



**A:A**  
**ARDENGLLEN**



2021/22  
Annual Review

# Contents

Message from our Chairperson and Chief Executive ..... **3**

Communities..... **4-7**

Partnerships..... **9-11**

Services..... **13-14**

Financial and Leadership..... **16-17**

Our People..... **19-20**

Looking to the future – strategic objectives ..... **22**

## Our Purpose

We are a leading not for profit, community-based landlord providing high quality homes and services for our customers in South Glasgow.

## Our Vision

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

## Our Values



Customer and Community Focused



Innovative



Accountable



Equal access to services and opportunities for all



Making a Difference



Treating our customers with respect

Thank you to Jeanette Adair, Leighann Ingram and Daniel McGivern for helping agree on the information that our tenants would like to read about.



# Chair's Welcome

Welcome to Ardenglen's Annual Report which provides a snapshot of Ardenglen's performance between 1 April 2021 and 31 March 2022. During this time, Ardenglen continued to follow Government guidance operating within the challenging restrictions of the Covid-19 pandemic to reduce the risk to our tenants and customers.



By adjusting our working practices, we made sure that we were there for our tenants and customers whilst maintaining safety and compliance standards and utilising alternative methods of communication to facilitate remote delivery of previously in-person processes.

I am mindful of the tough economic environment we are operating in and the associated challenges. Although Ardenglen remains financially robust we must be realistic about the scale of the many challenges we face in the short, medium and long term including a challenging financial climate, changes to the way people are living and working and a requirement for carbon neutral housing.

I have been hugely impressed by the resilience of the local community and the way in which the Association has sought to help and support tenants and their families during the most challenging of times. One standout example is the partnership approach to establishing the Castlemilk Pantry, offering access to healthy and affordable food – a wonderful achievement for all involved.

Our new Business Plan 2021-24 was launched and gives us clear objectives which we can focus on to strengthen our business. The Business Plan informs our relationships with our customers, funders, regulators, and partner organisations. We have consulted extensively with our customers about their priorities for the future and we look forward to continuing this dialogue as we implement the Business Plan to ensure we continue to provide our customers with relevant, high quality services.

Finally, I would like to thank everyone across the Association for their hard work and dedication to ensure Ardenglen remains in a strong position to continue to deliver our ambitions. This is down to the hard work and resilience of both the colleague team and my fellow Board members and I know that both will keep working hard to provide homes we can all be proud of and services that you can trust.

**Liz McKenzie,**

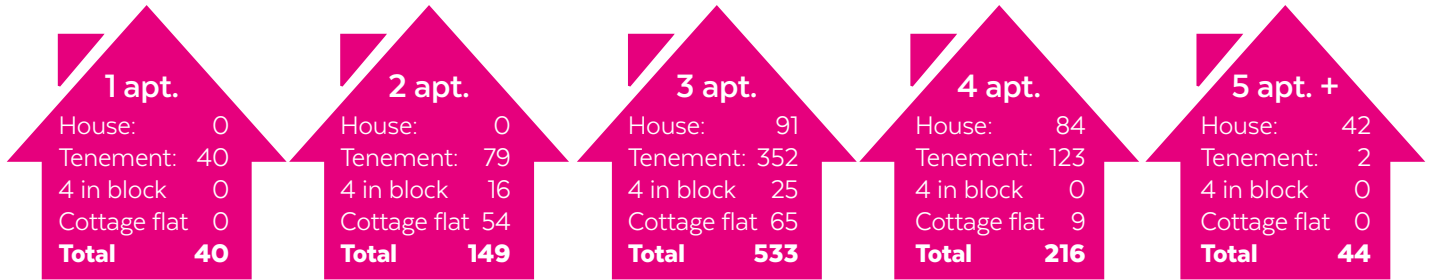
Chair



## Housing Quality & Maintenance

### Housing Stock

At 31st March 2022 Ardenglen owned 982 units. This is an increase of one on the previous year. Below shows the current stock portfolio;



### Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standards exists to ensure all our homes are meeting an acceptable standard as detailed in legislation. The standard is made up of 5 basic components.

