

Thank You

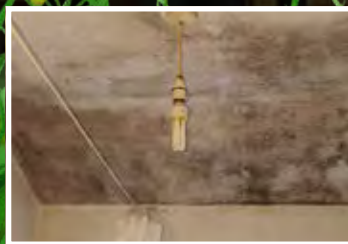
For Having Your Say

Results of tenants' survey revealed

See
pages
12-13



ENERGY
CHANGES.....P3



DAMP/MOULD
POLICY P4-5



TENANTS EVENTS
CALENDAR.....P14



LUCKY BREAKFAST
BINGO.....P16

Winter 22 Tenant Events

Our Winter festivities were kicked off with a trip to the East Kilbride Village Theatre on *Thursday 24th November 2022*, to see a production of *Sleeping Beauty* produced by the Greenhills Amateur Group.

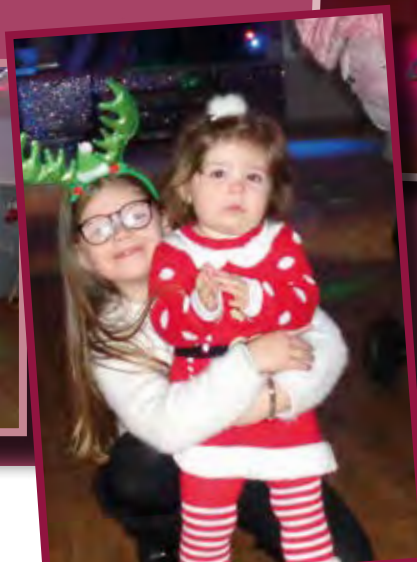
Everyone who attended had the best time.... oh NO they didn't....oh YES they did!!

A lovely afternoon was held by all our families who joined the **BIG Man** himself at our *Brunch with Santa* event on *Saturday 6th December 2022*. There were lots of happy faces on the day as they enjoyed hot rolls, delicious cakes and collected their selection boxes.



On *Friday 9th December 2022*, the Maureen Cope Community Hall was filled with excited children, who enjoyed a fun packed evening of dancing and party games at this year's *Christmas Party*.

As you can imagine.....the excitement heightened when our "*special guest*" arrived handing out selection boxes and Christmas wishes to everyone then left on a **BIG HO HO HO!**



Energy Price Cap has now been replaced by the Energy Price Guarantee (EPG)

What does that even mean?

Well, the Energy Price Guarantee means for at least 3 months, from April 1st, household bills will remain for a typical usage at £2,500, *but please remember that your bills will depend on your usage.*

Keep in mind the fact that this isn't a cap on your bills. If you use more – you pay more ££££

The Government has now announced that the planned 20% rise to the EPG in April has been postponed. Therefore, from April 1st, we will all

see an increase in our bills as the Governments financial support scheme comes to an end.

Since October 2022 through to March 2023 we have seen a discount applied to our direct debts, or received a voucher in the post or an automatic credit on pay as you go meters. So, in essence our electricity bills **will** see a rise of at least £67 each month.

Watch out for further updates in our Summer Newsletter for the predictions for after July 2023.

Time to make some changes

Saving energy when you're out..... lots of home appliances still use energy when they're left on standby. If you're leaving the house for a while, switching off and unplugging everything you can help save energy.

Combating draughts..... if you can, draught-proofing your windows and doors could cut those carbon emissions – and save on heating bills each year.

Making the most of the heat from radiators..... fit radiator foils down the back of a radiator will reflect heat back into a room rather than letting it uselessly escape through the walls of a house.



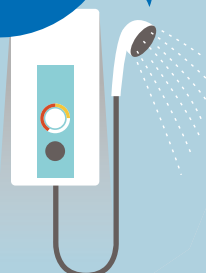
Bath v shower..... we all love a nice pamper bath, but a 5 min shower will make a huge impact on your energy consumption.

You will see a BIG in costs here:-



Bath

Family of 4
Could be
SAVING
£368.16



Shower

Running a bath – approx. 87p cost per single-use, 3 times a week – £135.72

£542.88 annually (based on three baths per week) for a family of 4

Shower – having a 5 min shower is approx. 28p. Do this 3 times a week and the cost is £43.68 for a single person annually.

£174.72 annually (based on three, 5 min showers per week) for a family of 4

Damp and Mould Policy

The Association has a new damp and mould policy.

The association wants to ensure that our tenants and communities have warm, safe, and healthy homes to live in and as a basic right, which should be fulfilled by the association.

Estimates in the UK are that between 10-50% of homes are affected by condensation and damp conditions. Social Housing and low-income communities, where this is often prevalent, has been found to be caused by overcrowding, lack of appropriate heating, ventilation, and

insulation, also lack of support and guidance from landlords.

A purposeful approach to the prevention, treatment and remediation of these issues will benefit our tenants and communities. Moving forward our tools will include better data and recording of condensation and damp with an action plan, improved reporting and identification of condensation and mould, an end-to-end tenant's service with better joined up advice, guidance, and support. This includes a better use of innovative technology prevention schemes.

Report It

If you think you have damp and mould in your property, it is crucial to inform us. Through letting us know, we will be able to deal with damp and mould, should it exist in your home. This can be done by: phone, email or in person at the Office. Once reported, we will take the appropriate steps to deal with it.

What Causes Damp and Mould

There are typically three main types of damp that can lead to mould, if not dealt with properly. They are:

- **Rising Damp:** This occurs when moisture enters the home from the ground. This is usually due to a problem with the foundational materials. Due to UK building legislation, rising damp is incredibly rare, however can still happen. Signs of rising damp include rotting skirting boards and floors, peeling wallpaper and stained plaster.
- **Penetrating Damp:** This occurs when water enters the home from the outside, from sources such as the walls, roof or ceiling. This is usually due to damage, such as: leaking and/or damaged roof, overflowing gutters, regular surface water in bathrooms, overflowing gutters, etc. Signs of penetrating damp include brown stains appearing on the interior walls and large bubbles cracking the plaster.
- **Condensation:** This is the most common form of damp. Unlike the previous two, this can be dealt with by the Tenant. The following article will explain condensation.

Condensation

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. This can result in mould forming on the rubber seal along the bottom of the glass. When it happens on a wall, the wall absorbs the moisture, and the surface becomes damp. Black mould then grows on the damp areas.



WHERE DOES IT COME FROM?

Your body produces moisture all the time when you breathe and perspire (sweat). This is more noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash dishes. Moisture is also produced when we dry clothes indoors, use an unvented tumble dryer, boil the kettle or use a steam iron.

WHERE CAN IT HAPPEN?

Areas with poor ventilation can be prone to condensation. This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall. Condensation can happen in any room but is most likely to occur in your bathroom and bedrooms as they are cooler.

Condensation happens mostly on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a thick patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they are even colder.

Moisture is most commonly found in the bathroom and is easily seen on tiles and bath trims.

HOW DO YOU CLEAN IT?

