

WINTER 2021 Ardenglen Vision

ARDENGLLEN

OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION



MERRY CHRISTMAS TO ALL FROM ARDENGLLEN HA



WARM HOME DISCOUNT - ARE YOU DUE £140?.....P3



A LIFESAVER ON YOUR DOORSTEPP6



OUR VISION FOR ARDENGLLEN (BUSINESS PLAN)..... P8-9



MONEY SAVING TIPS THIS WINTER P12-13

Chief Executive's Message

As the year comes to a close we reflect on what life has been like over the past year and remember those who are sadly no longer with us. I am sure everyone continues to adjust to living life with covid and finely balancing keeping everyone safe, but also keeping connected with our families and friends.

As well as reflecting on the past year, we have also been firmly focussed on our future. Earlier in the year we launched our 'Big Conversation' to develop our new Business Plan. Our customers were central to the discussion, exploring what customers want from their home and what they want their landlord to do for them. This 'big conversation' has been invaluable and shaped our strategic direction and priorities for the business going forward with two overriding priorities for the future. You can read more about our commitments in the new Business Plan on page 8 & 9.

We appreciate that the current climate is going to be challenging, with rising inflation and fuel costs. We continue to embed services to enhance the local community including the physical environment, supporting people in need, and supporting activities that bring people together.

The Castlemilk Pantry continues to be a vital service for local people, ultimately providing affordable, quality food; in turn members benefitting from more

disposable income. We continue to seek new partnerships and funding to enhance our offering, with a particular focus on fuel and energy. We have partnered up with Energy Action Scotland to provide some helpful advice to protect yourself from high energy bills.

Our AGM took place in September but due to the ongoing risks with covid our Board decided to host the event remotely. Our auditors presented our accounts and the Chair, along with myself, presented a report on our previous year's performance and future thinking. The final agenda is the election of our Board to take us forward for the year ahead. You can read more about our AGM on page 10.

We will be conducting consultation on our rent proposals and we encourage you to share your thoughts on this important decision.

On behalf of Ardenglen Housing Association, we wish you a peaceful Christmas and very happy 2022 when it comes.

Audrey Simpson
Chief Executive



Warm Home Discount

What is the Warm Home Discount?

Every Winter you could get a £140 discount on your electricity bill offered to you by the UK government.

The money comes as a one-off discount on your electricity bill, usually between October and April so that you can keep your house warm all winter without spending extra money on electricity.

You can qualify for the Warm Home Discount regardless of what type of meter you have. You simply need to contact your supplier and apply for the discount when it opens in autumn every year.

How can I get it?

There are **two** ways you can receive the Warm Home Discount:

1. Automatically qualify

If in July your supplier was part of the scheme, your name (or your partner's) was on the bill and you were

- Getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit).



If you qualify for the discount, you'll get a letter this autumn or winter telling you, you don't have to apply for the discount – you'll get it automatically

2. Applying directly to your supplier via their website.

You may be able to apply directly to your supplier for help if you don't get the Guarantee Credit element of Pension Credit but:

- You're on a low income
- You get certain means-tested benefits.

If you are still unsure, call us on 0141 634 8016 and we will book you an appointment with a Home Energy Advisor to help you apply.

Annual Assurance Statement No.3

Our Board of Management held a meeting on 28 September to discuss and review our self-assessment against the Scottish Housing Regulator's Regulatory Framework. The Board were able to reflect on a wide range of reports, action plans, policies, procedures, and minutes to come to a decision on whether the Association meets the standards of Financial Management and Governance, Health and Safety and meeting the outcomes of the Scottish Social Housing Charter.

The Board were satisfied that Ardenglen fully complies with the Scottish Housing Regulatory Framework whilst also recognising some areas for improvement as we strive for excellence in the year ahead.



Our third Annual Assurance Statement was approved by the Board and submitted to the Scottish Housing Regulator on 29 October. If you would like to read the Annual Assurance Statement in full and find out more about how we are regulated, visit our website at <https://ardenglen.co.uk/regulatory-information/>

Ardenglen's Festive Hours 2021 - 2022

Our office festive opening and closing times are below. Please remember we will be available for phone and online support during this time and our contractors will be available for **emergency repairs by phone only** on 0141 634 8016 and selecting from the options menu.

Christmas

Friday 24th December 2021 – 9am to 12Noon

Monday 27th December 2021 – Closed

Tuesday 28th December 2021 – Closed

Wednesday 29th December 2021 – Closed

Thursday 30th December 2021 – 10am to 2pm

Friday 31st December 2021 – 10am to 2pm

New Year

Monday 3rd January 2022 – Closed

Tuesday 4th January 2022 - Closed

Wednesday 5th January 2022 - Closed

Thursday 6th January 2022 – Resume opening from 9AM for appointments, phone and online access.

To all our customers have a very Merry Christmas and a Happy New Year from everyone at Ardenglen!



Your rent this festive period...

Ardenglen are very aware how financially difficult this year has been for a number of our tenants. We have been working hard to balance our responsibility to collect rent - so we can continue to repair and improve your homes - with providing the best support we can through the changes tenants have faced.

Many will be looking forward to making this festive period particularly special but we ask all tenants to be mindful of rent as a priority bill. Missing your rent at Christmas means starting the new year with debt and the inevitable stress that this causes. We encourage all tenants to budget carefully and don't miss your rent - give yourself peace of mind and start 2022 the right way.

