



Autumn Holidays

The Autumn public holiday dates are Friday 25 September 2020 and Monday 28 September 2020.

Should you have any emergency repair requirements during this time please contact our emergency repair contractors, detailed below:

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

COVID-19

COVID-19 has had an impact on every family in the Gardeen community. It is a very uncertain time for everyone. We will continue to provide a service to tenants, owners and applicants.

We are working with our partners at Connect to help you if you need assistance with food or paying bills. We have appointed a welfare rights advisor to help when you have money problems.

If we don't know the answer, we will point you in the right direction. We will keep you up to date with advice through Facebook, Twitter and our website.

We are looking at providing access to counselling services in partnership with other housing associations in Greater Easterhouse.

We are here to help so please get in touch and talk to someone.

Our Services

In accordance with Scottish Government guidance, our office remains closed. We are still available by phone, email and text. We can hold Zoom meetings if you would like to talk to any member of staff. We will re-open the office when it is safe to do so. We will be making some changes to ensure that you are safe and that staff and our contractors are safe.

We continue to provide a repairs service with changes to ensure that we comply with social distancing and mask wearing.

Estate management is ongoing and we will be starting to work on adaptations and a planned painter work contract.

You can help us by maintaining social distancing and wearing a facial covering (if you can) when a contractor or member of staff visits your home.

Management Committee meetings are being held remotely and decisions are continuing to be made to deliver a service to you and ensure compliance with the Scottish Housing Regulator.

Thank you for your patience and we shall keep you updated on our plans. Please contact us if you have any queries.

Business Plan 2020-2023

The Management Committee have approved a new Business Plan that sets out the mission and values along with our objectives, plans and resources for the period 2020-2023.

A summary of the Business Plan

Gardeen operates in the Barlanark neighbourhood in Greater Easterhouse.

- *Gardeen owns and manages 253 homes for social rent, as well as factoring 17 properties in private ownership*
- *We are a significant social business, with an annual cash turnover approaching £1 million*
- *We are led by an experienced and strongly committed Management Committee, made up of local residents who volunteer for the benefit of the community*
- *Gardeen employs 6 members of staff, led by our Director who is responsible for the day to day management of the Association*

Gardeen provides a comprehensive range of services, all of which are focused 100% on the needs of our tenants and community. These services include tenancy and neighbourhood management, repairs and property management, asset management and investment in tenants' homes, environmental works, income maximisation and factoring.

Gardeen became a landlord in 1989, when a group of local residents formed a housing association, to tackle the poor housing, social and environmental conditions in the area.

At that time, tenants in our area lived in cold and damp houses that were of a very poor standard. Many tenants had left the area because of its decline, and there were serious issues with antisocial behaviour and criminality.

With support from government, Gardeen took ownership and control of the houses in the area from Glasgow City Council. We then carried out a comprehensive programme of housing renewal, providing a mix of new and improved homes.

We also introduced local control over housing and neighbourhood services. A commitment to finding local solutions to problems has been at the heart of our approach from the outset.

Today, Gardeen's area is a very different place, offering:

- *Decent and affordable homes*
- *A stable community where people choose to live*
- *Excellent housing and maintenance services*
- *An environment that is clean and well cared for*