- All properties are energy efficient
- All properties are above the tolerable standard
- All properties are free from serious disrepair
- All properties are healthy, safe and secure
- All properties have modern services

During the recent Stock Condition Surveys, it was identified that 4 properties had failed the modern facilities

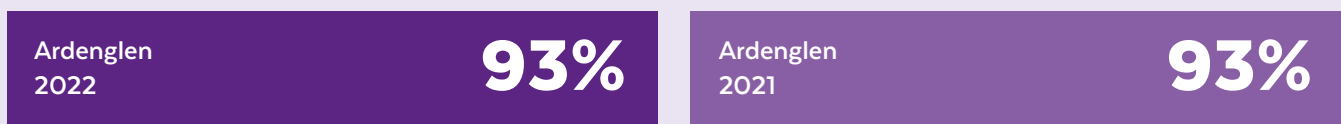
criteria for a kitchen due to alterations carried out by tenants and we are currently engaging with the tenants to resolve this matter.

The quality standard introduced a new measure this year which required that all the Associations properties received an Electrical Inspection Condition Report carried out within the last 5 years. Despite undertaking a comprehensive electrical inspection programme the Association was unable to meet this target within 20 of their properties as access was not allowed by the tenants at the time. We are currently working through a plan of combining the electrical inspections with any other work requests or planned work with the tenants to ensure full compliance.



### Tenant satisfaction survey

How satisfied are you with the quality of your home?



## Energy Efficiency Standard for Social Housing (EESH) 100%

All our properties comply with the current Energy Efficiency Standard for Social Housing which means that they have met a minimum energy efficiency rating of Band C within the Energy Performance Certificate (EPC), which is a report produced after an energy efficiency survey is carried out. The energy efficiency rating is a measure of how efficiently your home uses energy and takes into account such components as window glazing types, heating installations and insulation. Not all tenants may have seen a copy of an EPC as only those entering into a new tenancy will receive one.

In the last financial year we undertook 460 energy efficiency surveys to initially validate our position with

regard to full compliance with EESH but also to help identify what future works will be required for compliance with the new higher energy standard of EESH2. The new standard requires that “all social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent”.

A review of the how social landlords should progress towards meeting the new EESH2 standard will be undertaken by the Scottish Government in 2023 and the outcome of this review will help the Association to put together an action plan for meeting the target.

## Repairs Performance

### Emergency repair time

Ardenglen 2022

**2.3 hours**

(2021 2.7 hours)

Peer Group average 2.5 hrs  
Scottish average 4.2 hrs

### Non-Emergency Repair time

Ardenglen 2022

**9.13 days**

(2021 5.3 days)

Peer Group average 4.2 days  
Scottish average 8.9 days

### Right First Time Repairs

Ardenglen 2022

**93.44%**

(2021 95.7%)

Peer Group average 91.1%  
Scottish average 88.3%

### Tenants satisfied with repairs

Ardenglen 2022

**92.71%**

(2021 92.71%)

Peer Group average 94.2%  
Scottish average 88%

## Gas Safety



**Number of properties that failed to have a gas safety check and record completed by the anniversary date.**

Ardenglen 2022 **2** (2021 8)

We understand that an efficient and effective repairs service is one of your main priorities and during 2021/22 our service was disrupted by the restrictions imposed by the Scottish Government to manage the Covid 19 Pandemic which meant that at certain times the Association was only allowed to operate an emergency repairs service and any reported non-emergency repairs were being delayed until the restrictions were lifted. This has significantly impacted the Associations performance with regard to the number of days taken to

complete non-emergency repairs as well as the effect this had on meeting our locally agreed timescales, which also has a negative effect on the Right First Time indicator. There was a backlog of approximately 134 non-emergency repairs which have all been completed now, however the delays have caused a poorer performance on both indicators. As all restrictions have now been removed and we are operating a full repairs service, performance in these areas should increase in the following year.

The Covid-19 Pandemic and associated restrictions mentioned above impacted on a very small number of gas safety completions. Similar to the previous year where we were unable to complete a gas service within the anniversary date we worked with tenants and our contractor to get the service completed at the earliest date possible in line with Covid-19 restrictions. Also our full complement of maintenance staff are now back in the office, together with a new Director of Asset Management and enhanced internal gas safety procedures have been introduced.



