

VISION

SUMMER 2021

Ardenglen



ARDENGLEN

OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION



THE CASTLEMILK PANTRY IS OPEN FOR BUSINESS

See pages 16 - 17



ARDENGLEN'S BIG LUNCH..... P7



GARDEN COMPETITION P10-11



OFFICE REOPENING PLANS..... P20-21



NEW REPAIRS CONTRACTOR P30

Chief Executive's Message

I am delighted to introduce our Summer Newsletter and hope you have been able to enjoy some of the warm weather we experienced. The last 18 months have been challenging for so many people. As always our priority is to support our customers, colleagues and our communities through this difficult time. I would like to personally thank you for your ongoing patience and understanding as we continue to navigate our way through the effects of the pandemic.

We are starting to see improvements in some of the things we do day-to-day, however, not everything is completely back to normal; but please be assured we are working tirelessly to support our customers and the community we serve.

The opening of the Castlemilk Pantry is one of our key achievements since I last wrote. We were delighted to open the doors on 3rd June and welcome so many local

residents. If you have not had a chance to visit yet, we hope to see you soon. The Castlemilk Pantry has only been made possible due to a strong collaborative approach and I thank all our partners for their support.

We understand the repairs service is one of the most important and valued services provided. We are committed to delivering high quality and accessible services that are affordable. I am delighted to advise, after a competitive and robust procurement process, we have appointed P&D Scotland and M.P. to deliver these services on our behalf.

Our Business Planning process is well underway and I want to thank you if you took time to complete our survey or attend one of the Focus Groups. Our Business Plan will set out our objectives, priorities and action for the coming years, and your involvement is invaluable. As part of this process we also commissioned an independent Stock Condition Survey, providing us with robust data on the future investment



requirements of your home. Again, I appreciate your co-operation in providing access to your home to help us collect this data.

We are preparing for our Annual General Meeting and due to the ongoing uncertainty will host this as a virtual event. If you are a member we hope you can join us to find out about our performance over the past year and our plans for the future.

I hope you enjoy reading this Summer edition and hope we can welcome you back to our offices in the near future.

Audrey Simpson
Chief Executive



Out of Hours Emergency Repairs - Who you gonna call?

We have changed our out of hour's emergency repairs contractor. From Monday 2 August, P&D will now carry out any electrical, plumbing or joinery emergency repairs that happen out-with normal office hours.

City Technical will continue to respond to any hot water and central heating emergencies. You can reach them on **03332020708**.

For any other emergency repairs that happen after hours, please select the appropriate trade below:

- Electrical – **07957 585233**
- Joiner – **07957 585266**
- Plumber – **07445 831330**



Virtual AGM – 14 September 2021

The last year has been a difficult time for all of us. We are making good progress against Covid but as you will be aware, we continue to live with social distancing as a result of Covid 19 which is impacting on our daily lives. It will also unfortunately, affect our AGM again this year.

We will be holding our AGM virtually using Zoom technology. The AGM will take place on Zoom on Tuesday 14 September. All members of the Association have been notified and invited to attend. If you are a member that has access to a laptop, tablet with internet access and want to attend, please contact Jacqui.mills@ardenglen.org.uk

It's all change

It has been a busy few months for the Association, we have a few staffing changes to update you on.

We hope you will join us in offering a warm welcome to a few new staff members at Ardenglen. First up is Nicola Thom, our Interim Director of Operations.

Nicola joined us in April this year as Interim Director of Operations. Nicola is an experienced Interim, having delivered at Head of Service and Directorate level on many occasions. Her key strengths provide the bedrock of a successful organisation – culture, customers and commitment. She believes that the right culture within an organisation will lead to an

excellent customer service for our community. She is passionate about delivering excellent customer service and seeks to achieve that by engaging a positive and supportive culture within the team that offers solutions to our customers wherever possible

Some of Nicola's priorities this year will be to strengthen our relationship with our community and to ensure that our customers have every opportunity to share their opinions, experiences and vision for the future of Ardenglen as well as influencing our decisions and holding us to account on our performance



and suggesting where improvements can be made. Please look out for these opportunities over the coming months – or if you would rather contact Nicola directly then you can do so by calling the office or by email Nicola.thom@ardenglen.org.uk

Audrey Murphy also joins us as our Senior Housing Officer. Audrey is covering for Suzanne Casey who is on maternity leave. Audrey has worked for over 16 years in the housing sector, before this she worked for a Mental Health Charity. Audrey brings experience from previous management roles responsible for delivering front line services within Housing and Property Services.

Prior to working in Housing, Audrey also has experience of working for the private sector in Finance and the Car Industry. Audrey is passionate about delivering excellent customer services to the residents of Ardenglen.



at Ardenglen



Anne McGarvey is our new Customer Services Assistant. Anne will be one of the first voices that you hear when you call the Association. Anne has several years' experience of call handling and dealing with customers. We hope that you will join us in welcoming Anne to Ardenglen.



We have had a few staffing changes since Spring with our Pantry Co-ordinator, Fiona Hamilton leaving her post to seek out new opportunities. We would like to thank Fiona for her hard work and wish her well for the future.



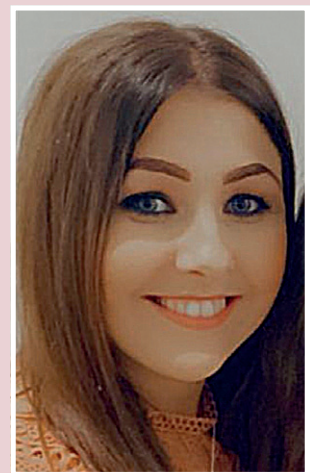
Our Senior Customer Services Assistant, Kelly Burns left her post in July but has now returned to Ardenglen to take up the position of Pantry Co-ordinator on a temporary basis.

