141 771 9590** or email **info@gardeen.org.uk**.



Staff Update

We have made some changes to the staffing structure at Gardeen HA to improve the service to you.

Lyndsay Moffat has been promoted to Depute Director and will be working on the strategic issues that face the Association.

John Seggie has been promoted to Property Services Officer and will be responsible for dealing with arrears, anti-social behaviour and complaints.

Louise Hosie is completing a housing qualification and is responsible for dealing with your housing application. You will meet Louise when you phone or call into the office.





Anna Morton continues to provide a repairs service and ensure the health and safety of tenants.

Roslyn Crawford remains the Director of Gardeen Housing Association and is overall responsible for the service to tenants, owners and applicants.

If you have any queries or would like to speak to a member of staff, then contact the office on **0141 771 9590**.

Performance Report to 31 March 2024

Gardeen Housing Association has submitted an Annual Report on the Charter (ARC) to the Scottish Housing Regulator. You can find out more in our combined Annual Report and Performance Report and we will publish this later in the year.

Gardeen Housing Association		
Background info		
	Number of homes	253
	Staff numbers	5
	Members	74
	Committee Members	12
Allocations		
	Lets during the year	14
	Lets to existing tenants	5
	Lets to housing register	4
	Lets to homeless	4
	Lets to other	1
Homes		
	Average time to relet	6.64 days
	Tenancy Sustainment (existing tenants)	100%
	Rent Arrears	1.11%
	Voids loss	0.13%
	Rent Increase	6%
Maintenance		
	Emergency repairs	1.94 hours
	Non-emergency repairs	3.87 days
	Gas Servicing	100%
	Adaptations Spend (funded by Glasgow City Council)	£68,625

We are regulated by the Scottish Housing Regulator. You can find out more about our performance here: <https://www.housingregulator.gov.scot/for-tenants>

If you would like to discuss our performance in more detail, then please contact Roslyn at the office.

Target for Re-lets to Homeless Households

Glasgow City Council has responsibility for managing homelessness services in the city. Registered Social Landlords like Gardeen assist by offering a percentage of their empty homes to homeless households every year.

Glasgow City Council has requested 67% of Gardeen's total lets in 2024/25 are allocated to those households classed as statutorily homeless by Glasgow City Council.

The Management Committee discussed the request at length and agreed the Association should try to maximise lets to homeless households where possible but still try to address the needs of other applicants.

The following targets for percentage of allocations to each of the categories below for 2024/25 were agreed:

Transfer	20%
Housing Register	40%
Section 5 (homeless households)	40%
Nomination/Other	0%



Window Replacements

Surveys have been carried out ahead of Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place) window replacements. Our contractor, MSi Scotland Ltd, will carry out this work from August – October 2024.

MSi will have a temporary container on site for a few weeks at the white gates. If you have any queries about the replacement work, please contact Lyndsay or Anna at the office.

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

Bathroom Repairs

Over the last year we have noticed an increase in the number of repairs required to bathroom floors following damage caused by slow leaks that have caused damage over time. Please help us keep these call outs to a minimum by reporting any signs of a leak straight away. If the seal on your bath is broken, please contact us right away for assistance. The cost of any repairs caused by not reporting repairs on time may be recharged to the tenant responsible.

Lock Changes

Over the last year we have noticed an increase in the number of tenants who have locked themselves out of their home. Please consider leaving a spare key with a family member, friend or neighbour in case of an emergency. The Association does not hold keys for any property.

Please help us keep these call outs to a minimum. The cost of changing the locks and the joiner will be recharged to the tenant responsible.

How to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

Email

Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



An officer of Police Scotland will never:

- Ask for your PIN number for your bank card
- Ask you to transfer money from your account
- Ask you to withdraw cash or buy foreign currency
- Ask you to hand cash or bank cards to a courier or anyone else
- Ask you to pay a fine or fee to them or a third party over the phone or online
- Ask for remote access to your phone, computer or any other device
- Ask you for online banking login details including passwords
- Ask you to enter your personal details into an attachment they send you or a website they direct you to
- Ask you to 'assist' in an investigation by doing any of the above
- Ask you to keep their contact with you a secret and not tell anyone
- Ask you to memorise lines to say if bank staff ask you any questions
- Be threatening or abusive towards you

There are scams being reported where criminals are impersonating police officers in an attempt to get money. Often this takes the form of a phonecall.

If you receive a phonecall and are being asked to do any of the above, stop, hang up the phone and dial 101. You are at risk of losing your money.



@PoliceScotland

PoliceScotland

scotland.police.uk

Garden Competition 2024

Gardeen's ever popular garden competition is back for another year!

The judging will involve an independent person looking around the whole Gardeen area to find the winners in the following categories:

	1st	2nd
Best Front Garden	£20	£10
Best Improved Garden	£20	£10
Best Communal Close	£20	£10
Best Common Garden	£20	£10

Judging will take place during July 2024, so get those green fingers to work!

