



# Newsletter

AUTUMN 2018



## ADAPTATIONS

If you require an adaptation to your home, you may be entitled to grant assistance to help pay for this.

If you would like to find out more please contact Lyndsay or John at the office. Staff will assist you to complete a referral form which will be sent to Social Care Direct. An Occupational Therapist will carry out an assessment to determine the works.

The type of works which are now considered are much broader than in the past and can include slabbing; handrails; fencing; level access or overbath showers and widening of doorways.

This scheme is funded by Glasgow City Council and is based on medical need.

## AUTUMN HOLIDAYS – OFFICE CLOSURE



The office will close at **4.30pm on Thursday 20th September 2018** and will re-open on **Tuesday 25th September 2018 at 9.30am**.

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, on **0141 771 9590**.



## UNIVERSAL CREDIT

Universal Credit will start rolling out in Shettleston Jobcentre from 5th December 2018. We have enclosed a poster with some information about Universal Credit with your newsletter. Please contact Lyndsay or John if you have any queries.



## OFFICE EMERGENCY REPAIR TEL – 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 or 0845 070 1432**

# ANNUAL GENERAL MEETING AND COMMITTEE UPDATE

We would like to thank everyone who attended the Annual General Meeting on 21 August 2018.



The Management Committee consists of:

**Chairperson Marion Leat**

**Vice Chair Colin Cameron**

**Secretary Rose O Malley**

**Treasurer Sarah Lack**

**Rena Clark, Mary McGuigan, Corrina Brewer, Helen Marcowich, Margaret Livingston Joyce Reid and Katie Brown**

We are always encouraging new members to join the Management Committee. Please contact Roslyn for more information.

## OUR FRIEND AND COLLEAGUE, RHONA JOSS

We are sad to announce that our friend and colleague Rhona Joss passed away suddenly on 1 September 2018. Rhona worked with Gardeen Housing Association for over 15 years and provided a financial service that helped us to plan for all the improvement works that we carry out.

Rhona will be greatly missed by the staff and Committee of Gardeen Housing Association, but we know that her family will miss her more. We will be fundraising for Macmillan in memory of Rhona.



## RESIDENT SATISFACTION SURVEY 2018

We would like to thank everyone who took part in the tenant satisfaction survey. This was carried out by Wider Role Solutions, an independent research company.

The results from the survey, carried out during the summer of 2018, indicate high levels of satisfaction with the services provided by Gardeen Housing Association.

ARC Indicator	Question	2015	2018	Difference
1	Overall satisfaction with service	93%	98%	5% ^
3	Keeping tenants informed	95%	98%	3% ^
6	Participation in decision making	95%	98%	3% ^
10	Quality of home	90%	98%	8% ^
17	Management of neighbourhood	96%	96%	No change
29	Value for Money (rent)	86%	94%	8% ^

We will continue to work in ways to improve our service and welcome feedback. If you would like more information about the results from the satisfaction service then please contact the office for more information.

# MACMILLAN @ GLASGOW LIBRARIES

If you're affected by cancer you may want to know there's someone you can turn to for help. Someone who can help find answers to your questions, whatever they may be. Glasgow Libraries are working with Macmillan Cancer Support to provide Macmillan Cancer Information and Support Services in your community.

If you want to find information, support and practical help or would just like someone to talk to, come along to Macmillan @ Glasgow Libraries.

No appointment is required and you can come along with a loved one to talk through issues and concerns with trained volunteers.

## Dennistoun Library

Every Monday from 12.30pm - 4.30pm  
and every Thursday 10.30am - 2.30pm

## Parkhead Library

Every Tuesday from 11am - 1pm

## Royston Library

Every Tuesday from 11am - 3pm

## Easterhouse Library at The Bridge

Every Wednesday from 10am - 2pm

Macmillan @ Glasgow Libraries are now recruiting Macmillan Cancer Information and Support Volunteers in Easterhouse and Dennistoun libraries. Do you want to make a difference to the lives of people affected by cancer? Join our team of passionate volunteers giving 2.5 hours a week to provide emotional support and high quality information to people affected by cancer. Excellent training opportunities and ongoing support will be provided.



For more information or to get involved as a Macmillan Cancer Information and Support Volunteer please just drop in to your local service. Alternatively you can call us on 0141 287 2999, email [macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk) or visit [glasgowlife.org.uk/macmillan](http://glasgowlife.org.uk/macmillan).



Cancer  
Support  
Scotland



# SCOTTISH HOUSING REGULATOR REPORT 2017-2018

The Scottish Housing Regulator has published a landlord report on how Gardeen Housing Association has performed during 2017-2018.

