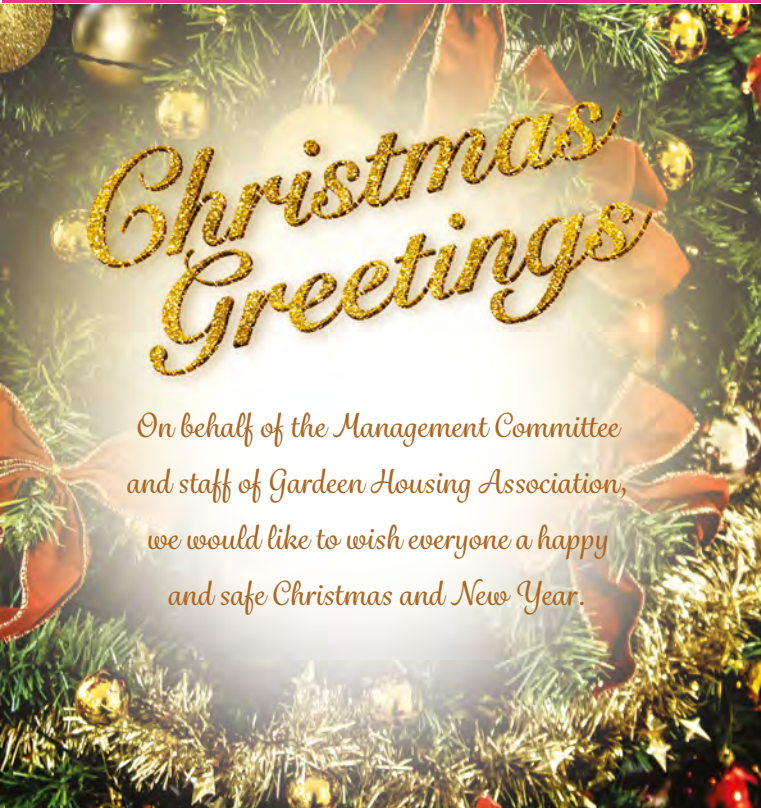




GARDEEN HOUSING ASSOCIATION LTD

Newsletter

WINTER 2021



*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, Gardeen staff are encouraged to work from home. You can contact us by phone, email and text.

You can also make an appointment to come into the office to speak to a member of staff or the welfare rights adviser. Please wear a mask if you visit the office to keep yourself and our staff safe.

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.

The office may be closed but we are still providing a service to all Gardeen residents. The recent tenant survey indicated that you are satisfied with the current arrangements.

We will continue to review home working and we will also follow Scottish Government Advice.

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 during 2021. This has been another challenging year for everyone. We have been able to carry out repairs, gas servicing, painterwork, stock condition surveys and tenant satisfaction surveys.

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 2022 will be a better year for everyone. Stay safe, follow the Government guidelines and look after each other.



WINTER HOLIDAYS

The office will close at **4.30pm on Wednesday 22 December 2021** and will re-open on **Thursday 6 January 2022 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 that 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.