We would also like to know what you think, so if you would like to nominate any of your neighbours' gardens for a prize, please complete this slip below and return it to the office as soon as possible.



Garden Competition 2024

The person I would like to nominate is:

Name:

Address:

Category:

Signed:

Address:



Why not join the 166th Glasgow Scouts?

They are recruiting boys and girls aged 6-18 for Scouts, Beavers and Cubs, as well as leaders and support staff. They are based in Greyfriars Church, Barlanark.

Meetings take place every Wednesday from 6.30pm - 8.00pm

Simply go along or call to find out more:-

Address: Greyfriars Church,
365 Hallhill Road, Glasgow G33 4RY

Phone: **07972 242529**

Facebook.com/166thGlasgowScouts



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Scouts
166th Glasgow (1st Barlanark)

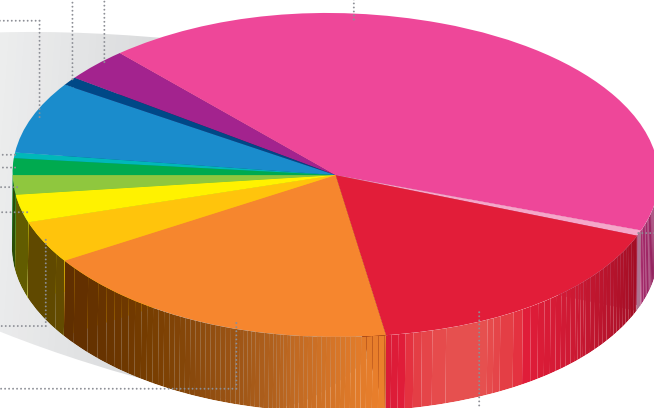
Income Advice Report Year End 2024

In the year to end of March 2024 our tenants have received financial gains amounting to **£279,836.38**.

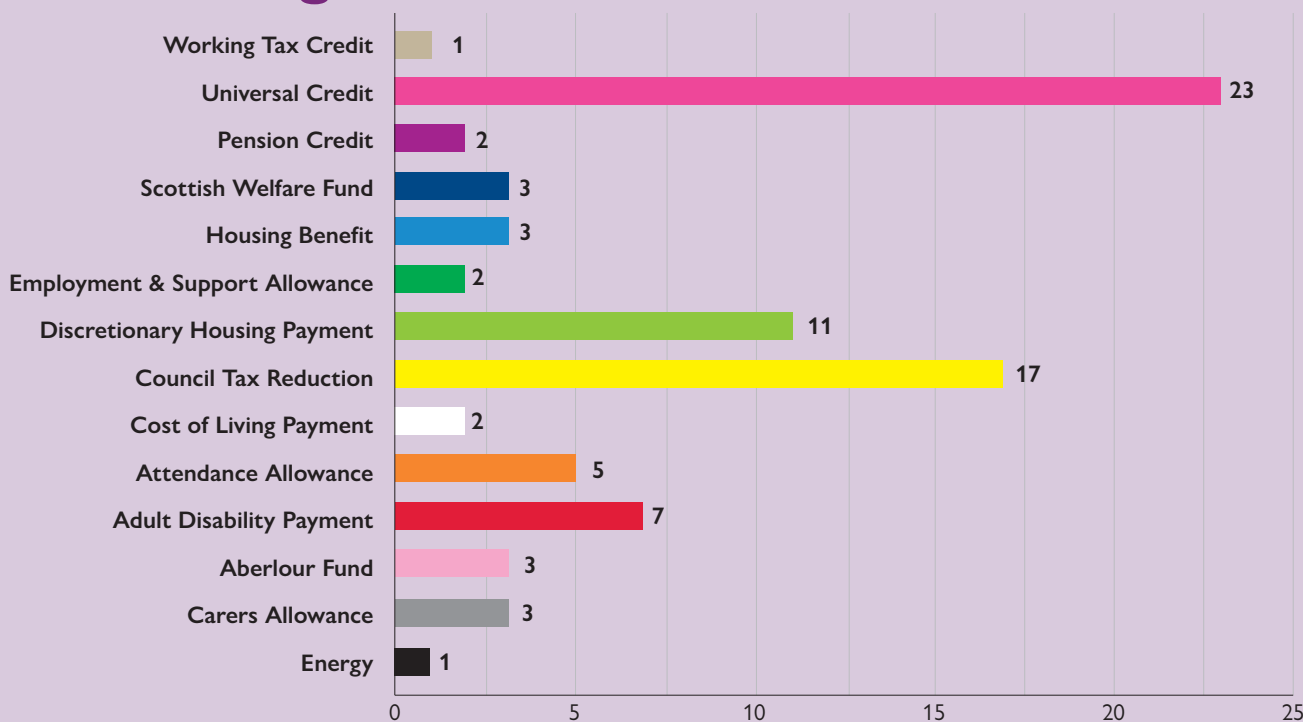
A breakdown of the type of benefits can be seen in the graphs below.