If you are struggling to meet your rent payments however, you should never be afraid to talk to us about it – we are here to help. We spend many hours each week helping our customers find the best way to resolve rent arrears or financial difficulties – so please don't think you are alone if you are

struggling to make ends meet. It is far better you take the lead and contact us first. As always our Welfare Rights service is available – just contact us to book an appointment.

Pay by Direct Debit?

Payment may be taken from your account up to 3 days later than normal over the festive period. Check the table to see if you may be affected and please 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
24 th December	No change
25 th -27 th December	29 th December
28 th -31 st December	No change
1 st - 2 nd January	4 th January

Pay by Callpay?

As staff will only be available for limited hours over the festive period then please ensure you have an alternative method prepared. Contact the office if you need more details on this.

Rent Increase Consultation

Your rent increase consultation letter will already be with you and some of you may have responded by completing our survey. This year we are consulting with you on a 3.9% increase. We are very aware of the impact of rising bills and we are trying to balance our rent increase in line with inflation, as well as ensuring that our customers can still find the rent to be affordable. This rent increase is

actually less than the current rate inflation as a result. Our consultation process this year is in the form of a survey either completed on line or by telephone with a member of staff from Research Resources. Look out for an article in the next newsletter advising the outcome of our consultation process and detailing the feedback that we receive. Our consultation process ends on Friday 14th January 2022.



A real **Lifesaver** on your doorstep at the Jenniburn Centre!

You never know the minute that you or a loved one could require the use of lifesaving equipment. That is why we are delighted to share the news that the Jenniburn Centre now have a fully automated external defibrillator (AED) in place at their Reception Desk.

Defibrillator or AEDs are used in addition to CPR to save the lives of those suffering cardiac arrest. Research has shown that using a defibrillator within 3–5 minutes of a collapse can produce survival rates as high as 50–70%. Defibrillators

are built so that anyone, anywhere, anytime can save a life. They have audio and visual prompts to effectively guide the user through administering defibrillation shock. They're safe and easy to use and won't give a shock if one isn't needed.

Please share this news with all your friends, family and neighbours as having this equipment in your neighbourhood really could help save a life.

The Jenniburn Centre is located at 370 Tormusk Road, Castlemilk, Glasgow, G45 0HE



Jenniburn Centre



Lucky Lockdown Bingo is back!!

Back by popular demand....our Community Committee have agreed to facilitate another 6 week session of "Lucky Lock Down Bingo", beginning Tuesday 11th January with eyes down at 6.30pm.

Delivery will take place over Zoom. Please don't worry if you do not have a device, we can assist with the loan of a tablet and data (if required) and can even provide some training to build your confidence.

Books cost £5 with all money collected being paid out for the first two games, with the last game being funded by Ardenglen Community Committee.

Are you interested?
e-mail community@ardenglen.org.uk or
call Fiona on **07969182330** for more information.



Maintaining your home

Whilst we have all tried to adapt to the “new normal” that the pandemic has brought us, we have felt a significant impact within our repairs and maintenance service.

As you will know, contractors were not able to enter your home for non-emergency repairs and this led to a large backlog of work for us to complete, once covid restrictions were lifted. Our backlog has now been cleared with all jobs that were held now complete. If you are still waiting for a repair that you reported during lockdown, please get in touch with us to allow us to check and reissue the repair as required.

We have also been working to complete a number of home surveys that are required and we were unable to do so over the last year or so. Please be patient with us and allow access to your home in order that we can carry out electrical surveys, energy

efficiency inspections and water hygiene test. All of these are designed to keep you and your household safe, guide our investment in the years ahead and seek to find ways to reduce your energy costs. We appreciate that some of you may have had requests for all of these surveys and apologise for the inconvenience that this may cause you. Your ongoing support to help us complete this work is very much appreciated.

Another survey that has taken place this summer, has been the Stock Condition Survey. The results of this are crucial to allow us to accurately plan where and when we will invest in your home. We are currently collating the information made available from that survey and are preparing our investment for the coming 5 years. We will be in touch with those affected early in the new year and publish our investment programme on our website.

We are now in the first few

months of working under our new contract arrangements with P&D (Scotland) LTD and the MP Group. Both contractors deliver our reactive repairs and void service. We are grateful to both companies who have worked hard to help us clear the backlog of jobs mentioned earlier whilst working with us to raise standards, performance and customer satisfaction. Information on performance and customer satisfaction will become a regular feature on our website early in 2022.

From within our own team, and that of our contractors, we have all been affected by pandemic restrictions and this has a knock on effect to you, our customer. We recognise how frustrating this may have been over recent months but please be assured that Ardenglen and our contractors are focused on improving your customer service experience.

Safe re-opening of the Maureen Cope Community Hall

Ardenglen Community Committee are delighted to begin to re-open the Maureen Cope Community Hall. A cautious approach is being taken and it has been agreed to take a one-step at a time approach. Therefore projects that deliver a community benefit will only be

facilitated, whilst our volunteers become more confident in the delivery of normal operations and to ensure that Health & Safety measures are in place to keep everyone safe.

Please keep an eye on the hall's Facebook for future updates.