We also said goodbye to another couple of staff members, Grant Saunders, Customer Services Assistant and Moira Cordiner, temporary Maintenance Assistant. Thank you to both for your time with us.

It is an exciting time for two staff members who have been with the Association for a number of years. Congratulations to former Customer Service Assistants Nicole Babes and Allana Hammell, who have recently taken up temporary promoted posts as Senior Customer Services Assistant and Maintenance Assistant with Ardenglen. Nicole will be leading up our customer services assistants whilst Allana will be assisting the Maintenance officers in ensuring your homes are safe and secure.



Allana Hammell,
Maintenance Assistant
(Temp)



Nicole Babes, Senior
Customer Services
Assistant

Easter Bunny brings hope

In the Spring issue of Ardenglen Vision we told you that our Community Committee had been in talks with the Easter Bunny and his friends about joining us on our Easter tour. They were delighted when they said YES, so thanks to them the Community Committee's desire to spread a message of hope was well and truly delivered!

Our VIP guests led the tour across the Ardenglen estate and were welcomed by a host of smiling faces, waiting to get selfies. Over 400 local children came out to visit us across four

locations and received an Easter Snack Pack and Easter Egg, however, it didn't stop there, adults were also treated to a beautiful bunch of spring flowers!

Special thanks go to our funders Castlemilk Together: Community Food & Fun;



#Hofop and to our Contractors for donating Easter Eggs and other goodies and lastly to our Community Committee for donating the flowers.

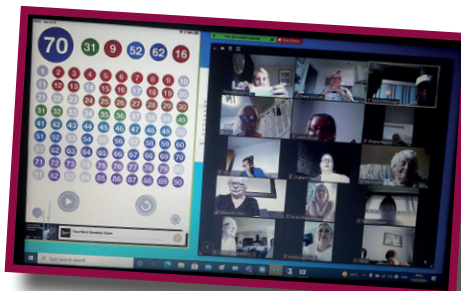
NUMBER TEN...ARDENGLLEN

As well as the Easter event, our Community Committee created a new concept called Lucky Lock Down Bingo. This activity was free to access on Zoom and linked to our Digital Inclusion Project.

This pilot was very successful with 30 people joining each week. Players had the opportunity to play three games to have a chance to win £10 for a single line; £25 double line & £50 full house (Asda vouchers).

The Lucky Lock Down Bingo was such a success that after some discussion with participants; the community committee agreed to continue with the bingo for a further 6 weeks with participants offering to pay for their own books.

Players told us that not only did they enjoy a game of Bingo,



but also taking part gave them the opportunity to see their friends and neighbours as well as learning or develop their digital skills.

The Community Committee are looking to source further funding to deliver another 6 week session.....so watch out for details on Facebook!

Do not worry if you do not have a device we can help with the loan of a tablet and even Wifi, with some training to build your confidence!

Interested?

Call Fiona McGovern on 0141 631 5041/07969152330



Our Community Committee also supported some delicious afternoon teas from "the Florida Café for 6 adults and 6 children.

Entries flooded in for our Spot the Difference competition.....pictured is Harper Lee who was delighted with her win!

Ardenglen's BIG LUNCH

Friday's were made for Food & Fun in the summer sun



Ardenglen's hard working Community Committee were delighted to receive funding from Castlemilk Together through Glasgow City Council Food Programme Fund. Complimenting this with some of their own budget, they set about organising Ardenglen's BIG Lunch.

Throughout six Fridays of the summer holidays, we welcomed families to our office car park to chat to staff whilst enjoying delicious pizza. Everyone received a tasty snack pack and fruit bag, along with the chance to participate in some fun filled activities, including the chance to win a "GOLDEN TICKET" for children to enjoy.

Across the last two weeks' Home Energy Scotland joined us armed with goody bags and the chance to enter a free prize draw. Lots of families took up referrals



for free energy advice to combat rising energy costs.

All children lucky enough to come along on the last two weeks were provided with either a back to school pencil case or a reading book for pre-school.

BIG THANKS to Castlemilk Together for facilitating funding received from Glasgow City Council and to our Community Committee for funding some additional activities.





Repairs

In April 2021 we asked tenants to complete a short survey about our repairs service in order to help shape our new repairs contract.

We were delighted with the number of tenants who took the time to complete our survey, we gathered 102 responses which is about 10% of our tenants.

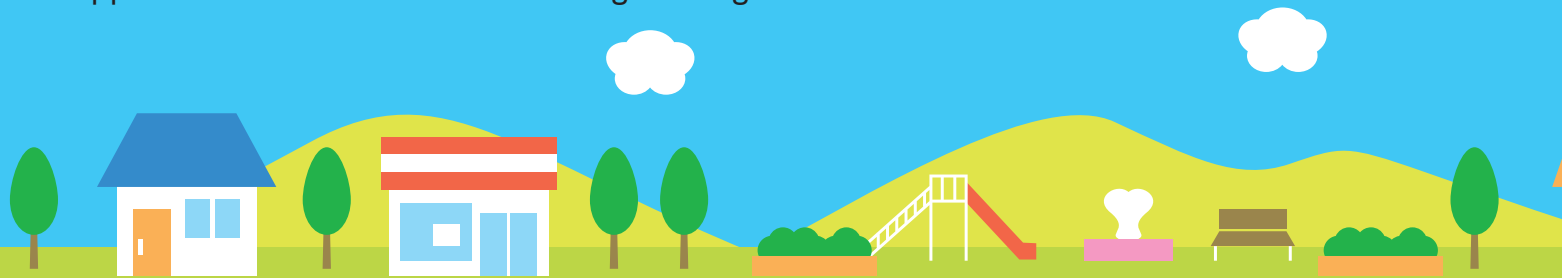
We also met with a small group of tenants via Zoom to feedback the results of the survey and to have a more in depth discussion about our repair timescales for emergency and non-emergency repairs, the variety of appointments that are offered including evening

and weekends when required and the level of communication that tenants expect around confirming appointments, no access visits and satisfaction with the quality of the repair.