Mould can be easily removed by wiping it off with a disposable cloth using some household cleaner. **The use of strong chemicals such as bleach should be avoided as they may assist the airborne spread.** Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. There are also proprietary mould removal products available from supermarkets and DIY stores.

HOW DO YOU PREVENT CONDENSATION IN YOUR HOME?

To prevent mould, open the window and wipe tiles down after bathing or showering. Bathroom fans should never be switched off at the isolator switch, even when the window is open.

To help reduce the risk of condensation in your home you should:

- Keep a window open when drying clothes indoors
- Don't dry clothes over warm radiators
- Keep the kitchen door closed when cooking
- Keep lids on pots and pans when cooking
- Don't overfill cupboards and wardrobes – make sure air can circulate
- If you have an extractor fan in the kitchen and bathroom, make sure it is switched on
- Don't keep furniture and beds hard against walls – make sure air can circulate
- Keep your heating on low throughout the day in cold weather

- When using a tumble dryer, make sure the hose is venting outdoors
- Open windows in every room where possible, even just a little will help improve air movement and prevent condensation in the room
- After a bath or shower, open the window and shut the door so that moisture escapes and doesn't drift through the rest of the house
- Keep the bathroom door closed when running a bath or bathing or showering
- Keep wet coats, boots and shoes out of cupboards and main living areas

Occasionally a mould problem may not be caused by condensation and if you have tried all the remedies above and you are still concerned please contact us, but in most cases these simple lifestyle changes should sort out the issue and banish the black stuff!

EXTRACTOR FAN MAINTENANCE

If you have an extractor fan in your bathroom or kitchen you should ensure that you use it during times of high moisture e.g. cooking or showering. You should also allow your fan to run for an additional 20 minutes after showering or cooking to allow moisture to be drawn from the air. If your fan is not working please

report this to us to repair. It is also important to keep your extractor fans clean to allow it to work effectively. Through time you will notice a build-up of dust inside your extractor fan. This should be cleaned regularly using a duster or the hose from your vacuum cleaner with the brush attachment but *please remember to turn your fan off at the isolation switch during the cleaning process.*

THANKS A MILLION...

Ardenglen are delighted to share some fantastic news with you a total of £450,013 has been secured in funding to support residents with the **Cost-of-Living Crisis over the next three years 2023 to 2026!**

As previously reported, Ardenglen are the lead organisation for the **Castlemilk Pantry**.

Ardenglen take this responsibility seriously and as well as supporting the day-to-day running of the project, we must ensure that robust financial and governance is in place, which includes sourcing of relevant funding necessary for the project to continue.

The projects current funding was due to come to an end at 31st March 2023, so it was imperative that we secured funding for a further three year period.

So, when, we received word from the **Scottish Government** to advise us that we had been successful in being awarded funding totalling **£328,708** from their **“Investing in Communities Fund”** to support our day-to-day operations we were delighted.

We were further delighted to find out that we had also been successful in being awarded funding from **Glasgow City Council “Communities Fund”** totalling **£152,349** which will support the delivery of some of our **Pantry Plus programme**.

The Pantry Plus goes beyond the concept of a dignified approach to buying food by empowering local people to build positive relationships and encourage engagement that seeks support across a wide range of areas such as money advice, health & employment and signposting to other organisations for bespoke support. Pantry members and other community groups can access courses and training that will provide education in areas such as nutrition; cooking skills; food hygiene and food waste.

Membership at the Castlemilk Pantry continues to increase. Here’s a snapshot of performance as at 31st December 2022.

- 1079 members
- 6431 individual shops during the quarter
- 29 current volunteers (Pantry Store; Pantry Plus)
- 2812.50 volunteer hours recorded.
- £30,915 brought in for funding support towards residents’ energy costs.

If you are not already a member, you can apply for membership by e-mailing **community@ardenglen.org.uk** for an application form, which you should take to the Pantry along with proof of address and ID on one of our operational days (Tuesday & Wednesday) between 10am & 3pm. Membership costs £1 annually then it is £2.50 per shop. You are allowed to shop once per week. Please refer to the poster attached for further information.

There are also opportunities to volunteer at the Pantry Store, the Maureen Cope Community Hall or on our Pantry Community Committee, all positions come with the opportunity to upskill yourself with access to accredited courses i.e., Elementary Food Hygiene; First Aid & Health/Safety. If you are interested, please call for a chat on **07969 182330** or e-mail **community@ardenglen.org.uk** and someone will get back to you

People also ask how they can donate. We can take food donations; however, we have recently entered into a new partnership with an organisation called Bankuet. This will enable us to fundraise directly with the public, which will in turn enable us to purchase ambient food items direct from wholesale. Please see attached poster for more details on how to donate.

GARDENGLLEN

Garden Competition 2023 is now open for entries!

There will 3 prizes on offer

- **1st prize - £75 voucher**
- **2nd prize - £50 voucher**
- **3rd prize -£25 voucher**

Front, back, side gardens and balconies can apply

To enter email photo(s) to info@ardenglen.org.uk along with your name, address and phone number (this can be a direct tenant entry, family member nomination or nominate a neighbour). Alternatively, contact Hayleigh Rennie or Kerri Downie on **634 8016** and they will arrange to take photographs while out and about.

Competition starts now and will end Tuesday 15th August 2023

Winners will be contacted by telephone late August and will be invited to receive their prize.



The Castlemilk
PANTRY

#Community Food with Thought

What is a Pantry Store?

Pantries operate as membership schemes designed to help people make their money go further.

Where does the food come from?

The majority of our food comes from Fareshare, who support the re-direction of good quality surplus food supply, that would otherwise end up in Landfill. There will be a variety of stock available fresh, frozen, dried and tinned.

The Castlemilk
PANTRY **Bankuet**

According to the UK latest estimates, around **4.7 Million adults** and **2.5 million children** live in household that have experienced food insecurity in the past year.

The Castlemilk Pantry have been dealing with an increased demand for our services while experiencing food shortages, The Castlemilk Pantry believe that no one should be going hungry in the UK so to help combat this we have joined up with Bankuet, to help get the food our community needs, when they need it.

When you donate through Bankuet, The Castlemilk Pantry combine your donation with other donations given on the platform and use them to bulk buy the items that we most need.

£10 donation will help people get their basic kitchen staples

£20 donation is a weeks' worth of meals for one person

£50 donation puts a weeks' worth of food on the table for a small family

Please give what you can to support our communities at this challenging time, please visit:
bankuet.co.uk/castlemilkpantry
To donate to a great cause.



You are not alone in this

We understand that given rising energy bills, you may still struggle to pay bills. If you find yourself getting into difficulty, our advice is to talk to us about it.

Help is available. We understand that you may be feeling confused or overwhelmed. Our Pantry's Energy Advisor Lynne offers free impartial confidential advice, support and advocacy with your supplier.

The sooner you start engaging with the problem, the sooner you can start taking steps to get things under control.

No issue is ever too complicated. Getting that help can make things clearer, aid your wellbeing and ultimately resolve any issues.



We also have a Welfare Rights Officer.

