

Newsletter

Annual General Meeting 2026

The Annual General Meeting 2026 will be held on Wednesday 16 September 2026 at Barlanark Community Centre at 6.30pm.

There will be an update on our performance and service delivery, annual assurance statement, staffing news and you can also find out about our annual accounts.

You can also meet our Energy Advisor, Ronnie Munro and the local Councillor is also coming along.

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!

SEPTEMBER 2026

MON	TUE	WED	THU	FRI	SAT	SUN
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

HELLO
Summer
WISHING YOU A BRIGHT
& HAPPY SUMMER

Summer Holidays

The office will close at 4.30pm on Thursday 16 July 2026 and will re-open on Tuesday 21 July 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 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**.

EHRA Hustings – Scottish Election



**Easterhouse
Housing
Regeneration
Alliance**

The Easterhouse Housing and Regeneration Alliance (EHRA) hosted a hustings event on 16 April 2026 at The Bridge, Easterhouse.

This provided an opportunity to pose questions to the candidates representing Conservative and Unionist, Labour, Scottish National Party and Reform UK.

Linda Cameron, chairperson of EHRA, welcomed everyone to the event and David Bookbinder from Glasgow and West of Scotland Forum of Housing Associations (GWSF), independent chair, opened the proceedings.

All candidates made opening and closing statements and answered questions from the floor.

The two-hour hustings focused on questions on the challenges of building new social homes in Greater Easterhouse, tackling homelessness, provision of more accessible housing and there were queries from the Denmilne Action Group.

Linda Cameron thanked everyone for attending and encouraged everyone to vote.



Allocations Update



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. There are currently 1309 applicants on the waiting list.

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)

During April – June 2026 there have been zero empty properties. Please contact Louise if you would like to discuss your housing application.

Review of Business Plan 2026

We adopted a new Business Plan in 2024 that sets our plan and vision until 2027. We intend to remain as a small independent housing association, providing a local service to tenants, owners and applicants.

We will review the Business Plan during 2026. A copy of the Business Plan is available on request and the executive summary is available on our website.

We have also worked with an independent finance consultant to refresh our long-term financial projections to ensure that we have the funding to deliver our planned maintenance programme.

If you would like to find out more about the Business Plan, please contact Lyndsay at the office.



Performance Report to 31 March 2026

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 or come along to the Annual General Meeting on 16 September 2026.



Gardeen Housing Association		
Background info		
	Number of homes	253
	Staff numbers	5
	Members	68
	Committee Members	12
Allocations		
	Lets during the year	4
	Lets to existing tenants	2
	Lets to housing register	0
	Lets to homeless	2
	Lets to other	0
Homes		
	Average time to relet	9.25 days
	Tenancy Sustainment (existing tenants)	100%
	Rent Arrears	0.59%
	Voids loss	0.04%
	Rent Increase	5.1%
Maintenance		
	Emergency repairs	1.97 hours
	Non-emergency repairs	3.35 days
	Gas Servicing	100%
	Adaptations Spend (funded by Glasgow City Council)	£28,257

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 Lyndsay at the office.

Freedom of Information

The Association received 8 Freedom of Information (FOI) requests during 2025/26.

The FOI requests received were in relation to housing waiting lists; ICT contract information; violence at work; the number of evictions in relation to anti-social behaviour carried out by the Association; pest control services and mould, dampness and condensation.

Environmental Information Requests

The Association received 0 Environmental Information requests during 2025/26.

Benchmarking

This compares with:

2021/22 2 requests received

2022/23 2 requests received

2023/24 3 requests received

2024/25 5 requests received

2025/26 8 requests received



- Approved 5-year budget submissions to Scottish Housing Regulator
 - Approved annual insurance reports
 - 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 2026
 - Approved quarterly Property Management reports
 - Approved quarterly Management Accounts
 - Reviewed quarterly risk register
 - Carried out procurement of internal audit services
 - Carried out procurement of kitchen and bathrooms contract
 - Approved loan return for submission to Scottish Housing Regulator

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

During 2025/26 the Association re-let 4 empty properties and 50% were allocated to applicants classed as statutorily homeless.

