



Our Services

Gardeen Housing Association's office has been closed to the public since 18th March 2020.

In line with Scottish Government guidance, our office remains closed. We are still available by phone, email, text, Zoom and social media.

We have reduced our repairs service, but aim to be able to restart our full maintenance service from 26 April 2021 in accordance with Scottish Government advice. Estate management is ongoing and we have completed adaptations, some roofing work and a small painter work contract. Gas servicing has been carried out and we have installed additional smoke alarms to all Gardeen homes.

We have provided financial help by applying for welfare grant funds and hardships grants. Our welfare rights adviser, Elaine, is available every week to help with your queries.

We have also worked in partnership with Connect Community Trust who have delivered food, allotment growing packs, fuel cards, Christmas hampers and Valentine gifts. We are grateful for their contribution and will continue to work with them over the spring and summer.

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 will keep delivering a service to you. The office may be closed but we are still providing a service to all Gardeen residents.

We will keep you updated on future plans to re-open the office.

We would like to thank you for your co-operation in working with us. Stay safe, follow the rules and keep in touch. We are here to help even when the office is closed.



SPRING HOLIDAYS

The office will close at 4.30pm on Thursday 1 April 2021 and will re-open on Tuesday 6 April 2021 at 9.30am. We are also closed on Monday 3 May 2021, Friday 28 May and Monday 31 May.

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**



Key Committee Decisions

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

Key decisions made from October 2020 to March 2021 include:

- Approved Management Accounts for September 2020 and December 2020
- Reviewed risks on a quarterly basis
- Approved Committee Code of Conduct
- Approved Property Management Reports
- Approved Annual Performance Report
- Organised remote Health and Safety Audit
- Approved Budget and Rent Increase for 2021-2022
- Held Special Management Meeting to review policies
- Received briefing on risks from Brexit and Covid-19
- Approved contractor for bathroom and kitchen contracts
- Approved Property Services Targets for 2021-2022
- Approved programme of Committee Annual Reviews for 2021
- Reviewed governance documents
- Discussed problems of bins, bulk uplift and cleansing service
- Instructed internal auditors to review governance compliance

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

Looking for a New Job or Just Left School?

If you would like to update your C.V with new skills, why not think about joining the Management Committee?

We offer free training and an opportunity to learn new skills, including team-building, decision making and networking.

We are encouraging young people to join the Committee to gain skills to help you in the world of work.

Committee meetings are held monthly by Zoom and there is a full training programme available. We offer free tablets to help you to join in remote meetings.

If you would like to find out more then please contact Roslyn for more information.

Internal Audit 2021 - Review of Governance

We want to ensure that we continue to provide an open and accountable service to the community. We have asked our internal auditors to look at our compliance with governance.

Governance is the way that the Management Committee runs the Association. The internal audit will independently assess our compliance with rules, code of conduct, standing orders, compliance with the Scottish Housing Regulator and will look at the way Committee make decisions.

We will update you in our next newsletter about the results of the internal audit.

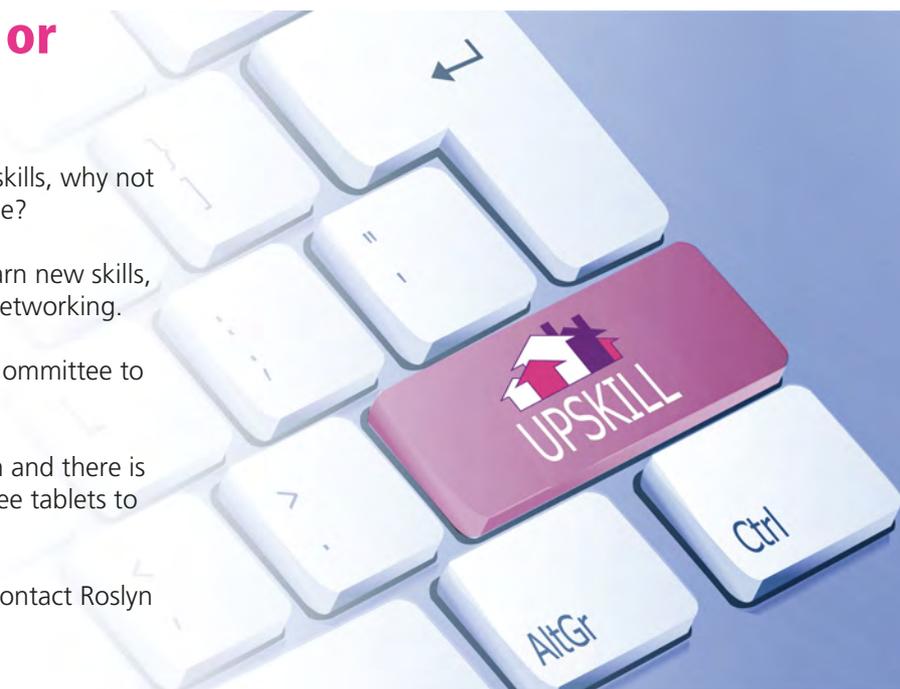
If you would like more information then please contact Roslyn at the office.