I would like to thank everyone who took the time to share their views and for the residents that participated in our virtual meeting it was lovely to meet with you and get to know you a little bit better.

If you are interested in seeing the results of our tenant survey you can follow the link below;

<https://www.surveymonkey.com/stories/SM-QZXLR2QC/>



Launching our new Website

We are excited to announce the launch of our new website at www.ardenglen.co.uk which will be going live in September.

The website will allow us to keep you more up to date with what's happening. You can look out for the latest news and events and never

miss another day out with Ardenglen again!

We are also launching our new online housing application form, which we hope will make the process of applying for housing with us much easier.

We consulted with our tenants to find out what you want to find on our website and we hope we have

delivered a user friendly site for you.

Your feedback is really important to us and you will see that we have many opportunities on our site for you to get in touch with us.

If you have the opportunity to get online, please take a look and get in touch using our online feedback form to let us know what you think.



Spotlight on Governance

We will be reflecting on our year at our virtual AGM on 14 September. If you are a member of the Association, you should soon be receiving your invitation to attend the virtual AGM. It is a great opportunity to hear first-hand how the year has gone for Ardenglen.

Since the Spring newsletter, our Board have met to review our Business Plan. This is a key document, which outlines our strategic vision for Ardenglen. We are currently engaging with our tenants, other customers and staff to gauge their feedback, which will be incorporated into our Business Plan, which will be published in the Autumn.

Our Board have been continuing to meet virtually on a monthly basis throughout the pandemic making key decisions for Ardenglen. The most recent Board meeting took place on Tuesday 29 June and below is a summary of the key decisions and discussions:

- Noted update on regulatory engagement and progress with delivery of improvement plans, including completion of external Stock Condition Surveys. The next stage is data analysis and development of investment and financial plans, 30 year life cycle projections as well as review of specifications.
- Approved the appointment of Gary Dalziel as a Non-Executive Director of Ardenglen Developments Ltd
- Noted update and approach to board appraisals

- Noted process for providing feedback to the Scottish Social Housing Charter consultation
- Noted update on the Castlemilk Pantry
- Noted new contractors/suppliers
- Noted update on managing the business through the pandemic
- Noted HR updates
- Approved new Entitlements, Payments and Benefits Policy
- Approved Privacy Policy
- Approved Secretaries Report and planning for AGM
- Appointed Liz McKenzie as EVH Representative
- Noted Quality Efficiency Forum benchmarking report
- Noted Annual Complaints Report
- Noted Health & Safety Report
- Approved Shareholder Report
- Noted approach to responding to GCC Local Letting Plan communication
- Noted progress with procurement of Reactive Repairs and Voids contract

The Board are continuing with their collective training plan and have Risk Management, Health and Safety, and Procurement training sessions scheduled for the Autumn.

If you would like to find out more about joining the Board of Ardenglen Housing Association please contact Audrey Simpson, Chief Executive on 0141 634 8016.

Garden Com

As we all know it has been a strange time, this time last year, coming out of the first lockdown was seen as the possible end of the Pandemic, we had beat it and things would be back to “normal”.

Well, since then we have seen further lockdown and ongoing restrictions... so it is great to see the light at the end of the tunnel with things opening up even more from August 9th. Please see our “Resuming Services...Life

Beyond Level Zero” article for more information about access to the office.

So, despite the strange times, we were really pleased that some of you decided to send in your lovely photos of your Garden Competition entries featured in our June Newsletter. It certainly brightened up the staff, when we all saw the lovely photos of all the hard work the entrants folks have put in to their gardens, really makes a difference to overall areas.

Here are the fabulous entries for 2021...

1. Perfect Borders and Pots from Ms Cameron at Tormusk Place



2. Lovely Lights and beautiful lawn from Mr Nicol at Tormusk Place



3. Mr. Allan, flower pots galore at Arden Craig Road



petition 2021

4. Wonderful flowers and colours from Ms Spitziar Ballantay Terrace



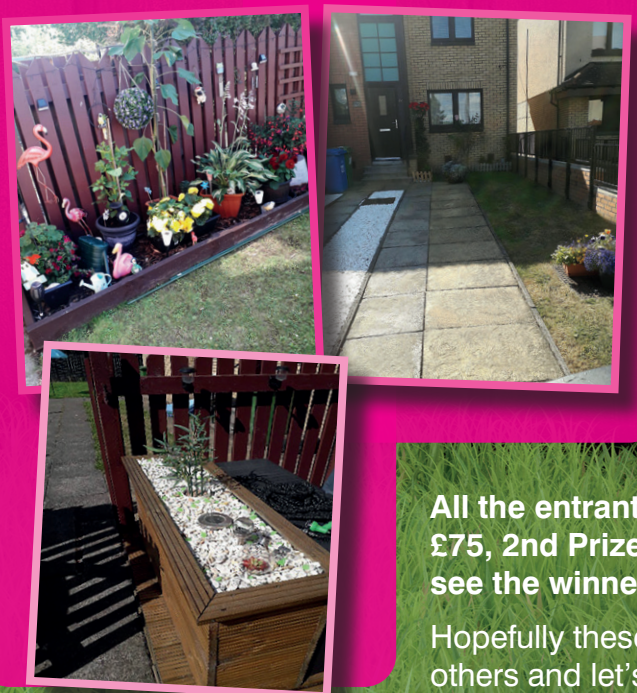
5. A beautiful view from Mr Dornan Ardencraig Road



6. Mr Carr Ardencraig Gardens, Mature Garden with beautiful Flowers in Abundance



7. Ms Maitland Flamingos at Ardencraig Quadrant



All the entrants are competing for Asda Vouchers - 1st Prize £75, 2nd Prize £50, 3rd Prize £25. Please turn to page 28 to see the winners.....