OPEN



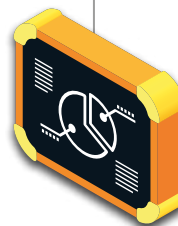
Our Vision for the future

Ardenglen Plan 2021

Thanks to our customers for engaging in the ‘Big Conversation’, hearing your views on what you value and what matters most was invaluable in shaping and informing our new Business Plan, taking us to 2024. Customer Service Excellence was a key theme from all our stakeholders, and we are developing new systems and approaches to enhance our offering. Through our discussions our customers expressed two over-riding priorities for the future:

- A focus on improving homes, in particular the condition of the inside of the home.
- A lesser, but still significant priority, is placed on Ardenglen’s role in investing in things that enhance the local community and enhance the quality and range of services that are available locally. The key areas highlighted were improving the physical environment, supporting people in need, and supporting activities that bring people together, all of these helping to foster a sense of community pride.

These priorities are embedded in our Business Plan and action will emulate from them. We are delighted to launch our new Strategic Map, setting out our vision, purpose, values and strategic objectives in a summary document. If you are interested to find out more about our future direction, challenges, priorities, opportunities, please get in touch with Jacqui Mills, Corporate and Compliance Officer on Jacqui.mills@ardenglen.org.uk.



SERVICES

Deliver first class customer services



FINANCIAL & LEADERSHIP

Achieve robust financial management and governance excellence

OUTCOME

Our customers are highly satisfied with our services and feel they get great value for money.

OPERATIONAL OBJECTIVES

- We will implement a new model for our service delivery, so that all of our services provide excellence for our customers
- We will make the best use of technology so that our customers can use our services in a way that meets their needs.
- We will develop a new Tenant Engagement Strategy to inform and involve our customers.
- We will enhance how we deliver services, to reflect our learning from the Covid-19 pandemic
- We will listen to customer feedback and use this to shape and improve inclusive services in the future

OUTCOME

We are financially strong and demonstrably efficient with exceptional leadership. Our rents are competitive and affordable.

OPERATIONAL OBJECTIVES

- We will maintain our strong track record of collecting rental income and reducing the income lost from empty properties
- We will maintain strong and capable leadership and fully comply with the Scottish Housing Regulator’s Framework for the Regulation of Social Housing in Scotland.

n's Business

L-24



STRATEGIC OBJECTIVES



PEOPLE

Empower, develop and engage our staff and Board



PARTNERSHIPS

Build strong collaborative relationships locally and nationally



COMMUNITIES

Provide quality homes, communities and sustainable tenancies



Vision:

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

Purpose:

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

Values:



Customer and Community Focused



Accountable



Making a Difference



Innovative



Equal access to services and opportunities for all



Treating our customers with respect

OUTCOME

We are a great place to work, with highly engaged staff and a high performance culture focused on delivering excellent services to our customers.

OUTCOME

We positively engage with our stakeholders, to establish new partnerships that lead to better outcomes for our community and better value for money.

OUTCOME

Our houses meet EESSH, SHQS and tenant safety standards, are in high demand with low turnover and the environment is clean and tidy. Our investment improves tenants' homes and helps to make them greener and more affordable to heat. People in our communities can access support and opportunities that improve their quality of life.

OPERATIONAL OBJECTIVES

- We will support our Board and staff with training, development, and educational opportunities.
- We will give our staff opportunities to be involved in decision making, thematic projects and creative thinking.
- We will continue to develop our approach to reward and recognition ensuring staff feel valued.
- We will embed a demonstrable culture of customer excellence in all that we do

OPERATIONAL OBJECTIVES

- We will work effectively with our stakeholders and partners, keeping them informed of our priorities, ambitions, achievements, and challenges.
- We will develop a funding strategy and seek out joint funding opportunities with partners.
- We will actively promote our organisation to enhance our reputation and be recognised as a partner, employer, or landlord of choice.

OPERATIONAL OBJECTIVES

- We will improve the energy efficiency of tenants' homes so that they are more affordable to heat.
- We will make sure that our homes are safe and secure places to live.
- We continue to explore new development opportunities to make more homes available.
- We will develop new services and partnerships to address community needs following the Covid- 19 emergency.
- We will invest in environmental services including grass cutting for all our tenants.

A Virtual AGM; Two longstanding Members Retire and a New Board Member joins the Ardenglen Board

Ardenglen held its second Annual General Meeting on Tuesday 14 September via Zoom. Shareholders were given a warm welcome by our Chairperson, Liz McKenzie. Members present heard our highlights for the year which included being named the Housing Association of the Year 2020, commencing a Stock Condition Survey and getting the green light to open the Castlemilk Pantry.

Liz, expressed how trying the last year has been for everyone and Ardenglen is no different, this made winning a prestigious Housing Association of the Year Award in such difficult circumstances an even more extraordinary achievement and something she is immensely proud of.

Shareholders present approved the Financial Statements and RSM UK Ltd were reappointed as the Association's auditors for 2021/22.

The election of the Board of Management also saw the re-election of Ann Marie Docherty, Liz McKenzie and Maureen Cope MBE. John Duncan was appointed as a new Board Member. Mark Ingram, Karen McDonagh, Sharon Richford, Frank Young, Mary Eardley, Alex Warren, Richard Mahon all continue to serve as Board Members.



Isa Brier, longstanding Board Member of 29 years and Elaine MacPhail, Board Member of seven years respectively, were thanked for their years of service as they took the decision to retire from the Board this year. Everyone at Ardenglen wishes them well.

