



Public Holidays Office Closure

Due to the Easter & May holidays the Association's offices will be closed on the following:

Friday 10th April 2009
Monday 13th April 2009
Monday 4th May 2009
Friday 22nd May 2009
Monday 25th May 2009



Should you have any emergency repair requirements during this time please contact the emergency repair contractors.

Emergency Repair Numbers and Guidance

Emergency repairs are repairs, which could cause danger to health, residents' safety, or serious damage to property.

Gardeen Housing Association Tenants

If you are a **Gardeen Housing Association** tenant and have any emergency repairs please contact:

Gas Heating: CK HEATING - 0141 810 3665

All Other: CITY BUILDING SERVICES - 0800 595 595

Glasgow Housing Association

If you are a **Glasgow Housing Association** Tenant please report all repairs to:

CITY BUILDING - 0800 479 7979

Any resident who suspects a gas leak should contact:
NATIONAL GRID (Formerly TRANSCO) 0800 111 999

Perennial – The Gardeners' Royal Benevolent Society

Perennial is an occupational charity that works with clients who have been or are employed as horticulturists and their partners or widows. This includes jobbing, qualified and unqualified gardeners, nursery workers, arboriculturists and many more.

Perennial is not just a grant making body. They provide a caseworker service and visit every client in their own home to ascertain what help they may be able to provide.

The services currently offered include those listed below. These may be used as stand alone support services or in combination to provide the best possible outcome for clients:

Financial Assistance;
Welfare Rights & Entitlement to Benefits;
Money Advice;
Retirement Accommodation;
Training and Re-training;
Micro Business Advice.

If you would like more information please contact the Association or telephone Perennial on **0845 230 1839**. Alternatively, you can visit www.perennial.org.uk.

2008 PENSIONERS RAFFLE PRIZES

James Meighan

Colin Cameron

Agnes Crosbie

Caroline Gracie

Mr & Mrs McQuillan

Mrs Barclay

Mrs Margaret Tait

Pendeen Road

Pendeen Place

Pendeen Road

Pendeen Road

Garlieston Road

Garlieston Road

Garlieston Road

Legionella

As many of you will be aware, the Association are undertaking sample surveys of the water systems within our properties as part of a legionella risk assessment process. The risk of contracting legionella in the domestic home is minimal and we are not expecting any adverse findings.

Most protection from legionella has to be undertaken by people actually living in the properties and using the water systems. There are some simple steps that you should take to help protect you and those in your home:

- You should turn your shower on at least once a week or more.
- You should make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident.

- If you have a spa type bath you should make sure you clean it with appropriate approved chemicals at least once weekly.
- You should make sure that you flush the hot and cold water taps throughout your home on at least a weekly basis.
- If you have an electric hot water tank you should make sure that you are heating the water in it and then using the water at least 2-3 times per week.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health.

If you would like more advice on this matter please contact Joyce at the office to discuss.

Policy Review

The Management Committee of Gardeen Housing Association set the policies for the organisation. Policies must comply with the law and best practice. Staff then implements the policies on behalf of the Management Committee. During 2009/2010 the Association are due to review the following policies:

- Estate Management Policy
- Rent Arrears Policy
- Customer Care Policy
- Whistleblowing Policy
- Openness and Confidentiality Policy
- Policy on Gifts and Hospitality

As a tenant of the Association you have a right to get involved in any review of policies and procedures and we would very much welcome your involvement. If you would like to consider being involved in any of

the Policy Review due during the year, then please just contact the office and we shall be happy to make arrangements for you. You do not need to commit yourself to being involved in them all, you can choose what interests you.

Being involved need not take up a lot of your time, maybe just a few hours over the course of the year and can be arranged for times convenient to you. Your involvement could be attendance at a meeting, a telephone conversation, a meeting at your home, e-mail correspondence – whatever suits you.

Please consider getting involved as it is important to us that our policies and procedures have tenant involvement and reflect what you want from your landlord.

Gardeen Donations Update

The Management Committee of Gardeen Housing Association has decided to make donations of £150 each to the local primary schools: Sandaig Primary and Our Lady of Peace. This will be instead of organising a gala day or giving away chocolate at Christmas and Easter. We think that this will be a better use of our funds and will allow all local children to participate.