Allocations

On 4 March 2021, Committee approved the following targets for percentage of allocations to each of the categories below:

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

The Association is working in partnership with other Common Housing Register members to set up a housing application which applicants can complete online.



Rent Increase 2021

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. The Management Committee approved a rent increase for 2021-2022 of 1.5% from 1 April 2021.

One of the questions asked during the rent increase consultation was: what is the rent increase spent on? Please see an extract from our Annual Report 2020 below for information about our costs and how we set aside a surplus to pay for future works.

Income

Rental Income	£989,417
Factoring	£898
Amortisation	£186,779
Other Grants & Income	£37,428
Interest Income	£3,690
Total	£1,218,212

Expenditure

Management	£433,065
Day to Day Repairs	£101,810
Planned Maintenance	£127,981
Estate Services	£53,754
Tenant Participation	£18,461
Factoring	£898
Loan Interest & Other Finance Charges	£25,963
Wider Action & Other Costs	£5,090
Bad Debts	£1,307
Depreciation	£383,960
Total	£1,152,289

Surplus (before pension adjustments) for the year: £65,923

Surplus is excess income over what we have spent in the year. This money is set aside to ensure we have funds for planned maintenance works in the future. For example, new kitchens, boilers, heating systems, bathrooms and windows are paid from the surplus money that we set aside each year. As we are a not for profit charity, surplus is not a profit and is simply set aside for future costs.

Resident Satisfaction Survey

During 2021, the Management Committee will be asking an independent company to carry out a telephone survey to find out what you think of Gardeen Housing Association and the service that we provide to you. We will send out more information about this later in the year.

Value for Money Statement

Value for money means making the best use of Gardeen's resources to maximise the value tenants and the community receive, at a price that is affordable to tenants and the Association.

The Management Committee approved a Value for Money Statement for the Association in January 2021. If you would like to discuss this in more detail or you would like a copy please contact Roslyn or Lyndsay at the office.

Policy reviews

The following policies are currently under review. You can email a member of staff or telephone our office to get a copy of these policies. Please get involved if you are interested.

- Estate Management Policy
- Common Allocations Policy



Easterhouse Housing and Regeneration Alliance (EHRA) Update

Gardeen Housing Association is a member of EHRA. EHRA is an umbrella organisation that represents eight housing associations and cooperatives that operate in Greater Easterhouse. EHRA meets on a monthly basis and lobbies for resources, shares training and best practice.

EHRA has set up a training programme to allow new committee members to network and learn new skills.

EHRA holds monthly meetings with Chairs, Vice Chairs and Aspiring Chairs to help develop skills and improve decision making.

EHRA will hold an on-line Hustings for the Scottish Parliament elections on : Wednesday 22 April 2021 at 7pm.

If you would like to find out more then please contact the office.

Asbestos Sampling

The Association has previously undertaken asbestos survey works, both planned and required. No asbestos has been identified within our properties. We continue to carry out asbestos sampling works when properties are empty on a rolling programme.

Cyclical Painterwork

An assessment of the painterwork across all our stock was carried out by the Association's Maintenance Consultant in 2020. Top up works were completed during 2020. The paint we used previously was good quality and has lasted well which saves the Association money and keeps rents affordable. A further assessment will be carried out during 2021 once restrictions allow.

Smoke & Heat Alarms

The Scottish Government previously confirmed that all associations in Scotland must meet the new standard for fire safety. Previously, all Association properties had mains wired smoke alarms, which were replaced as required or when they had reached their 10 year life span, whichever was sooner. The new standard requires that every home has:

- one smoke alarm installed in the room most frequently used for general daytime living purposes;
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm installed in every kitchen;
- all smoke and heat alarms to be ceiling mounted; and
- all smoke and heat alarms to be interlinked.

The Association is now fully compliant with the new standard.

Dog Fouling

The Association would like to remind tenants with dogs that they must clean up their dog's mess in any of Gardeen's communal areas. Bins are available for this purpose.

If an owner does not pick up after their pet immediately, it is an offence under the Dog Fouling (Scotland) Act 2003. Any tenant not picking up after their dog is also in breach of their tenancy agreement. Please advise the Association if you see anyone not cleaning up their dog mess so that we can take action.

Alternatively, if you see another tenant's pet fouling without that person cleaning the mess up immediately afterwards please report it to Glasgow City Council using the MyGlasgow App. You can also report this anonymously by telephoning 0300 343 7027. If the person is caught then they could receive a fixed penalty notice of £80 (which increases to £100 if not paid within 28 days).

