



## Gardeen Housing Association: Annual General Meeting 27 August 2019

We would like to welcome all members and residents to our 30th Annual General Meeting on **Tuesday 27 August 2019**. The meeting will start at 7.30pm at **Our Lady of Peace Primary School, Hallhill Road, Barlanark, G33 4RY**

You will find out about:

- Our annual accounts and financial position from the independent Auditor, Chiene and Tait
- How we performed against the Scottish Housing Charter
- Community Policing
- Gardening Prizes
- Future Plans

We want to ask you what you think about:

Your community  
Your neighbourhood  
The service we provide  
What you like about Gardeen  
What you don't like.....

This is the 30th Annual General meeting so please come along to help us all celebrate this achievement.

Please remember that if you don't attend 5 Annual General Meetings in a row and don't submit your apologies then we will end your membership and cancel your share. This is to ensure that we comply with our Rules.

There will be prizes and fish suppers.

Please come along and find out more about the community you live in!



## Summer Holidays – Office Closure

The office will close at **4.30pm on Thursday 11 July 2019** and will re-open on **Tuesday 16 July 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**



## Resident Satisfaction Survey

We have 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 is more specific than the wider tenant satisfaction survey and covers topics such as close cleaning, grass cutting and parking. We would love to hear your views.

**Please contact Lyndsay or John at the office if you have any queries.**

## Customer Engagement Strategy

The aim of this strategy is to confirm Gardeen Housing Association's continuing commitment to customer engagement. We aim to provide opportunities for all customers to play an active role in the management of their homes and the delivery of services.

The strategy also sets out a clear vision for the future and provides customers with a range of options to get involved both individually and collectively.

**You can download a copy from our website or please contact Lyndsay at the office if you would like to discuss this in more detail.**

## Annual Assurance Statement

The Management Committee will be developing a new annual assurance statement. This statement will be sent to the Scottish Housing Regulator in October of each year. The statement will enable the Management Committee to confirm that Gardeen Housing Association is meeting the regulatory standards.

We will be asking you for your feedback to help us submit the assurance statement.

**If you would like more information then please contact a member of staff.**

## Our Committee

**Some of our existing Committee members give an insight below into why they enjoy being Committee members:**

"I joined the Committee because I wanted to know more about what they did. I live in the area and wanted to influence what happens here. I want to see the area tidy and kept to a high standard. I want to ensure rents remain affordable. I think local control is best. When I first joined, the other Committee members made me feel welcome and encouraged me to ask questions at meetings. We all have different personalities and everyone gets the opportunity to talk at meetings before we reach an agreement. Being on the Committee has given me more confidence and I feel like my views are heard. I have taken those skills into my workplace too".

"When I first joined the Committee I was surprised at the variety of topics discussed at meetings. Committee aren't just planning for the present but have to plan for the short, medium and long term. I have enjoyed being involved in the 30 year projections. The Committee want to ensure that Gardeen is viable for the long term. The Committee have a genuine interest in improving the area in general, as well as ensuring our properties are homes for tenants. In 2018 we completed a natural playpark and arranged a welfare rights service for Gardeen tenants. In 2019 we are planning a new community garden. The other Committee members welcomed me into the group and I feel my contribution is valued. Staff are always available if I have queries too".

# Key Committee Decisions

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

## Key decisions that were made from April to June 2019 include:

- Accepted internal audit report on security of information and personal information
- Approved audit plan with new finance auditors - Chiene and Tait
- Approved additional training for Treasurer
- Discussed complaints received in 18-19
- Approved Register of Interests for Committee 18-19
- Approved Management Accounts to 31 March 2019
- Approved changes to Finance Regulations and Financial Procedures
- Approved 30 Year Financial Projections
- Approved a five year budget
- Approved the loan submission to the Scottish Housing Regulator
- Approved Treasury Management Report
- Approved the Annual Return on the Charter ( ARC)
- Approved Energy Return to the Scottish Housing Regulator
- Approved Risk Management Policy
- Approved action plan on Freedom of Information

## In addition the Management Committee attended training on:

- Loans and Investments (Treasury Management)
- Mental Health
- Appraising the Director
- Recruiting Staff

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

If you are a tenant of a registered social landlord (RSL) you can report a significant performance failure to the Regulator.



