



Christmas Greetings

On behalf of the Management Committee and staff of Gardeen Housing Association, we would like to wish everyone a happy and safe Christmas and New Year.



Our Services

In accordance with Scottish Government guidance, our office remains closed.

We are still available by phone, email and text. We continue to provide a repairs service with changes to ensure that we comply with social distancing and mask wearing. We have had to reduce some of our repairs as we entered Tier 4 and this ended on 11 December 2020.

Estate management is ongoing and we have completed adaptations, some roofing work and a small painter work contract.

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

We are unlikely to open before Spring 2021 but we will keep delivering a service to you. The office may be closed but we are still providing a service to all Gardeen residents.

Thank you!

We would like to thank all our contractors and partners who helped us to continue to deliver a service to the Gardeen community. This has been a very difficult year for everyone and we hope that there will be better times in 2021 with news of a vaccine.

We want to say a special thanks to Scotia, Sheils Construction, Garring and all the other contractors who delivered a repairs service when it was safe to do so. Thanks also go to Clyde Valley and the team who looked after the Gardeen area by cutting grass, cleaning closes and clearing litter.

We have also relied on our partners who often work behind the scenes to keep our services running by providing IT, finance and maintenance support.

We want to say a big thank you to Connect Community Trust who helped the community by delivering food, providing fuel cards, allotment packs and offering tablets to vulnerable tenants.

For all the key workers, thanks for going out to work every day during these strange times.

The Gardeen office may be closed but we are still providing a service, so keep in touch if you need help or information.

We hope that 2021 will be a better year for everyone and we look forward to opening the office when it is safe to do so.

Stay safe, follow the Government guidelines and look after each other.

WINTER HOLIDAYS

The office will close at 4.30pm on Tuesday 22 December 2020 and will re-open on Wednesday 6 January 2021 at 9.30am. 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.

**Any resident who suspects a gas leak should contact:
Scotland Gas Networks (formerly TRANSCO)
0800 111 999 or 0845 070 1432**

Assurance Statement

Gardeen must submit an Annual Assurance Statement to the Scottish Housing Regulator providing assurance that the Association complies with the Standards of Governance and Financial Management that apply to Registered Social Landlords.

You can find out more about how Gardeen Housing Association performs by visiting the Scottish Regulator website:
www.housingregulator.gov.scot/landlord-performance



Value for Money Statement

The Management Committee are committed to providing value for money by charging affordable rents whilst also offering high quality services. Over the next few weeks, we will be working on a Value for Money Statement for the Association. If you have any queries about this or would like to discuss this in more detail please contact Roslyn or Lyndsay at the office.

Allocations

On 4 March 2020, Committee approved the following targets for percentage of allocations to each of the categories below:

Transfer	20%	Section 5	35%
Housing Register	40%	Nomination/Other	5%

Due to the Covid-19 pandemic, Glasgow City Council has written to all associations requesting that the Association offer 90% of their properties to Section 5 referrals. These are applicants who are classed as statutorily homeless.

Gardeen Plans for 2021

We are making plans for 2021 and these include:

- Allotments and Community Garden**
– to improve our community
- Stock Condition Survey**
– to plan for future investment
- Rent Level review**
– to ensure our rents are fair
- Governance Review**
– to make sure we are operating in line with our rules
- Tenant satisfaction survey**
– to hear your views

If you would like any further information then please let us know.

Budget Setting 2021 - 2022

The Management Committee of Gardeen Housing Association agrees a budget for 2021-2022 to help plan for the business needs of the Association. This is a challenging exercise as we have to look at all the costs and income. We want to provide a reliable, local service and offer a fair affordable rent. This has been a challenge for the Management Committee as we are facing increasing costs, Universal Credit, cuts to Council services and financial uncertainties, including Brexit and COVID-19. We will finalise the Budget in February 2021. The Management Committee will also discuss the rent increase for 2021-2022 and your views on the proposed rent increase will be taken into account.

If you would like a copy of the document then please contact the office.

The Scottish Housing Regulator

The Scottish Housing Regulator has been set up to protect the interests of tenants, people who are homeless and others who use the services of social landlords. Their priorities for 2021 are homelessness, tenant and resident safety, financial health and governance. They can act on your behalf if you believe that there has been a failure to deliver a service to you. This can include failure to:

- carry out health and safety requirements, such as annual gas safety checks
- maintain tenants' homes or carrying out repairs in line with its legislative duties and published policies
- to have appropriate governance and financial procedures in place or apply them;
- consult tenants about issues such as proposed rent increases



You can find out more by visiting the Scottish Housing Regulator website: www.housingregulator.gov.scot

Rent Increase 2021

You will receive some information from the Association in January 2021 on the proposed rent increase for 2021-2022. By law, we must consult with you on the proposals.