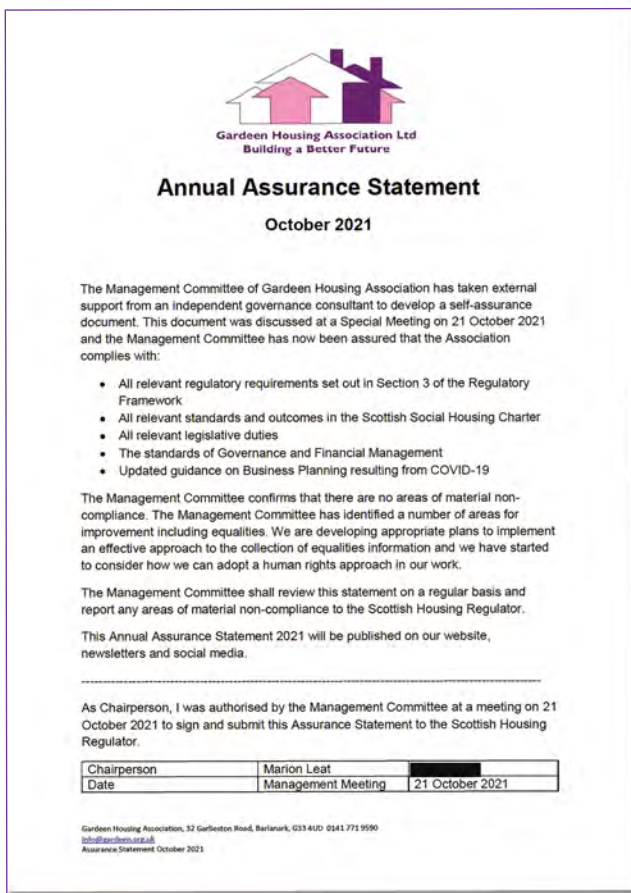
**Any resident who suspects a gas leak should contact:
Scotland Gas Networks (formerly TRANSCO)
0800 111 999 or 0845 070 1432**

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.



Allocations Policy Review

The Management Committee reviews policies on a regular basis to ensure that we operate in accordance with the law and best practice.

We are currently reviewing the Allocations Policy.

On 4 March 2021, Committee approved the following targets as the 2021/2022 percentage of allocations to each of the categories below:

Transfer	20%	Section 5 Homeless	40%
Housing Register	40%	Nomination/Other	0%

If you would like more information on the policy review then please contact the office.

Annual General Meeting and Special General Meeting 2021

Thanks to everyone who came along to our Annual General Meeting and Special General Meeting in September 2021.

We have now changed our rules and are compliant with the requirements of the Scottish Housing Regulator. A copy is available on our website.

We hope to see everyone in person at the Annual General Meeting in 2022.

Investors in People 2021

We are pleased that we have secured the Investors in People Award for a further time.

This assessment was held by Zoom and interviewed staff and committee members. We use this award to help improve our services to you.



Pendeen School Site

Unfortunately, we have not been able to develop plans for new homes on Pendeen School Site. This is due to water voles living on the site and the cost of development. We will keep you updated of any changes.

Rent Increase 2022

You will receive some information from the Association in January 2022 on the proposed rent increase for 2022-2023. 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 2022-2023 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 is 3.1% in September 2021 and 4.2% in October 2021.

The proposed rent increase is 4.1%. 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 4.1%	£2.69	£3.08	£3.33	£3.99

Consultation will include a letter; a survey via email; a survey available on the Gardeen App and a Zoom 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.

Budget Setting 2022-2023

The Management Committee of Gardeen Housing agrees a budget for 2022-2023 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 difficult for the Management Committee as we are facing increasing costs, Universal Credit, cuts to Council services and financial uncertainties. We will finalise the Budget in February 2022.

The Management Committee also discuss the rent increase for 2022-2023 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.

Mini Resident Satisfaction Survey 2021

We commissioned Wider Role Solutions to carry out an independent survey during September 2021 to find out what you think of Gardeen Housing Association and the service that we provided to you before and after lockdown was lifted.

We are pleased to report that 99% of respondents were satisfied that Gardeen kept tenants informed about the changes to services available due to the Covid-19 pandemic.

If you would like a copy of the summary report, please contact Roslyn or Lyndsay on 0141 771 9590 or email info@gardeen.org.uk



MAINTENANCE & ESTATE MANAGEMENT

Close Security

We would be grateful if you could please make sure that front and back communal doors are locked to keep the close secure.

Please do not use other closes as a cut through if you do not live there.

If you need extra communal door keys we will provide these free of charge.

Please contact Lyndsay or John if you need an extra key and we will deliver one for you. Please contact a member of staff if you have any concerns about close security.