The following targets for percentage of allocations to each of the categories below for 2026/27 were agreed:

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

Complaints to 31 March 2026

The Association has received a low level of complaints from tenants, owners and customers during 2025/26. This is likely to be an indication of satisfaction levels with the service provided by the Association.

The Association received 2 Level 1 complaints and 0 Level 2 complaints. Both complaints were resolved at stage one. In addition, tenants made 12 complaints about various matters including noise, pet nuisance and anti-social behaviour.

Benchmarking Complaints

This compares with:

2021/22 2 level 1 complaints and 0 level 2 complaints

2022/23 2 level 1 complaints and 1 level 2 complaint

2023/24 2 level 1 complaints and 0 level 2 complaints

2024/25 2 level 1 complaints and 0 level 2 complaints

2025/26 2 level 1 complaints and 0 level 2 complaints



Painterwork

The Clerk of Works has completed inspections of the painterwork in the communal closes.

A needs-based programme has been drawn up and will be carried out on a rolling programme. During 2026/27 the closes in Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place (evens)) will be completed.

Please contact a member of staff if you would like more information.

Out of Hours Call Outs – No Heating or Hot Water

Please help us keep call out charges to a minimum by checking the following before you call the out of hours emergency number:

- Please check that you have gas and electricity credit;
- If there is a fault with your gas or electricity meter please call your supplier as our engineers cannot repair faults on the meters;
- Please check whether the batteries in your thermostat need to be changed. This is a tenant responsibility.

Thank you for your assistance.

Kitchen Replacements

Surveys will be carried out ahead of Phase 2 (108 – 112 Pendeen Road and 2 – 32 Pendeen Place (evens)) kitchen replacements during 2026.

We have procured a framework of contractors for kitchen and bathroom replacements in partnership with Calvay Housing Association to achieve value for money.

Our contractor will carry out this work during Autumn 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!



Rechargeable repairs

Rechargeable repairs are repairs carried out to the property or surrounding area, which are not the responsibility of the Association.

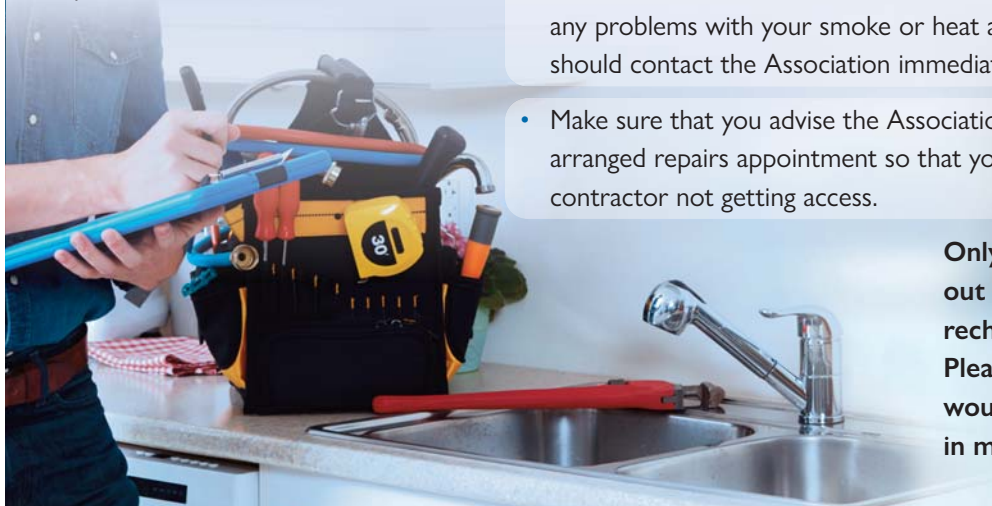
Where an item is normally Gardeen's responsibility but there has been accidental or deliberate damage by the tenant's household or visitors, the tenant will be held responsible and normally re-charged the cost of any repair work carried out by the Association in respect of the damage. We want to keep costs down and keep rents affordable