The Management Committee are made up of Gardeen residents and they look at the budget for 2021-2022 and the plans that have been made to ensure that your home is maintained and that you continue to receive a quality service. All the costs for the Association are considered such as staffing costs, training costs, repairs and maintenance costs and this helps us to budget for next year.

The Management Committee also look at the long term financial plans for the Association to check that we have enough funds for our future proposals.

We want to ensure that rents remain affordable but we must also ensure that we are covering our costs.

Committee previously agreed rent increases of inflation +1% in the long-term projections. CPI inflation was 0.5% in September 2020 and 0.7% in October 2020. The proposed rent increase is 1.5%. The table below shows how much more, on average, tenants would have to pay per week by property size.

Property Size	2 Apt average weekly rent increase	3 Apt average weekly rent increase	4 Apt average weekly rent increase	5 Apt average weekly rent increase
Percentage Rent Increase 1.5%	£1.58	£1.81	£1.95	£2.34

Consultation will include a letter; a survey via email; a survey available on the Gardeen App and a meeting for tenants. Facebook, the website and Twitter will also be updated. You can also telephone Lyndsay or John at the office if you would like to discuss the rent increase in more detail. Please get in touch.

Resident Satisfaction Survey – You Said We Did

We 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. 100 tenants were surveyed in total.

This survey was more specific than the wider tenant satisfaction survey and covered topics such as contacting the office, community Wi-Fi and Connect Community Trust. Please see the results below:

Topic	You Said	We did
During lockdown, did you access any of the services provided by Connect Community Trust? e.g. food package; electricity payment; allotment pack; kids activity pack.	46% of tenants surveyed said that they had used the services provided by Connect Community Trust.	We will continue to work in partnership with Connect Community Trust during 2021.
Gardeen works in partnership with Connect Community Trust to provide a welfare rights service one day a week and for assistance with the proposed community garden. What do you think of this partnership working?	32% of tenants surveyed said that they had accessed the welfare rights service or assistance with the proposed community garden. All of the tenants who had accessed these services provided positive feedback about their experience.	We will continue to provide an independent welfare rights service from Connect Community Trust during 2021. We hope to develop our community garden once it is safe to do so.
The Council has stopped its weekly bulk uplift service. Do you think Gardeen should continue to pick up the bulk to ensure the area remains tidy even though there is an additional cost for this?	62% of tenants surveyed agreed that Gardeen HA should continue the bulk uplift service.	We will continue to uplift bulk twice weekly. This service is now fully funded by tenant rental income.
The Council stopped other services due to the Covid-19 pandemic e.g. the assisted garden maintenance scheme; food waste uplift; white goods uplift and pest control home visits. Do you think Gardeen should provide these services to assist tenants even though there is an additional cost for this?	58% of tenants surveyed agreed that Gardeen HA should continue to provide these services.	We will continue to try to assist tenants with these matters however they are the responsibility of Glasgow City Council.
Have you contacted a member of staff since lockdown began? If yes, how satisfied were you with the way Gardeen HA dealt with your enquiry. Please give your reasons.	82% of tenants surveyed said that they had contacted a member of staff since lockdown began. 100% of tenants surveyed were very or fairly satisfied with the way Gardeen HA dealt with their enquiry.	We are unlikely to re-open our office before Spring 2021 but we will keep delivering a service to you. The office may be closed but we are still providing a service to all Gardeen residents.
Did you know that the Association has a website and an App?	38% of tenants knew that the Association has a website and an App.	We will continue to regularly update our website.
Do you follow the Association on Facebook or Twitter?	36% of tenants said they follow the Association on Facebook.	We will continue to regularly update our social media accounts
Please can you tell us which of the methods you would prefer the Association to use when contacting you?	95% of tenants surveyed said that they preferred to be contacted by phone. 5% of tenants surveyed said that they preferred to be contacted by email.	We will contact you by telephone or email as much as possible however there may still be some instances where we need to send a letter.
Do you think Gardeen should use rental income to contribute to a community Wi-Fi service?	55% of tenants said they did not think Gardeen HA should use rental income to contribute to a community Wi-Fi service	There are no plans to install community Wi-Fi at present however we will consult you if there are any future opportunities
Would you consider putting yourself forward to be a member of the Management Committee?	9% of tenants said they would consider putting themselves forward to be a member of the Management Committee.	Please contact Roslyn at our office if you are interested in joining the Management Committee.