Universal Credit	42.0%	£117,515.62
Pension Credit	3.4%	£9,302.44
Scottish Welfare Fund	1.1%	£2,861.60
Housing Benefit	7.0%	£19,664.67
Funeral Expenses Assistance	0.6%	£1,700.00
Employment Support Allowance	1.8%	£4,918.40
Discretionary Housing Payment	1.9%	£5,115.26
Council Tax Reduction	2.9%	£7,855.09
Child Disability Living Allowance	4.0%	£11,133.00
Attendance Allowance	18.6%	£51,892.50
Adult Disability Payment	16.7%	£46,676.80
Aberlour Fund	0.0%	£900.00
Cost of Living Payment	0.0%	£301.00



Welfare Rights Issues • New Cases • Total 81

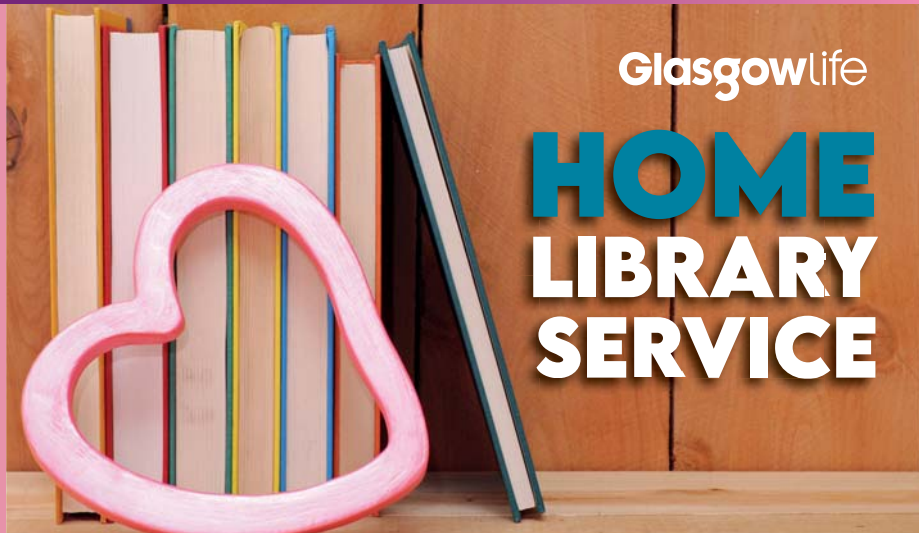
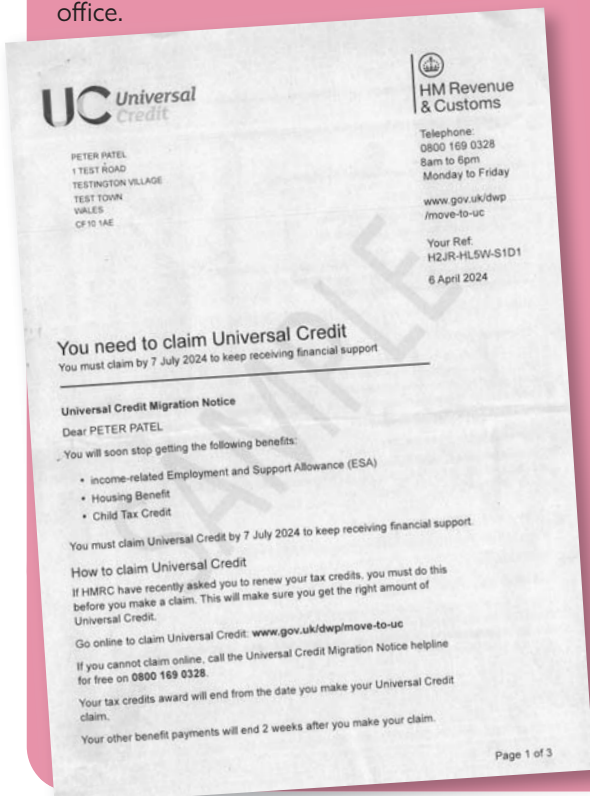


“Managed” migration to Universal Credit – a warning to ESA, Income Support or Tax Credits claimants

As many of you will know, Universal Credit will be replacing the older benefits that are currently being paid by the DWP.

There is a level of protection for those who transfer over onto Universal Credit. However, it is only put in place when you are asked (like you have a choice!!) by the DWP to start the Universal Credit claim process. The photo in this article is a copy of the letter you will get, telling you that the clock is ticking and you **MUST** make the claim for Universal Credit.

