

Annual Review for 2022/2023



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Thank you to our Tenant Focus Group Leighann Ingram, Daniel McGivern and Kimberley Lee who helped us agree on the performance data and layout of our Annual Report .



Our Purpose

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

Our Vision

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

Our Values



Customer and Community Focused



Innovative



Accountable



Equal access to services and opportunities for all



Making a Difference



Treating our customers with respect

Chair's Welcome



Welcome to Ardenglen's 2022/23 Annual Report. I'd like to start by thanking our tenants, board members, colleagues, volunteers and partners for their continued support during another year of significant challenges

including rising inflation, rising energy prices and rising food costs which have added considerably to the pressures for our sector and increasingly our residents.

I'm very proud of our colleague teams work in providing a range of essential support to households that are struggling. The needs are increasing exponentially and this year we've supported our customers with a range of services including energy advice, access to the food pantry which now has over 1,100 members and welfare rights advice which has secured over £410,000 for service users in the year.

Despite a varying range of pressures our performance has remained very strong, with our re-let performance of 15.1 days being 40.5 days below the national average, overall satisfaction is 94% compared to a national average of 86.7% and our average weekly rents remain below the national average. Further performance indicators are included within the report with reference to national comparisons to give an indication of how well the Association is performing in a range of areas.

Soaring prices of construction and supply chain availability have made repairs and investment challenging in the year. However, we've completed over £250,000 of improvements to homes including boilers, windows, doors, kitchens, and bathrooms. Future investment plans will be underpinned by robust information on the condition of our properties completed by independent surveying specialists to ensure we invest wisely whilst achieving value for money.

I appreciate the diversity of the community we serve and as such we will refresh our approach to Equality, Diversity and Inclusion to remove barriers. We provide housing and services for a range of diverse needs, and we recognise that enhancing our understanding of the community through collection of equalities information can help shape our services and ensure a human rights approach in the work that we do.

We want to be brilliant at what we do and focus on the issues that matter most to our tenants. There are a range of ways to get involved with the Association within the report which I would encourage you to consider. Your engagement with us, scrutinising our services, focusing on service improvements, and giving voice to your priorities is vital in helping us shape our services and meeting our vision to provide aspirational homes and high-quality services to transform communities to enhance the quality of life for our customers.

Liz McKenzie,

Chair



Communities

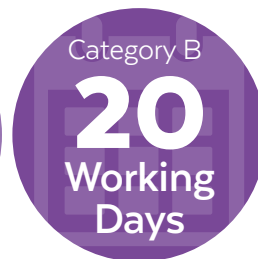


Housing Quality & Maintenance

Estate Management

We managed 48 estate management complaints within the reporting year covering a variety of issues including smoking, dog fouling, barking, litter, bulk waste, fly tipping, bikes/prams in closes.

Our timescales for responding are:



Anti-Social Behaviour

Category A (20 working days)

Category B (40 working days)

Category C (110 days)

We managed a total of **68 ASB** complaints in 2022-23.

Verbal Abuse

Threatening behaviour

Drug issues

Damage

Parties

We resolved **100%** of all cases reported on time.

In 22/23 we had no cases that progressed to legal action.

Scottish Average - 94.2%
Our Peer Group Ave - 98.6%

Communities



SHQS –
compliant
99.2%

SHQS Compliance
Scottish Average – 79%

Our Peer Group
Average – 94.2%

The Scottish Housing Quality Standards (SHQS) exists to ensure all our homes are meeting an acceptable standard. The standard is made up of 5 basic components and compliance is measured by the end of the Reporting Year at 31 March 2023.

All properties:



During the recent Stock Condition Surveys, it was identified that 2 properties had failed the modern facilities criteria for bathrooms and 1 property is currently in abeyance for modern facilities within a kitchen due to an alteration carried out by a tenant to accommodate a large fridge/freezer. The 2 bathrooms have subsequently been repaired and the issue relating to the kitchen will be addressed within a new design layout whenever the kitchen is due for replacement.

A relatively new measure introduced by the quality standard the previous year required that all the Associations properties had received an Electrical Inspection Condition Report carried out within the last 5 years. The Association was unable to comply with this measure within 5 of its properties due to programming or access issues. Electrical inspections of the outstanding 5 properties have now been completed following the implementation of the forced access policy.

Communities



The Energy Efficiency Standard for Social Housing (EESH) has been replaced by a new standard- EESH2 and this must be met by housing associations by the end of December 2032. The new standard requires that all social housing meets EPC B or is as energy efficient as practically possible. Although it's a relatively new standard a review is currently being undertaken by the Scottish Government to strengthen

and realign it with the target for net zero heat in houses from 2040, as set out in the Climate Change Update and Heat in Buildings Strategy. It is hoped that the outcome of this review will help the association to put together an action plan for meeting the target as part of its Energy Strategy.