## Contractor Performance

The vast majority of our day to day repairs are undertaken through our recent Framework Contract which has been operating since July 2021 and includes the two multi-trade contractors MP Group and P&D Scotland. In the past, Ardenglen along with many other housing associations have contracted out their day to day repairs to one contractor and this has led to difficulties in maintaining a service level during periods of non-performance or where the contractor has suffered financial difficulties.

The obvious benefit of operating with two contractors is that it allows the Association to easily compare performance against each other with regard to a number of key performance indicators (KPIs) that are attached to the contract. Should one contractor not be performing to a satisfactory level or get into any financial difficulties then we are in a position where the other contractor can take on the work in the short term until the other contractor improves performance or is replaced altogether.

The construction industry at the moment is in an extremely volatile position due to the effects that the Pandemic and



Brexit have had on the entire supply chain and contractors are finding it difficult to retain or recruit adequate labour to meet the current demand and many materials are still not as easily obtained as before. Whilst performance within our Framework Contract is satisfactory at the moment the Association will continue to monitor the KPIs on a monthly basis to ensure we are providing our tenants with an excellent repairs service.

## Investment

Our investment work during 2021/22 was again limited due to Covid 19 and amounted to a total of £121,759. Our biggest investment was in a boiler replacement programme to 35 properties which provided tenants with new high efficiency boilers. We also installed a small number of ad-hoc kitchens and bathrooms within certain void properties which were of an age and condition that meant they were beyond simple repair.

Finally, as part of our fire risk assessment surveys we identified a fire door that required replaced.

Much of the year we concentrated on continuing with our stock condition surveys which have identified that investment should be targeted towards the replacement of kitchens & bathrooms over the next 3 financial years. We are currently in the process of procuring these works and will contact tenants nearer the time.

### Total Investment Costs - £121,759

**35** boiler replacements



**5** bathroom replacements



**7** kitchen replacements



**1** fire door replacement

## Estate Management

Our Housing Assistants inspect our stock regularly but it is expected that all staff within the housing / maintenance team will be proactive whilst on the estate, take note of any issues and ensure passed to the relevant person for action.

Our assistants dealt with 68 estate management complaints within the reporting year covering a variety of issues including the following:

- Pet issues (fouling, barking, feeding birds)
- Litter / Bulk
- Smoking
- Damage in common areas
- Low level nuisance

Our timescales for dealing with estate management issues are:



We managed to resolve **98.53%** of cases within timescales.

## Anti-Social Behaviour

Our Housing Officers & Housing Assistants are responsible for investigating anti-social complaints depending on the seriousness of the matter. Our timescales are:

Category A	Category B	Category C
<p><b>NATURE OF COMPLAINT</b></p> <p>Straight Forward complaint - <b>RESOLVE WITHIN 20 WORKING DAYS</b></p>	<p><b>NATURE OF COMPLAINT</b></p> <p>Complaints of a more serious nature - <b>RESOLVE WITHIN 40 WORKING DAYS</b></p>	<p><b>NATURE OF COMPLAINT</b></p> <p>Complex cases involving multi agency approach - <b>RESOLVE WITHIN 110 WORKING DAYS</b></p>

**Percentage of anti-social behaviour cases resolved**

Ardenglen 2022

**100%**

Peer Group average	98%
Scottish average	94.7%

We took a total of 53 complaints in the reporting year - 44 Cat A, 4 Cat B and 1 Cat C and 4 that were reported but no action to be taken. The nature of some of the incidents we dealt with included:

- Ongoing noise
- Verbal Abuse
- Threatening behaviour
- Drug issues
- Damage

- Parties
- We managed to resolve 100% of all cases reported on time.
- Ardenglen use a variety of methods to try to resolve anti-social issues for example:
- Verbal warnings
  - Written Warnings
  - Liaison with any support providers already in place
  - Support referrals to help sustain the tenancy
  - Acceptable & Unacceptable behaviour contracts (joint with Police Scotland)
  - Police / CCTV / Solicitor & any other external agency partnership working

- Appointment with the Senior Housing Officer
  - Notice of proceedings
  - Court
- Fortunately raising a court action for anti-social behavior is rare for Ardenglen as we do follow robust processes to resolve issues at the earliest opportunity. However, we unfortunately had to seek a decree for eviction at court due to ongoing anti-social behavior in the reporting year, which we enforced. Ardenglen staff made every effort alongside partner agencies in the hope of avoiding this outcome but we were unable to resolve and help to change the behavior in this case and we do have a duty of care to our other residents.





