



ARDENGLLEN 2020/21 Annual Review



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Our Purpose

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

Our Vision

Transforming communities by providing aspirational homes and services, to enhance the quality of life of our customers.

Our Values



**Customer and
Community Focused**



Accountable



Making a Difference



Innovative

Message from our Chairperson and Chief Executive

We would like to acknowledge the patience and support from the local community throughout the pandemic. Being faced with uncertain and unprecedented times we had to make rapid changes to our service delivery, in line with Scottish Government requirements. We must also acknowledge and thank Ardenglen staff team for working so incredibly hard during the pandemic.

Your Annual Review focuses on the many achievements of the year but also recognises the effects the pandemic has had on our work.

Investing in your home is a key priority. During the pandemic, and in line with Scottish Government restrictions, we were unable to progress with our capital investment programme. However, we took the opportunity to review our asset management data and commissioned an independent stock condition survey. This survey is key to developing our investment priorities for the future and we want to thank our tenants for providing access to their homes.

The pandemic had a detrimental economic impact on a number of our customers, placing jobs at risk with increased unemployment and reduced income. We were able to continue to offer our welfare rights service with telephone appointments, and over the year, this service brought in an additional income of £560,997 for local residents.

Building strong, collaborative partnerships is a key objective for Ardenglen and supporting our community was even more important to us through the pandemic. We were delighted that we were able to continue carrying

out our community work as a partner organisation on the Castlemilk Together: Community Food Action collaboration. This work saw us as a whole community pulling our resources to support residents across Castlemilk.

As the restrictions eased throughout the summer months, our hard working Community Committee took to the streets to deliver fantastic “pop-up events” across the Ardenglen community. We want to thank the hard working volunteers from the Community Committee for their ongoing commitment and determination to provide opportunities for residents. They focus on equality and justice and bring our community together.

Moving on from the effects and impact of the pandemic, in October 2020, Ardenglen Housing Association was named as ‘Housing Association of the Year’ in the prestigious Scottish Home Awards. This was a great achievement that recognised our commitment to people – our residents, staff, volunteers, board and communities.

In addition, following a rigorous process of assessment reviewed by Investors in People (IIP), Ardenglen Housing Association achieved the prestigious Silver accreditation.

The award represents a true commitment to employees and demonstrates a solid foundation of good practice which remains challenging and aspirational for many organisations.

We hope you find this Annual Review of interest. We are excited about the plans for the year ahead with enhanced community engagement and customer services being a key feature.



Liz McKenzie,
Chair



Audrey Simpson,
Chief Executive

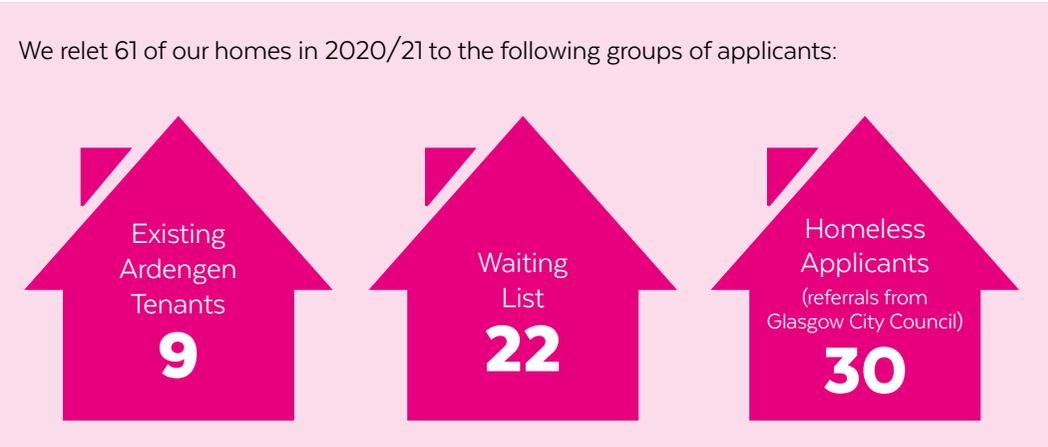




Partnerships

Access to housing and support

We offer all housing applicants a full in depth interview to explore all options available to them. This enables us to both add applicants to our waiting list and also provide an action plan specifically tailored to the needs of the individual. Below shows our waiting list summary for the year.



