



GARDEEN HOUSING ASSOCIATION: ANNUAL GENERAL MEETING 2017 WEDNESDAY 23 AUGUST 2017

We would like to welcome all members and residents to our 28th Annual General Meeting on **Wednesday 23 August 2017**. The meeting will start at **7.30pm** at **Barlanark Community Centre, 33 Burnmouth Road, Barlanark G33 4ST**

You will find out about:

- Our annual accounts and financial position from the independent Auditor, Alexander Sloan
- How we performed against the Scottish Housing Charter
- Retiral of Colin Cameron, Chairperson
- Our service commitment to the community
- An update on Thriving Places
- Gardening Prizes

Please remember

that if you don't attend 5 Annual General Meetings in a row and you don't submit your apologies then we will end your membership and cancel your share. This is to ensure that we comply with our rules.

Prizes and fish suppers will be available.

Please come along and find out more about the community you live in!



SUMMER HOLIDAYS – OFFICE CLOSURE



The office will close at **4.30pm on Thursday 13th July 2017** and will re-open on **Tuesday 18th July 2017 at 9.30am**.

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



SUMMER

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**

DEVELOPMENT UPDATE

House in Burnmouth Road

Gardeen Housing Association purchased the old Janitor's house at the end of March 2017. We are currently renovating the property and hope to allocate this three bedroom adapted property at the end of the summer.



Midmarket Homes in Burnmouth Road

As you can see, GHA are building 46 homes for midmarket rent in Burnmouth Road. These homes will be managed by Lowther Homes. Please contact them on 0800 561 6666 for more information.



EHRA



Gardeen Housing Association is a member of EHRA (Easterhouse Housing and Regeneration Alliance). EHRA has held Hustings for the Local and General Elections in 2017. EHRA members work in partnership to apply for funding to improve services in Greater Easterhouse including money advice, jobs clubs and apprenticeship programmes. Committee

members and staff also share training and this helps to reduce costs and ensure that everyone is up to date with changes in the law and best practice. EHRA will meet with the Scottish Housing Regulator in July to discuss the role of regulation in community based housing associations.



WHY NOT GET INVOLVED IN THE COMMITTEE?

If you would like to get involved in your community then why not get involved in the Committee?

You will receive free training and support from staff and Committee. You will help to make decisions on the service that is provided to tenants and residents. You will also learn new skills that can help you in your employment.

If you have a few hours to spare each month then please contact Roslyn for more information.



CHARTER FOCUS GROUP 2017

The Scottish Housing Regulator encourages tenant scrutiny to help you find out more about the services that we provide. We have held two each year but last year there was very little interest and no-one was able to turn up at the September meeting.

We have therefore decided to hold one event each year where you can call in and speak to staff about any concerns or queries that you may have.

If you are unable to attend but would like us to know your views then please take the time to phone on **0141 771 9590** or email **info@gardeen.org.uk** and we will try to help where we can. Sometimes your concerns are about dog fouling or close lighting. Glasgow City

Council are responsible for these services and you pay for them through your Council Tax. We can work with Glasgow City Council to discuss your concerns.

We can also answer questions on our services at the **Annual General Meeting on Wednesday 23 August 2017.**

The next Charter Focus Group **will be held on Wednesday 6 September 2017 from 3.30pm - 6.00pm** at the offices of Gardeen Housing Association and we would like to invite all tenants, applicants and owners to attend to help us improve the service we provide to you. Simply drop in at any time between 3.30pm and 6pm to 32 Garlieston Road, Barlanark.