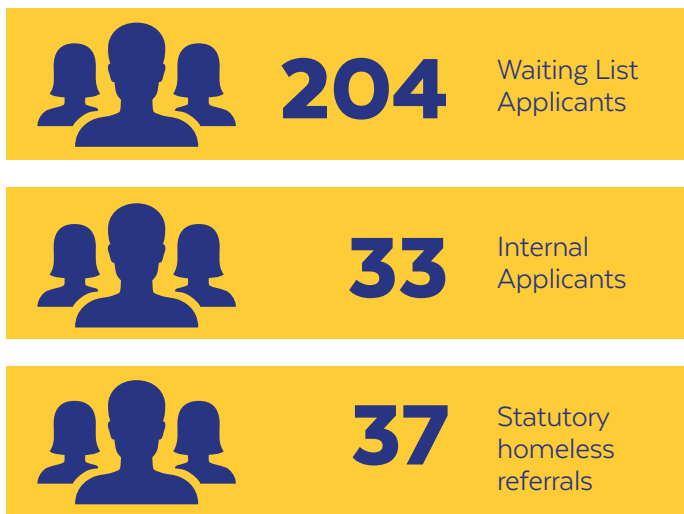


# Partnerships

## Access to Housing and Support

During the year, we continue to offer an in depth housing options interview via telephone (we hope to change this to face to face again 2022-23). This goes into detail about the current circumstances of the applicant including housing set up & financial details. At the end of the interview an action plan is given to the applicant to conclude exactly the options open to them should they wish to pursue other avenues.

A total of 274 new applicants were added to our housing lists below:



We had 73 properties for relet this year and they were allocated to the following lists



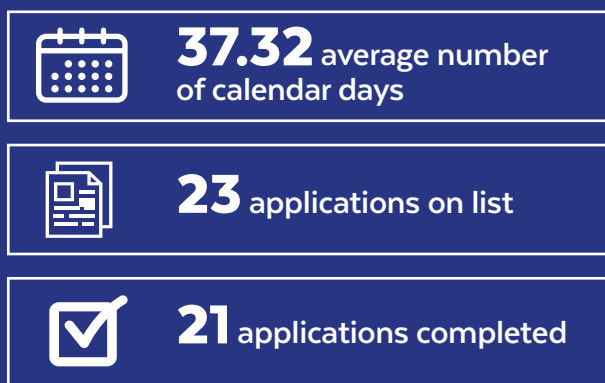
We did expect to see an increase in relets this year as during the pandemic our relet numbers were lower as people were not able to move as freely.

As well as our relets we also approved 6 succession to tenancy applications and also 2 assignments of tenancy. It is important that you keep us updated if your household changes (someone moves in or out) as this will affect your tenancy rights if the information we have is not accurate.

We continue to work closely with Glasgow City Council's Homelessness Casework Team to try to meet our lettings quota of 40% lets to homeless applicants.

## Medical Adaptations

Total cost: **£43,589**



Medical adaptation is a term used to describe changes to the the components or layout of a building that enable people to live more independently in their homes for a longer time. Such changes may be required either as a result of ageing or other changes in circumstances to any member of a household. Minor referrals can be made directly, while more complex aids may require the expertise of an occupational therapist.

## Tenancy sustainment

On a monthly basis, we monitor any tenants who have left within a 12 month period. There were 8 tenancy's that ended under 12 months in the reporting year and the following reasons for leaving were given.

- 1 to private let
- 3 deceased (1 resulted in a succession to tenancy)
- 1 no reason given
- 1 unhappy with area
- 2 changed mind once tenancy agreement signed

It's important for us to monitor this to identify any trends in order to make changes to help people to sustain and remain happy within their home. We also ask at the end of tenancy process if there is anything we can do to help them to stay.