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 now email repair receipts instead of posting them. We also send surveys via text. 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.

Boilers

Please remember not to top up your own boiler. If there is a problem with your boiler please contact Gardeen during office hours for a member of staff to visit before a heating engineer is called if necessary. The pressure on your boiler frequently dropping can be a symptom of a larger problem within your boiler and continuously topping it up can lead to further damage being caused. This may result in you being recharged for the repair. If you have no heating or hot water at all out of office hours please telephone the Association on 0141 771 9590 and choose Option 1.

Energy Performance Certificate

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. An Energy Performance Certificate gives information on how energy efficient a building is.

You may be asked to provide access for our contractor to carry out a survey at your home to collect data for the Energy Performance Certificate. 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.

Energy Efficiency Standard for Social Housing (EESH2) Consultation

The Scottish Housing Regulator has launched a consultation on the proposed indicators to monitor the Scottish Government's second milestone on the Energy Efficiency Standard for Social Housing. The Association will be submitting a response. The Regulator will then publish the outcome of all the responses received in Spring 2021.



Estate Management Changes – Glasgow City Council



Bulk Waste Uplift

Glasgow City Council (GCC) has announced the introduction of charges (estimated at £35 for a few items) for bulk waste uplift.

The Association will uplift bulk however as this is now fully funded by rental income please help us try to save money by taking your bulk items to the household waste and recycling centre direct by car or van if you can. For more information, please visit: <https://www.glasgow.gov.uk/hwrc>

Kerbside Bin Collection (wheelie bins)

GCC has also issued a letter advising that kerbside bin collection changes for non-communal properties will now be carried out every 3 weeks for general/non-recyclable waste bins. These used to be emptied fortnightly.

Communal Bins

(access lane – phases 1 and 2)
Without consultation, GCC has varied the uplift schedule to once every 8 days instead of once every 7 days.

If you have any queries or concerns about these changes please contact the Councillors for your local area detailed below:

Councillor Details



Bailie Annette Christie (SNP)
annette.christie@glasgow.gov.uk

Councillor Frank Docherty (Labour)
frank.docherty@glasgow.gov.uk

Bailie Marie Garrity (Labour)
marie.garrity@glasgow.gov.uk

Bailie Russell Robertson (Independent)
russell.robertson@glasgow.gov.uk

Gritting

Glasgow City Council is responsible for gritting the roads and pavements. To report a gritting issue to them please call them on 0800 373 635 or 0141 276 7000.

If you have your own garden or a shared garden as part of a cottage flat or four in a block then you are responsible for gritting this area.

Gardeen regularly monitors the level of salt in the grit bins in our area but if a refill is needed then please go online to Glasgow City Council's website or call the numbers above.

You are welcome to use the grit bins that have been filled for the winter. This can help you and your neighbours to get out and about in icy weather.



Fly Tipping

Fly tipping costs the Association money to remove.

If you see someone fly tipping in the Gardeen area please help us by calling 0300 777 2292 or go online at:

<https://www.zerowastescotland.org.uk/DumbDumpers>

Value for Money

The Association is currently reviewing our lists for our assisted garden maintenance and close cleaning schemes. We want to ensure that your rent represents value for money and that the people who need services the most are receiving them.

We appreciate your co-operation if we contact you to possibly provide further evidence. We believe the number of cuts per year and the number of places available on the scheme represents value for money in comparison to other landlords and Glasgow City Council.

If you would like to discuss this matter in more detail please contact Lyndsay or John at the office.

STAYING IN TOUCH



If you are feeling socially isolated and you would like to become more digitally connected please contact John or Lyndsay at the office and we will refer you to Connect Community Trust who will try to help.

Connect previously secured funding to assist tenants to become more connected by supplying tablets, training on how to use the tablets and provision of devices to enable you to connect to the internet.



Cash for Kids

Cash for Kids has confirmed that sadly, due to the huge impact of Covid-19 on their fundraising activities over the past 6 months, they will not be in a financial position to open their Individual Family Grants this year.



Help & Assistance

There are lots of other ways in which the Association can help. Please get in touch if you need welfare rights advice, a Scottish Welfare Fund application or a referral to the Home Energy Advice Team to name a few.

Please contact John or Lyndsay at the office and we will try to help.