Hopefully these lovely pictures of pretty flowers below will inspire others and let's get the competition ramped up for 2022 😊

HOW TO PREVENT DAMPNESS IN YOUR HOME

Is condensation the reason for dampness in your home? What can you do to prevent this?

On occasion, we receive reports of dampness in our properties which usually turns out to be the result of 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. There is no need to use strong chemicals. 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 during the cleaning process.*

Bins, Binstor

We all know the saying “Bonnie Scotland” or Dear Green Place, for our Glasgow City... well what about Adorable Ardenglen or Appealing Ardenglen?

With pictures like these it is not too nice to be looking out your window or walking up and down your street looking at this, therefore not very appealing?

We have investigated complaints that have come from concerned residents, who have been kind enough to take the time and care about their neighbourhood to help our partners Glasgow City Council and our own contractor Caledonia to stay on top of clearing the items, but it is becoming increasingly difficult to achieve, as soon as flytipping items are cleared more is put in its place. This has to stop.

There are several reasons why we are seeing an increase in flytipping in our areas, partly due to newly introduced charges by Glasgow City Council, partly due to residents maybe not understanding the new way of reporting your bulky waste.

Everyone should have had either an email or letter on Bulk Uplift by time of this newsletter, but just in case anyone has been missed, we now highlight the correct way to report your bulk items.



- Glasgow City Council are currently operating a by-request only service for bulk uplifts from residents in flats and main door properties.
- A request only service means that the council will no longer be collecting bulky waste from designated pick up points on bulk days. tenants would know of local muster points that used to be the muster points to put out items just prior to bulk uplift days.
- Since the 5th July, the City Council have introduced charges for bulk uplifts. An example, ten standard items to be uplifted will now cost £35. Please see their website for full details at www.glasgow.gov.uk/bulkywaste

This is now not the case, so please do not leave any items out on the street.

- Once reported the bulk uplift online, you will receive an email acknowledgement and once the request has been processed they will receive a further email with a collection date.
- Bulk items should then be presented only on the night before the collection date and items should be placed within the residents own property (e.g. a backcourt or garden) and ensure it does not obstruct bins or common pathways. Just leaving items

on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action.

Residents can continue to visit the Household Waste Recycling Centres, and if items are in good condition, residents can also use Zero Waste Scotland's National Re-use Tool and donate these items to charity.

We understand that residents may feel aggrieved at charges brought in by Glasgow City Council for their Bulk Uplift Service, however, dumping items in the streets is only going to make our areas unattractive.

If you are struggling to get rid of bulky waste, please contact us to discuss all of your options.

es and Bulk

Bins

On feedback from our Contractors and from investigating complaints, there are Blue bins not being used properly. This leads to excess rubbish bags being left on the binstore floor, with rats, foxes, birds, etc. ripping the bags open and spreading the rubbish. There are different bins systems amongst our properties but the key message is the same, please do not leave any rubbish or items, on the ground in binstores or next to bins.

Ardenglen is not responsible for the refuse and recycling collection - or provision of bins - and your rent doesn't fund these services (your Council Tax does). For those flats that have had their metal bins replaced, Cleansing Services pointed out that despite every tenemental property not having one green (general rubbish) bin and blue (recycling) bin per flat, they actually have more bin capacity than a main door property, as tenements receive more rubbish collections - tenements have their green bins emptied every 8 days, whereas a main door property has its green bin emptied every 3 weeks.



Blue Bin



FOR DRY MIXED ITEMS ONLY



Empty Cans



Cardboard, Card Packaging



Newspapers/Magazines, Mixed Paper, Envelopes



Milk Bottles



Empty Tins



Plastic Bottles

Loose items, no plastic bags and keep lids closed

When recycling remember...

- If all blue bins are full, stop recycling until they're emptied
- Lids must close on all bins, or cleansing will not empty it.
- Do not leave other items on binstore floor if bins full.
- Please do not put plastic bags in blue bin, they will not be emptied.

Please help keep Ardenglen Appealing so we can all enjoy a clean and tidy environment.

More information can be found on Glasgow City Council's website <https://www.glasgow.gov.uk/bulkywaste>

The website has a wealth of information on how best to use your bins and for Glass and Food Waste for flatted properties, the website also gives locations for mixed waste bins.



Join Us to start a Community Action Group for Estate Management

If anyone is interested in putting your name forward to join our Estate Action Group for Ardenglen can you please contact me via email or text with your name and contact details Audrey.murphy@ardenglen.org.uk or text or phone me with your name and number and I will organise a meeting to meet up.

The Castlemilk Pantry is now

Ardenglen are delighted to be the lead organisation, delivering this new exciting initiative, which aims to help people access healthy and affordable food whilst at the same time looking after the environment by diverting food away from landfill.

The Castlemilk Pantry project was unfortunately stalled due to the outbreak of COVID-19, (due to open in April 2020), however, we have been working hard since then and were delighted to finally be in a position to open the doors to our newly refurbished Pantry store, which is based in the Castlemilk Community Centre on Thursday 3rd June 2021.

The Castlemilk Pantry is the latest to spring up in Glasgow, all of which are being received positively as a much-needed boost for local people.

The Pantry concept operates by giving members who sign up for £1 a year, access to around £15.00 worth of goods for a flat rate of just £2.50 per shop.

We got off to a flying start with 92 people signing up for membership on our first day and as at the 11th August 2021 a total of 459 members are registered, with an average of 135 member shops each week. Pantry members are able to shop once per week on either a Tuesday or a Thursday from 10am – 3pm.