We investigated and ended 5 tenancies in line with our abandonment procedure.

We raised 4 court actions in the year.



# Partnerships

## Welfare Rights

Our Welfare Rights service is a key factor not only in enabling individuals to sustain their tenancies, but it also ensures that income is maximised and rent arrears are minimised wherever possible.

Our service continued with a mixture of telephone appointments throughout Covid-19 restrictions and in person appointments as the restrictions eased in 2021/22. We managed to secure additional income for people amounting to **£543,090.79**. We were delighted to have accessed this amount.

**201** customers accessed the welfare rights service

**58%** of all appointments were for those aged over 45

**61%** of appointments were for those with income <£10,000

**48%** of customers accessing the service had a disability





## How Ardenglen invest in our Community

We are extremely proud of our roots as a Community Anchor organisation and of how it has enabled us to deliver a host of non-housing programmes and activities, which includes the creation and support of social enterprise to the delivery of a wide range of projects that benefit local people and the local economy.

Castlemilk is a community of huge potential, but also one that suffers from complex social challenges. Despite successful physical regeneration, our community is still ranked in the top 5% most deprived in Scotland (SMID 2020).

To address this and achieve the best possible outcomes, we work with a variety of partners to deliver our community regeneration activities and services to fill gaps in services whilst at the same time addressing issues identified by the local community themselves.

An example of this work is our newly established food project **“The Castlemilk Pantry”**. Pantries operate as a membership scheme, designed to make people’s money go further. Development of the project began back in 2019, when Ardenglen readily agreed to take on the responsibility of being the lead partner and for sourcing relevant funding necessary to make the project a reality.

The business case was based on Glasgow City Council’s Tackling Food Inequality in Glasgow (January 2019) which defines the Castlemilk Community as a “food desert” and highlighted that the lack of a main supermarket, together with low car ownership and poor transport links has meant that residents have become dependent on the smaller shops that are selling food at inflated prices.

Then in March 2020, the world stopped! The arrival of Covid-19 saw us entering a “Lockdown”, then having to work our way through tough restrictions put in place by Scottish Government, whilst they worked through strategies to keep everyone safe.

Move forward to 2021, when we felt more hopeful and when we were finally able to commence with our planned refurbishment works, to turn a former meeting space within the Castlemilk Community Centre into the Castlemilk Pantry store. Then on 3rd June 2021 we were beyond excited to finally being in the position to open the doors and support the wider community of Castlemilk.

The establishment and delivery of our project was not the only thing impacted by Covid-19. The urgency to provide robust support has never been greater with a higher number of residents finding themselves in financial and food insecurity. This has been demonstrated due to a higher-than-expected demand for our services (pre Covid-19 our membership target for the first year was set at 200, however as 31st March 2022 we recorded a total of 805 members).

Membership for the Castlemilk Pantry is not means tested and offers dignified access to offer good quality food at a reduced cost, that makes fresh nutritional and good quality food more accessible. As well as providing access to affordable food, we have established **“Pantry Plus”**, a wraparound holistic programme of support that assists residents to build personal capacity and resilience. Activities include cookery skills and qualifications along with relevant support to address issues around energy consumption, legal and money advice.

Our participants have also developed “Cash for Castlemilk” a participatory budgeting project that is seeing the local community addressing financial and food insecurity themselves.

Another significant outcome is that not only does the Castlemilk Pantry provide a much-needed resource, but we have also been able to create five employment opportunities, which includes two part-time positions (employing residents) along with twenty-six volunteering opportunities.