AHA Chairperson, Liz McKenzie closed proceedings by saying "our commitment to our customers and the hard work of our colleagues, volunteers and Board members will continue as we aim to create the best working environment possible in order to achieve the best outcomes possible for the communities we serve."

Our longest serving Board Member Retires

At our AGM in September, our longstanding Board Member, Isa Brier decided to retire from Board life after serving Ardenglen for over 25 years. Isa last held the post of Chairperson from 2015-2018 and also held the position of Vice Chairperson in 2019.

She is a long-time community

activist who has been involved in many voluntary projects including the securing of funding and construction of a new community church in 2016.

Ardenglen would like to take this opportunity to thank Isa for all her years' service and wish her all the best in her well-earned retirement.

Thank you Isa.





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!

Thank you Elaine

Ardenglen said goodbye and thank you to another Board Member at our AGM. Elaine MacPhail decided to retire from Board life after serving Ardenglen for seven years.

Elaine joined the Board in 2014. She is also a member of Ardenglen's Community Committee and will continue to serve the community in this role.

Ardenglen wish Elaine all the best in her retirement and thank her for her service.





Protect Yourself from High Bills: Energy and Money Saving Tips for Winter

We are all facing higher bills this winter with increases in energy costs and the failure of many energy providers.

Before the pandemic, a quarter of households, over 600,000 in number, were struggling with their energy costs but Energy Action Scotland estimate that is set to rise by over 100,000 households as the universal credit uplift is removed, furlough has ended, and people remain at home, increasing the number of fuel

poor households in Scotland to as high as one in three for the foreseeable future.

Cold, damp homes can undermine our health and wellbeing of people and put additional pressure on the already struggling NHS. Fuel poverty is estimated to cost NHS Scotland over £100million annually.

You are not alone. To protect our health and wellbeing and make our energy bills more affordable we need to stay warm while saving energy where we can.

Here are some useful tips on saving energy and reducing costs at home

9 Heating and hot water tips

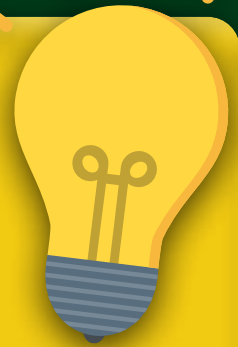
1. Turning your heating down by just 1 degree can save you £80 a year but make sure your main room stays at about 19 degrees
2. If your home has a hot-water tank or cylinder, it should have at least 8cm (3 inches) of insulation. This will reduce the cost of heating the water and keep it hot for longer
3. If there is no thermostat on the hot-water tank it is worth looking into having one fitted. The hot water thermostat should be set at around 63°C (140°F), as this is usually hot enough for most household use
4. Only switch the hot water on for the hours when hot water is needed. It is more expensive to leave it on all day. An hour in the morning and an hour in the afternoon/evening are usually enough for most people's needs
5. Do not waste energy by opening windows - turn down the room thermostat or individual radiator controls instead
6. With storage heaters, it is important to close the damper or output dial (sometimes called the boost) before going to bed or if the house is unoccupied during the day
7. Make sure your boiler is serviced regularly. This will help it run more efficiently and ensure that it is in safe working order
8. Regularly 'bleeding' your radiators, to get rid of air trapped inside, will keep them warmer
9. Small shelves placed about 5cm (2 inches) above radiators help push warm air towards the centre of the room. If the radiators have individual thermostats these can be turned down a little – especially in rooms that are not used all the time

Cooking

- » When using an electric oven, turn it off about ten minutes before the end of cooking time – it will continue to cook at the same temperature
- » Always choose the correct sized saucepan for the amount of food you are cooking. Cutting food into smaller pieces, choosing the right size of ring or burner on the cooker and putting lids on pots will all help to reduce cooking time and therefore save energy
- » Microwaves, slow cookers and pressure cookers use less energy to produce meals than conventional ovens
- » Minimise the use of energy intensive devices such as kettles. Only fill the kettle with as much water as you intend to use or put any excess boiled water into a flask.

Tips for around the house

- » Heavy curtains at the windows will help to keep the heat in and closing them as soon as it starts to go dark also helps. Make sure the curtains are tucked behind any radiators under the windows
- » Use low energy light bulbs in rooms where the lights are on for long periods of time. Low energy bulbs use around 75–80% less energy than old bulbs and last for approximately 8,000 hours. LED bulbs are more expensive to buy, but give an instant and brighter light. They use around 90% less energy than old bulbs and can last up to 50,000 hours making them the cheapest option over their lifetime.
- » Do not leave appliances on standby but switch them off at the wall instead
- » Turn off the lights in unoccupied rooms
- » Unplug inactive electrical items like chargers
- » Wait until you have a full load before using your washing machine, or choose the economy or half-load setting if possible. Always choose the shortest cycle that's practical for your needs and wash at 20 or 30 degrees rather than 40 or 60