ACTIVITY AREA	KEY PRIORITIES 2020/21
Response to the Covid-19 Pandemic	<ul style="list-style-type: none"> • Manage the initial stage of the emergency in accordance with government guidance to ensure the safety of tenants and staff • Plan for the re-introduction of services and re-opening of the office, when safe to do so • Work with the community and local partner organisations to help restore community resilience following the emergency stage of Covid-19 • Monitor forecasts about longer-term impacts of Covid-19 and include these in Gardeen's financial planning
Rents and Affordability income	<ul style="list-style-type: none"> • Check every year whether our rents are competitive and affordable, while also raising sufficiently to ensure that Gardeen continues to be in good financial health • Review our Rent Setting and Rent Account Management policies • Continue intensive rent arrears management, particularly those that accrue as a result of Universal Credit, to preserve Gardeen's income • Continue to offer tenants a local welfare benefits advice service, to help maximise incomes and mitigate low wages and welfare reform
Gardeen's housing and repairs services	<ul style="list-style-type: none"> • Re-profile repairs and maintenance expenditure to take account of Covid-19 • Deliver housing and property services to a high standard, measured against Gardeen's key performance indicators, tenant satisfaction information and benchmarking information • Maintain our housing in accordance with all applicable legal obligations, particularly in relation to the safety of our tenants • Continue to provide accommodation for homeless people, while seeking improved performance on the part of Glasgow City Council in making suitable referrals to Gardeen • Develop our approach to gathering and analysing equalities data
Local Environment	<ul style="list-style-type: none"> • Maintain estate management standards to the level that the community now expects • Continue to provide a bulk uplift service within the area

Business Plan 2020-2023 (CONT.)

Asset Management and Investment in Tenants' Homes	<ul style="list-style-type: none"> • Maintain high quality asset management data, to ensure we can plan investment with confidence (next stock condition survey due 2021) • Deliver our investment programme priorities for 2020 to 2022 (at a lower level, before the programme accelerates 2022/23 onwards) • Plan our future investment programme for 2022/23 onwards, ensuring that priorities are based on sound data and that the proposed programme is affordable and will deliver high standards for tenants • Continue to improve the energy efficiency of our housing stock and tenants' ability to afford to heat their homes • Progress our interest in new house building by Gardeen, to meet housing need and contribute to the physical regeneration of our area.
Community Regeneration	<ul style="list-style-type: none"> • Provide a Community Support Service, in particular promoting volunteering within the community • Encourage and assist the community to develop the Gardeen community garden project • Strengthen our links with the Barlanark Community Centre
Value for Money	<ul style="list-style-type: none"> • Continue to compare Gardeen's service results, rents and costs with other social landlords (Easterhouse and more widely) • Keep seeking feedback from tenants about value for money and their priorities for the future • Priority areas of work in 2020/21 will be the review of the rent setting policy; tenant priorities for planned maintenance; and providing feedback to Gardeen using online/digital methods
Governance and Organisational Management	<ul style="list-style-type: none"> • Commission and complete an external governance review • Complete a new committee succession policy and plan • Continue to achieve good levels of committee member participation in training and development • Meet all of our regulatory obligations including compliance with Regulatory Framework and completion of follow up actions from our 2019 self-assurance review against Regulatory Requirements.

Strong financial management will continue to be of the highest importance to Gardeen, all the more so because of the developing economic consequences of Covid-19 and the additional risks that could still materialise as a result of Brexit.

We value your comments on the Business Plan - please contact us if you would like to discuss further. A copy of the Business Plan is available on request.

Freedom of Information

Gardeen Housing Association proactively publishes a significant amount of information about the Association through official publications and our Annual Report.

We provide information to organisations like the Scottish Housing Regulator, The Office of the Scottish Charity Regulator and the Financial Conduct Authority, which is accessible to the public.

We also publish information about the Association such as our policies and procedures, annual reports and financial information on our website.

For more information, please visit www.gardeen.org.uk/foi/1/ or contact Roslyn or Lyndsay at the office.



Telephone survey

We plan to carry out a short telephone survey on our plans for the future. **This is confidential and will take place in September 2020. More information to follow.**

Contact Details

We are trying to communicate by email, text or telephone call as much as possible although occasionally we will still have to send you a letter. Please let us know if you have changed your telephone number or email address. Please telephone our office or email info@gardeen.org.uk



Key Committee Decisions

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

Despite lockdown, the Management Committee met remotely and made key decisions from July to September 2020:

Approved the annual accounts for 2019/2020

Approved audit report from auditors - Chiene and Tait

Approved management accounts to 30 June 2020

Reviewed Lockdown Plan

Approved changes to the pensions provided to staff

Submitted COVID Returns to the Scottish Housing Regulator

Re-started non urgent repairs from 17 August 2020

Organised a remote Annual General Meeting

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.