Luke will not only seek to maximise your benefit entitlement. He can also help with money guidance. Taking control of your income and expenditure is key to managing your person budget. We encourage you to get in touch with us. We will look to take into account any changes in your circumstances and situation and offer help where we can. Please read our case studies on page 21 as examples of ways Luke can help.

Budget 2023:

Prepayment energy meter customers will be charged the same as those on direct debits

This is good news! No longer will families be charged unfairly more.

Prepayment users have historically paid more because energy companies would send round men to empty what were once coin-operated electricity and gas meters, but they now top up at shops using a card or key fob, or pay online.

This will be a yearly saving of £45 per household for more than four million households on their energy bills and will take effect from 1st July 2023



Cost of living payment schedule

Five payments are due to be made over the new financial year:

- **£301:** First means-tested payment due this Spring
- **£150:** Disability payment due this summer
- **£300:** Second means-tested payment due this Autumn
- **£300:** Pensioner payment will be added to 2023/24 Winter Fuel Payment
- **£299:** Third means-tested payment due Spring 2024

Eligible individuals do not need to apply for payments, as they are made automatically.

Older people also in receipt of **Pension Credit** will also qualify for the £900 means-tested cost of living payment and the £150 payment if they are receiving support through one of the listed disability benefits. In total, pensioner households could get an income boost of £1,350 during 2023/24



Capped Gas Meter's

We've noticed a higher number of gas meters being capped following the annual gas service check. This is undoubtedly a result of the current cost of living crisis and increasing fuel costs which is of real concern to the association.

Please note that even if your meter is capped you will still be accruing a debt from standing charges, this debt would still be outstanding.

If you are worried that you might need to have your meter capped, please get in touch with us to discuss this beforehand. We may be able to offer support from the Pantry Energy Advisor or Welfare Rights Officer.

Ardenglen staff will now follow a new process when City Technical notify us of a meter that has been capped using the following steps :

- Maintenance Assistant will contact tenant by telephone to establish whether or not capped meter is a short term or more long term issue
- If the term is unknown or more than a short period the maintenance assistant will arrange for a home visit by either the housing or maintenance officer to discuss this in more detail. We need to be satisfied that you have an alternative heating source, have cooking facilities and that the property is damp and mould free. Depending on outcome we will potentially engage with other services to support you
- We will repeat these steps each time the gas safety service is complete and gas remains capped

If you currently have a capped meter and want support to get it uncapped please contact either your maintenance or housing officer to discuss this further.

Benefit Cap - Extra Funds



Scottish Government has made available additional funding through the Discretionary Housing Payment Fund (DHP) from 01/01/23 to mitigate the effects of the Benefit Cap.

This applies to customers who have a reduction in their Universal Credit Housing Costs/Housing Benefit due to the Benefit Cap.

Customers must complete the online DHP application form to receive an award. There is no need for the customer to complete the expenditure part of the application. The form can be accessed below: www.glasgow.gov.uk/dhpfom

if you require assistance to apply please contact your patch housing officer or assistant.

Online Housing Application

You may remember we gave an update on this in the last newsletter and we are pleased to confirm that our online housing application was launched mid-February 2023 making our waiting list more accessible.

Please note that online applications will only be accepted by Ardenglen and at this time won't be shared with other landlords. Meantime, we continue to offer

appointments to complete housing options face to face and these applications will still be shared with Northview, Cassiltoun and Craigdale Housing Association's in Castlemilk.

The online form can be accessed here <https://ardenglen.co.uk/login-to-hat/>, please have photographic evidence handy to support your identification and proof of address in order to submit this.



Direct Debit Rent Payments over Easter

The Easter Public Holiday weekend falls between Friday 7th April & Monday 10th April. If your rent Direct Debit is due around this time please check the table below to see if you may be affected and ensure there are sufficient funds in your account on collection day to prevent any bank charges.

Normal Collection Date	Actual Date Payment will be taken
Thursday 6 th April 2023	No change
Friday 7 th April 2023	Tuesday 11 th April 2023
Monday 10 th April 2023	Tuesday 11 th April 2023
Tuesday 11 th April 2023	No change

Spotlight on Governance

It's been a quick first half of the year and our Board continue to meet every 6 to 8 weeks to progress with business for Ardenglen. The latest business being the recruitment of a new Director of Finance, Digital Engagement and Corporate Services, as well as a variety of changes within the Association (please see the staff changes section).

With the ongoing cost of living crisis and other challenges facing the Community, it is crucial that the Organisation continues to operate in an efficient and correct manner. The continuing work of the Board is vital to this aim.

The Board last met on 7th March to discuss and approve the following:

- Approved the final budget report for 2023/24.
- Approved the gutter cleaning tender report.
- Approved the Insurance renewal report.
- Approved revisions to the repairs and maintenance policy.
- Approved the share membership report.

To view the ongoing work of our Board through reading the Board minutes, they are available on our website. Should you require a paper or translated copy, please don't be hesitant to ask.

Policy Update

The Board have approved a number of updates to our policies. This is part of our ongoing policy review, a review that seeks to update/add a number of policies this year. This is to ensure our policies continue to operate in the best interest of our Tenants/Owners and comply with any legislation/guidance that the Association must follow. The following policies have been updated between October 2022-March 2023:

- Fire Risk Policy
- Damp & Mould Policy
- Environmental Information Policy
- Freedom of Information Policy
- Board Member Performance Review Policy
- Repairs & Maintenance Policy

The Association's Policies can be found on our website, under the "Useful Information" Section. Paper copies can also be made available.

Thank You

For Having Your Say

Results of tenants' survey revealed

We are pleased to bring you the results of our recent tenant satisfaction survey and want to thank you for taking the time to participate.

The results make good reading as we endeavour to meet your understandably-high expectations – despite the backdrop of the pandemic and now the ongoing cost of living challenge.

As a housing association which places great emphasis on listening to you – and, more importantly, what matters to you – the results

help us plan for the future.

So once again, we want to convey our deep appreciation to all of you who gave us your views.

All housing providers undertake tenant satisfaction surveys – usually every three years – in order to obtain a snapshot of tenant opinion on how you think we are performing.

These results are reported in due course to the Scottish Housing Regulator which exists to protect your interests and ensure housing associations are doing a good job.

So what did you have to say?

The overall view is that you gave us the thumbs up in a wide-ranging endorsement of what we do.

You gave us high scores in a number of key areas of our performance.

94%

of tenants surveyed were **satisfied with our overall service** – matching our 2019 performance despite the upheaval caused by the pandemic and successive lockdowns.

The set of findings also found:

99.8%

were **satisfied with being part of Ardenglen's decision-making process**

98%

said the Association was **good at keeping you informed**



Pictured: Some of the Ardenglen team responsible for high levels of customer satisfaction with CEO David Byfield (sixth from right) and Association Chair Liz McKenzie (fourth from right).

96%
were **satisfied** with the **management of your neighbourhood**

95%
of you said you felt the rent you pay was **“good value for money”**

89%
were **satisfied** with the **Ardenglen repairs service**

98%
were **satisfied** with the **“customer care” we offered**

Research company Research Resource - tasked with contacting tenants - carried out hundreds of interviews.