PERFORMANCE REPORT TO MARCH 2017

Gardeen Housing Association has submitted an Annual Report on the Scottish Housing Charter (ARC) to the Scottish Housing Regulator. We will provide you with more information in our Performance Report for 2016-2017 later in the year. You can also find out more at our **Annual General Meeting** on **23 August 2017**

Background	Gardeen Housing Association
Number of homes	253 – acquired Janitors House on 31/3/2017
Staff numbers	6
Staff turnover	0%
Staff sickness	0.67%
Members	89
Members attending AGM 2016	27 members

Performance	
Lets during the year	16
Lets to existing tenants	3
Lets to housing list	11
Lets to mutual exchange	2
Lets to homeless	2
New Applicants to waiting list	564
Homeless referrals received	5
Court Action	8 court actions
Abandonments	0
Notice of Proceedings	15 were issued
Voids	17 or 6.72%
Average time to relet	0.19 days
Medical Adaptations	25 applications received 100% approved 30.3 days to complete approved applications
Tenant Sustainment (homeless referrals)	100% tenants sustained for more than a year
Rent Arrears	0.80%
Void loss	0
Rent Increase	2.5.%
Former tenant rent arrears written off	4.09%

Satisfaction	
Overall service	92.8% of Gardeen tenants are satisfied with the overall service
Information	94.74% of Gardeen tenants feel that Gardeen is good at keeping them informed about their services and decisions
Participation	94.74% of tenants are satisfied with the opportunities given to participate in the decision making process
Quality	90.35% of tenants are satisfied with the quality of their home
Repairs Service	100% satisfaction
Management of Neighbourhood	96.49% are satisfied
Value for money	85.96% of tenants feel that their rent represents good value for money

Maintenance	
Standard	100% of homes meet the Scottish Government standard
Repairs	4.04 repairs were completed per occupied property
Emergency repairs	Average time 1.38 hours
Non-emergency repairs	Average time 2.62 days
Right First Time	98.67% repairs were right first time
Repairs appointments	98.7% kept
Gas Record	100% had correct gas records

Complaints 1st Stage	
Received	11
Upheld	7
Anti-social behaviour cases reported	35

If you would like to discuss this in more detail then please contact Roslyn at the office.

MAINTENANCE POLICY REVIEW

Our Maintenance Policy is currently under review. If you would like to see any changes please contact Anna or Lyndsay to discuss your suggestions/amendments. You can download a copy of our current Maintenance Policy from our website or request a copy from our office.

PERMISSION FOR ALTERATIONS

Please remember that if you would like to:

- alter, improve or enlarge the property, fittings or fixtures;
 - add new fixtures or fittings (for example kitchen or bathroom installations; showers or dishwashers);
 - put up a garage, shed or other structure;
 - decorate the outside of the house;
- you must first get our written permission and a member of staff will contact you to obtain more details about the works you would like to carry out.

We will not refuse permission unreasonably however we may grant permission with conditions regarding the standard of the work.

More detail can be found in your Tenancy Agreement or Tenants Handbook.

We would also ask tenants to be wary of purchasing items over the internet, as the Association may not be able to fit them. Please contact Anna or Lyndsay at the office if you have any queries regarding these matters.

PLANNED MAINTENANCE UPDATE FOR 2017/2018

Phase 6 Kitchen Renewals

The planned kitchen replacement works at Phase 6 in Pendeen Road (8 – 48 Pendeen Road even numbers) are being programmed. Our contractor MCN (Scotland) Ltd and Association staff have visited properties to carry out surveys and we currently estimate that these works will start in August/September 2017.

Phase 1 Full Central Heating System Renewals

The planned full central heating system replacement works at Phase 1 in Garlieston Road (22 – 44 Garlieston Road even numbers) have begun. We will visit your property before your install date to carry out a survey. A full central heating system renewal means that a new boiler and new radiators will be fitted at your property and the pipework will also be examined. Our contractor will discuss the works in detail with you at the survey visit. We estimate that these works will be complete by Winter 2017.