Don't be afraid to ask for help

- » If you are struggling to pay your bills then contact your supplier who may be able to help
- » Speak to the team here at Ardenglen, we may be able to offer help with additional financial support.
- » We can also put you in touch with a local energy advisor who will help you reduce your bills by finding the best tariff for you and negotiating any fuel debt that you may have.
- » Speak to us if you would like to have your welfare benefits reviewed. We work with a Welfare Rights Service who will be able to make sure that you are receiving all the support you are entitled to.
- » If your bills are worrying you also contact your local Citizen's Advice Bureau or similar advice charity who can advise you on maximising your income and help you manage any debt you may have
- » Call the Scottish Government's Home Energy Scotland advice service who can advise on measures that you can take or be supported to take to improve the fabric of your home. For more information visit <https://www.homeenergyscotland.org/> or call free on 0808 808 2282 or find Home Energy Scotland on Facebook <https://www.facebook.com/HomeEnergyScotland/>

Look after your health

- » Stay active. Moving around, exercising can keep you warm as well as protecting your health
- » Whether you are inside or out, layer your clothing which will keep you warmer than just one sweater. If the air is very cold, cover your mouth with a scarf to protect your lungs. Natural fibre clothing is likely to outperform man-made fabrics.



Castlemilk Pantry is a Big Hit



In the summer issue of Ardenglen Vision, we reported that the Castlemilk Pantry had finally opened its doors on Thursday 3rd of June 2021. Based in Castlemilk Community Centre, it is open every Tuesday and Thursday from 10am to 12noon. Membership is currently open to anyone residing in the G45 area and costs £1 (annual) to join. Members can then shop once per week for only £2.50 for approx. 10 items of fresh and ambient food to the value of approx. £10-£15.

The project's aim is to tackle food waste and remove barriers for our community to access fresh and affordable produce, to date the response has been hugely positive.

Kelly Burns (Pantry Co-ordinator) tells us that **"We have a steady stream of regulars who have quickly established the Pantry as a valued local resource"** she said. **"We have been blown away by the interest and demand in such a short-time that we've been open."** Stock in the shop is made-up of high quality surplus food that mainly comes from the re-distribution route via Fareshare, one of the project's partners.

Fiona McGovern (Project Manager) added **"The Pantry is a great example of how a community based project can benefit so many local people and it's particularly important to our local residents as they recover from the impact of Covid-19, which has put so much pressure on household finances"**.

The Pantry is supported by volunteers who as well as supporting us in store, they have assisted us to establish the Castlemilk Pantry Focus Group. This group are currently investigating ways to extend our opening times/days due to the ever increasing demand along with developing a Sustainability Plan.

Since opening, the project has signed up nearly 700 members. Here's a snapshot of how well the project is performing up to 30th September 2021 (Q2)

Total no. Memberships purchased

589



Total no. Visits to Pantry Store

1700



= avg. 160 shops (across 2 days)

Total tonnage of food redistributed

39



Total no. Meal portions redistributed

92,859

Total worth of food

£139,288.50



Total amount of Co2 saved

37.44 emissions



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 April and 30 September 2021, we received a total of **34 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 – 19
- Partially Upheld – 0
- Not Upheld – 9
- Resolved – 6
- 88.8% responded to within timescale.

We have a new complaint outcome to report on from quarter one. We are now able to report on the number of **Resolved Complaints**. Resolved complaints are complaints that have been resolved to both the customer and our staff team's satisfaction. We hope to see an increase in the number of resolved complaints going forward.

You Said, We Did

You said...

Contractors are late or not turning up for repair appointments.

We Did...

We are working with our contractors to ensure that they understand the standards expected of them.

Covid has caused a huge disruption to our repairs contractors which has seen them experience problems sourcing materials, staff shortages as well as a backlog of repairs built up during lockdown that they are catching up with.

We meet with our contractors regularly to discuss any service issues and will continue to monitor their service.

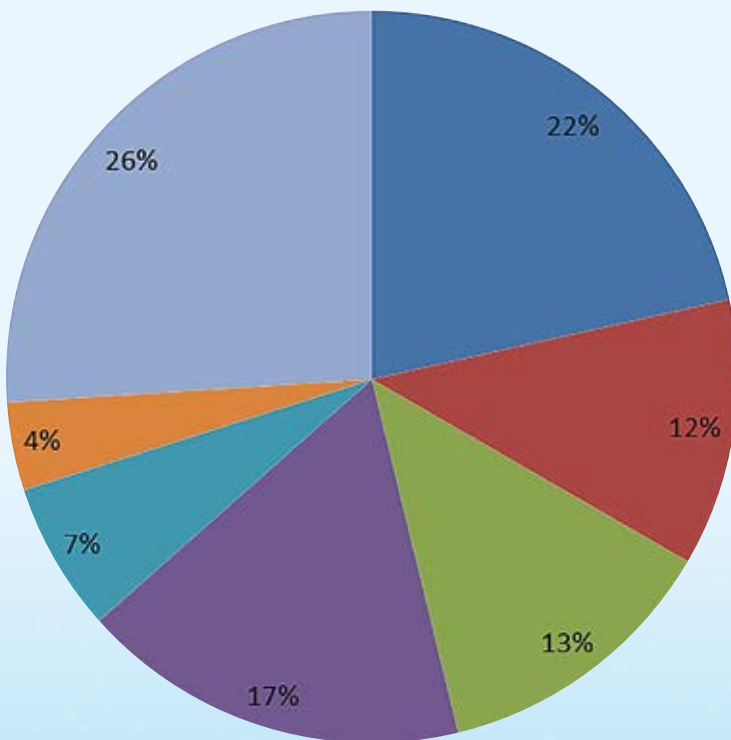
Compliments

We received two compliments about our services this quarter with customers contacting us to let us know they were delighted with the standard of service provided by our new contractor MP whilst another customer let us know that they really appreciated the support and service provided by our customer services assistant.