A copy of the report from the Scottish Housing Regulator is available on our website and is provided below;

## Landlord report

### How your landlord told us it performed in 2017/2018



#### Gardeen Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2017/2018.

#### Homes and rents

At 31 March 2018 your landlord owned 253 homes. The total rent due to your landlord for the year was £909,571. Your landlord increased its weekly rent on average by 4.50% from the previous year.

#### Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	-	£67.44	-%
2 apartment	27	£57.94	£73.33	21%
3 apartment	115	£66.59	£74.94	11.1%
4 apartment	67	£71.71	£81.37	11.9%
5 apartment	24	£86.10	£90.39	4.7%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **93.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.5%.
- » **94.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.
- » **94.7%** of tenants were satisfied with the **opportunities to participate** in your Landlord's decision making, compared to the Scottish average of 85.9%.

## **Quality and maintenance of homes**

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.2%.
- » The average time your landlord took to complete **emergency repairs** was **1.1 hours**, compared to the Scottish average of 4.0 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.4 days**, compared to the Scottish average of 6.4 days.
- » Your landlord completed **98.1%** of **reactive repairs right first time** compared to the Scottish average of 92.2%.
- » Your landlord does operate a **repairs appointment system**. It kept **98.6%** of **appointments** compared to the Scottish average of 95.5%.
- » **100.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 92.1%

## **Neighbourhoods**

- » For every 100 of your landlord's homes, **9.5 cases of anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

## **Value for money**

- » The amount of money your landlord collected for current and past rent was equal to **100.8%** of the **total rent** it was due in the year, compared to the Scottish average of 99.4%.
- » It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 0.7%.
- » It took an average of **1.4 days** to **re-let homes**, compared to the Scottish average of 30.7 days.

## **Want to know more?**

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit SHR website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

# PHASE 6 PAINTERWORK

An assessment of the painterwork at 8 – 48 Pendeen Road was carried out by the Association's Maintenance Consultant. Only a few top up remedial works were required and these are now complete. The paint we used previously was good quality and has lasted well which saves the Association money and keeps rents affordable.

If you have any queries about planned maintenance please contact Roslyn or Lyndsay at the office.

## STOCK CONDITION SURVEY 2018

Thanks to everyone who allowed access to our consultants Brown and Wallace who carried out a stock condition survey on our behalf. This information will help us to plan our improvements for the future. Brown and Wallace assess the condition of the components in each home, including kitchens, bathrooms, windows, doors, close doors, roofs and attics and calculate the likely lifespan of each component.

We will then use this information to calculate the costs of our future improvements. We need to make sure we have enough cash to pay back our loans, run Gardeen and pay for improvements. We will keep you updated on our new plans after Christmas.

## KEEPING PETS

Please remember that you have the right to keep a pet at your property but this also means that you are responsible for picking up after your pet.

Please make sure that you keep pets under control and prevent them causing nuisance, annoyance or danger to your neighbours.

## GARDEEN AREA UPDATE

### Land opposite train station

Glasgow City Council (GCC) has confirmed that a perimeter cut only will be carried out at the area opposite the train station. If you would like to discuss this further please contact your Councillor for Ward 18 – East Centre Bailie Annette Christie. Telephone 0141 287 3595 or email [Annette.christie@glasgow.gov.uk](mailto:Annette.christie@glasgow.gov.uk).

### Burnmouth Road

Glasgow Housing Association (GHA) will be carrying out some works over the next few weeks to complete the development at Burnmouth Road. We are pursuing GHA for information regarding the areas of concern previously raised by tenants.

## COMMUNITY GARDEN



We are still keen to develop a piece of land in the Gardeen area as a community garden and will be organising a meeting before Christmas with Glasgow City Council to develop our plans. We hope to use this area to grow food.

Further information to follow!

# SUMMER GARDENS 2018

Thanks to all the Gardeen gardeners who made such a difference to the Gardeen community during a sunny and warm summer.

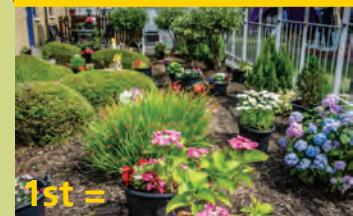
The winners of the 2018 Gardeen garden competition are:

## Isa Hunt Gardening Prize: Best Garden

1st	Mr Arthur	0/1 132 Pendene Road
1st =	Mrs Boyle	0/2 4 Garlieston Road
3rd =	Mr Grainger	27B Garlieston Road
3rd =	Ms Gracie and Ina McKay	108A Pendene Road



1st



1st =



3rd =

## Best Improved

1st	Mrs Mulholland	0/1 42 Garlieston Road
2nd	Mr Holt	27A Garlieston Road
2nd =	Ms Smith	91 Garlieston Road



1st



2nd =



3rd =



2nd =



1st



2nd



1st



2nd

## Best Communal

1st	89 Garlieston Road
2nd	46/48 Pendene Road

## Best Verandah

1st	Mrs Leat	2/1 18 Pendene Place
2nd	Mr Tierney	1/1 18 Pendene Place

# BONFIRE NIGHT SAFETY

Bonfire night can be a fun time of year but there are few things to remember to keep safe.