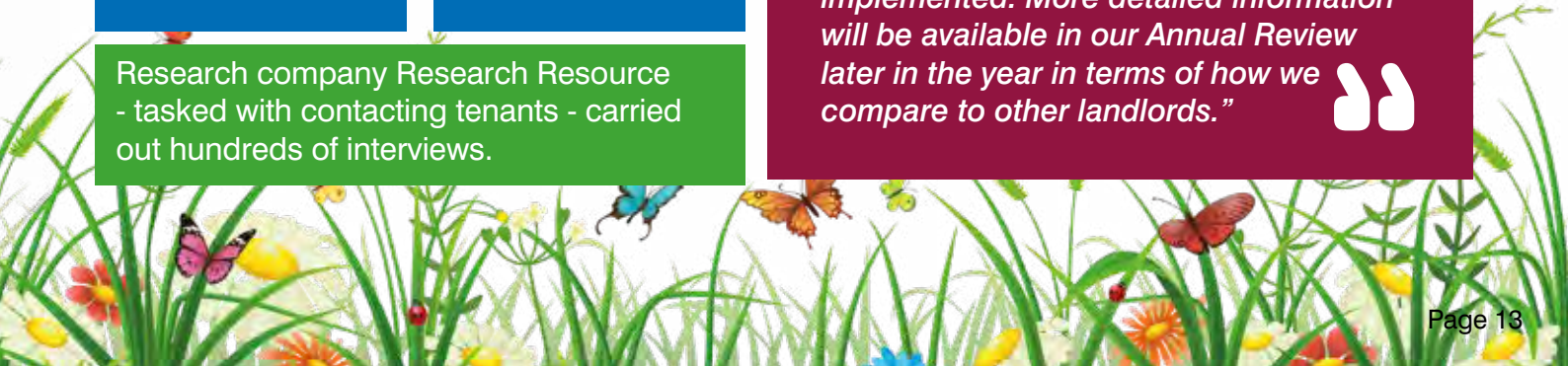
Our Chief Executive David Byfield said:

“These findings are an important measure of tenant opinion which enhances and influences our work at every level.

“We are naturally very pleased indeed to learn what tenants think of us, the work we carry out and to have scored so highly in key areas.

“The figures also illustrate the dedication, hard work and professionalism of our Board and every single member of staff.

“Crucially, the senior leadership team will be looking at an action plan – based on these findings – to make improvements where we think these can be implemented. More detailed information will be available in our Annual Review later in the year in terms of how we compare to other landlords.”



TENANT EVENTS CALENDAR



SUMMER 2023

Ardenglen Community Committee have been busy organising events for the summer of 2023.

Why not check out our **EVENTS CALENDAR** and if you fancy something pop into the office for tickets on **Thursday 20th April between 4pm and 6pm** and will be served on a **first come first served** basis!

Please note that we are carrying out a Membership drive for the association and it has been decided that to qualify for tickets,

that you **MUST** become a member of the association. Membership only costs £1 and not only will enable you to access events/ activities each year, it entitles you to attend our AGM's and Special Meetings and offer the opportunity to join our Board of Management.

Spring Family Fun Day	<p>This year's Spring Family Fun Day will take place in the Maureen Cope Community Hall on Friday 14th April 2023 from 11am – 2pm.</p> <p>An array of free fun activities has been organised for the whole family to enjoy.</p> <p>A special shout out is given to Castlemilk Together for providing us with an allocation of funding from the GCC Food & Fun grant. This will enable us to provide extra fun activities and FREE food.</p> <p>All welcome</p>
Summer Family Trip	<p>This year's Summer Family Trip will take place on Friday 21st July 2023, and we will head back over to Heads of Ayr for a fun packed day for all the family to enjoy.</p> <p>Tickets will be on sale from the office and will cost £2 per person or £5 max per family.</p> <p>*Tickets will be issued on a first come first served basis and are only available to Ardenglen tenants, their children and grandchildren.</p>
Over 40s Summer Bus Run	<p>This year's Over 40s Bus Run will take place on Friday 25th August and will head over to Stirling.</p> <p>Again, tickets will be on sale on a first come first served basis from the office and will cost £5 per person and will include a pub lunch. Tickets are only available to Ardenglen tenants.</p>

If you or family have additional support needs, or any special requirements please contact Fiona McGovern 0141 631 5041 to discuss.



Performance Quarter 3

1 October to 31 December 2022

Area of operation	Target	Performance to date 1/10/22 – 31/12/22	Target achieved	
% repairs completed right first time	95% or over	96.28%	Yes	A repair is right first time if it is completed on time and without the need for a recall visit
% of properties with a gas safety certificate completed within a year	100%	100%	Yes	Target met
Average days taken to relet empty houses	12 days	23.36 days	No	Target not met due to maintenance delays
% rent due lost through properties being empty	Below 0.23%	0.66%	No	Target not met due to maintenance delays
Current tenant rent arrears as a % of rent due	Below 3.5%	2.64%	Yes	Target met



VALUE FOR MONEY

WORKING GROUP

We have implemented a new Value for Money Working Group with membership from all teams across the Association.

The group are looking at different ways of working and to ensure we are doing things efficiently and effectively. We want to achieve the best price with the right quality and the best performance for our tenants.

The working group savings target for the coming financial year 2023-24 is £50,000. Look out for updates in future newsletters!

Lucky Breakfast



The Ardenglen Community Committee are delighted to announce that they will be delivering "Lucky Breakfast Bingo" beginning Monday 24th April from 11am – 1pm in the Maureen Cope Community Hall. This will be a pilot for a period of 6 weeks to determine its popularity.

All money collected paid out for first two games, with the last game being funded by Ardenglen Community Committee.

Open to the wider community!

For more information please e-mail community@ardenglen.org.uk or call Fiona on 07969182330 for more information.



Dolly Parton's Imagination Library is the flagship program of The Dollywood Foundation. It reaches more children than any other early childhood book gifting program, and mails free, high-quality, age-appropriate books to children from birth until age five, no matter their family's income.

What is it?

Dolly Parton's Imagination Library is a 60-volume set of books that begin with the children's classic *The Tale of Peter Rabbit*. Every month a new, carefully selected book will arrive in the post

addressed in your child's name.

Best of all it is a **FREE GIFT** and there is no cost or obligation to continue.

Who is Eligible?

All children under the age of five, who live in an Ardenglen HA home.

What Are My Responsibilities?

- You must be a tenant with Ardenglen HA and have your children registered as part of your household.
- You need to complete and submit a registration form (must be the parent or guardian) of the child.

What happens next?

- In around eight to ten weeks your little one will receive books that are addressed to them and delivered by the postman.
- This will continue until they are about to turn the age of Five or you end your tenancy with Ardenglen HA.