Pantry shopper & volunteer Leighann Ingram



Karen McDonagh, chair of Ardenglen's Community Committee, Ardenglen chief executive Audrey Simpson and Ardenglen chairperson Liz McKenzie.

The Castlemilk Pantry is stocked with a wide variety of fresh, frozen, dried and tinned products with special offers each week and will sell food purchased from another social enterprise – the UK's longest running food redistribution charity Fare Share. Our Pantry Co-ordinator is also working hard to establish other avenues for us to receive surplus foods.

Audrey Simpson, CEO of Ardenglen Housing Association, said: *"This is a hugely significant development for the Castlemilk community as we tackle head-on the issue of food inequality and deliver a solution right on people's doorstep. We encourage residents to sign up for membership and find out why the new pantry can be a cost-effective alternative deserving of local support."*

Fiona McGovern, Regeneration Officer, added: *"This is a landmark achievement for Castlemilk. To have our own pantry serving the local community is a great step forward in defeating food insecurity, whilst offering value for money way of purchasing food. We're delighted to be open for business."*

OPEN FOR BUSINESS

We would like to acknowledge generous financial support given to the initiative, which has come from the following:-

- Scottish Government's "Investing in Communities Fund"
- Glasgow City Council Town Centre Action Plan Fund
- Glasgow City Council "Communities Fund"
- The National Lottery "Community Led Fund"
- Glasgow; Cassiltoun; North View and Craigdale Housing Associations.

Building on the foundations of the Castlemilk Pantry, we are delighted to announce that we are also delivering a service called **Pantry Plus**. 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 are able to access courses and training that will provide education in areas such as nutrition; cooking skills; food hygiene and food waste.

We also have funding available to build in a process for Participatory Budgeting to take place which will allow us to engage and

encourage the membership to participate in a process that will ultimately see them deciding together ways of spending money that will address food insecurity issues.

The Castlemilk Pantry is also part of the Scottish Pantry Network, which is made up of pantries from across Glasgow and Inverclyde where communities have come together to address the issues of hunger and food waste with a sustainable solution.

Shockingly, £9.7 billion of food is wasted in the UK each year for a variety of reasons and we all have to learn to conserve food and throw out less.

Here is what our members are telling us!

What's not to like..... £2.50 for £15 worth of food and with that you get a bonus! I will definitely be back.

This is amazing; I can't believe how good it really is. The staff and volunteers are really helpful too and make you feel at ease, when you are trying to work out the colour coded system.

It's just amazing, a real shop with fridges and freezers. Not what I expected to see when I first walked in at all..... very impressed!

I cannot believe this, I can choose the food I want to buy, especially pizza. Sadly, I'm a regular food bank user and you tend to get items in your bag that you don't like, so it ends up in the bin.

The queue is the only bad thing about the Pantry, but it is what it is and worth the wait.

Domestic violence awareness

Ardenglen has a domestic violence policy and procedure to help support victims of domestic abuse get the support they need. You can speak to your Housing Officer in confidence and we will work in partnership with you to get you the help you need.

You can read our policy on our website.



Bike for Good

Pedal Pals is an online platform hosted by Bike for Good that connects people through cycling in Glasgow. Whether you're a complete beginner or an experienced cyclist, Pedal Pals is a great way to expand your skill set, develop confidence and make new friends through cycling. You can share knowledge on cycling skills and routes, or arrange to meet one-to-one with other cyclists and cycle together. Sign up for free at <https://www.bikeforgood.org.uk/pedal-pals/>

Can you ride a bike? Looking for a pal to ride with?

Pedal Pals

A digital platform connecting people through cycling
FOR ALL ACTIVITIES AND ALL ABILITIES

Sign up for free
[bikeforgood.org.uk/pedal-pals](https://www.bikeforgood.org.uk/pedal-pals)



THE

BIG

CONVERSATION

One of our priorities for the months ahead is to strengthen our approach to listening to your views, concerns and suggestions for how we can improve the services we deliver to you. This has been such a unique year and it has impacted us all in different ways, so we are committed to ensuring that we can play our part in supporting the community recovery and the route back to normal.

Many of you have recently responded to our survey that we sent out earlier in the summer. Your thoughts from that survey, and the subsequent focus groups that followed, have already influenced the drafting of our new business plan. This plan sets out what the priorities are for Ardenglen in the next few years, and how we will achieve them.

The survey also asked you to express your interest in working more closely with us to help us shape future services. We will shortly be contacting those who were keen to be involved and asking for your help again as we review our approach to front line service delivery.

There are many areas of our business that we are keen to discuss with you – and crucially to learn from your experiences, for example, how we allocate our homes, how we manage the estate and how we deliver our repairs service to you. We

will use a range of methods to gather your thoughts and listen to your views and we plan to develop some of these options further in the months ahead. We will be asking TPAS (Tenants Participation Advisory Service) to help us develop the most effective way to do so and will be offering a range of ways for you to be involved. As a customer focused service it is essential that we deliver what is needed in the community

– you deserve a first class service and we are determined to make sure that we continue to improve to meet your expectations.

look out for further information in the coming months, but in the meantime should you wish to contact us about any aspect of the services you receive, then please contact Nicola.thom@ardenglen.org.uk or by calling the office on **0141 634 8016**.

QUESTIONS ABOUT CANCER? WE CAN HELP

Macmillan @ Glasgow Libraries In-person support now available

If you or someone you care about has been diagnosed with cancer, we're here to help. For support, information or just to talk, contact us for an appointment in Royston, Partick & Castlemilk libraries.

0141 287 2903
macmillan@glasgowlife.org.uk

glasgowlife.org.uk/macmillan

In partnership with



**MACMILLAN
CANCER SUPPORT**

Resuming Off

A Cautious Approach

Since July 19th, all of Scotland entered into level 0, which has seen more easing of restrictions across many areas of our lives. For us, in social housing, we have been delivering essential services for some time now and working within the parameters as set out by the Government for Covid restrictions.