Tenancy sustainment

We work closely with new residents to ensure that tenancies are given the best start possible with a view to long term tenancy sustainment. During the first four weeks we offer intensive support and advice on a number of issues. We also work with a number of existing tenants each year in order to help them access any additional support needed to assist them in sustaining their tenancy.

Ardenglen internal tenants	100%
General Waiting List	93.48%
Section 5 Homeless	92.59%
Other	0

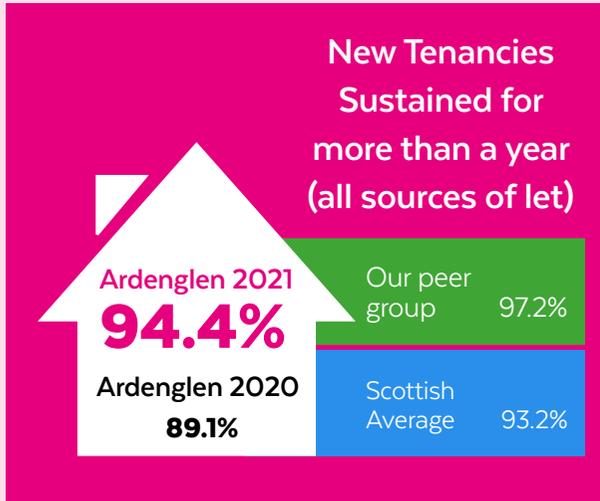


We started the year with a high number of voids due to our new build coming off site in February and a number of internal transfers taking place. During the first lockdown we were able to turn around void properties and provide permanent tenancies to homeless applicants and our approach for the year was to increase our homeless lets from last year. We quickly developed covid procedures to allow contactless sign ups and prepared a presentation for new tenants on their Scottish Secure Tenancy Agreement and our staff team were available via phone to help new tenants with the settling in process.



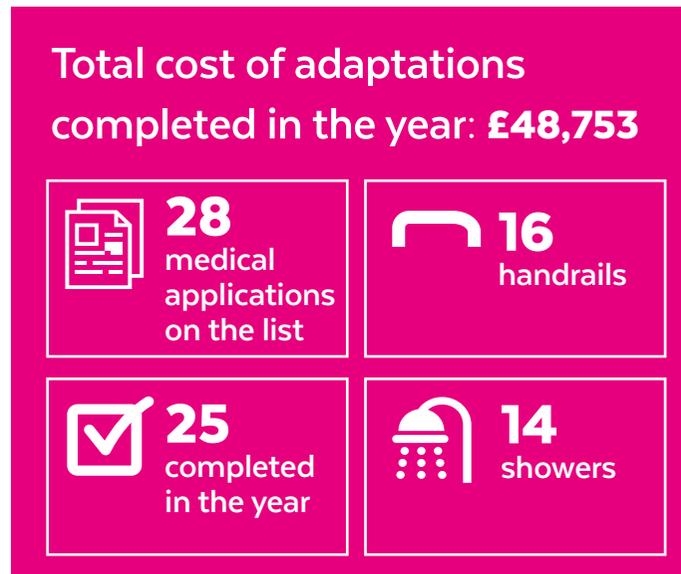
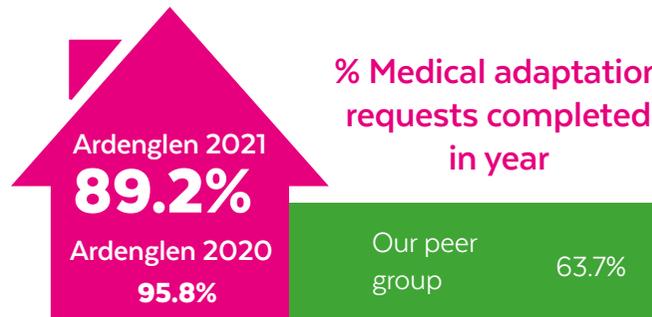
Partnerships

Using a breakdown of applicant groups, the following details the percentage of new tenancies sustained for more than a year



Medical adaptations

Medical adaptation is a term used to describe changes to the fabric 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.