### What is a significant performance failure (SPF)?

#### An SPF is where a landlord:

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- has materially failed to meet the Regulatory Standards; and
- the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

### An SPF could happen where a landlord:

- fails to carry out health and safety requirements, such as annual gas safety checks;
- is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- fails to have appropriate governance and financial procedures in place or apply them; or
- does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

**If you have any queries about the Association's performance, please contact Roslyn or Lyndsay at the office.**

# Performance Report to 31 March 2019

Gardeen Housing Association has submitted an Annual Return on the Scottish Housing Charter (ARC) to the Scottish Housing Regulator. We will provide you with more information in our Performance Report for 2017-2018 later in the year. You can also find out more at **our Annual General Meeting on 27 August 2019**

Background	Gardeen Housing Association
Number of homes	253
Staff numbers	6
Staff turnover	0%
Staff sickness	1.5 days
Members	82
Members attending AGM 2018	37

Performance	
Lets during the year	9
Lets to existing tenants	0
Lets to housing list	9
Lets to mutual exchange	0
Lets to homeless	0
New Applicants to waiting list	649
Homeless referrals received	6

Court Action	
Abandonments	0
Notice of Proceedings	6
Voids	9
Average time to relet	0.44 days
Medical Adaptations	13

Tenant Sustainment	100%
Rent Arrears	0.33%
Voids loss	0%
Rent Increase	3.9%
Former tenant rent arrears written off	81.01%

<b>Maintenance</b>	
<b>Emergency repairs</b>	<b>1.92 hours</b>
<b>Non-emergency repairs</b>	<b>2.85 hours</b>
<b>Right First time</b>	<b>99.05%</b>
<b>Repairs appointments</b>	<b>99.46%</b>
<b>Gas Record</b>	<b>100%</b>

<b>Complaints 1st Stage</b>	
<b>Received</b>	<b>6</b>
<b>Upheld</b>	<b>2</b>
<b>Anti-social behaviour cases reported</b>	<b>8</b>

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

## Factoring Services

**Did you know that Gardeen Housing Association provides factoring services to 17 owners in the Gardeen area?**

We are a registered property factor and have a written agreement which sets out the services we provide.

If you want to find out more about our factoring service then please contact Roslyn or Lyndsay at the office.

## Changes to Annual Gas Service Appointments

**From 1 August 2019 the Association is going to trial a different system for scheduling annual gas service appointments.**

Our contractor, Scotia Plumbing and Heating, will call tenants roughly 8 weeks before the due date, instead of the Association sending letters to arrange a suitable appointment.

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 carrying out a review of our contractors in 2019/20.

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.

## Gutter Cleaning

The Association is always looking for ways to keep rents affordable. Repair costs are increasing so we are looking at ways to be more efficient. Gutter cleaning will now be carried out in 2019 and then every two years on a rolling programme.

**Please contact Lyndsay or Anna if you would like more information about this.**

## Repair Satisfaction Surveys

The Association monitors tenant satisfaction levels with our repairs and maintenance service. We have added the survey to the Gardeen App and to our website. We are also going to trial text surveys on a fortnightly basis. You may receive a text survey if you have had a repair carried out recently. If you reply you will be entered into our monthly prize draw to win £10.00.

**Please contact Lyndsay at the office if you would like more information.**

## Energy Performance Certificates

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. The Association's contractor has been carrying out surveys at Gardeen homes to collect data for Energy Performance Certificates. An Energy Performance Certificate gives information on how energy efficient a building is. This forms part of the Association's evidence for the EESH.

We are pleased to confirm that every Gardeen home meets the current EESH. If you would like further information please contact Lyndsay at the office.



# Bulk Uplift

Please put any items for bulk uplift on the pavement on a Friday morning only. Glasgow City Council operates this free uplift service.

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 phone the Council to request an uplift. If you need assistance to report an item for uplift, please contact John or Lorraine at the office.



# 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 Lorraine so that this can be dealt with properly.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

**The Best Start Grant** is 3 one-off cash payments that you can apply for if you're a parent or a carer:

1. **Pregnancy and Baby Payment**
2. **Early Learning Payment**
3. **School Age Payment**

You can get these payments:

- if you have a child who's the right age for a payment
- whether you're in work or not, as long as you receive certain payments or tax credits.

## 1. Pregnancy and Baby Payment

You can apply for the Pregnancy and Baby Payment from 24 weeks pregnant up to the day your baby is 6 months old. This goes up to 1 year old if you've taken over looking after a child, such as if you've adopted.

You can apply for a child whether they're your first child or not.

If you can get the Pregnancy and Baby Payment for your first child, you'll be paid £600. You'll be paid £300 for any child that comes after your first.

## 2. Early Learning Payment

You can apply from your child's second birthday up to the day your child is 3 years 6 months old. If you can get the Early Learning Payment, you'll be paid £250 for each child you can get the payment for.

## 3. School Age Payment

You can apply for the School Age Payment in the year your child should be starting school.

Please contact Lyndsay or John at the office for more information.



# Garden Competition 2019

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 Veranda	£20	£10	
Best Common Garden	£20	£10	

Judging will take place on Wednesday 17th July 2019, 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 2019

### THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: \_\_\_\_\_

NOMINEE ADDRESS: \_\_\_\_\_

CATEGORY: \_\_\_\_\_ SIGNED: \_\_\_\_\_

ADDRESS: \_\_\_\_\_





# Community Festival – Friday 9 August 2019

## The Bridge Easterhouse

Easterhouse Housing and Regeneration Alliance is organising Community Festival on Friday 9 August 2019 at The Bridge Easterhouse.