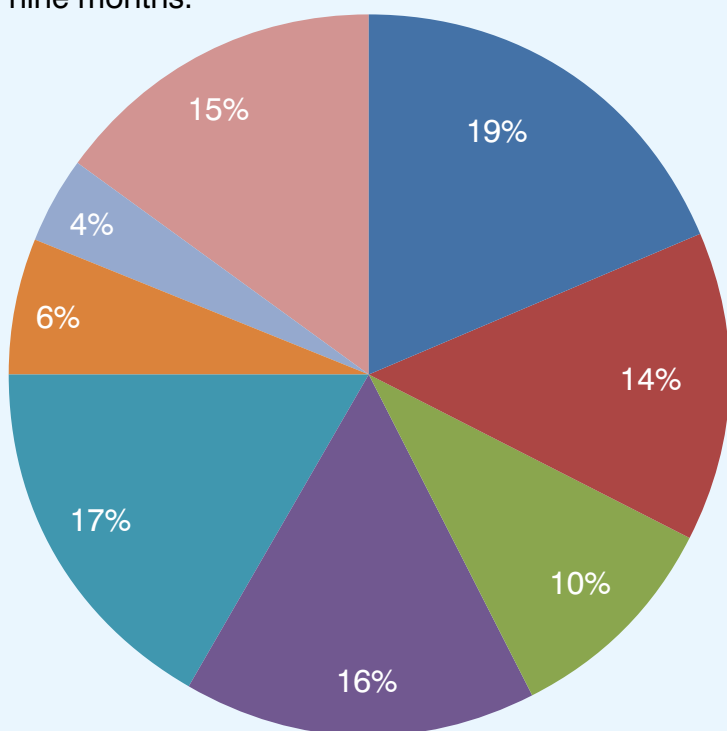
Interested?

Contact Nicole on 0141 634 8016 or e-mail her on nicole.babes@ardenglen.org.uk to request an application form today!

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 nine months from April 2022 to December 2022 - the income receivable was £3.566 Million and from this the expenditure incurred to deliver our service was £3.123 Million.

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



- Salaries/ staffing costs
- Reactive Repairs
- Planned & Cyclical Maintenance
- Management & Maintenance administration
- Depreciation
- Regeneration
- Interest Paid on Loans
- Money set aside for future investment

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.

“TOP TEN” AREAS OF SPEND

Ardenglen would also like to publish our “Top 10” expenditure items, on a quarterly basis, which will hopefully give you an insight into our key areas of spend. If you have any further questions or would like additional information, please do not hesitate to contact Michelle Hart from our Finance & Corporate Services Team.

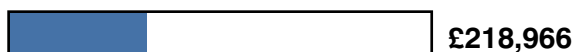
Total Staffing Costs



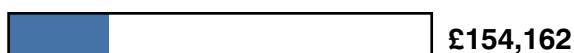
Day to Day Repairs



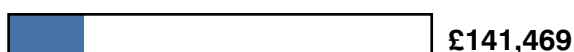
Repairs to Empty Homes



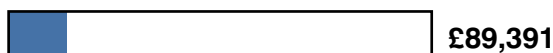
Landscape Maintenance



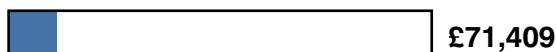
Boiler Replacements



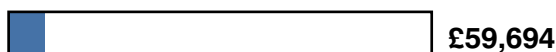
Property Insurance



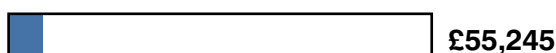
IT Equipment & Telecom



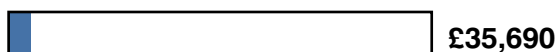
Gas Repairs



Close Cleaning



Gas Servicing



ANNUAL RENT INC

In January 2023, we consulted with you in respect of the proposed level of rent increase for 2023/2024 of 6%.

As part of our consultation process, we held two in person events, sent text / email survey's & Research Resource on our behalf carried out telephone survey's.

We managed to achieve a response rate of

27%

up from 16% last year

Following the consultation process, a report was subsequently taken to the board of management where a decision was made to implement

the 6% increase. We would like to thank all tenants who took the time to complete this survey, **your views are very important to us.**

By now, you will have received your rent increase letter and also our new support leaflet. If you require any further assistance, please do get in touch with a member of the housing team.

The winners of the 3 £50 vouchers as part of the prize draw were selected via a random number generator and the winners were:



Mr Conway
(Ardencraig Area)



Mr Mohammed
(Scarrel Area)

Ms Trainer (Ardencraig Area)



REASE 2023/2024

HOUSING BENEFIT

If you are in receipt of housing benefit you do not have to take any action as we have informed Glasgow City Council of the change.

DIRECT DEBIT

If you pay by direct debit we have arranged for your amount to be increased automatically. You will receive a confirmation notice from Allpay please check the dates, amounts and let us know as soon as possible if there are any problems.

UNIVERSAL CREDIT

The image displays three sequential screenshots of the 'Confirm your housing costs' form. The first screenshot is titled 'Date of change' and asks 'Did your housing costs change on 4 April 2022?'. It includes a 'Check the letter from your landlord for the date of the change' instruction and radio buttons for 'Yes' and 'No'. The second screenshot is titled 'Changes to your rent' and shows 'You are currently charged £100.00 per week in rent.' It asks 'Are you still charged weekly for your rent?' with 'Yes' and 'No' radio buttons, and 'How much is your new rent per week?' with a text input field containing 'E'. The third screenshot is titled 'Changes to your service charges' and shows 'You are currently charged £5.45 per week in eligible service charges.' It asks 'Are you still charged weekly for your service charges?' with 'Yes' and 'No' radio buttons, and 'How much are your new eligible service charges per week?' with a text input field containing 'E'. Each screenshot has a 'Continue' button and a 'Back' link.

If you are in receipt of Universal Credit, please log into your journal on 01 April 2023 to update your monthly rent charge. You will see the following "To Do" list, please follow the instructions shown

below. You will find your new rent charge which is due from 1 April 2023 in the notice sent to you in February

If you require assistance with this, please contact a member of the Housing Team.



Changes to Universal Credit Childcare costs

From this summer there will be changes



to how childcare

costs are paid through Universal Credit.

Currently parents who are working and pay for childcare through a registered provider like nurseries or after-school clubs can claim back 85% of the childcare costs through Universal Credit up to a maximum of £646.35 for one child or £1108.04 for 2 or more children. This is paid in arrears which means parents have to pay for the whole of their childcare up front and wait until their next UC payment to receive the 85%, this can make it very difficult for families, especially those starting a new job who don't have the funds available to pay for childcare in advance.

The government is planning to increase the maximum help available to £951 for one child and £1630 for two or more from July 2023. They have also announced that they will pay these costs upfront which will make it easier for parents to get back into work. Further information on how this will work should be released in the coming months.



Managed Migration to UC restarts for Tax Credit and Legacy benefit claimants

Tax credits and “legacy” benefits are ending and the government plans to move everyone claiming these over to Universal Credit. The benefits affected are Working Tax Credit, Child Tax Credit, Income based Jobseeker’s Allowance, Income Support, Income related Employment and Support Allowance, and Housing benefit.