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 via telephone appointments throughout Covid-19 restrictions and in 2020/21 we managed to secure additional income for people amounting to £560,997. While this was a £43,944 reduction on the previous year, 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

65% of appointments were for those with income <£10,000

1 in 4 appointments were in respect of disability benefits

Anti-Social Behaviour

Complaints of anti-social behaviour are taken seriously by staff and will be treated confidentially. We aim to deal with complaints as quickly and fairly as possible by following robust procedures. We may at times be required to involve

partner agencies such as Police Scotland / Social Work Services to tackle issues of a more complex nature. Our timescales are defined below:

Category A

NATURE OF COMPLAINT

Straight Forward complaint
- **RESOLVE WITHIN 20 WORKING DAYS**

Category B

NATURE OF COMPLAINT

Complaints of a more serious nature -
RESOLVE WITHIN 40 WORKING DAYS

Category C

NATURE OF COMPLAINT

Complex cases involving multi agency approach -
RESOLVE WITHIN 110 WORKING DAYS

We received 74 Anti Social Behaviour complaints in 2020/21 with 97.30% resolved within timescale in comparison to the Scottish figure of 94.4%. We did not enter any cases into court or evict families as a result of anti-social behaviour.







Putting our community first remained a priority for Ardenglen... As we faced the challenges of Covid-19!

Ardenglen believe that strong, successful communities like Castlemilk thrive when people come together. However, at the beginning of 2020, we found ourselves in the a pandemic, with the Scottish Government telling us to stay home. This resulted in our office having to close, along with our services, including our busy tenant events/activities schedule.

Supporting our community was even more important to us and we were delighted that we were able to continue carrying out our community work as a partner organisation on the Castlemilk Together: Community Food Action collaborative. This work saw us as a whole community pulling our resources to support residents across Castlemilk.

As the restrictions eased throughout the summer months, our hard working Community Committee took to the streets to deliver fantastic “Food & Fun Pop-up events” distributing free lunches and wellbeing goodies. Afterwards, as a Christmas treat they asked Santa to visit to deliver selection boxes and vouchers for our children to purchase a gift.

The aim was to spread lots of hope and happiness and this was well and truly achieved, so much so, that due to the positive feedback, it was decided to invite the

Easter Bunny and his friends to join us at Easter, this time delivering Easter Eggs and Spring Flowers to all those who came out to say hello!

We were delighted to receive funding from the Community Wellbeing Fund to support the Ardenglen communities’ wellbeing. Our Community Committee decided to organise the delivery of Afternoon Tea’s (adults & children) along with some financial support for local community street bingos. A re-profile of their tenant events/activity budget also allowed them to set up a Tenant Hardship Fund for those most affected by Covid-19.

In the early part of 2020, we received funding from the BIG Lottery’s Community Led Fund, which assisted us to set up “Connected Castlemilk”, our Digital Inclusion project.

Then in January 2021, we were delighted to receive funding from the Scottish Governments “Recovery & Resilience

Fund”, which assisted Ardenglen and our partners to put resources in place to support our tenants through these difficult times.

This funding allowed us to top up our Financial Hardship Fund; access Debt/Budgeting/Welfare advice; continue to develop our Connected Castlemilk project including the engagement of a Digital Inclusion Officer and to purchase more devices/MIFI; continue delivering community wellbeing activities and establish a pilot “Shoppa Hoppa” service, offering free transport links to local supermarket/shopping centers.

Unfortunately, it was not just our office and community hall that had to close, our plans to open the Castlemilk Pantry, were put on hold. However, we used the opportunities that came from the pandemic and from being out and about in our community to discuss our plans, listen to what was needed along with gathering feedback to use in our plans to establish this much needed initiative.

As we begin to move forward in what we are calling “the new normal”, we hope that someday soon, we will be back delivering the community activities that you know and love including launching The Castlemilk Pantry and it’s Pantry Plus initiative.