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 six months from April 2021 to September 2021 - the income receivable was £2.332 Million and from this the expenditure incurred to deliver our service was £1.726 Million.

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

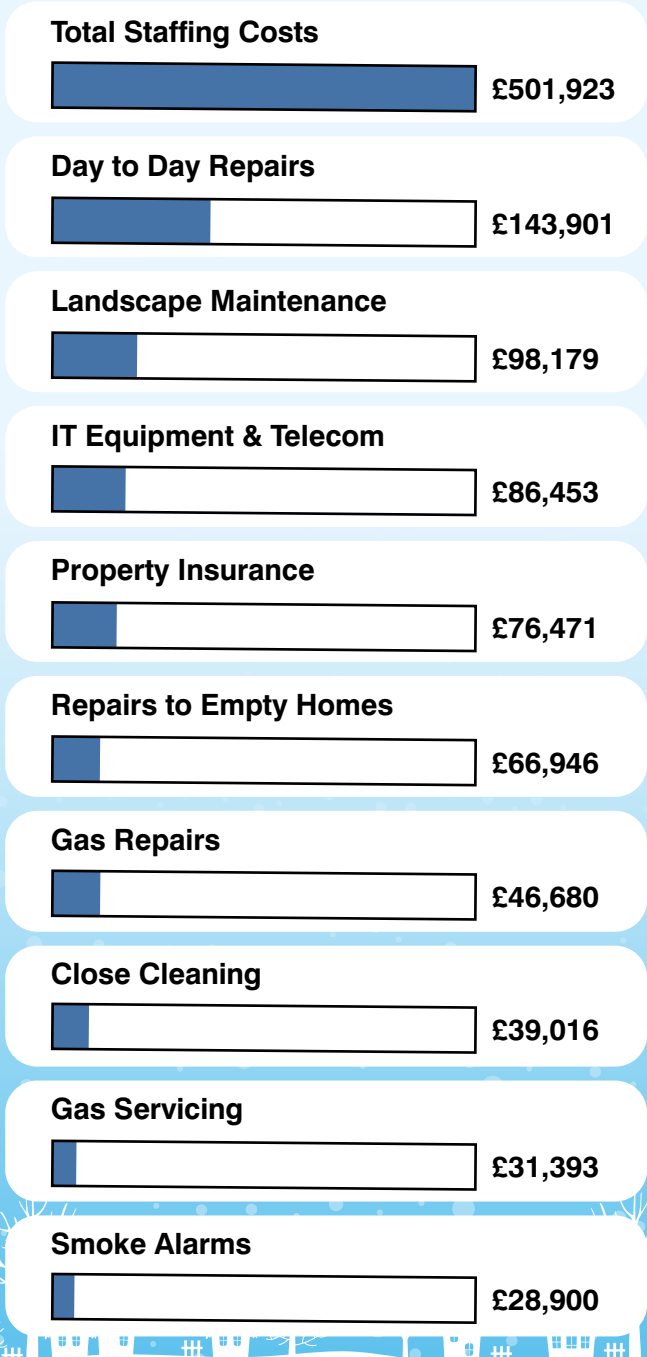


- Salaries/ staffing costs
- Office Overheads
- Reactive Repairs
- Planned & Cyclical Maintenance
- Management & Maintenance administration
- Regeneration
- Money set aside for future investment

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.



Performance Quarter 1 & 2 – 1 April to 30 September 2021

Area of operation	Target	Performance Quarter 3 (2020-21)	Target achieved	
% repairs completed right first time	95% or over	82%	✘	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%	✘	Due to tenants concerns with Covid
Average days taken to relet empty houses	12 days	24 days	✘	Contractors have experienced staffing shortages
% rent due lost through properties being empty	Below 0.23%	0.69%	✘	Due to longer re-let days more money is lost through properties being empty
Current tenant rent arrears as a % of rent due	Below 4.5%	3.71%	✔	Target met



South West Community Transport

Do you have trouble getting to your doctor/hospital appointments?

Do you struggle to use buses?

Our Patient Transport Service can help

Our volunteer drivers will collect you from your home by car, take you to your healthcare appointment, wait for you, and then return you home.

Our service is free to elderly patients who have mobility problems, are unable to access public transport and do not have access to a vehicle.

Phone us for more information on

0141 880 5777

Patient Transport

Scottish Charity: SC040551

Ardenglen's Big Lunch was back and we were Dancing in the Car Park

Thanks to Castlemilk Together "Food & Fun" programme, funded from the GCC, Food Programme Fund, for providing us with another allocation of funding support.

On Monday 11th October, families joined us at our office car park and chatted with staff whilst their children participated in the fun filled activities; including having a good old *Boogie* at the "SILENT DISCO", before collecting an **ARDENGLEN BIG MEAL PACK**, which consisted of a breakfast; lunch; dinner and a delicious bag of healthy fruit.

BIG SHOUT OUT to our partner organisations for their support with the food: *Bistecca Restaurant & Grill*; *the Senior Centre*; the Fresh Fruit & Veg Guy and lastly – not forgetting our celebrity guest.....*Isa the Community Cat*.....who you can see was loving all the attention ☺



What are the benefits of becoming a Member of Ardenglen Housing Association?