## When letting off fireworks:

- Do not allow smoking when fireworks are being handled, or at any time during the display;
- Before lighting any firework, read the instructions on it carefully;
- If any firework fails to go off, don't go back to it. It could still be live and could go off. Half an hour is the minimum time you should wait before you consider approaching it again.



## When it's finished:

- Use tongs or some other suitable tool to pick up spent fireworks, and wear strong gloves;
- Don't allow any children to collect firework cases;
- If any fireworks look as if they haven't gone off after half an hour, place them in a bucket of water.

## DAD'S GROUP

Home Start has a Dad's Group that meet every Friday morning 10.00am – 12.00pm at 35 Avenuepark Street, Maryhill for Dads with children 0 – 3 years old.

For more information please call 0141 948 0441.



## CHRISTMAS PANTO TICKETS



Gardeen Housing Association works in partnership with Easterhouse Regeneration and Housing Alliance (EHRA). By working in partnership, Gardeen is able to offer tickets for the 2018 Christmas production, Black Beauty at Platform. The panto will be on at The Bridge, Easterhouse from 18-23 December 2018. This is suitable for 5 years and over.

Flutter is a show for younger children from 2-6 years old and will be shown from 1-5 December 2018

Tickets for both events will be available later in the year. For more information contact the office.

## BARLANARK COMMUNITY CENTRE

Following a refurbishment programme, Barlanark Community Centre is planning to re-open in October 2018. An open day is planned for Saturday 20 October 2018. A new IT suite will be available to allow internet access for residents as well as modernised meeting rooms.

Look out for more information!

# WHY NOT JOIN THE 166TH GLASGOW SCOUTS?

They are recruiting boys and girls aged 6-18 as well as leaders and support staff. They are based in Barlanark Greyfriars Church, G33 4RY. Meetings take place every Wednesday:

<b>Beavers</b>	<b>Age 6-8</b>	<b>6pm</b>
<b>Cubs</b>	<b>Age 8-10</b>	<b>7pm</b>
<b>Scouts</b>	<b>Age 10-14</b>	<b>7.30pm</b>
<b>Explorers</b>	<b>Age 14-18</b>	<b>7.30pm</b>
<b>Adult learners and support staff 18 +</b>		



[Facebook.com/166thGlasgowScouts](https://www.facebook.com/166thGlasgowScouts)

Simply go along or call  
to find out more:  
Graham, Group  
Scout Leader  
07736145331



## WI-FI

Please remember that you can:

- Use the computers at our office for free during office hours in privacy;
- Use the free wi-fi at the office on your own laptop/tablet/mobile.

## CONTACTLESS

We can now offer contactless card payments at the office for payments up to £30.



## RENT STATEMENTS

As part of our commitment to reduce our carbon footprint, we no longer issue individual rent statements to tenants.

## CONTACT NUMBERS

If you change your mobile or landline number, please let the office know.

## TV LICENCE

If you are aged 75 or over you are eligible for a free TV Licence. Please apply online or call 0300 790 6073. The free licence will cover all the equipment in the property, meaning that other household members living in your home could also benefit.

# ENERGY BILLS – HOW WE CAN HELP

If you are struggling to afford your energy bills please get in touch so that we can refer you to the Glasgow Home Energy Advice Team (GHEAT).

You might be able to take advantage of certain benefits, grants and help offered by the government and energy suppliers. To find out more about any of the below please contact Lyndsay or John at the office.

## Winter Fuel Payment

The Winter Fuel Payment is an annual one-off payment to help you pay for heating during the winter.

You can usually get a Winter Fuel Payment if you were born on or before 5 August 1953.

## Cold Weather Payments

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it's very cold.

You'll get a payment each time the temperature drops below a specific temperature for a set period of time.

You'll only be eligible if you already get:

- Pension Credit; Income Support; income-based Jobseeker's Allowance; income-related Employment and Support Allowance or Universal Credit

## Warm Home Discount Scheme

You might be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:

- getting the guarantee credit part of Pension Credit or you are on a low income

## Grants to Help Pay Off Your Energy Debts

If you're in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off.