To help avoid any rechargeable repairs please consider the following:

- Leave a spare set of keys with a neighbour or family member. Tenants may be charged for having to change locks where keys have been lost.
- Contact the Association promptly to report repairs so that the damage caused is kept to a minimum.
- If the damage to your property was caused by vandalism, please report this to Police Scotland and request a Crime Reference Number otherwise you may be recharged the cost of the repair.
- Do not disconnect or remove smoke or heat alarms. If you are experiencing any problems with your smoke or heat alarms such as constant beeping, you should contact the Association immediately to report this.
- Make sure that you advise the Association if you will not be in for an arranged repairs appointment so that you are not charged for the contractor not getting access.

Only essential repairs will be carried out for tenants with outstanding rechargeable repairs debt.

Please contact John at the office if you would like to discuss any of the above in more detail.



Bulk Uplift

Please put any items for bulk uplift on the pavement on a Thursday evening for uplift on a Friday morning only.

Glasgow City Council allows the association to dispose of bulk items for free, however we must pay our contractor to uplift these items.

Please note that we are not allowed to dispose of black bags as part of the bulk uplift. These must be taken to a separate location and cost the association extra.

Please help us keep rents affordable by helping us to keep the Gardeen area clean and tidy.

If you live in a main door property, please leave the item outside your own property on the pavement on a Thursday evening for uplift on a Friday morning.

Fly Tipping

Please help us prevent fly tipping in the Gardeen area by reporting any incidents to Glasgow City Council. Alternatively, please pass any information e.g. car registrations to John or Toni so that this can be dealt with.





Garden Competition 2026

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	3rd
Best Front Garden	£40	£20	£10
Best Improved Garden	£20	£10	
Best Communal Close	£20	£10	
Best Communal Garden	£20	£10	

Judging will take place during July 2026, 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 2026

The person I would like to nominate is:

Name:

Address:

Category:

Signed:

Address:



Summer Holiday Club 2026

platform

HOUSE • MADE IN
EASTERN

20
YEARS

Join Platform over the Summer school holiday for a packed programme of free food and free creative activities!

Running weekdays from **Monday 29 June to Friday 7 August 2026**, 10am - 2pm, children and families can come along to the Platform Café Bar and enjoy a free breakfast & lunch. Closed weekends and closed on Monday 20th July (for the Glasgow Fair Monday).