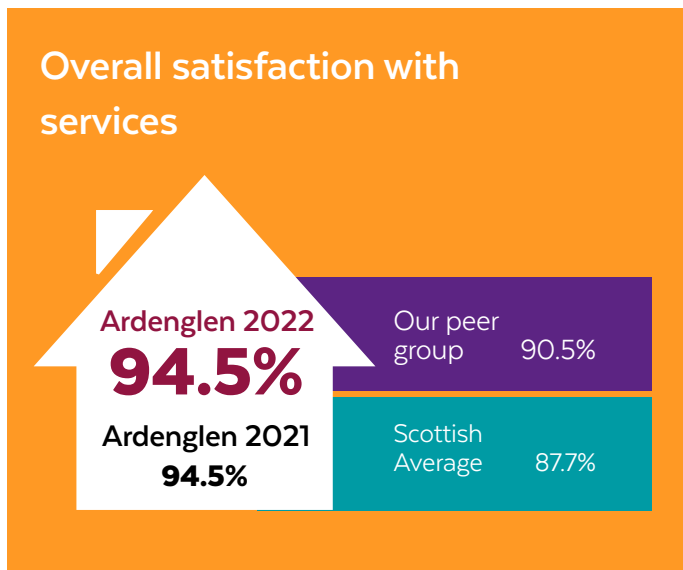


# Services

## Participation

Our aim is to achieve high satisfaction levels and provide the maximum opportunities for you to participate in the work of Ardenglen. You can do this in several ways and always at a level you are comfortable with. You may choose to;

- Become a member for £1. This entitles you to attend the Annual General Meeting and potentially stand for election to the Board
- Focus groups to lead policy reviews and shape services
- Respond to satisfaction surveys
- Participate in regeneration activities



## Communication

We use many forms of communication to engage, interact and keep you informed of our work. There have been some barriers this past year due to Covid restrictions but we have tried to ensure that we keep you informed of any changes to our services because of Covid. Telephone and email have been the main methods of contact with you over the last year. There are many ways that you can reach us;

- Telephone including calls and texting
- Written format such as newsletters and letters
- Electronically by e mail or using our Facebook page
- Face to face either at our office, your home or the Maureen Cope Community Hall.
- Ardenglen website where you can report repairs, complaints and leave your feedback

## Satisfaction at being kept informed



Ardenglen 2022 **99%**  
Ardenglen 99% in 2021



Peer Group Average 2022  
**97.5%**



Scottish average 2022  
**91.2%**



# Services

## Complaints – We Value Your Feedback

We received 78 complaints in 2021/22. (62 complaints in 2020/21)



### Learning from Complaints

During the course of the year 2021/22; the Association received 78 complaints. These complaints provided an opportunity for AHA to review some of our processes and make some improvements. This year we identified three improvements through learning from complaints. These were:

- Review of Internal and External Communication
- Review of service provision and outputs from contractors in light of Covid and Brexit issues
- Review of internal complaints handling

We continue to discuss contractor related complaints at monthly contractor performance meetings to improve service delivery.

As a result of your feedback we continue to review our processes and identify areas where we can make improvements and introduce change when we can. We welcome your feedback as it helps us provide a better level of service for you.
















# Financial and Leadership

## Average Weekly Rents

We annually review the rents we charge for our homes. We increased our rents by 3.9% in 21/22. This was lower than our peer group average of 4.1% This ensures we have enough income to provide high quality services and maintain our properties to a high standard. As part of this review process, we check our rent levels against other landlords to ensure we are achieving value for money.

## Getting good value from rents and service charges

 <b>1 apt</b> <b>Ardenglen</b> <b>£56.85</b> Scottish Average    £79.95 Difference            -26.3%	 <b>2 apt</b> <b>Ardenglen</b> <b>£72.62</b> Scottish Average    £81.32 Difference            -12%	 <b>3 apt</b> <b>Ardenglen</b> <b>£83.21</b> Scottish Average    £84.18 Difference            -3.9%
 <b>4 apt</b> <b>Ardenglen</b> <b>£90.67</b> Scottish Average    £91.48 Difference            -2.4%	 <b>5 apt +</b> <b>Ardenglen</b> <b>£103.44</b> Scottish Average    £100.74 Difference            1.2%	

 <b>Total rent collected</b> <b>Ardenglen 2022</b> <b>100.09%</b> Ardenglen 2021 - 100.52% Peer Group Average 2022 - 100.1% Scottish Average 2022 - 99.3%	 <b>Rent lost due to homes being empty</b> <b>Ardenglen 2022</b> <b>0.54%</b> Ardenglen 2021 - 0.36% Peer Group Average 2022 - 0.6% Scottish Average 2022 - 1.4%	 <b>Average Days Taken to Re-let Homes</b> <b>Ardenglen 2022</b> <b>24.5 days</b> Ardenglen 2021 - 21.89 days Peer Group Average 2022 - 27.8 days Scottish Average 2022 - 51.6 days
--	---	--