Repairs Performance



Emergency
Repair Time -

**2.6
hours**

Scottish Average -
4.2 Hours

Our Peer Group
Average 2.6 hours



Non-emergency
Repair Time -

**5.2
days**

Scottish Average -
8.7 days

Our Peer Group
Average 5.3 days



Right First
Time -

96.7%

Scottish Average -
87.8%

Our Peer Group
Average 89%



No of
properties
failed to have
gas check -

2



Contractor Performance

Historically many housing associations including Ardenglen operated with a number of small or single trader contractors to undertake all the different repairs required within the reactive maintenance service. This model was later replaced with one which Ardenglen has been operating with over the last few years, which consisted of one or two large multi-trade contractors who were able to provide all the functions of the many smaller contractors but also bring the benefits of increased material discounts as well as a reduction in administration time for the maintenance section.

Unfortunately, the construction industry has changed since the pandemic and Brexit and many larger building companies who operated previously have left the sector and others who remain have been affected by labour shortages which has had an overall effect on performance.

We are now looking to partially revert back to the more hands-on approach that is provided by a number of smaller contractors and we have requested tenders from contractors already on a pre-arranged list of approved contractors that have met a range of quality standards agreed in collaboration with other housing associations together with a procurement organisation, Procurement for Housing. The trade areas that we are currently looking at are as follows.

- Joinery
- Electrical
- Plumbing
- Void/ multi-trade works

We have retained the services of one of our larger contractors for an additional year to ensure a smooth transition into our new repairs model. We are excited to deliver a first class repairs system for our customers.



Satisfaction with our Repairs Service

89.5%

Scottish Average - 88%

Our Peer Group Average 86.2%

Every year we try and improve on our repair satisfaction performance. It is important that tenants complete the electronic satisfaction surveys that are issued after the completion of a repair as these will assist with our assessment of how well contractors have performed and help to improve the delivery of the repairs service.

Communities



Investment

Due to the cost-of-living crisis and the impact that significantly increased maintenance costs were having on the overall financial projections of the Association the investment programme was scaled back until a full review was undertaken to ensure that the effects of the increased costs could be smoothed out over the 30-year programme.

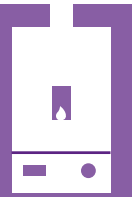
Our biggest investment during the year was in a boiler replacement programme to 91 properties which

provided tenants with new high efficiency boilers. We also installed a small number of ad-hoc kitchens and bathrooms within certain void properties together with windows and doors which were of an age and condition that meant they were beyond simple repair.

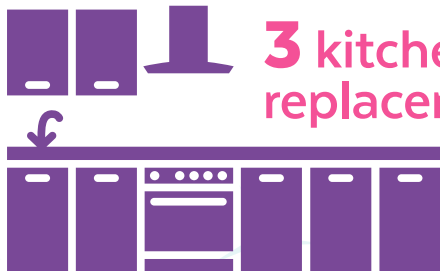
We continued with our stock condition surveys which have identified that investment should be targeted towards the replacement of boilers and kitchens over the next 3 financial years.

Total
Investment
Costs -
£253,732

91 boiler
replacements



3 bathroom
replacements



3 kitchen
replacements



1
re-roofing



20
windows/
doors



Partnerships



Access to Housing

Housing Options

This year we launched our online housing application in February 2023 which can be accessed via our website. This has made access to our waiting list much more accessible. We still continue to offer an in depth housing options interview in person if this is preferred. 334 housing applicants were added to our waiting list as below:



We had 62 properties for re-let in the year and allocated these from the following lists:



As well as our relets we also approved the following tenancy change requests:



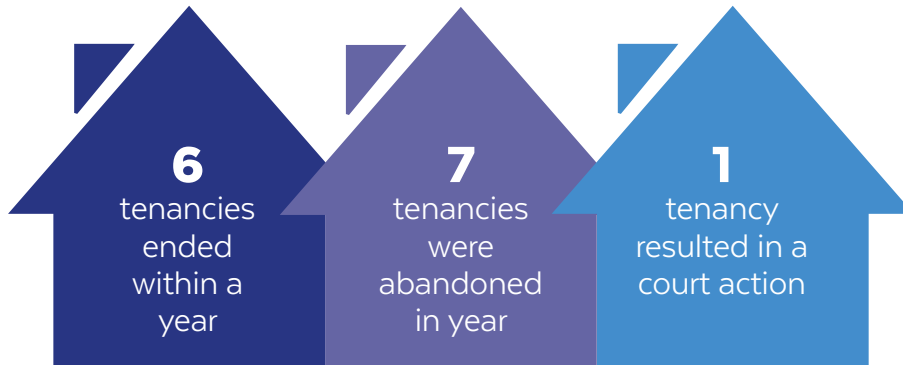
It is vital that tenants keep us updated on who lives in the property (please inform us when anyone moves in or out) as failure to do so could result in tenancy change applications being refused.

We continue to work with our partner at Glasgow City Council to try to meet our lettings quota of 40% to homeless applicants.