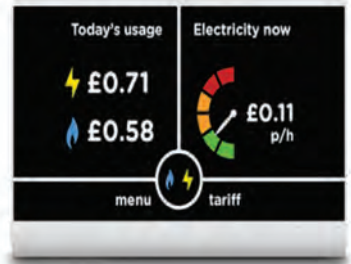


WHAT IS A SMART METER

Smart meters explained

A smart meter is the next generation of gas and electricity meter. They are being installed by energy suppliers. Smart meters come with an in-home display screen that shows you exactly how much energy you are using in pounds and pence, in near real time and will bring an end to estimated bills.

If you would like to have a smart meter installed at your property, please contact your energy supplier for details. If you are moving from your property and have a smart meter installed please hand in your cards for your smart meters with your keys.



FIRE SAFETY

Keep all closes free from clutter

Fire Scotland has requested that all items in the close's communal areas are removed for health and safety reasons. It is extremely important that all areas are free of items that might make it difficult to exit the building in the event of a fire.

Therefore, bikes, toys, prams and other items are not permitted to be stored in the communal closes. Please ensure that these are kept within your property. We inspect each close on a weekly basis.

Fire safety within your home is also important. We check your smoke alarms annually at the same time as your gas service, so you will appreciate the importance of allowing access for us to carry this out. If you ever hear your smoke alarms 'blip/bleep' intermittently you should contact Anna Morton, Customer Services Officer, right away.

Please also be very careful if you have purchased reconditioned white goods. Please contact Lyndsay or Anna at the office to arrange a safety check if you have bought anything second hand which has not been safety tested by a qualified electrician.

FIRE SCOTLAND



Free Safety Visits

Fire Scotland offer free fire safety visits, where they come and see you and offer you advice and information about fire safety. If you would like them to visit you, please contact us and we will set this up for you.

BEES NESTS



If you find a bees nest in your garden, please note that bees are protected by law and that their nests cannot be removed. If you find a wasps nest please contact Anna at our office and we will arrange for our contractor to attend to remove this. If you are unsure, contact Anna for advice.



VOLUNTEER GARDENERS WANTED

for Barlanark Community Garden Project

Could you spare a few hours to help create a community garden for local people to enjoy?

If so we would love to hear from you.

Tasks include general garden maintenance - everything from path clearance to planting vegetables.

Takes place **Wed Thurs and Fri 12:00 - 14:00**. Come along, meet new people, enjoy the outdoors and have fun!

To volunteer, or for more information, please contact Angela Campbell or Dougie Jack on 0141 276 1785



WHAT'S ON BARLANARK COMMUNITY CENTRE

Please see the enclosed Barlanark Community Centre **Activity Programme** – it's inside the Quids In Magazine you got with your Newsletter. It details everything that is on in the Community Centre, Monday to Friday.

If you don't have one, pop in to the office and we will give you one.

THE HOLIDAY PROGRAMME IS BACK!

The Barlanark Community Centre Multi-Activity Summer Camp started on 4th July 2017 and runs, every Tuesday and Friday until 11th August 2017 (1pm – 4pm). Free fun filled sessions for children aged 5-11 years. Take part in games, multi sports, free play, arts and crafts and much more!

GARDEN COMPETITION 2017

Gardeen's ever popular garden competition is back for another year!

The Judging will involve an independent person looking around the whole Gardeen area to find the winners in the following categories:



	1st	2nd	3rd
Best Front Garden	£40	£20	£10
Best Improved Garden	£20	£10	
Best Veranda	£20	£10	
Best Common Garden	£20	£10	

Judging will take place on Wednesday 26th July 2017, so get those green fingers to work!

We would also like to know what you think, so if you would like to nominate any of your neighbours gardens for a prize, please complete this slip below and return it to the office as soon as possible.

GARDEN COMPETITION 2017

THE PERSON I WOULD LIKE TO NOMINATE IS:

NAME: _____

ADDRESS: _____

CATEGORY: _____

SIGNED: _____

ADDRESS: _____



ANONYMOUS COMPLAINTS

When we receive an anonymous letter which makes a complaint about someone or something we are unable, or it makes it very difficult, to take any action.