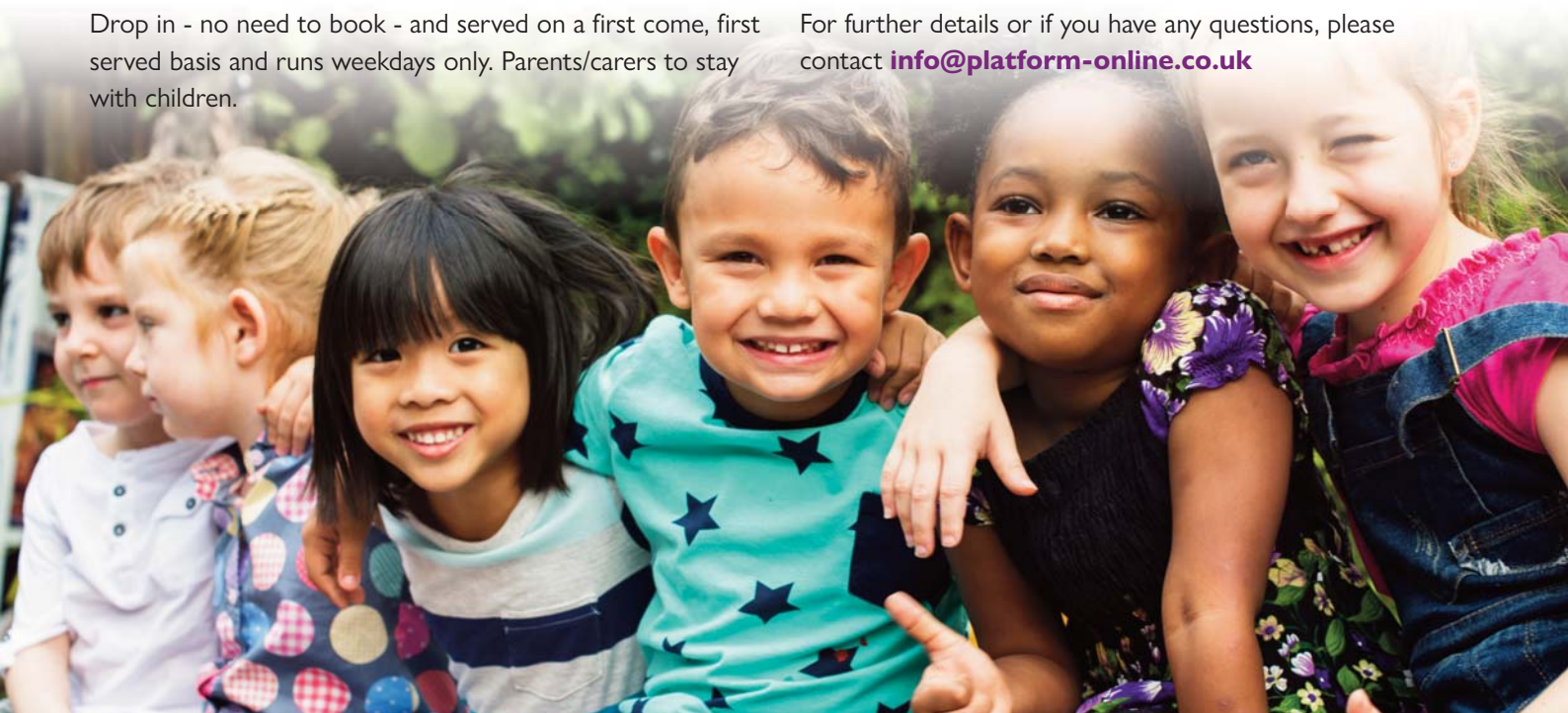
Drop in - no need to book - and served on a first come, first served basis and runs weekdays only. Parents/carers to stay with children.

Breakfast is served between 10am-11.30am and lunch between 12pm-2pm.

Activities are either drop in or sign up on the day and are subject to change/availability. Watch this space for details of activities!

As well as Platform activities there is lots of other activity going on at The Bridge - including Lego, books and games in the library as well as the Summer Reading Challenge.

For further details or if you have any questions, please contact info@platform-online.co.uk



Thriving Minds

Supporting mental wellbeing in communities across Glasgow

SAMH

Scottish Action for Mental Health

Free mental wellbeing Connection Stations, Conversation Nooks and Workshops

Connection Stations

Information stalls that can promote mental wellbeing at any event you're hosting or campaign you'd like to highlight.

Conversation Nooks

Informal and discursive sessions giving an overview on mental wellbeing.

Workshops

Interactive and conversational sessions informing people about mental health problems and underlying issues.

Benefits;

- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health



For more information or to book, please contact Thriving.Minds@samh.org.uk



Kids Corner

Find all the objects
in our beach scene...

For your chance to win £10, find all the objects in the picture.

Fill in your name, date of birth, address and phone number.

Return this page (or email us a photo!) to the Association's office by
Friday 7th August 2026.



Find all 10 objects that are hiding in our lovely beach picture.

Carefully draw a circle around each one! 😊



Name:

Telephone:

Address:

Date of Birth:

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619

✉ info@gardeen.org.uk

f 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

Registered with the Scottish Housing Regulator, registration no. HAC214. Registered Scottish Charity No. SC037681

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