On Tuesday 3rd August we heard from the First Minister that from August 9th we will see a move beyond level zero, a significant step forward, albeit, we are encouraged to move cautiously.

The following changes were implemented in Scotland from Monday 9th August.

- legal restrictions will be removed for home working
- legal restrictions will be removed for indoor activities e.g. nightclubs
- legal restrictions will be removed for large outdoor events
- legal restrictions will be removed for the need for social distancing
- a change to self-isolation for close contacts of those who test positive for Covid will no longer have to self-isolate



- as long as they are fully vaccinated.

The Government has asked for a cautious return to these activities and continues to ask citizens and businesses to encourage the following:

- mask wearing
- hand hygiene
- Using ventilation when indoors.
- collation of contact details for track and trace

- getting vaccinated and undertake regular flow tests.

The first minister suggested a “gradual approach” should be taken to returning workers to offices as the virus still poses “real challenges”. While the changes would restore a “substantial degree of normality”, it does not mean that it is the end of the pandemic or a return to life exactly as we knew it before the pandemic.

Service Opening – Return to Life Beyond Zero

Please see below how we will be proceeding in the coming weeks.

Ardenglen Housing office

We are going to offer face to face appointments to customers, if required, at our office from the week beginning 30th August 2021.

We will continue to seek views from our customers on service delivery and preferred methods of customer contact and adjust our operating model appropriately.

Home visits

Our officers have already resumed essential only visits to customers in their homes at a social distance, we will now open this up when it is necessary to carry out a home visit, and you will be asked questions about Covid before we arrange to visit you.

Estate inspections

In person estate inspections will resume 30th August.

Public playgrounds

Our play area remains open.

Mutual exchanges

Mutual exchanges have resumed since April, please contact us if you require a form to complete

Housing Options Appointments

We will continue to offer appointments over the phone, however, if there is a need to require a face to face appointment this can now be booked from the 30th August.

Community centre

The Maureen Cope Hall, will re-open for specific events linked to our Pantry Plus initiative only. This will be done cautiously, with some restrictions in place to ensure we don't contribute to any local spike in cases. Please check Facebook for more information on events at the hall.

Castlemilk Pantry

The Pantry has been opened since 3rd June and has been working with restrictions as set out by the Government along with following requirement put in place by Glasgow Life (who manage the Community Centre). Please follow any restrictions in place and keep an eye on our Facebook page for more information.

Reactive Repairs Emergency

Emergency Repairs have continued to be delivered throughout the Pandemic

Reactive Repairs Non-Emergency

We have been back providing this service since end of April, although we had a large backlog of non-emergencies to get through, these have all been completed now

Planned & Cyclical Maintenance

We have continued to carry out essential safety checks as and when required in our stock, particularly in common areas where it was safer to access. Since Level 2 we have carried out further safety work in your homes with adhering to restrictions. Going forward our contractor may still ask Covid related questions whilst making an appointment.



Do you know you have a Right to Repair?

From 30 September 2002 legislation was passed to ensure tenants have the right to have small urgent repairs attended to within a specified given timescale. This is known as Right to repair. The repairs

covered must be under the value of £350.

When you report any qualifying repairs you will be advised of the maximum repair time and also be given details of a secondary contractor in the event that the main

contractor fails to adhere to the timescales.

Having to call a secondary contractor will entitle you to a compensation claim of £15. The qualifying repairs are listed below;

Qualifying for Right to Repair	Timescale (Working Days)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

How to make a complaint



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 Performance

Complaints Received

Between 1 January and 31 March 2021, we received 16 complaints.

Timescales to resolve

When a complaint is received we aim to resolve the matter within 5 working days however if the complaint is more complex and requires a full investigation we aim to respond within 20 working days.

Complaints Upheld & responded to within timescale

- Upheld Complaints – 9
- Partially Upheld – 1
- Not Upheld – 6
- 87.5% responded to within timescale.

We are always looking at ways we can improve our service and review feedback to help us make our services better for you.

You Said, We Did

You said...

We don't communicate as well as we could with our customers. We need to ensure that our staff and our contractors are keeping you informed about what we are doing.

We Did...

We will be working to improve our communication with you. External and Internal communication issues will be addressed as the Association implements a pilot programme focusing on Customer Service Barriers and internal staff communications. The Association will continue to engage with our contractors to reinforce the standards expected of them completing repair work on behalf of the Association and ensure that they are keeping you up to date with what is happening with your repair. It should be noted that our contractors have experienced their own issues with numbers of available staff to assign to jobs due to Covid.

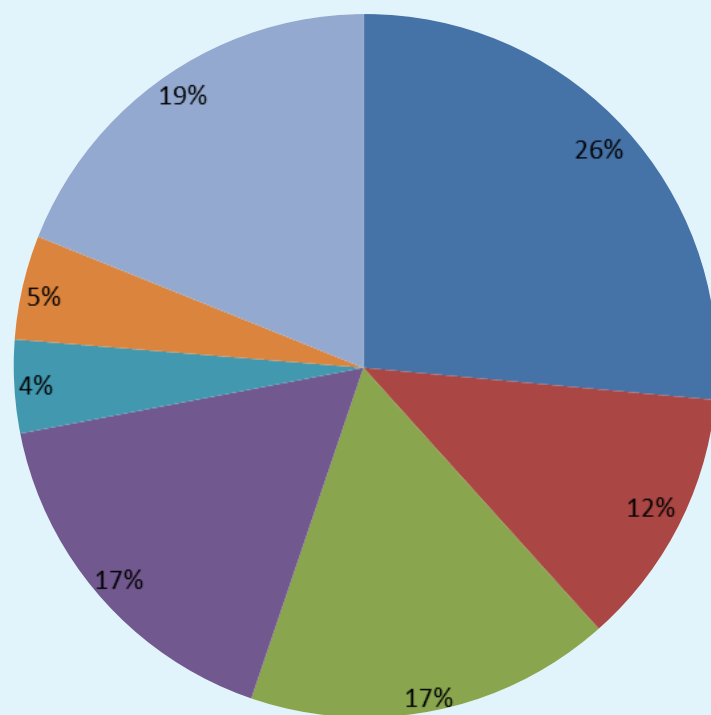
Compliments

We received a compliment from a tenant who was delighted with the work carried out by a contractor installing her wet room. The tenant advised that the contractor went above and beyond in completing the installation.