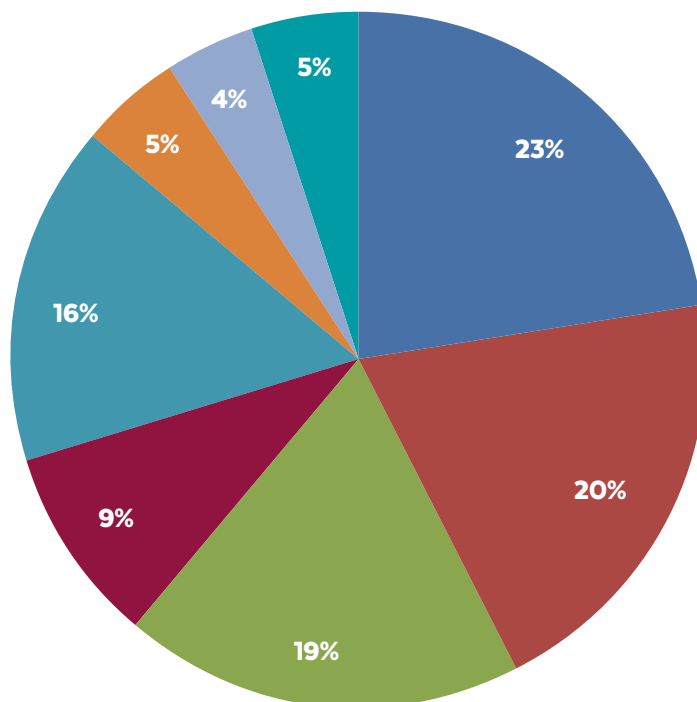


## How your rent money is being spent


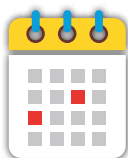


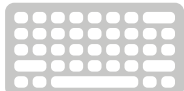
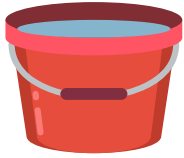

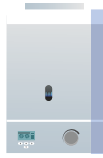


### Value for money

This is how your rent has been spent over these twelve months.

Salaries/Staffing Costs	23%
Reactive Repairs	20%
Planned & Cyclical Maintenance	19%
Management & Maintenance Admin.	9%
Depreciation	16%
Regeneration	5%
Interest Paid on Loans	4%
Money Set Aside for Future Investment	5%



### “Top ten” areas of spend 2021/22

 <p><b>Staffing Costs</b></p> <p><b>£1,050,088</b></p>	 <p><b>Day to Day Repairs</b></p> <p><b>£621,319</b></p>	 <p><b>Repairs to Empty Homes</b></p> <p><b>£231,334</b></p>	 <p><b>Landscape Maintenance</b></p> <p><b>£146,217</b></p>	 <p><b>Equipment &amp; Telecom</b></p> <p><b>£107,038</b></p>
 <p><b>Close Cleaning</b></p> <p><b>£88,539</b></p>	 <p><b>Property Insurance</b></p> <p><b>£77,273</b></p>	 <p><b>Boiler Replacements</b></p> <p><b>£63,648</b></p>	 <p><b>Balcony Refurbishments</b></p> <p><b>£63,612</b></p>	 <p><b>Gas Servicing</b></p> <p><b>£55,263</b></p>

# ARDENGLLEN





# Our People

## Our Staff Team

Audrey Simpson (left as at 1 June 2022)

David Byfield (start date 1 June 2022)