Have you ever thought about Share Membership of Ardenglen Housing Association? You have maybe been asked about this when you signed up for your new home with us or perhaps have read a little bit about it on our new website. Either way, you might still be wondering what it actually means and what are the benefits to you?

Ardenglen Housing Association has been around for a little over 30 years and has just under 100 active members. But what does that actually mean? Well, being a member gives you the opportunity to attend our Annual General Meetings (AGM) and have your say about Ardenglen Housing Association. You also receive a Share Certificate, a copy of our Annual Report, Financial Statements and Minutes of our AGMs every year. You'll also get the opportunity to vote at general meetings.

The best thing about becoming a member is that you are one step closer to Board Membership. If you have ever thought that You would like to be on Ardenglen's Board of Management and make decisions about how the Association is run, then becoming a member is a very important first step.

Anyone who is interested in joining our Board, must first of all, be a member of the Association. However, joining the Board of Management is not an easy task and it can demand some of your time, commitment and an interest in social housing. If you want to know more about Board Membership or taking the first step and becoming a Member, get in touch with Jacqui Mills, Corporate and Compliance Officer to find out more on **0141 631 5043** or email **Jacqui.mills@ardenglen.org.uk**



THINKING OF JOINING US?

If you are thinking of joining Ardenglen as a Member it costs just £1.

We'd love to have you on board! Here is a membership form in which you can apply to become a Member.

MEMBERSHIP FORM

- I wish to join Ardenglen Housing Association and enclose the sum of £1 for the purchase of a £1 share.

NAME

ADDRESS

Signed (Tenant) Date

Signed (Joint Tenant) Date

I would like more information on becoming a Committee Member of Ardenglen Housing Association. Please tick if interested

Return this form along with £1 (which will be returned to you if you are not accepted) to:

For Office Use Only

Ardenglen Housing Association Ltd,
355 Tormusk Road, CASTLEMILK G45 0HF

CONNECTED CASTLEMILK

- Do you need help getting on-line?
- Do you need help with your job-search, necessary to maintain your claimant commitment?
- Do you need to learn the basics of how to use a computer or tablet?

Ardenglen's Connected Castlemilk programme offers free Computer/Tablet

Support Classes every Monday and Thursday from 12pm to 2pm in the Maureen Cope Community Hall, 201 Ardencraig Road.

Why not contact Sally Pritchard our Community Development Worker on **07498843556** or e:mail **community@ardenglen.org.uk** today to register and learn a new skill!

We're Listening

THE

BIG

CONVERSATION

Ardenglen has recently introduced a new way of asking for your feedback – your thoughts and opinions of the services we provide to you, our customer.

NOT JUST ANOTHER SURVEY – THIS IS A REALLY IMPORTANT SURVEY AND WE ARE ASKING YOU TO HAVE YOUR SAY

From November if you have an Ardenglen repair completed at your home we will be sending you a short survey to find out how satisfied you have been with our service. The survey will take less than 2 minutes to complete and will be sent to you in a text or e mail and will give us feedback on our performance.

We will use the information to:

- Report back to contractors on tenant satisfaction
- Benchmark contractors based on satisfaction results
- Log and resolve complaints or log and feedback compliments to staff and contractors
- Learn from complaints and compliments
- Report back to tenants on satisfaction survey results
- Help shape services for the future

We hope to get as many responses as possible to collect meaningful data, so please, please, please, complete the survey. **All**

those who respond will be entered into a monthly draw and the winning name will win a £20 Asda Voucher. Many thanks and look forward to providing our first report to you in our Spring Newsletter.

We have reviewed the feedback that many of you gave as part of our Big Conversation earlier this year. Many of your priorities and aspirations have found their way into our Business Plan. Please look out for further information on our plan as it becomes available. We also had a lot of our customers telling us that they were keen to work more closely with us, to help us develop new services, or strengthen those already in place. As such, we are working with the Tenants Participation Advisory Service, (TPAS) who will help us improve our communication and engagement with our customers. We will be in touch with those who expressed an interest in being part of our consultation network early in 2022.

Whatever the weather.....

Be it rain, hail or shine our *Happy Gardeners* have continued to meet up and have been working hard at the gardens of the Maureen Cope Community Hall, supported by Ebony and Lindsey from Urban Roots.

Delicious fruit and vegetables from their autumn harvest, were very kindly donated to the Castlemilk Pantry, with lots of Apple Pie being made to go with a cuppa!

So, if you know of anyone who might be interested in getting involved call Sally

on 07498843556 or e:mail community@ardenglen.org.uk

Sally, our Community Development Worker is also facilitating two women's groups every Wednesday from the hall, as part of Castlemilk Pantry Plus (added-value) activities.

Why not join her and the '**Bright Sparks**' group (aimed at women over 40) from 10am – 12noon or the '**Teapot**' group (aimed at women under 40) from 12.30pm – 2.30pm for a cuppa and chat and for some '**Me Time**'.



Hello/Goodbye

We said goodbye to one of our longest serving staff members in October as Pamela Forrest, Operations Manager left for pastures new after over 16 years with us. We wish Pamela well for the future.

As we said goodbye to one staff member, we welcomed a new member to our Maintenance Team. Robert McGuire joins the Ardenglen staff team as our new Temporary Senior Maintenance Officer. Robert brings with him a wealth of maintenance experience and we think he is going to be an excellent addition to the team. Welcome Robert.