The DWP have restarted their “managed migration” plan after this was paused during the pandemic, people claiming Tax Credits only will be moved on to UC by the end of next year, with all legacy benefit claimants

expected to move to the UC system by the end of 2029.

Claimants will be sent a letter called a “migration notice” advising them that they have 3 months to apply for Universal Credit. The rules around the transfer are complex and then impact of when a new UC claim is made, and your personal circumstances can have a big impact on how much you will receive. Because of this anyone who receives a migration notice should get advice before making their claim for UC, although it is important not to miss the 3 month deadline.

Case Study 1

Client is a 62 year old female who lives alone in a 3 bedroom Ardenglen property. I carried out a benefit check with her which showed she was not claiming her full benefit entitlement. Client was in receipt of Standard rate Daily Living PIP and claiming Income Support as she is a carer for her family member. As client lives alone and claims both income support and PIP, the benefit check confirmed she should be entitled to an extra £69.40 per week Severe Disability Premium.

We wrote to Income Support together and requested a review of her award. This led to the award being changed to include the Severe Disability Premium and this was backdated to the date PIP was awarded.

The benefit check also showed that the

client's housing benefit was incorrect and she was being underpaid by a few pounds per week. I contacted Glasgow City Council who sent a copy of her award letter to me, I was able to see that the rent figures the council held had not been updated for the year 22/23. I responded to the council requesting a review and they were able to correct her housing benefit.

The help we provided increased the client's income by around £75 per week and ensured her full rent was covered by housing benefit meaning her tenancy was secure and she did not have to worry about paying this. This improved her mental wellbeing and the increased income made the current cost of living crisis and increasing prices easier for her to deal with.

Case Study 2

Client is a 58 year old disabled woman who lives with her adult daughter. She is currently claiming ESA, PIP, Housing Benefit and Council Tax reduction.

She attended the welfare rights service for help with completing an ESA work capability form, we were able to complete the form together and show that she would not be able to look for work due to her health.

I carried out a benefit check which showed that her housing benefit award was not correct. Glasgow city council were taking a non-dependant deduction of £71.30 per month from her housing benefit award due to her daughter living there. The client was already on a low income due to being unable to work and she was unable to make this deduction up which caused rent arrears to build. As the client is receiving PIP Daily Living Component, she should be exempt from the non-dependant deduction.

I contacted the council on her behalf and they advised that they had received information from the DWP stating her PIP

claim had ended and this caused the non-dependant deduction to start. I was able to contact the DWP for the client and they sent me a letter confirming the PIP award had been extended.

I sent a copy of this letter to the council and they were able to use this as proof that the deduction should not have been taken. This resulted in a backdate of £200 for the months when the deduction had been taken, and an increase in her ongoing housing benefit award so her whole rent was paid.

The client was also unaware that having PIP awarded entitled her to free bus travel, we successfully applied for a National Entitlement Card bus pass together allowing her free bus travel anywhere in Scotland.

The help that the client got from the service meant that she no longer had to stress about looking for work, her rent arrears were cleared, she was £71.30 per week better off as she no longer had to worry about the deduction, and she was able to use the bus for free to get to her appointment.

Fly Tipping & Bulk Waste Collection

In recent month's we have seen increased reports of fly tipping within the local area. We are pleased to confirm that we have continued to work closely with Glasgow City Council to tackle this issue by installing CCTV, issuing letters and installing fly tipping signs where required. If you have witnessed fly tipping, please report this to Glasgow City Council who will investigate and take enforcement action where the culprit can be identified.

Fly tipping can be reporting in the following ways:

- The **MyGlasgow app** which is available on android and iOS
- Twitter **@theenvtaskforce**.
- Glasgow City Council website **www.glasgow.gov.uk**
- Contact number **0141 287 1058**

Please be reminded that all bulk items should be reported to Glasgow City Council for a bulk uplift request. Once reported you will be given a date for collection. Items should only be placed in the backcourt or garden space the day before your collection date, ensuring items are not obstructing bins or common pathways.

You can make a report in the following ways;

- The **MyGlasgow app** which is available on android and iOS
- Glasgow City Councils website **https://www.glasgow.gov.uk/bulkywaste**
- Residents who cannot access the internet can phone **0141 287 9700** on Tuesdays and Wednesdays from 9am – 3pm.



The grass will be leaner - on the other side of March

With spring upon us, the new grass-cutting season is due to start at the start of April. Let's hope for some blue skies and dry days to allow our landscape contractor to get out on the estate and tend to the lawns.

Grass cutting is dependent on weather, and if we are unable to commence, we will catch up as soon as it is possible to do so.

Idverde are the new grass cutting contractor, replacing Caledonian.

Hello!

New Starts

KAREN FEE New Director of Finance, Digital Engagement and Corporate Services

Karen is an experienced senior manager, who has worked in both the private and public sectors, including 13 years as a Finance Manager within NHS Scotland, moving to social housing 6 years ago as Head of Finance with Maryhill Housing Association.

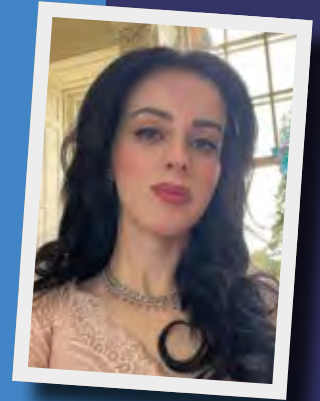
Karen is a qualified accountant FCCA, a positive leader with a clear vision and is looking forward to working with the Ardenglen community, supporting tenants through the cost of living crisis and ensuring we achieve value for money.



HAYA KHAN New Temporary Receptionist

Haya joins Ardenglen with experience working with Thenue Housing Association as a Repairs Assistant. Haya has a BSc Hons degree in Biomedical Science and a MSc degree in Stratified Medicine and Pharmacological Innovation. Haya has experience working as a volunteer for the Police Scotland Youth Volunteer programme and as a Youth Worker at the Youth Community Support Agency.

She believes her experience in Customer Services gives her the knowledge to help provide the excellent frontline service that our Tenants expect.



ANTHONY CHELTON New Temporary Corporate Services Officer

Anthony comes to Ardenglen with experience working voluntarily in Social Housing, including work with Craighdale Housing Association in Castlemilk. Anthony has a background in IT and an interest in Housing Governance which he believes suits him to work with the Corporate and Finance Team. He also has a PG Dip in Housing Studies from the University of Stirling.

Anthony looks forward to closely working with the Housing and Maintenance Teams to help provide the best level of service to the people of Castlemilk.



GOODBYE!

ALLANA HAMMELL Leaver

We said goodbye to Allana Hammell as she moves on to new adventures. Allana worked for Ardenglen for over 5 years and in that time helped in different roles for the Association. For the last year, she had acted as the Temporary Maintenance Assistant. We wish Allana well on the next step of her journey and wish her all the best for the future.