To follow up a complaint we need to have details of the complainer (which is always kept confidential).

Therefore, if you have a complaint about someone, or something, or a service we provide, you should contact us to discuss this or send a letter detailing the complaint noting your name and address too.

RECONNECT GLASGOW - VOUCHERS

We have a limited supply of vouchers for 40% off Reconnect Furniture Showroom items. Check out their website: www.reconnectglasgow.co.uk

Please contact the Gardeen office for more information.



FREE QUIDS IN MAGAZINE

You will see that we have sent you a copy of Summer2017 Quids In! magazine. This magazine is full of interesting articles about money.



Should you be experiencing problems with money and would like some advice and information, remember that we offer a money advice service, through GEMAP.



We have a new advisor, Michelle, who visits the Gardeen office every Monday morning and we can make a referral to GEMAP on your behalf and an office appointment will be made for you to come in. If you would like to see Michelle for money advice, please contact us.

THE HAPPY CLUB

The Happy Club is a registered charity which has been running for 10 years. They have recently relocated to The Connie at Provanhall to allow them to expand the services they provide and bring them closer to the local community.



They provide a parent run community group which offers services for families and children with additional needs and support the child/children, their parent/carer and their siblings. The children they cater for are of school age and have a variety of additional needs.

The Happy Club offers arts and crafts, sports, IT skills, games, Lego Therapy, basic life skills (such as cooking) and much more. Their Arts Tutor and Sports Coaches are trained in working with children with additional needs and tailor activities to include all participants.

If you think this is something you would be interested in, or if you know someone who would benefit from this please get in touch, via Facebook (The Happy Club Glasgow) or call 07536 024797, or email thehappyclub@yahoo.co.uk

THRIVING SURVIVORS



Thriving Survivors is a social enterprise that focuses on supporting survivors of trauma. By offering support and extensive training programmes they aim to offer a second chance at a successful career for those who need a helping hand and a little understanding of how trauma can significantly affect everyday life.

Please contact Ashley Scotland for more details at:

ashleyscotland@thrivingsurvivors.co.uk or
call 07493190110.

NEW COUNCILLORS

Your Councillors represent you on matters which affect your local area. They take part in Council Committee meetings, scrutinise Council policies and decisions such as council tax levels and the delivery of local services.

Your local Councillors are: Annette Christie (SNP), Russell Robertson (SNP), Marie Garrity (Labour) and Frank Docherty (Labour). You can contact them at:

0141 287 3595 annette.christie@glasgow.gov.uk
0141 287 5627 russell.robertson@glasgow.gov.uk
0141 287 4309 marie.garrity@glasgow.gov.uk
0141 287 5256 frank.docherty@glasgow.gov.uk

For more information about your local Councillors go to the Glasgow City Council website
www.glasgow.gov.uk/councillorsandcommittees/

QUIZ CORNER

THE WINNER FROM THE LAST NEWSLETTER WAS: **Abbie Rosenbloom**

FOR ALL AGE GROUPS

Can you find the words in the grid below?

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

HOLIDAY
SUN
ICECREAM

PICNIC
SUMMER
BEACH

Answer the following questions

1. What season comes after summer?

2. Is Summer Solstice the longest, or shortest day of the year?

3. How many seasons are in the year?

4. What does SPF stand for (in sun cream)?

5. Which of these is not a summer fruit - bananas, strawberries, gooseberries?

6. What is the slang word for barbeque?

7. What is main ingredient of icecream?

8. When speaking about sunlight, what does UV stand for?

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 28th July 2017**. 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.

Name: _____ D.O.B. _____

Address: _____

Tel No: _____

Gardeen Housing Association Limited

32 Garlieston Road, Barlarnark, G33 4UD

Tel: 0141 771 9590 Text: 07797 800 486

Email: info@gardeen.co.uk

Website: www.scottishhousingconnections.org/shcc



Open Weekdays 9:30am - 4:30pm

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