Sandaig Primary School was able to use the funds to employ Activators at their recent Health Fayre. School children were able to participate in body-pooing and hip-hop and we are pleased to note how this donation was used.

We will let you know in our next newsletter how Our Lady Of Peace used the donation.

Cyclical Maintenance



Painterwork

The Association is due to start another programme of cyclical painterwork. The properties include Phase 6 - 8 - 48 Pendeen Road. The Contractor will be JS McColl and they will be due to start during April.



Kitchen Replacements

As advised previously, during 2009/10 the Association will be replacing kitchens in our Phase 2 properties of 108 – 112 Pendeen Road and 2 – 30 Pendeen Place.

The tenants of these properties have been visited by the Association staff and the Kitchen manufacturers surveyors in order to plan the replacement kitchen and to allow tenant to choose from a range of kitchens types available.

All the survey work has now been complete and the contract has now been priced and the kitchens are due to be ordered, with works starting as soon as possible in the new financial year. We will write to all tenants concerned to advise of replacement fitting dates in order that you can plan for the works.

We would use the newsletter to remind tenants of the following:

- Due to the short period of time until this work is due to take place, we would recommend that you may wish to put any redecoration plans for your kitchen on hold until completion of the works.
- If you have already replaced the kitchen in your home yourself and do not wish to have a new kitchen, please advise the Association in writing. Additionally, if you have carried out work to your kitchen, such as wall coverings and floor coverings that could be damaged during kitchen replacement works, and you do not wish to have a new kitchen for this reason, again please advise us in writing. Please note that the Association will not replace floor or wall coverings as part of the works and the cost of such replacement will have to be paid for by you.
- If you have a current breach of tenancy, such as the condition of your home, or you owe the Association money for rent arrears or any other debt, such as legal expenses or rechargeable repairs, your kitchen will not be replaced whilst this breach and/or debt is still outstanding. Please therefore ensure that you have no outstanding breaches of tenancy or debts to the Association to allow this work to be progressed in your home. If you are concerned that this may affect you, please contact staff at our offices to discuss.



Bag It! Bin It! Attention All Dog Owners!

We would like to encourage all dog owners to clean up after your dogs. As you will all know the streets and lanes in the Gardeen Housing Association area are often covered in dog mess. Did you know you can be fined £40 if you do not clean up after your dog?

If you walk away, the mess you leave behind:

- **is anti-social**
- **can cause disease**
- **and you are breaking the law!**

We would ask all dog owners to:

- Always carry a bag when out with your dog
- Always bag dog mess and tie the bag
- Always put the bag in the bin

You can use a refuse bin or a litter bin if the dog mess is bagged and tied.

Free dog-fouling bags are available from the office. Please call in and collect some and help to clean up the Gardeen area!



Kids Corner

The 4 lucky winners from the last newsletter were:

Robert Sutherland Orla McShane

Michael & Matthew Gardiner Billy Logan

Well done everyone!

In this Newsletter we have split the corner into 2 age groups, as follows:

Ages 3 – 9 years

8 Things to do with Spring:

find them in the grid

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

**Tulips
Daffodils
Lambs
Easter**

**Cleaning
Gardening
Daylight
Bunnies**

Ages 10 – 16 years

Capital Cities:

Fill in the Capital City of the following:

For example: Brussels is the Capital City of Belgium

Capital City		Country
.....	Of	Scotland
.....	Of	Denmark
.....	Of	England
.....	Of	Germany
.....	Of	France
.....	Of	Hungary
.....	Of	Ireland
.....	Of	Wales
.....	Of	Spain
.....	Of	Italy

GOOD LUCK!

For your chance to win, just complete the above word search, fill in your name, address, age and telephone number below. Cut out and return the completed form to the Association's Office by Friday 24th April 2009.

Winners will be the first two correct entries, for each age group, drawn out of the hat. **Each winner will win £10.**

Name: Age:

Address:

PostCode: Tel No:

Gardeen Housing Association Limited

32 Garlieston Road, Barlanark, G33 4UD

Tel: 0141 771 9590

Fax: 0141 771 9927

Email: info@gardeen.org.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)



INVESTOR IN PEOPLE



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