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.

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



- Salaries/ staffing costs
- Reactive Repairs
- Planned & Cyclical Maintenance
- Management & Maintenance administration
- 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



Landscape Maintenance



Gutter Replacements



Repairs to Empty Homes



IT Equipment & Telecom



Property Insurance



Close Cleaning



Gas Servicing



Backcourts Maintenance



Performance Quarter 4 – 1 January to 31 March 2021

Area of operation	Target	Performance Quarter 4 (2020-21)	Target achieved	
% repairs completed right first time	95% or over	95.1%	Yes	A repair is right first time if it is completed on time and without the need for a recall visit
% gas services completed within a year	100%	99%	No	Due to tenants concerns with Covid
Average days taken to relet empty houses	12 days	36 days	No	Due to a number of tenant deaths and some delays with repairs/materials
% rent due lost through properties being empty	Below 0.23%	0.44%	No	Due to longer re-let days more money is lost through properties being empty
Current tenant rent arrears as a % of rent due	Below 4.0%	3.55%	Yes	Target met

GAS SAFETY

The Importance of giving access for Gas Safety

The UK press have highlighted in recent months a number of gas explosions which resulted in the loss of lives. Carbon monoxide is invisible and odourless, it is known as the Silent Killer with the old and the very young being most at risk. The annual gas service is in place to keep you and your family and those living around you safe and is a legislative requirement for all landlords to complete, so please allow Ardenglen and City Technical access to your property every year without delay you might just save a life.



ELECTRICAL INSPECTIONS

All electrical equipment and installations will deteriorate over time with regular use. To prevent the risk of accidents, fire or other hazards we are required by law to complete an electrical safety inspection in your home every 5 years – Our contractor Magnus is making their way through our tenant list to ensure we comply so if you receive communication about an electrical safety inspection please get booked in ASAP



If you fail to respond to our access attempts to complete these essential safety checks for gas and electricity we will arrange to force access to your home giving a minimum of 5 days' notice.

Stock Condition Surveys and why we need them

The safety of our residents continues to be our top priority and we want to make sure that all our homes meet the current Scottish Housing Quality Standards (SHQS) and Energy Efficiency standards (EESHS). **WHY** conduct stock condition surveys? We want to make sure we are identifying, planning, and investing in our homes e.g., new kitchens, bathrooms, heating replacements, windows, and doors, so we need to undertake an independent **Stock Condition Survey** and review our compliance with legislation every 3 to 5 years.

We are pleased to advise that the associations appointed independent surveyors JMP Construction & Property Consultants have completed 42% surveys, which is 410 surveys out of a total stock of 980 properties, this provides the Association with up-to-date property information and analysis of investment needs.



This also includes 20% random sample Asbestos Surveys and sample testing to common block areas and roof spaces, which have identified no hazards. Fire Risk Surveys were also conducted to 10% of the common block areas, which unfortunately, identified various household items stored within common areas, which are potential fire hazards. The association's operational team have been in contact with residents to have the items removed and will monitor the situation closely.

Communication to Residents

THANK YOU!

We would like to take this opportunity to thank all residents that have taken part in the stock condition survey and your continued support, in this process. Especially while COVID-19 restrictions were in place and the Scottish Government's Covid-19 guidelines.

What's the next stage?

The association will conduct a final review of the stock condition survey report with our Board of Management and will publish the proposed five-year investment programme, which will outline the investment works over the next 5-year period.



The Association will also be reviewing its Asset Management Strategy which will outline our vision for the condition of our housing stock and details our plans for future investment in property maintenance. Asset Management now incorporates the complete maintenance function from responsive repairs, planned and cyclical maintenance and includes the responsibility for stock data gathering to ensure the association continues to comply with current legislation and standards.

FIRE SAFETY IN COMMUNAL AREAS

As part of the associations stock condition surveys, Fire Risk Surveys were carried to the communal blocks, where a number of household items had been identified as a potential fire hazard.

Fire Safety in Communal Areas - WE want to keep you safe and make sure the emergency services can get access when needed. As such we monitor the use of communal areas to make sure there are no obstructions that could cause risks to tenants and others. In communal areas these are things that could cause trips, falls, or increase risks in the event of a fire.



The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Getting to know you...

We live and work in a fabulously diverse community, with many different nationalities, beliefs, cultures and needs. As such, it is important that we recognise those differences and seek to ensure that our services respond to the particular needs of an individual or community.

To do so, we will adopt an approach that addresses the Equality, Diversity and Human Rights of each of our customers. The law defines “protected characteristics” that we should recognise as a minimum. These are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

By gathering information relating to these characteristics and by ensuring our services are delivered in such a way that offers the same opportunities to our customers regardless of their personal circumstances we can ensure that

- Our services are tailored to your individual needs and targeted to reflect our diverse community
- Our policies are better informed and how we deliver services in practice responds to and protects diversity



- We can demonstrate an open and transparent approach to our decision making
- We know our customers and their varying needs
- We represent and support our customers and community effectively
- We are compliant with legislation

We are currently drafting a policy statement on how we will strengthen our approach to Equality, Diversity and Human Rights and will seek the views of our community representatives throughout this process. We will be back in touch early in 2022 to ask your help in gathering some of this information to make sure that we deliver what we promise above.