Planned Maintenance & Repair

Gutter Cleaning

The Association carries out gutter cleaning every two years to achieve value for money. This work was completed in November 2021.

Roof Anchor Checks

These checks are required so that our contractors can work safely on our roofs. These were completed in November 2021.

Painterwork

A whole stock assessment of the painterwork was previously carried out by the Association's Maintenance Consultant. It was determined that only top up works are required in phases 1 (22 – 44 Garlieston Road) and 4 (124A – 132 Pendeen Road and 34 – 36 Pendeen Place). These works will be carried out over two financial years to ensure value for money. 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.



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.



Fire Safety

A fire risk assessment of Gardeen's communal closes has been carried out by ACS Physical Risk Control Ltd. Staff may contact you over the next few weeks about the communal close. This is to make sure that everyone is safe. Please help us by not storing bulk or rubbish on your landing or in the drying area of the close if you have one. Thank you for your co-operation.



Why not join the 166th Glasgow Scouts?

They are recruiting boys and girls aged 6-18 for Scouts, Beavers and Cubs, as well as leaders and support staff. They are based in Barlanark Greyfriars Church, Barlanark. Meetings take place every Wednesday from 6.30pm - 8.00pm

Simply go along or call to find out more:-
Address: Greyfriars Church, 365 Hallhill Rd, Glasgow G33 4RY
Phone: 0141 771 6477
Facebook.com/166thGlasgowScouts



Let's spread some Christmas cheer!

Springboig & Barlanark Snowman Trail

& Christmas Eve Jingle 2021

14 Dec. The last day to add yourself to the trail map
18-19 Dec. Light up your decorated window/garden
5pm-7pm Enjoy the stroll along the Trail
24 Dec. 6pm Bell ringing from your window

PRIZES!!!
Best Dressed Window,
Best Dressed Garden
(prizes for Springboig and for Barlanark)

For all information and to add yourself to the trail map go to:
www.northeastglasgow.co.uk/news/
or contact olapawluk@glasgowkelvin.ac.uk 0742 359 87 56

Winterfest 2021

18TH DECEMBER 12PM - 4PM
Budhill Square

FREE COMMUNITY EVENT

COME AND JOIN US FOR WINTERFEST 2021
FREE TICKETED EVENT
THIS IS TO LIMIT NUMBERS FOR SAFETY

Tickets can be claimed from private messaging
[@eastendflatpackmeals](https://www.facebook.com/eastendflatpackmeals) on Facebook or E-mail
eastendflatpackmeals@gmail.com

PLANNED ACTIVITIES

- FREE SANTA VISIT
- FREE FOOD (TICKETED)
- FREE GIVEAWAYS
- FREE ENTERTAINMENT
- FREE ACTIVITIES (arts & crafts & VR)

Strict adhering to COVID-19 Safety regulations will be in place

Happy Dog Happy Home

Have you got a puppy or a dog that you are about to start leaving at home alone?

Come and meet our friendly Community Engagement Officers, at a venue near you, who will be offering a free 60-minute Happy Dog Happy Home presentation. This will provide you with training tips and guidance to help you prepare your dog to be comfortable and settled when left alone.

Virtual interactive Presentations also available.

For further information and to book a space, please visit dogstrust.org.uk/happyhome

[@dogstrustdogschool](https://www.instagram.com/dogstrustdogschool)
[youtube.com/dogstrustdogschool](https://www.youtube.com/dogstrustdogschool)

This presentation is suitable for any dog that does not already display problem behaviours when left alone. Owners to attend presentation without their dog with the exception of assistance dogs. Bookings are limited so book quickly to avoid disappointment. The Promoter: Dogs Trust, 11 Wexley Street, London, EC1V 7RQ registered charity numbers: 221923 & SC037943

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 out Christmas cards to tenants and contractors, the Management Committee has decided to donate to the following organisations:

Aberlour Fund, Daffodil Club, Afterschool Care, Springboig and Barlanark Green Spaces, Cash for Kids and the local Scouts group.