We would like to keep the area clean and tidy for all residents to enjoy.

Estate Management Changes

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 continue to uplift bulk however as this is now fully funded by rental income we would be grateful if you could please stick to the following rules:

- Only put your bulk out on the pavement on a Thursday night for collection on a Friday morning;
 - Do not pile bulk into one area in the street - please just put in on the pavement outside your home;
 - Take 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>
- We thank you for your assistance with this matter.

Bin Collections Calendar

You can check your collection day by entering your address and/or postcode into the website below: <https://www.glasgow.gov.uk/forms/refuseandrecyclingcalendar/AddressSearch.aspx>

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:



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

Stock Condition Survey Update

In 2018, Brown and Wallace carried out a stock condition survey. The survey results confirmed that 100% of Gardeen's stock complies with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing. A further update will take place in 2021.

Greyfriars Church Update

During the pandemic Barlanark Greyfriars Church has supported other local organisations to distribute activity packs to young people and afternoon teas to older adults. They have kept in touch with more than 100 families, in partnership with Urban Fox. They are looking forward to regular events restarting, but they would love to build back better: stronger connections between neighbours, a more thriving community, better use of outside space and buildings.

Muriel Pearson, Interim Moderator
mpearson@churchofscotland.org.uk

Easter services at Barlanark Greyfriars will continue online through Zoom until Easter Sunday, when if restrictions are lifted, they hope to meet in the church building. You are welcome to join them at any of these listed below:

Palm Sunday

28 March Zoom at 11am or view online at their Facebook page

Maundy Thursday

1 April Zoom at 7pm with Cranhill Parish Church

Good Friday

2nd April Zoom at 7pm with Cranhill Parish Church

Easter Sunday

4th April Barlanark Greyfriars Church at 11am

Please contact (Muriel) by email for zoom codes.

GYP Easter Activity Programme

Jonny Morrin, youth worker at GYP along with the volunteer team and Urban Fox are planning some activities during Spring Break for all the family.

Tuesday 6th April: Games Session - 1 Indoor scavenger hunt

Wednesday 7th April: Quiz 1 - General Knowledge 11am Zoom

Thursday 8th April: Urban Fox Day

Friday 9th April: Quiz 2 - Movie Quiz 10am Zoom

Monday 12th April: Games Session 2 - Spot the difference 3pm zoom

Tuesday 13th April: Quiz 3 - Music quiz 3pm zoom

Wednesday 14th April: Game session 3 - Rock, Paper Scissors

Thursday 15th April: Quiz 1 - General knowledge 11am Zoom

To register for online activities please contact Jonny

JMorris@churchofscotland.org.uk

WhatsApp on 07500599252

Community Garden



We hope to resume work on our community garden once it is safe to do so. If you would like further information in the meantime, please contact John at our office.

284th Glasgow Boys Brigade

The company normally meets on a Monday evening in Greyfriars church. During lockdown they have been engaging with the Boys through their Facebook page and sharing BB at Home activity packs. Prior to the current lockdown they were able to meet again in the church with social distance rules in place.



Their company meet on a Monday evening and once they are able to start up again, they will review the possible restrictions and make sure they adhere to these.

P1 – P3 Boys Monday from 6.30pm to 7.30pm

P4 – P6 Boys Monday 7pm to 8.30pm

P7 to S6 Boys meet from 7.30 pm to 9.30pm

Each group has age specific activity which is a mix of games, crafts, sports and outdoor activity.

Please check out their Facebook page or twitter

<https://www.facebook.com/284gcbb>

284th Glasgow Boys' Brigade @284thBB

67th Glasgow Girls Brigade

Unfortunately, due to the pandemic the Girls Brigade has not had any meetings for the whole of last session. They are hoping to start back up again in September 2021. Please look out for their Facebook page where you will see all of the updates. They will be meeting in Greyfriars church on a Thursday evening, times and age groups below.

P1 – P3 6.00pm to 7.30pm Explorers

P4 – P7 7.30pm to 9pm Juniors

S1 – S6 7.30pm to 9pm Brigadiers



Why not come along and join in the fun and meet new friends. Their Facebook page is below.

<https://www.facebook.com/67GBGlasgow>

Best Start Grant and Best Start Foods

Best Start Grant is 3 cash payments.
Each payment can be paid once per child.

The 3 Best Start Grant payments are:

- Pregnancy and Baby Payment
- Early Learning Payment
- School Age Payment

For more information please click the link below:
<https://www.mygov.scot/best-start-grant-best-start-foods>

If you would like further assistance please contact our office. We can also make you an appointment with our welfare rights advisor.



Money Advice

The Association works in partnership with Connect Community Trust to provide an independent welfare rights service to Gardeen tenants on a Wednesday. Appointments are taking place by telephone or Zoom call until further notice.