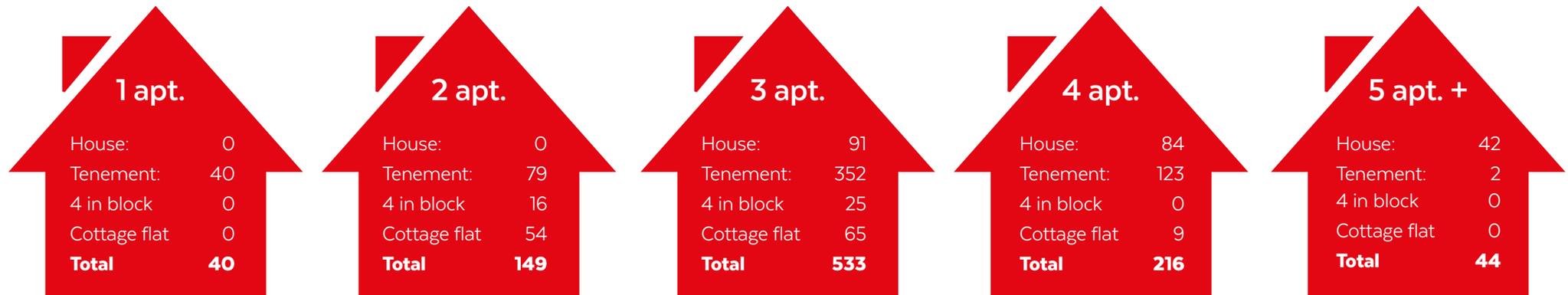




Communities

Housing Stock

At 31st March 2021 Ardenglen owned 982 units. This is an increase of one on the previous year. Below shows the current stock portfolio;



Scottish Housing Quality Standard

The Scottish Housing Quality Standard 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



Scottish Housing Quality Standard Compliance

Ardenglen 2021 **100%**

Ardenglen 100% in 2020



Scottish Housing Quality Standard Compliance

Peer Group Average 2021 **99.4%**



Scottish Housing Quality Standard Compliance

Scottish average 2021 **91.0%**

Tenant satisfaction survey

How satisfied are you with the quality of your home?

Ardenglen 2021 **93%**

Ardenglen 2020 **93%**

Peer Group 2021 **87.7%**



Communities

Contractor Performance

We understand that an efficient and effective repairs service is one of your main priorities. In the last year we have been working in line with Covid guidelines which has disrupted our day to day repair service. At times throughout the year we have only been permitted to complete an emergency repair service. Going forward we are catching up on non emergency repairs and we are still working through the effects of Covid striving to get back to a normal working environment.



Emergency repair time

Ardenglen 2021

2.7 hours

(2020 2.2 hours)

Peer Group average 2.4 hrs
Scottish average 4.2 hrs



Non-Emergency Repair time

Ardenglen 2021

5.3 days

(2020 4.7 days)

Peer Group average 4.1 days
Scottish average 6.7 days



Right First Time Repairs

Ardenglen 2021

95.7%

(2020 95.4%)

Peer Group average 92.1%
Scottish average 91.5%



No. of properties that failed to have a gas safety check by anniversary date

Ardenglen 2021 **8** (2020 1)



Repairs performance

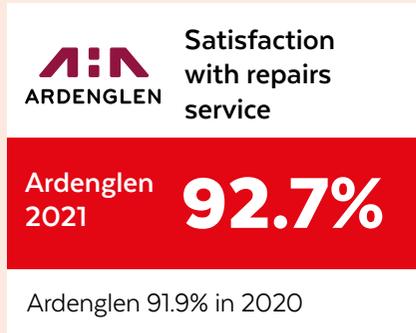
We understand that an efficient and effective repairs service is one of your main priorities and this year our service was disrupted due to Scottish Government Covid-19 restrictions which only permitted emergency repairs and outdoor work to be completed for a number of months in the year. We were able to maintain our emergency repair performance completing repairs in under 3 hours but we finished the year with a number of non emergency jobs outstanding and awaiting the removal of covid restrictions to allow us to progress.



Communities

Repairs, maintenance and improvements

Every year we try and improve on our repair satisfaction performance. We will ensure regular communication with our contractors going forward and closely monitor complaints with a view to improving the outcomes opposite;



Investment

During the year 2020/21 our investment work was limited due to Covid 19. We installed a small number of ad-hoc boilers and 2 replacement windows but all other contracts were put on hold. We spent the year reviewing our approach to investment work and commissioned an independent stock condition survey which will help us plan our investment and budgets over the coming years.

£31,645.55 was spent in the year to complete 6 ad-hoc boiler replacements due to wear and tear and 2 window replacements which were catch up installations from the 19/20 investment plan.



EEESH

All of our properties meet the current Energy Efficiency Standard for social housing which contributes to reducing greenhouse gas emissions and meeting the Scottish Governments vision of warm, high quality, affordable, low carbon homes. All new tenants receive an EPC certificate to show the energy efficiency rating of the property. A review of the Energy Efficiency Standard for social housing is anticipated in order to help meet the Government's target to reduce greenhouse gas emissions by 90% by 2050.