Donations

Instead of sending Christmas cards to tenants and contractors, the Management Committee agreed to donate £250 to City Mission and £750 to Connect Trust who have been so helpful during 2020.



Rent Payments

Christmas can be a costly time of year and there can be pressure to spend money on presents. It has been a difficult year due to the Covid-19 pandemic.

Rent payments must still be paid during the festive period but if you are experiencing difficulty paying your rent or meeting other household bills, then please contact us. Discussing any financial difficulties sooner, rather than later, will allow us to work with you to resolve matters.

Our Welfare Rights service (available every Wednesday) can also assist you to ensure you are receiving the welfare benefits you are entitled to and provide you with confidential advice and support for any money or debt worries you may have.

Our office will be closed from 4.30pm on 22 December 2020 and will reopen on Wednesday 6 January 2021. You can pay by bank transfer; by Direct Debit; using your Allpay card or online using www.allpayments.net.

Please contact Lyndsay or John at our office in the first instance, if you wish to discuss any financial matter. We are here to help.

Home Energy Scotland



Beat the chill this winter with support from Home Energy Scotland

If you're worried about your bills, or finding it difficult to keep warm at home, Home Energy Scotland can help you access support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including:

- Help with making sure you are getting the best energy deal;
- Support for households with prepayment meters who are worried about topping up;
- Advisors can check eligibility for discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for winter 2020 to 2021.

How to get in touch

If you are, or someone you know is worried about energy bills, call 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch.

Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.



Mobile Number



If you change your mobile or landline number, please let the office know. The Gardeen text number is 07418 341 619. If you would like a member of staff to call you back please send a text asking for a call back and a member of staff will ring you.

Self-Isolation Support Grant



Applications for the Self-Isolation Support Grant have opened to assist workers who are asked to self-isolate and would lose income because of this.

The £500 grant will help those who have been asked by Test and Protect to isolate, following testing positive for coronavirus (COVID-19) or having been in close contact with someone who has tested positive.

These payments are designed to help people self-isolate for the required period to stop the spread of the virus, but who would face financial hardship due to being asked to self-isolate and will be targeted at those in receipt of Universal Credit or legacy benefits who are employed or self-employed.

Please contact Lyndsay or John at our office for more information or if you would like to book an appointment with our welfare rights adviser.



QUIZ CORNER

Congratulations to the winners of the autumn newsletter competitions.

For all ages.

Can you find the words in the grid below?

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

CHRISTMAS

WINTER

SNOW

SANTA

TINSEL

TREE

HOLIDAY

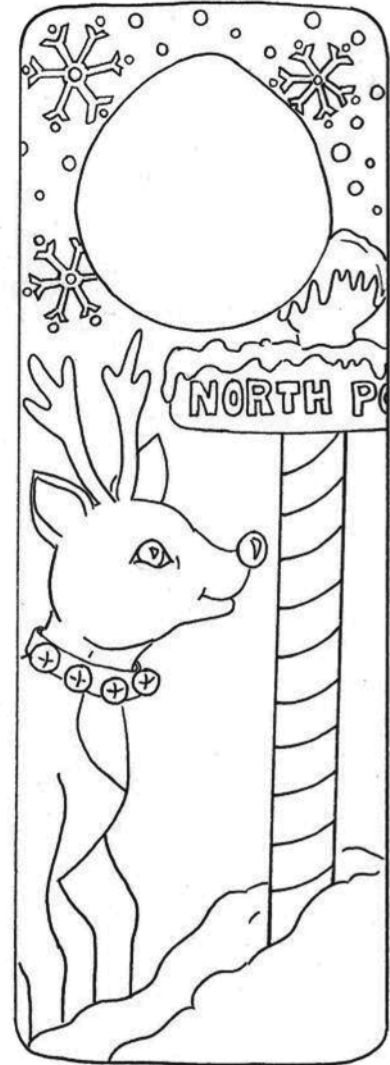
PRESENTS

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. Cut out and return the completed form to the Association's office by **Friday 15th January 2021**. The winner will be the first correct entry, drawn out of the hat and will receive £10. If not won the prize money will roll over to next newsletter quiz.

Colouring Competition

For your chance to win £10, just colour in the pictures below. Fill in your name, date of birth, address and telephone number. Cut out and return this page to the Association's office by **Friday 15th January 2021**



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.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)



@gardeenh



Gardeen Housing Association



Healthy Working Lives



INVESTOR IN PEOPLE