Pamela Forrest



Robert McGuire

ARDENGLLEN COMMUNITY COMMITTEE'S HALLOWEEN SPOOKTACULAR

SPRITS WERE LIFTED on Friday 29th October, when our tenants and their children joined us at our *Spooktacular Halloween Pop Up* in the Maureen Cope Community Hall.

You can see from the pictures that a **BOO-TIFUL AFTERNOON** was had by all who attended.



Getting Gritty with it this Winter

Winter gritting is carried out by our landscape contractor Caledonian Maintenance on any occasion where the temperature drops to - 4 degrees Celsius. They are responsible for gritting all the common paths and backcourts but please be aware that the gritting of the pavements and roads is still the responsibility

of Glasgow City Council. If you have any issues regarding the roads and pavements the council can be contacted in the following ways:

- By phone **0141 287 9000**
- By email **les@glasgow.gov.uk**
- website **www.glasgow.gov.uk/roads**

Intergenerational working at its best with the 3 Bs (Bite, Blether & Bingo)

We were delighted to welcome our older participants to join our volunteers at the Maureen Cope Community Hall on Tuesday 9th November 2021.

Since March 2020, meetings have taken place on-line and whilst this allowed everyone to connect virtually, feedback received was that meeting face-to-face is so much better.

Over a light lunch, the focus of our discussions was about how to take the programme forward in a way that it can be delivered safely and include the school participants from Castlemilk High School

in the hope that this can be resumed in the early part of 2022.

Sally our Community Development Worker, delivered the Blether topic on Cop26 and spoke about different ways that we could be innovative. Also on display was a product that originated from South Africa, Sally explained that it works like a slow cooker and is called “**the Wonder Bag**”.

The next session is due to take place on Tuesday 14th December, so if you know anyone who might be interested in getting involved with the 3B's call Fiona on **07969182330** or e:mail **community@ardenglen.org.uk**



Pictured..... 3B's participants with Sally our Community Development Worker, who delivered the Blether topic on Cop26 and spoke about different ways that we could be innovative.

A Conversation Condensa

Is it causing dampness in your home – what can you do to stop it?

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.

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!

about tion.

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.



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.*

Spotlight on Governance



It has been a busy time for our Board of Management and staff team since our last newsletter. Our Board met on Tuesday 26 and Thursday 28 October to progress and approve a number of important actions for Ardenglen, none more so than our new Business Plan. Below is a summary of all the latest approvals from the Board:

- **Libor transition** – Our Audit, Performance & Risk Sub Committee will make a decision on the best interest rate for Ardenglen going forward.
- **Annual Assurance Statement** – this is a statement that confirms Ardenglen are following regulatory guidance and complying with Health and Safety legislation.
- **Improvement Plan** – our staff team have been working tirelessly over the last year to make improvements to Ardenglen’s processes and systems for the good of our customers and staff.
- **Afghanistan Refugees** – the Association is closely monitoring the situation to better understand the current situation in Glasgow and whether we can assist.
- **Fuel Poverty** – with rising energy costs, the Board noted the work AHA are doing to address fuel poverty and raise awareness of managing energy consumption.
- **Asset Management Strategy** – this is how we will plan what investment and improvements we will make to your homes.
- **Asbestos Management Policy** – this policy explains how the Association handles asbestos
- **Business Continuity** – this plan outlines the best way forward for Ardenglen should there be any bumps in the road.
- **Board training** – our Board of management have agreed their training needs to ensure that they have the right skills and knowledge to serve Ardenglen
- **Equality & Human Rights Policy** – Ardenglen have launched our new equality policy ensuring that everyone has access to our services.
- **Festive Closure** – the Board has approved the Festive Hours which you can read in full on page 4.

Ardenglen are keen to enhance our Membership this year, if you would like to become a member of Ardenglen Housing Association, please get in touch with us at info@ardenglen.org.uk. One of the benefits of becoming a member is that you can then think about joining our Board of Management. To find out more about the benefits of becoming a member, see our article on page 19.

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.

WINTER PUZZLES

Find the 7 differences



Can you find the hidden words below?

MERRY
CHRISTMAS
DECEMBER
SNOWMAN
SANTA CLAUS
DECORATION
CELEBRATIONS
SNOWFLAKES
MISTLETOE
PRESENTS
CHARITY
CANDLES
FROSTY

WINTER
ICY
MYRRH
ANGEL
HOPE
CAROL
STAR
TOYS
XMAS
TREE
BELLS
GIFT
WISH

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



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 CLOSURES AT 12PM EVERY WEDNESDAY FOR STAFF TRAINING.

OUR OFFICE WILL BE CLOSED FOR PUBLIC HOLIDAYS ON:

27, 28 AND 29 DECEMBER 2021 AND 3, 5 AND 5 JANUARY 2022.

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...

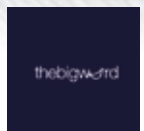
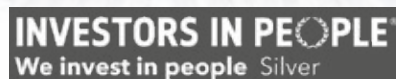
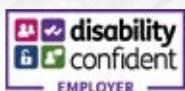
Keep updated with everything Ardenglen by liking us on facebook here is the link below:

<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.



Ardenglen use the Big Word translation service. Please get in contact with us if you would like a copy of any of our publications in another language.