We are donating to these groups as we know that they have all supported Gardeen tenants during the year.

7 lucky Gardeen pensioners received £50 in our Annual Christmas Draw. Happy Christmas!



Rent Payments

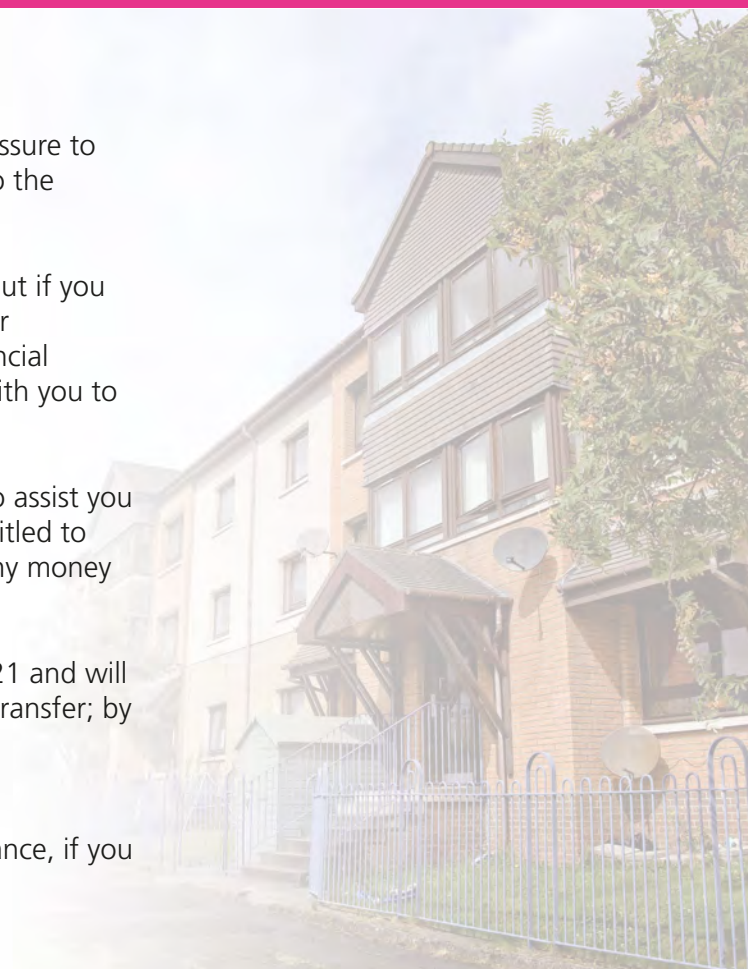
Christmas can be a costly time of year and there can be pressure to spend money on presents. It has been a difficult year due to the Covid-19 pandemic.

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 Tuesday) 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 worries you may have.

Our office will be closed from 4.30pm on 22 December 2021 and will reopen on Thursday 6 January 2022. 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 Advice Team

The Glasgow Home Energy Advice Team (GHEAT) are providing a telephone service.

They can help you to:

- Check/change to the best value gas or electricity tariff;
- Speak to utility providers on your behalf if you have any debt on your meters;
- Assist you to apply for grants such as the Warm Home Discount.

If you would like to be referred to GHEAT please contact Lorraine at the office.



Reconnect are able to offer upcycled and preloved items to help you furnish your home. Due to demand, they are locating to new premises in Queenslie next year. You can follow them on Facebook or Twitter or find out more at www.reconnectglasgow.co.uk to stay up to date with their latest plans.

You can also phone them on 0141 556 7085.

They can deliver to your home for a small charge. This is a great way to make your house a home.



QUIZ CORNER

Congratulations to the winners of the summer newsletter competitions.

For all ages.

Can you find the words in the grid below?

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

Christmas
Holidays
Snowman
Tree

Santa
Tinsel
Winter
Present

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 14th January 2022**. 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.

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