Repairs and Maintenance Responsibility

The following breaks down who is responsible for the repair of each item:

Doors	Us	You	Heating	Us	You
Door bell		✓	Fires (where fitted by association)	✓	
Door entry system	✓		Gas boilers	✓	
Door chain		✓	Radiators	✓	
Door name plate		✓	Heating controls	✓	
Property security, i.e. Door spy hole, door locks	✓		Gas servicing	✓	
Draught excluders	✓		Windows	Us	You
Letterbox	✓		Glass unless vandalism (can be recharged)		✓
Communal close doors	✓		Windows (frames, catches and handles)	✓	
Flat doors including glass	✓		Window cills	✓	
Keys lost		✓	Electrical	Us	You
Forced entry (can be recharged)		✓	Extractor fans	✓	
Door frames, facing & skirting	✓		Communal TV or satellite aerial	✓	
Kitchen	Us	You	TV aerial socket	✓	
Cooker (unless provided by association)		✓	Individual TV or satellite aerial		✓
Cooker socket	✓		Light fittings (excluding table lamps etc)	✓	
Filters for cooker hoods		✓	Plugs (including fuses)		✓
Kitchen units	✓		Light bulbs & tubes		✓
Kitchen worktop	✓		Mains wired smoke alarms	✓	
Sink bowl & drainer	✓		Carbon monoxide detector (where installed by association)	✓	
White goods (unless provided by the association)		✓	Consumer unit	✓	
Plumbing	Us	You	IEE safety inspections	✓	
Blocked sink, WHB, bath or toilet	✓		Reset trip switch		✓
Domestic cold water supply	✓		Bathroom	Us	You
Internal/External pipes & drains	✓		Bath (unless tenant damage)	✓	
Downpipes & gutters	✓		Shower (where fitted by association)	✓	
Hot water supply	✓		Shower curtains		✓
Plug & chains	✓		Toilet seat (unless wear and tear)		✓
Tap washers	✓		W.C and wash hand basin (unless tenant damage)	✓	
Damage to sinks or sanitary ware (can be recharged)		✓			
Underground pipe burst	✓				

Structure	Us	You
Roofs (including roof anchor inspection)	✓	
Ceilings	✓	
Floors	✓	
Roughcast & plastering	✓	
Stairs	✓	
Handrails	✓	
Walls (including plaster repairs)	✓	
Wood cladding	✓	
Grass cutting of individual gardens & common areas	✓	
Close cleaning	✓	
Tenants garden features and flowerbed maintenance		✓
Loft insulation	✓	
Cavity wall insulation	✓	
Tenants own security lighting		✓

Other	Us	You
Bin stores	✓	
Clothes poles	✓	
Fencing	✓	
Internal decoration		✓
External decoration	✓	
Pest infestation*	✓	✓
Carpets and personal belongings		✓
Insurance	Us	You
Home contents insurance		✓
Building insurance	✓	

* We may offer advice on eradication of common household insect infestation before dispatching a specialist contractor



COMPLIMENTS

The Association has received a number of compliments about our work and the work of our contractors. The following are some highlights:

I would like to use this opportunity to appreciate your kind gesture and time yesterday. God bless you

Thank you, makes me feel better that there are people out there that care for people in my situation, x

Thank you very much for your continuous support, I really appreciate if not for you it would have been a hell for me

Snooddy is brilliant xx

Thank you so much for all are you doing for me. I had surprise today. I be got 3 vouchers from Scottish Power 5 min ago.

“Best workers I’ve had so pleasant and very understanding of my kid’s special needs even helped clean my bath with all the first from the blockage. A+.”

Tenant’s grandson very happy with how quickly handrails fitted in the close.

I can’t believe but I’ve got first voucher today. Big surprise. Thank you so much.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

When complaining, tell us:

- Your full name and address.
- As much as you can about the complaint.
- What has gone wrong?
- How you want us to resolve the matter.

How do I complain?

You can complain in person at our office, by phone 0141 634 8016, in writing, or email info@ardenglen.org.uk.

Getting help to make your complaint

We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. If you **have trouble putting your complaint in writing, please tell us.**

COMPLAINTS RECEIVED

Between 1 October to 31 December 2022, we received 57 complaints.

Timescales to Resolve

When a complaint is received, we aim to resolve the matter within 5 working days (Stage 1 Complaint) however if the complaint is more complex and requires a more detailed investigation, we aim to respond within 20 working days (Stage 2 Complaint).

Complaints Upheld & responded to within timescale:

The number of complaints in Q3 are higher than in the previous quarter. Some of our contractors faced issues during the quarter, resulting in an increase of complaints. We are actively working with our contractors to ensure performance is inline with the Association's high standards.

Many complaints received during Q3 were responded to well within timescale. We will continue to ensure all complaints are handled correctly, with respect and efficiently.