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

Overall satisfaction with services



Satisfaction with opportunities to participate



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 (our office and community hall have been closed this year due to the pandemic)

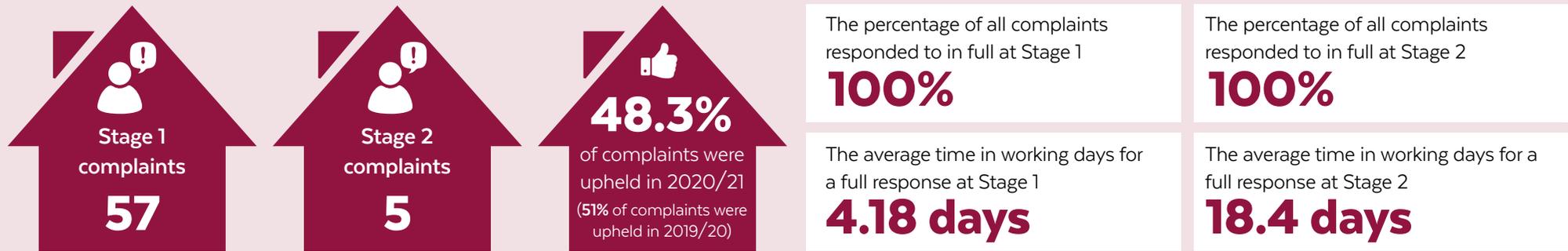
Satisfaction at being kept informed





Complaints - We Value Your Feedback

We received 62 complaints in 2020/21 (88 complaints in 2019/20)



Learning from Complaints

During the course of the year 2020/21; the Association received 62 complaints. These complaints provided an opportunity for AHA to review some of our processes and make some improvements. We identified six improvements as a result of learning from complaints which included:

- Review of Factoring Communication for owners
- Review of Arrears Management process
- Review of Defects contractor follow up meetings
- Review of Mutual Exchange process

- Improved communication for customers on Boiler repair and renewal process
- Pilot project in development for improving internal and external customer communications

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.

Improvements for 2021/22

We have implemented the new SPSO Model Complaints Procedure over the last year and will be reporting on resolved complaints.

We hope to make our complaints handling process more accessible to all our customers and service users this year. Our aim is to ensure that everyone is aware of and can access our Complaints procedure. The Association will continue to work with our customers to seek resolution to complaints received in the year ahead.







Financial and Leadership

Getting good value from rents and service charges

We annually review the rents we charge for our homes. 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.

Average Weekly Rents 2021

1 apt	2 apt	3 apt	4 apt	5 apt +
Ardenglen £56.01	Ardenglen £71.54	Ardenglen £80.86	Ardenglen £89.33	Ardenglen £101.91
Scottish Average £73.61 Difference -23.9%	Scottish Average £79.48 Difference -10%	Scottish Average £82.60 Difference -2.1%	Scottish Average £89.81 Difference -0.5%	Scottish Average £99.97 Difference 1.9%



Total rent collected

**Ardenglen 2021
100.52%**

Ardenglen 2020 - 97.8%

Peer Group Average 2021 - 98.7%

Scottish Average 2021 - 99.1%



Rent lost due to homes being empty

**Ardenglen 2021
0.36%**

Ardenglen 2020 - 0.2%

Peer Group Average 2021 - 0.7%

Scottish Average 2021 - 1.4%



Average Days Taken to Re-let Homes

**Ardenglen 2021
21.89 days**

Ardenglen 2020 - 8.6 days

Peer Group Average 2021 - 31.9 days

Scottish Average 2021 - 56.3 days





Financial and Leadership

How your rent money is being spent

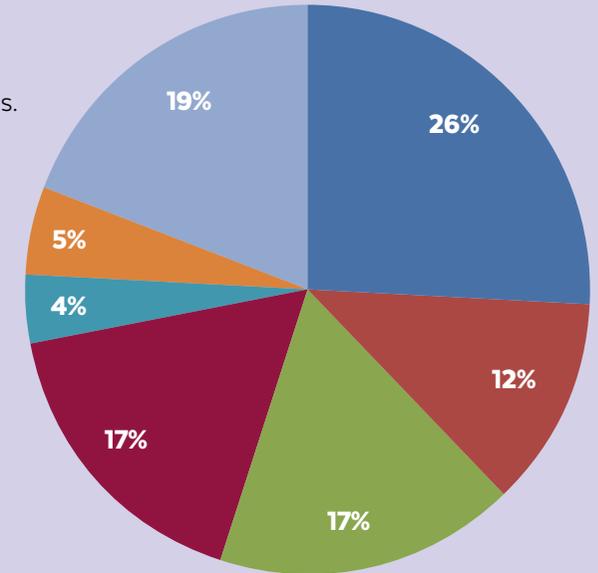
Ardenglen aims to be as transparent as possible, so with this in mind, we intend to keep you informed by publishing our quarterly financial results. During the twelve months from **April 2020 to March 2021** - the income receivable was **£4.369 Million** and from this the expenditure incurred to deliver our service was **£3.667 Million**.