There will be a prize draw, therapies, face-painting, stalls and giveaways and an exhibition on the past present and future plans for Barlanark and Easterhouse. More information to follow.



## The Platform

The Platform runs various FREE clubs for all ages:

### Play Café

9 Jan 2019 – 28 Aug 2019 weekly  
Wednesdays 10.30am – 12.30am

For kids aged 0 – 4 years. “Bring your wee ones along and enjoy some theatre, dance, music and arts activities”.

### Art Factory

8 Jan 2019 – 27 Aug 2019 weekly  
Tuesdays 1.00pm – 4.00pm

For over 16's. “A visual arts and crafts drop-in studio for adults who wish to learn to draw, paint or make things”

There are many more activities to choose from. For more information contact:-

**Website:** [info@platform-online.co.uk](mailto:info@platform-online.co.uk) | **Telephone:** 0141 276 9696 (Option 1)

**Address:** The Bridge, 1000 Westerhouse Road, Glasgow, G34 9JW

## Walking Club

Barlanark Community Centre has a walking club every Tuesday from 11am – 12 noon. The club is suitable for walkers at all levels and has fast and slower paced groups. Anyone who is interested should meet up at multi-purpose room 2 within the centre. Tea and coffee will be available at the end of the walk.



## Website - Events Area

We have a new Events area on our website and on the Gardeen App. We will be publishing details of local events on the website and the App to keep you updated with what's going on in the community.

Download our App or visit our website to see what's happening over the next few months.



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

## Early Barlanark

As we approach our 30th AGM, we are working on a history page for the Gardeen website. This will include lots of information and photos of the Gardeen area since the Association was formed.

**If you have anything you would like us to add to the history page, please contact Lindsay or Lorraine.**



## Welfare Rights

One of our tenants didn't know that they had been underpaid benefit for nearly two years. They were assisted by a member of staff in January to submit a claim and have now received a backdated payment of Personal Independence Payment from the DWP of over £2,000. Their income has increased by over £80.00 per week.

Contact us if you need help!



# Reduced Price Train Travel

jobcentreplus

## Universal Credit claimants could be entitled to reduced price train travel with a railcard linked to the Job Centre.

It can be provided to those unemployed and claiming Jobseekers Allowance or Universal Credit for 3-9 months if they're aged 18-24 or 3-12 months for over 25s.

The card allows you to travel for job interviews at a reduced rate but can also ease the financial strain on families being forced to stretch out their payments.

To be eligible, you must have been claiming Jobseekers Allowance or Universal Credit for at least three months.

You might also be eligible to receive the card if you are claiming certain other benefits like Incapacity Benefit and Income Support but are actively looking for work.

The card, which can be used on all train operator services, gives 50% off on Anytime Day tickets, Off Peak Day tickets and three-month season tickets.

The Department for Work and Pensions says the cards are awarded on a case-by-case basis, so to get one you need to speak to Job Centre staff about your circumstances and they will decide whether you should be issued with a card, and if so, how long for. To apply, visit your local Job Centre Plus office.



## Home Security Tips

Housebreaking is a crime that we all fear, but there are a number of different ways that you can help to deter burglars. Burglars prefer to gain easy access to homes, so the harder you make it for the criminal, the lower your chances are of becoming a victim. In addition, if you do become a victim, there are measures that you can take to increase the chance that your goods will be returned to you if they are later recovered by the police.

- Keep your home securely locked at all times. Most house break-ins are committed by opportunist thieves who do not have to break-in due to a door or window having been left open.
- Keep car keys out of sight in the house.
- Don't leave window and door keys in their locks.
- Always close your curtains at night and make sure valuable items cannot be easily seen from outside.
- Use timers for lights and radios if you will be out of the house overnight. They create the impression that someone is at home.
- Security mark your property with a UV marker pen. You can use this pen to place an invisible imprint of your postcode and house number on your possessions.

# QUIZ CORNER

## For All Age Groups

*Can you find the words relating to summer in the grid below?*

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

PLAY  
SUNSHINE  
ICE CREAM  
SANDALS  
PADDLING

HOLIDAYS  
BUCKET  
SPADE  
SEASIDE  
OUTDOORS

## Gardeen's 30th Anniversary!

Gardeen Housing Association would like you to create a 30th Anniversary poster for our AGM. A winner will be chosen and will receive a **£10 prize**. All entries will be displayed at our AGM so make sure you write your name and age on your poster.

**Please ensure you put your name, date of birth, address, and telephone number on the back of your poster. Return your poster to the Association's office by Friday 9th August 2019. The winner will be chosen by Kirsty Brothers, Receptionist.**



### 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 9th August 2019**. The winner will be the first correct entry, drawn out of the hat and will receive £10. All parts must be completed for a chance to win. If there is no winner, the prize money will roll over to the next newsletter quiz.

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.co.uk](mailto:info@gardeen.co.uk)

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