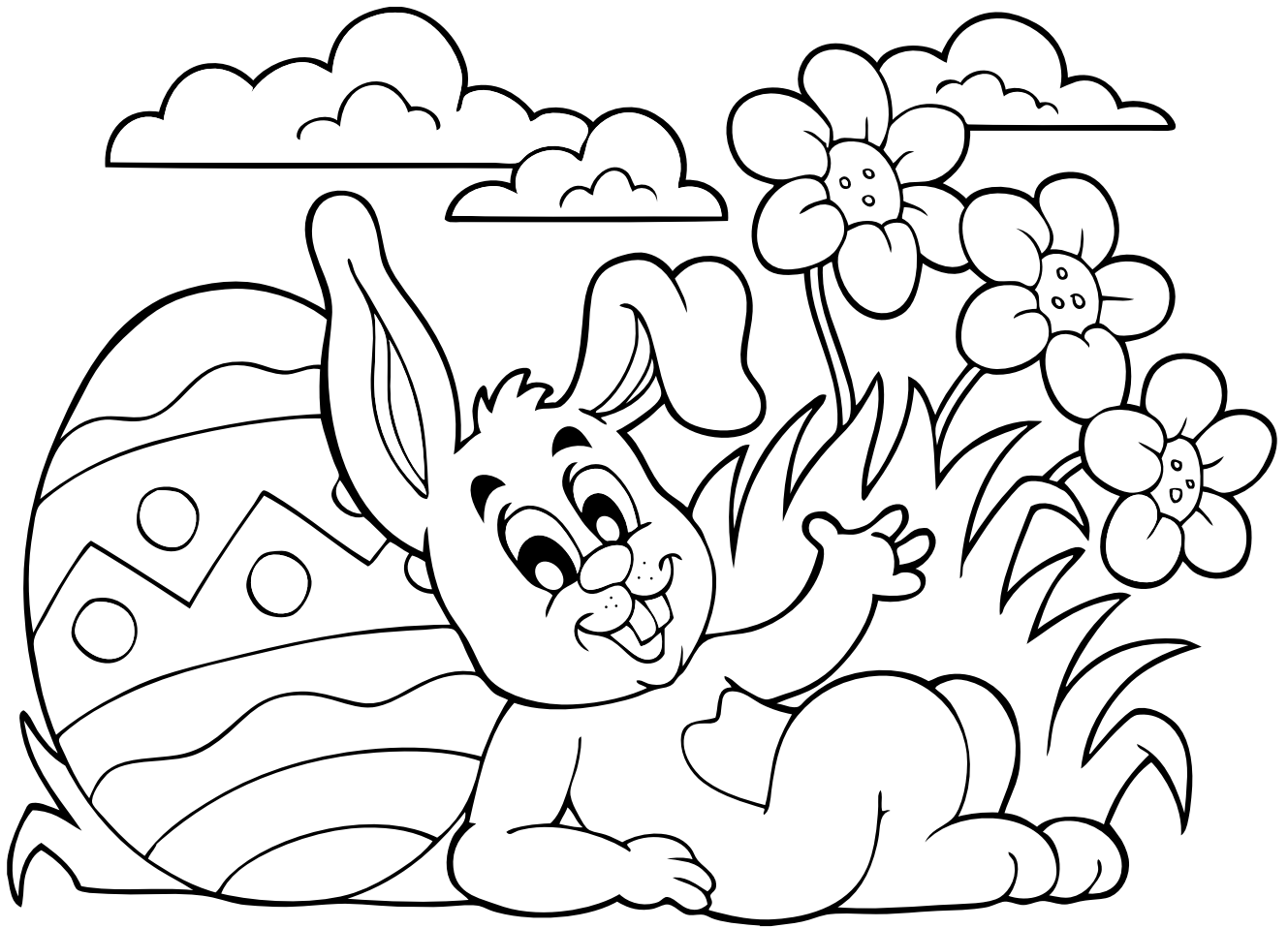
Tenant Feedback

Your feedback means a lot to us whether it be a complaint or a compliment or just some general thoughts on our service. All of your feedback helps Ardenglen shape our services for the good of all our tenants. We are constantly reviewing our own performance and processes to ensure we deliver a high-quality service.

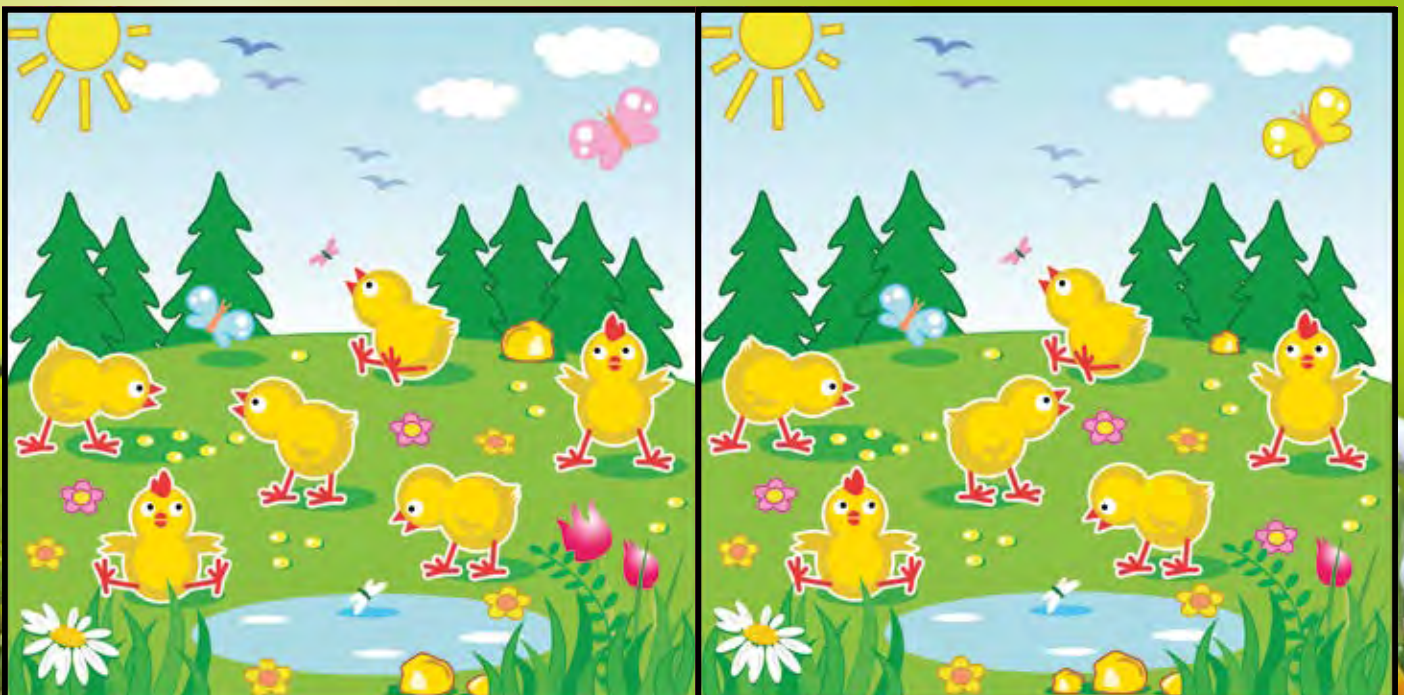
Spring Puzzle Page

JUST FOR FUN

Colour me in



Can you find 7 differences?



Useful Contacts

EMERGENCY NUMBERS

Emergency phone numbers when our office is closed:

- For all central heating and hot water emergencies please call City Technical Services on 0333 202 0708
- For any other emergency repairs that happen after hours, please select the appropriate trade below:
- Electrical – 07957 585233
- Joiner – 07957 585266
- Plumber – 07445 831330
- When reporting a repair please advise the contractor you are a tenant of Ardenglen Housing Association.
- Report a repair free phone line 0300 303 8000 – this number is not available during public holidays.

The Office will be closed for Public Holiday on the following dates:

- 1st May – May Day
- 8th May – Coronation
- 29th May – May Bank Holiday
- 7th August – Summer Bank Holiday

Councillors

Councillors for your local area are listed below.

Full contact and surgery details can be found at **0141 287 2000** or visit the Council's website: **www.glasgow.gov.uk**

- Catherine Vallis
0141 287 7031
- Bailie Paul McCabe
0141 287 4663
- Margaret Morgan
0141 287 0224
- John Carson
0141 287 3937

If you need any assistance regarding councillors please call our office on **0141 634 8016** where a member of staff will be happy to assist.

We have a new Ardenglen Facebook Account! Have you followed us yet?

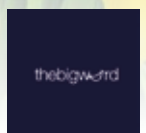
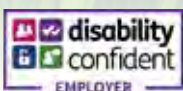
Keep updated with everything Ardenglen by liking us on facebook - here is the link below:

Ardenglen Facebook (<https://m.facebook.com/Ardenglen-Housing-Association-102918612196567/>)

We use facebook to promote our services and to keep tenants up to date with important changes such as the implementation of Universal Credit.

In addition to this we are collating tenant email addresses. Email is a fast, free method of communication and gives you the opportunity to contact us at any given time.

If you have an email address please call us to let us know on **0141 634 8016**, email us at **info@ardenglen.org.uk** or private message us on Facebook.



Ardenglen use the Big Word translation service for translation via telephone. Please get in contact with us if you require translation services.