If you don't claim by the deadline, you may lose a bit of money in comparison to your current circumstances. However, if you start to process too early, you could also lose out. **DO NOT** listen to the adverts on the TV or radio, these are just advisory warnings. Wait until you receive a letter that looks like the one attached to this article. If you have any queries or worries, contact John at the office.



GlasgowLife

HOME LIBRARY SERVICE

Can't access your local library? Know someone who is unable to visit their library?

With the Home Library Service, friendly, trained volunteers choose and deliver books and other library material directly to your home – all for FREE!

Glasgow Life Home Library Service brings the library to those who can't come to us!

Our service can be accessed on a long or short term basis and it is easy to apply.

To find out more:
 w: glasgowlife.org.uk/homelibraryservice
 e: librarieshealthandwellbeing@glasgowlife.org.uk
 t: **0141 287 2903**

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).

Alternatively, complete the section below and return it to your local library.

www.glasgowlife.org.uk/homelibraryservice

I'm interested in finding out more about the home library service:

Name

Address

Phone

Email

Gardeen App Refresh



Gardeen's App has been designed to make it as easy as possible to communicate with us. You can use it to ask us a question, report a repair or submit a complaint.

We are pleased to launch our updated design! To download the App, please click on the link below:

<https://apps.apple.com/app/gardeen-housing-association/id6502659786>

If you have any feedback on our current App, please contact Lyndsay or Louise.

Pet of the Season

Submit your photos of your pets to info@gardeen.org.uk with your name, address and the name of your pet before of August 2024 for the chance to win £15.

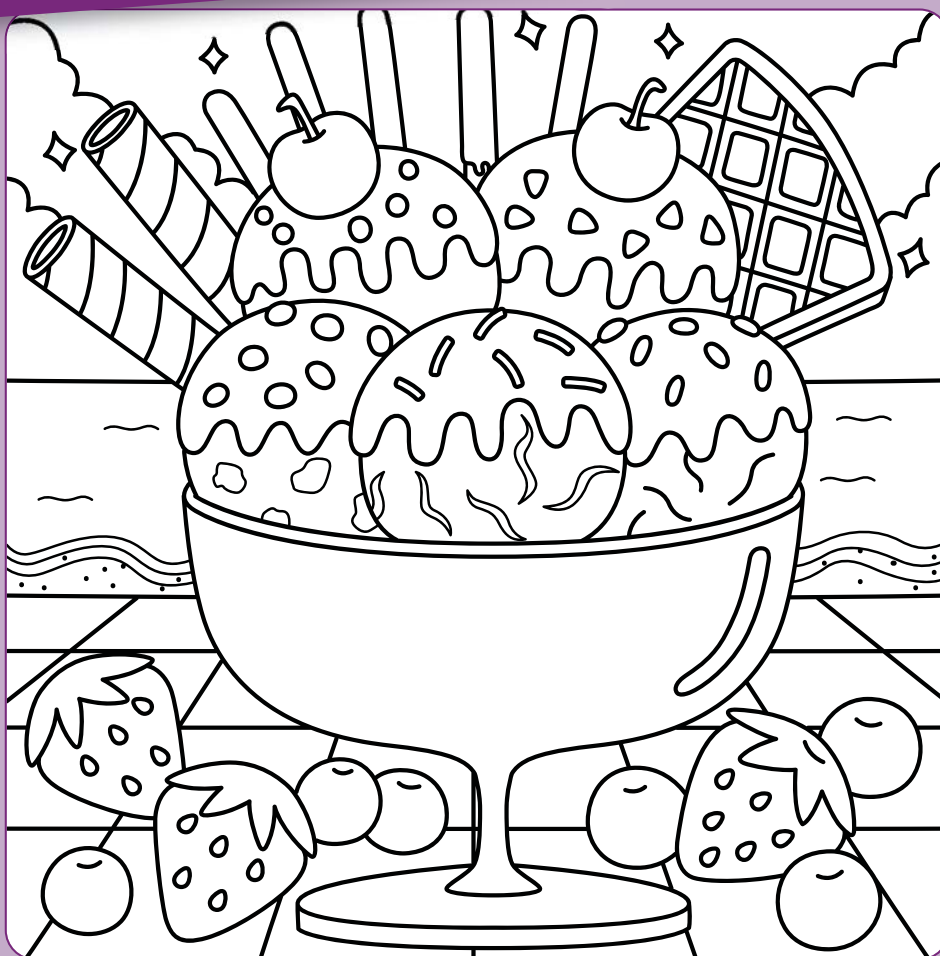
The winner will be announced in the autumn newsletter.

Good Luck!



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 2nd August 2024.



Name:

Address:

Telephone:

Date of Birth:

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619

info@gardeen.org.uk

Gardeen Housing Association

www.gardeen.org.uk

@gardeenh



Gardeen Housing Association Ltd
Building a Better Future

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