### Chief Executive

### Operations

Peter Kelly	Director of Asset Management
Nicola Thom	Interim Director of Operations
Audrey Murphy	Senior Housing Officer (covering Mat leave)
Suzanne Casey	Senior Housing Officer (Mat leave)
Robert McGuire	Temp Senior Maintenance Officer
Angela Mooney	Housing Officer
William Boale	Housing Officer
Claire Callander	Housing Officer (Temp)
Hayleigh Rennie	Housing Assistant
Kerri Downie	Housing Assistant
Peter Boyle	Maintenance Officer
Colin Robertson	Maintenance Officer
Heather Rooney	Maintenance Assistant (Mat Leave)
Fiona McGovern	Regeneration Officer
Kelly Burns	Pantry Co-ordinator
Sally Pritchard	Community Development Worker
Suzanne McGeachy	Pantry Assistant
Nicole Babes	Senior Customer Services Assistant
Allana Hammell	Customer Services Assistant
Amy McCann	Customer Services Assistant

### Finance, Digital and Corporate Services

David Byfield	Director of Finance, Digital and Corporate Services
Michelle Hart	Finance, Digital and Corporate Services Manager
Jacqui Mills	Corporate and Compliance Officer
Michelle Robertson	Finance Assistant

### Leavers in the year

Fiona Hamilton	Pantry Co-ordinator
Pamela Forrest	Operations Manager
Kelly Burns	Senior Customer Services Assistant
Grant Saunders	Customer Services Assistant (Mat Cover)
Moira Cordiner	Maintenance Assistant (Mat Cover)
Claire Callander	Housing Officer (Temp)
Anne McGarvey	Customer Services Assistant (Temp)



# Our People

## Our Board of Management



**Liz McKenzie, Chair**  
Date elected: 2008



**Mark Ingram, Vice-Chair**  
Date elected: 2017



**Maureen Cope MBE,**  
Board Member  
Date elected: 1995



**Ann Marie Docherty,**  
Board Member  
Date elected: 2003



**Sharon Richford,**  
Board Member  
Date elected: 2004



**Frank Young,**  
Board Member  
Date elected: 2010



**Alex Warren,**  
Board Member  
Date elected: 2018



**Richard Mahon,**  
Board Member  
Date elected: 2019



**John Duncan,**  
Board Member  
Date co-opted: Jan 2021



**Karen McDonagh,**  
Board Member  
Date elected: 2014



**Mary Eardley,**  
Board Member  
Date elected: 2017

### Leavers in the year

**Isa Brier**  
Board Member retired at  
AGM in September 2021

**Elaine MacPhail**  
Board Member retired at  
AGM in September 2021



# Looking to the future – strategic objectives

The Scottish Government proposes to review the EESSH2 in 2023 to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy and the Housing to 2040 - Route Map.

Once the review is completed and further direction has been given by the Scottish Government, the Association will be looking to introduce an Energy Strategy which will detail how we will make our homes as energy efficient as possible including using renewable technology for the provision of new heating systems to ensure that our tenants energy consumption and costs are reduced as much as possible and to meet all the Climate Change targets.

Our 5-Year Investment Programme will continue to concentrate on the replacement of kitchens and bathrooms which were identified through our first batch of stock condition surveys. The second phase of stock condition surveys will also be undertaken to further help the association prioritise where the investment needs are greatest and the amount of funds required to be allocated.

A new 3-Year Landscaping Contract (including bulk uplift) & Close Cleaning Contract will be up and running to ensure that the estate is well maintained and continues to be a desirable place to live. Our housing and maintenance team will be monitoring these contracts and assessing the effectiveness of both against key performance indicators to ensure the Association is obtaining value for money.



## Annual Assurance

In October 2021 the Association submitted its third Annual Assurance Statement to the Scottish Housing Regulator (SHR). Following a robust self-assessment process, the Board unanimously reached the following opinion:

Ardenglen Housing Association Ltd:

- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management;
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;

- Comply with all Regulatory Requirements as set out in Chapter 3 of the Regulatory Framework including all relevant legislative duties.

The Assurance Statement advised the SHR that the Association was fully compliant with the Standards of Governance and Financial Management.



## Get in touch to find out more

**website:** [www.ardenglen.co.uk](http://www.ardenglen.co.uk)

**email:** [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)

**Telephone:** 0141 634 8016

**Office:** 355 Tormusk Road, Castlemilk, Glasgow G45 0HF



## Feedback

Tell us what you think about this year's report. If there is any information about our services or performance that you would like to know more about that we haven't provided here, please get in touch on **0141 634 8016** or email [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)