Gardenglen: And the winners of our 2021 Garden competition are...

1st place: Mr Carr



2nd place: Ms Spitziar



Joint 3rd Place: Mr Dornan and Mr Nicol



Anti-social Behaviour



We have all been through a difficult and challenging time with the pandemic and all the restrictions it brought. It has been a time of people being more at home than usual due to a reduction in normal activities.

Glasgow has seen a rise in reports in Anti-Social Behaviour in the last year, and Ardenglen has too.

We all want for everyone to have a quiet enjoyment of their homes without harassment, nuisance or annoyance from their neighbours or visitors. It is so important that it is enshrined in law within the Anti-Social Behaviour (Scotland) Act 2004 as where a person:

Acts in a manner that causes, or is likely to cause alarm or distress, or pursues a course of conduct that causes, or is likely to cause alarm or distress to at least one person who is not in the same household.

We ask that everyone considers their neighbours rights to a peaceful enjoyment of their home and environment, if you are impacted by anti-social behaviour please contact the Police on **101** if it is of a criminal nature, or Crime stoppers for anonymous reporting **0800 555 111**

If you are experiencing issues within Category B or C, please contact us.

Ardenglen puts acts of Anti-social behaviour as falling into three types:

Category A

Nuisance complaints repeat behaviour (conduct on at least two occasions) We aim to resolve these within 20 working days which would include a monitoring period.

Category B

Escalated complaints (where further CAT A complaints have been received before resolution timescales have been reached)

Repeat complaints where it is the 3rd complaint received within 12 month period

Complaints of a more serious nature

Category C

Category C Complex cases involving multi agency approach

Escalated complaints from CAT B to CAT C

Due to level of seriousness these complaints would have a longer resolution period which includes monitoring.



Meet our new repairs contractors

One part of our service that every customer will use at some point, is our repairs service. Whether that be for routine inspections or to respond to an emergency, we recognise that this is one of the most important parts of our service for customers. We all want the right tradesman, with the right tools, at the right time to complete our repair without difficulty.

Earlier this year, we embarked on a large procurement exercise to appoint new contractors to carry out our responsive repairs, medical adaptations, out of hour's emergencies, and void works. We are always focused on the cost of such services, but for this particular service we had a significant focus on the quality offered by contractors, the community benefits that could result from each contractor,



and crucially – the commitment that they had to our customers and achieving excellence. We are delighted to have secured the services of P&D Scotland Ltd, and MP Group UK. Both contractors have met with the team here and we are putting new arrangements in place to make our processes as

efficient as possible to ensure that we strive toward customer excellence.

As we continue with the “Big Conversation” in the months ahead, we will ask about your experience of our repairs service and address any issues as they arise.

Energy efficiency

We are all very aware of the rising cost of energy and the potential difficulty this may cause many of us to continue to heat our homes. As such, we are required to carry out an assessment of our properties known as an “Energy Performance Certificate”. This assessment tells us how your home performs, how energy efficient it is – and crucially if we can do anything to improve that as needed, for example, increased insulation, updated heating systems.

The assessment informs our investment plan and is a critical part of “what money will we spend, where and when”.

We have appointed EPC Scotland Ltd to carry out all of our assessments that are due this year. We will be in touch with more than 600 of our customers who are due for this assessment to be carried out and we would appreciate your help in allowing access when requested.

Sky Plus to sky

Customers have been approaching us about issues getting connected to Sky Q due to Sky Plus being phased out now.

The Sky Q upgrade need additional works to be carried out to our aerials in order to have the Sky Q package. We understand how frustrating this will be to customers - who doesn't like to watch a good box set!

This issue is not only affecting Ardenglen customers, this is a wider issue impacting on a lot of social housing tenants in many areas.

Our aerial system is suitable for digital TV packages, however Sky Q requires a particular specification of requirements that some of our aerials do not support.

We believe GHA and some other larger landlords have had some discussions with Sky and we are endeavoring to find out if there will be any outcome to this.

We are looking to add this item to our agenda for discussion and update our customers as soon as we can. In order to do this we need to ascertain what type of demand there is for Sky Q and of course, what the total costs would be for Ardenglen, if a decision were made to upgrade aerials. However, at the moment there is no planned spend for this work.

In the meantime, if you are one of our customers, can you please email info@ardenglen.org.uk with your name and address and let us know if you currently have a sky plus box and plan to move to Sky Q. This will help us determine demand across our properties.

Covid – the effect on our contractors and their services

We are working in partnership with our repairs and estate contractors to deliver the best service we can to tenants.

Although restrictions are easing, our contractors are facing some staff and trade shortages. This is due to employees having to self-isolate either due to positive covid tests or through track and trace contacts which is slowing down our

service at times. There is also a lot of movement within the trade sector and contractors have been regularly recruiting and introducing new staff to the Ardenglen contracts.

We are sorry if you have been affected and a repair or estate service has been delayed or completed later than normal and we would like to thank you for your patience.

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.

PLEASE NOTE OUR OFFICE CLOSSES AT 12PM EVERY WEDNESDAY FOR STAFF TRAINING.

OUR OFFICE WILL BE CLOSED FOR PUBLIC HOLIDAYS ON:

FRIDAY 24 AND MONDAY 27 SEPTEMBER 2021

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**

- Euan Blockley
0141 287 7031
- Bailie Glen Elder
0141 287 4663
- Margaret Morgan
0141 287 0224
- Malcolm Cunning
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.

Keeping you informed...



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

<https://en-gb.facebook.com/Ardenglen-Housing-Association-248201331899561/>

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.