Elaine McIntyre has over 12 years of experience in money advice and support. She has a wealth of experience and skills to help local people.

Please contact Lyndsay or John at the office if you would like an appointment with Elaine.



Food Assistance

If you require food assistance please contact a member of staff at the office and we will put you in touch with a local organisation who can help with vouchers or a delivery if you are self-isolating.



Home Contents Insurance

Gardeen Housing Association is responsible for insuring the building you live in, but not its contents.

As the tenant, you are responsible for insuring the contents of your home.

For further information about home contents insurance from Thistle, please visit the website below and request a call back from an advisor.

<https://www.thistletenants-scotland.co.uk>



THISTLE
TENANT RISKS

Protect your home contents from
Fire, theft, water damage.

Thistle Tenant Risks
on 0345 450 7286 or visit:
www.thistletenants-scotland.co.uk

National Gambling Helpline
Call Free: 0808 8020 133
Live chat via www.gamcare.org.uk

Gambling Problems: Find Help and Support Today



Worried about your gambling or someone else's? Find free information, advice and support through GamCare's local services today. We understand gambling and we care about you.

Contact your local team at scotland@gamcare.org.uk or call 01312 615 220.

GamCare.org.uk
GamCare

National Gambling Treatment Service

GamCare is a Charitable Company Registered in England No. 3297914 Charity No. 1060005

#FUTUREREADY

Greater Easterhouse
GECCO
Glasgow Empowering Communities Consortium

ADVICE CV WRITING TRAINING GOAL SETTING JOBSEARCHING SUPPORT WORK EXPERIENCE DIGITAL SKILLS FURTHER EDUCATION

#FUTUREREADY IS A ROLLING PROGRAMME DELIVERED BY MEMBERS OF THE GECCO (NORTH EAST) PARTNERSHIP:

YoMo Young Movers
F.A.R.E. Working with Communities
CONNECT COMMUNITY TRUST Moving forward, together
CRANHILL DEVELOPMENT TRUST

CONTACT KATIE GOULD TO MAKE A REFERRAL
T: 07415003517 E: KGOULD@CONNECT-CT.ORG.UK

In partnership with
Department for Work & Pensions

QUIZ CORNER

Congratulations to the winners of the winter newsletter competitions.

For all ages.

Can you find the words in the grid below?

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

**CHICKS
FLOWERS
SPRING
EGGS**

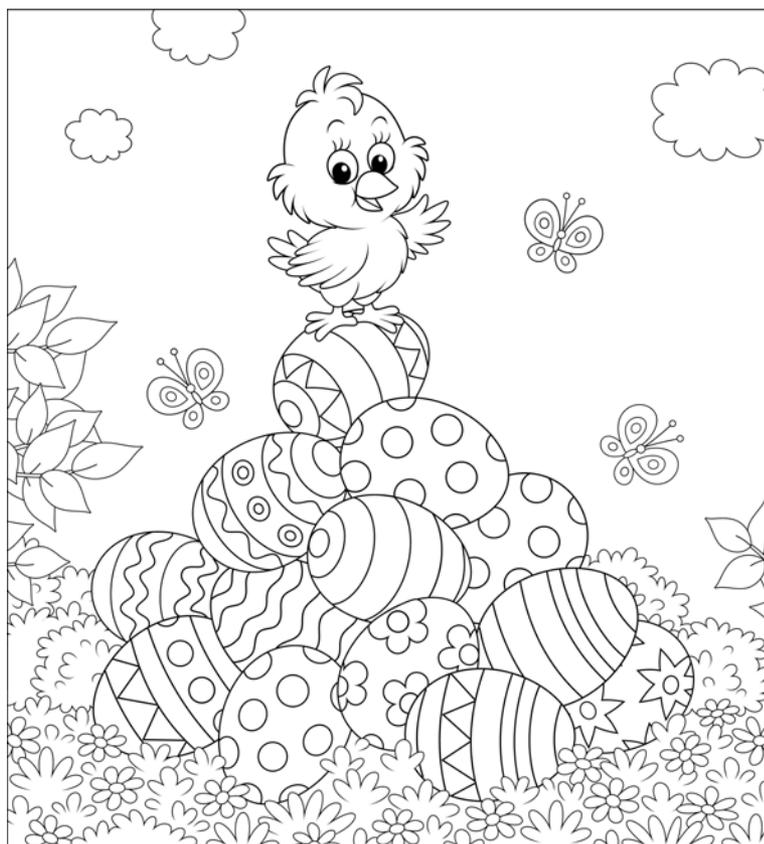
**BUNNY
APRIL
HOLIDAY
EASTER**

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 16th April 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 16th April 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)



Via the Gardeen App



@gardeenh



Gardeen Housing Association



**Healthy
Working
Lives**



INVESTOR IN PEOPLE