MAINTENANCE

Phase 3 Painterwork

An assessment of the painterwork at 3 – 27 and 4 – 16 Garlieston Road was carried out by the Association's Maintenance Consultant. Only a few top up remedial works are required to windows and doors and these will be carried out during the next few weeks. 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.

Stage 3 Adaptations

The Association is pleased to have re-started our Stage 3 adaptations programme for 2019/20. If you would like to be referred to Glasgow City Council for adaptation works please contact John or Lorraine at our office.

An Occupational Therapist will assess your circumstances.



Non-Emergency Repairs Restarting

If you have previously contacted us to request a non-emergency repair, we will contact you shortly to make access arrangements.

If you have a non-emergency repair that you have not previously reported please contact our office and staff will advise regarding timescales.

The changes to the repairs service are:

1. We will check in advance, and on the day of the works, that no householders and no contractors have Covid-19 symptoms or are shielding.

2. Please vacate the room or area where the work or inspection is being carried out.

3. Our contractors have been instructed to wear personal protective equipment. They will maintain social distancing so some repairs might take a bit longer as we will ensure that only one contractor is in your home at a time.

4. Our contractors will ensure that they clean and sanitize work areas as appropriate upon completion of the works. Our contractors will remove all waste arising from the works from the property and take this away for disposal.

5. For emergency or essential internal working in properties where someone has Covid-19 symptoms, contractors will ensure full personal protective equipment kit is worn before coming into your home.

Please contact Lyndsay or Anna at the office if you would like any further information.

ESTATE MANAGEMENT

Glasgow City Council – Bulk Uplift and Pest Control

Glasgow City Council's weekly bulk uplift service is currently suspended. Please help the Association to keep the area tidy by only putting bulk out for uplift once a week. Our contractor will attend on a Friday to uplift this bulk for all property types for now.

Glasgow City Council's pest control service is currently operating at a reduced capacity. Please note that this is not an area the Association is responsible for. We also want to minimise the number of call outs to a private contractor as rental income is used to pay this extra cost. However, if you are experiencing problems with pest control, please contact our office and we will discuss ways to help you.



Communal Bins in Access Lane

Please help us keep rents low by putting rubbish bags in the communal bins and not beside the bins. Extra clean ups by our contractor cost the Association money which is funded through tenant's rents.

If the bin at your close is full please use the nearest available bin which has capacity.

Thank you for your co-operation. Please contact Lyndsay or John if you have any suggestions to improve the current arrangements.

SUMMER GARDENS 2020

Thanks to all the Gardeen gardeners who made such a difference to the Gardeen community.

The winners of the 2020 Gardeen garden competition are:

GARDENING PRIZE: BEST GARDEN

1st place	0/2 4 Garlieston Road
2nd place	91 Garlieston Road
3rd place	0/2 26 Garlieston Road

BEST IMPROVED

1st place	0/1 44 Garlieston Road
	0/2 44 Garlieston Road
2nd place	81 Garlieston Road

BEST COMMUNAL

1st place	89 Garlieston Road
2nd place	46/48 Pendeen Road

BEST VERANDAH

1st place	2/1 18 Pendeen Place
2nd place	1/1 18 Pendeen Place



Let's TALK Project

SAMH's Let's TALK Project is looking to tackle stigma and discrimination against people experiencing poor mental health and help signpost people to local support services.

Do you, or someone you know, want to find out more to maintain their mental wellbeing?

Are you someone who could volunteer and would like to help create safe spaces for people to have positive conversations around mental health and support people in finding other aids to recovery?

Are you a charity or an organisation that can provide advice and support around issues such as health and wellbeing, equal opportunities, employment, learning or finances?

SAMH would love to hear from you.

For more information on the SAMH Let's TALK project please contact Emma Straughan, Let's TALK Project Facilitator on the contact details below.