Ardenglen has developed a robust Business Planning Model for investment in your homes and community. Any surplus we report will be re-invested at a future date in line with our business goals and objectives.

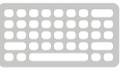
Value for money

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

Salaries/Staffing Costs	26%
Reactive Repairs	12%
Planned & Cyclical Maintenance	17%
Management & Maintenance Admin.	17%
Regeneration	4%
Interest Paid on Loans	5%
Money Set Aside for Future Investment	19%



“Top ten” areas of spend 2020/21

 Staffing Costs £967,812	 Day to Day Repairs £238,516	 Landscape Maintenance £114,385	 Gutter Replacements £105,320	 Repairs to Empty Homes £105,208
 Equipment & Telecom £76,471	 Property Insurance £76,405	 Close Cleaning £69,847	 Gas Servicing £50,063	 Backcourts Maintenance £38,549





Our People

Our Current Staff Team

Audrey Simpson	Chief Executive
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Operations	
Nicola Thom	Interim Director of Operations
Pamela Forrest	Operations Manager
Audrey Murphy	Senior Housing Officer (Covering Mat leave)
Suzanne Casey	Senior Housing Officer (on Mat Leave)
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)
Allana Hammell	Maintenance Assistant (covering Mat Leave)
Nicole Babes	Senior Customer Services Assistant (Temp)
Anne McGarvey	Customer Services Assistant (Temp)
Fiona McGovern	Regeneration Officer
Kelly Burns	Pantry Co-ordinator (Temp)
Sally Pritchard	Community Development Worker

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	
Diane Hendry	Director Of Operations
Sharmilli Lama	Customer Services Assistant (Mat Cover)
Moira Cordiner	Maintenance Assistant (Mat Cover)
John McBurney	Maintenance Assistant (Mat Cover)
Grant Saunders	Customer Services Assistant (Temp)
Fiona Hamilton	Pantry Co-ordinator



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



Karen McDonagh,
Board Member
Date elected: 2014



Elaine MacPhail,
Board Member
Date elected: 2014



Isa Brier,
Board Member
Date elected: 1992



Mary Eardley,
Board Member
Date elected: 2017



Alex Warren,
Board Member
Date elected: 2018



Richard Mahon,
Board Member
Date elected: 2019



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

Leavers in the year

Lucy Carr	Board Member retired December 2020
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Looking Ahead

Looking at the year ahead we have a number of exciting projects planned:

- Coming out of lockdown and following national guidance we will be looking at how we deliver services, how we operate, and what can we learn from our experiences of working throughout the pandemic. For example, we found new ways to communicate with our customers and each other, many of which offered us efficiencies that we are keen to embed as standard practice.
- We have been carrying out a significant stock condition survey which will inform our immediate 5 year investment plan as well as our 30 year financial projections. This will allow us to more accurately give our customers some foresight to our investment plans and how it will affect them.
- We have awarded a new reactive repairs, out of hours and medical adaptations framework – focused on value for money and service excellence and we will be monitoring contractor performance and tenant satisfaction.
- We are starting a more inclusive means of dialogue with our customers called ‘The Big Conversation’ which will help us to engage with our customers to shapes service delivery for the future. We will carry out a full review of our existing practice and learn from our customers what works for them, and how we can improve their opportunity to influence our decision making.
- We plan on engaging with our community regarding the launch of national guidance on Equality and we will be asking very important questions around services being accessible and consistent for all and do we meet local need?



Annual Assurance

In November 2020 the Association submitted its second Annual Assurance Statement to the Scottish Housing Regulator (SHR). The Assurance Statement advised the SHR that the Association was working towards strengthening a position of non-compliance in relation to asbestos management. The Association developed a comprehensive improvement plan to address improvement areas identified in order to achieve full compliance with Regulatory Standards and has made significant progress towards completion of the plan.

Get in touch to find out more

website: www.ardenglen.co.uk

email: 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