When you apply for a grant, you'll have to provide detailed information about your financial situation in your application.

# CREDIT UNION

Baillieston Credit Union Ltd is a community based savings and loans organisation which is owned by its members. It is for anyone living in the Barlanark area.

By becoming a member of Baillieston Credit Union Ltd, you can start taking advantage of a variety of financial services, including:

- **Savings Accounts/Dividends**
- **Foreign Currency**
- **Mortgages**
- **Payroll Deduction**
- **Revolving Credit**
- **Direct Debit/Standing Orders**
- **Christmas Savings Plans**
- **Funeral Protection Plans**
- **Low cost loans**
- **Instant Loans**
- **On-line Banking**
- **DWP Benefits/Pre-paid Cards**
- **Pre-paid Debit Cards**
- **Free Life Insurance**
- **Bill Paying Services**
- **Junior Savers Accounts**



To join Ballieston Credit Union Ltd, visit their website at [ballieston.c.u@btconnect.com](mailto:ballieston.c.u@btconnect.com), telephone 0141 771 1771 or visit their office at 94 Main Street, Ballieston, Glasgow, G69 6SL

# MY MONEY SERVICE

My Money is a financial advice service which supports Glasgow residents with money and debt management. They offer advice such as debt support; access to affordable credit such as low-cost loans; fee free products such as bank accounts; budgeting services and tools as well as other money advice support.

Marshall Gemmell, welfare rights adviser, is in our office on a Wednesday morning or Friday afternoon but due to expected demand once Universal Credit is rolled out we may also refer some tenants to the My Money service.

Please contact Lyndsay or John at the office if you would like an appointment with a welfare rights adviser.

# STOP SMOKING

If you are thinking of stopping smoking, there are free local stop smoking services which can increase your chances of stopping and staying stopped for good. The NHS provides pharmacy and local specialist stop smoking services.

## Pharmacy Services

Your local community pharmacy provides a free stop smoking service. The service is:

- Local - there's usually one in every neighbourhood
- convenient - you can drop in to pick up your stop smoking medication and access one to one support when it suits you, such as during lunch breaks or after work
- flexible - you can go at a time that suits you and it doesn't have to be the same time of day each week

Contact Lloyds Pharmacy, 317 Hallhill Road, Glasgow, G33 4RY, telephone 0141 781 1995 or visit their website at [LloydsPharmacy.com](http://LloydsPharmacy.com)

# CASH FOR KIDS 2018

Last year, Gardeen was pleased to announce that we were successful in securing funding from Cash for Kids to allow 167 Gardeen children to receive an extra gift at Christmas.



The Association will re-apply on behalf of the Gardeen community again this year but there is no guarantee that there will be the same cash available as last year.

We will try our best and keep you posted!

# GARDEEN APP

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.



If you have an Apple, Android, or Windows device please type in the following link to your device browser and follow the instructions.  
<http://cms.kiswebsdesign.co.uk/promo/gardeenh>  
Android devices can also download the app from the Google Play Store.

# GLASGOW CITY COUNCIL (GCC) ONLINE PORTAL

If you register for an online account with GCC this will enable you to access information or make payments for local authority services such as:

- Council Tax
- Housing Benefit and Council Tax Support

To register please go to:  
<https://youraccount.glasgow.gov.uk/>

# QUIZ CORNER

THE WINNER FROM THE LAST  
NEWSLETTER WAS: Summer Kilpatrick

## FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

AUTUMN  
LEAVES  
BONFIRE  
FIREWORK

PUMPKIN  
FROST  
HALLOWEEN  
COLD

## 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 12th October 2018** The winner will be the first correct entry, drawn out of the hat and will receive £10. If there is no winner the prize money will roll over to next newsletter quiz.

Name: \_\_\_\_\_ D.O.B. \_\_\_\_\_

Address: \_\_\_\_\_

Tel No: \_\_\_\_\_



## PETS CORNER

We are pleased to introduce the Pets Corner section of our newsletter!

The star of our Pets Corner is **Charlie!**

If you would like your pet to feature in our next newsletter please contact Kirsty or Lyndsay at the office.



## Gardeen Housing Association Limited

32 Garlieston Road, Barlarnark, G33 4UD  
Tel: 0141 771 9590 Text: 07418 341619.  
Email: info@gardeen.co.uk  
Website: www.gardeen.org.uk



@gardeenh



## Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,  
and for training throughout Thursday morning)



INVESTOR IN PEOPLE



Healthy  
Working  
Lives