Email: Emma.Straughan@samh.org.uk

Mobile: 07595 244 761



for Scotland's mental health



**GARDEEN HOUSING
ASSOCIATION LTD**

About LLTF

Lots of people struggle at times in life. Living Life to the Full teaches a range of life skills that are based on the tried and trusted CBT approach, to aim to improve wellbeing and resilience as you go through the journey of life.

Life is a journey, sometimes its blue sky and sunshine, admiring the view from the peaks. Whereas sometimes it seems far harder, a struggle which feels constantly as if we're going uphill with storms, it can feel lonely and cold.

However you are feeling, Living Life to the Full aims to help provide useful information and resources that can act as tools to use on your own life journey.



What do the courses offer?

Each course offers free modules including worksheets to print off and use and linked books to read, plus course resources for carers and supporters.

Find out more at <https://lltff.com/>



LIKE us on Facebook and see regular updates that may interest you.



FOLLOW US on Twitter.

Rental Income

Our income comes from tenants paying rent to the Association. Non-payment of rent could affect investment in homes and services in the future. If you need assistance regarding paying your rent please get in touch with John or Lyndsay at the office.

There is also a free confidential welfare rights service available for Gardeen tenants through Connect Community Trust. Elaine McIntyre is available every Wednesday by telephone or Zoom call at present. Please contact the office to book an appointment.



Scottish Child Payment

Applications will open in November 2020 for the Scottish Child Payment, with first payments beginning from the end of February 2021.

- The payment will be made monthly at £10 per week, per eligible child;
- Households with children who are in receipt of a qualifying benefit (Universal Credit, Legacy Benefits and/or Pension Credit) will be eligible;
- Timescales: early delivery to eligible families with children under 6 with first payments from end of February 2021. Full rollout to eligible families with children under 16 is planned for the end of 2022.

If you would like any further information or an appointment with our welfare rights adviser please contact John at the office.

Job Start Payment for Young People

A new benefit to support young people living in Scotland into work opened for applications on Monday 17 August.

Job Start Payment is a new benefit to help 16 to 24 year olds who have been unemployed and receiving certain benefits for 6 months or more with the costs of starting a new job.

Care leavers in Scotland are able to apply for this payment from the age of 16 to 25 and they don't need to be on a qualifying benefit for a set period of time, as long as they are on a qualifying benefit they can apply.

It's a one-off payment of £250, or £400 if the person has responsibility for a child. This money can be spent on anything for starting work like clothing, tools or travel costs.

You can apply online for Job Start Payment by visiting mygov.scot/benefits or by calling for free on 0800 182 2222 to apply over the phone or request a paper form.

If you would like any further information or an appointment with our welfare rights adviser please contact John at the office.



Cash for Kids 2020

Last year, Gardeen was pleased to announce that we were successful in securing funding from Cash for Kids to allow 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. This is because COVID-19 has had a big impact on fundraising. We will try our best and keep you posted!

QUIZ CORNER WELL DONE TO THE WINNERS OF THE SUMMER NEWSLETTER!

WORD SEARCH

Can you find the words in the grid below?

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

HALLOWEEN
COLD
LEAVES
PUMPKIN

FIREWORK
FROST
AUTUMN
BONFIRE

GOOD LUCK

For your chance to win, just complete the above word search and answer the questions. Fill in your name, date of birth, address, and telephone number below. Return the completed form to the Association's office by Friday 9th October 2020. 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 not won the prize money will roll over to next newsletter quiz.

COLOURING COMPETITION

For your chance to win £10, please colour in the picture below. Fill in your name, date of birth, address and telephone number. Return this page to the Association's office by Friday 9th October 2020



NAME: _____

DOB: _____

ADDRESS _____

TELEPHONE NO: _____

GARDEEN HOUSING ASSOCIATION LIMITED

32 Garlieston Road, Barlanark, G33 4UD
Tel: 0141 771 9590 Text: 07418 341 619
Email: info@gardeen.org.uk
Website: www.gardeen.org.uk

Open Weekdays 9:30am - 4:30pm (Closed for lunch 12:30pm - 1:30pm, and for training throughout Thursday morning)