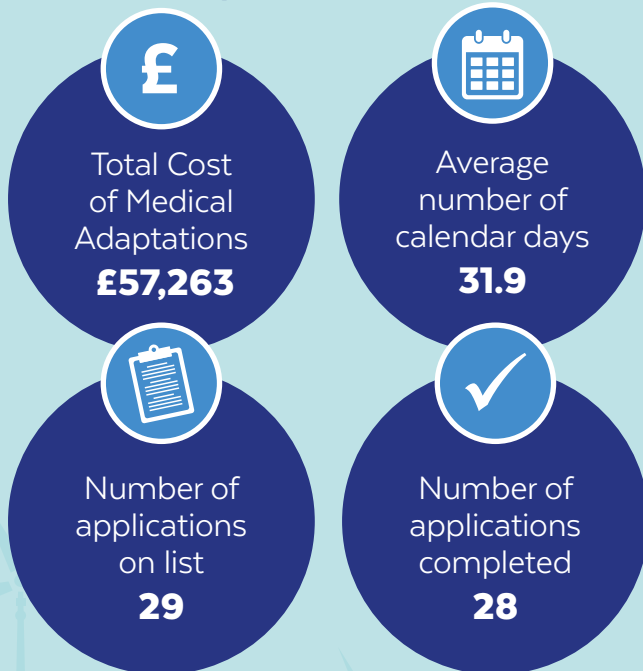
Partnerships



Tenancy sustainment



Medical Adaptations



Medical adaptation is a term used to describe alterations carried out to your property that enable people to live more independently in their homes for a longer time.

Welfare Rights

We work in partnership with Money Matters (Govan) to deliver a Welfare Rights Service by appointment two days per week. Luke O'Neill is our advisor & appointments are offered in person or by telephone.

203 customers accessed the service



63% of appointments were aged 45 and over



58% of customers had an income of under £10,000



Total funds secured for customers in the year - **£411,157.78**



Partnerships



Community Investment

We are extremely proud of our roots as a Community Anchor organisation and continue to be committed in working collaboratively in ways that support, strengthen and empower our community. This includes our aspiration to build on, and develop our projects and initiatives in a way that meets our tenants and the wider community needs.

The community of Castlemilk has huge potential, however, continues to suffer from complex social challenges. Despite successful physical regeneration, it is still ranked in the top 5% most deprived communities in Scotland (SMID 2020).

Our Community Investment Team continue to address this by working with a variety of partners to deliver our community regeneration activities and services, whilst at the same time address issues that are identified and highlighted by the local community themselves!

We recognise the crucial role that the Pantry plays in the community

Our Pantry Plus Project engaged with 363 participants in the following activities:


-  Health & Wellbeing
-  Learning/Training
-  Reduced Social Isolation
-  Up-skilling
-  Volunteering
-  Cookery Classes
-  Participatory Budgeting (Cash for Castlemilk)

Highlights in the year include:

- 

Funding secured for 2023-26 from Investing in People Fund and GCC Community Fund
- 

Creation of Inspirational Cookery Book for Air Fryers and Slow Cookers
- 

Creation of Non-Energy Slow Cookers by our Sew Fabulous Group
- 

Sending our Non-Energy Slow Cookers to support Ukraine families

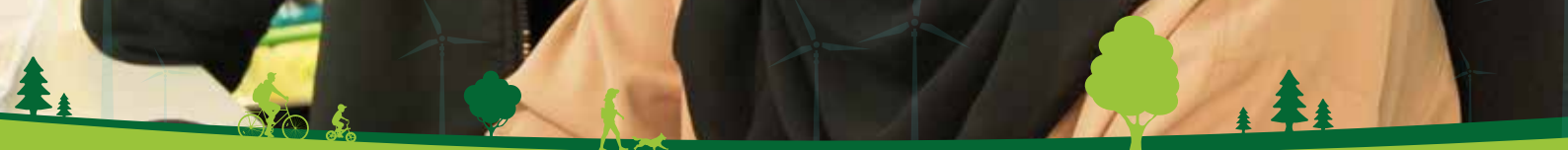
of Castlemilk and are committed to promoting and supporting its development including its added value activities such as Pantry Plus.

Our team have worked extremely hard during our second year of operation, despite difficulties. At the end of 2022-23, we have 1167 members.

Thanks to funding awarded from the Energy Re-dress Scheme, we were able to add an Energy Advisor

to our team. This was just in time to support our tenants/members with the Energy Crisis.

There is so much more to be done, especially in a changing landscape that is seeing more and more local residents becoming financially vulnerable. Our vision is to continue to engage, involve and empower in order to bring about changes that benefit the local community and its people.





Ways to get in involved at Ardenglen Housing Association

Become a Member

For just £1 you can become a member of the Association. You can then have a real say in how AHA is run, stand for election to our Board at our Annual General Meeting and also vote to appoint our Board of Management.

Join the Castlemilk Pantry

The Castlemilk Pantry is led by Ardenglen and supported enthusiastically by our neighbouring landlords: North View, Cassiltoun, Craigdale and Glasgow Housing Association. The Castlemilk Pantry operates by giving members who sign up for £1 a year access to around £15 worth of goods for a flat rate of just £2.50 per shop. We also offer volunteer opportunities for anyone who wants to get involved.

Join our Board

We are looking for tenants to get involved in our Board. We reserve places on the Board for our tenants and provide training and support to anyone interested.



Tenant Scrutiny Panel

We are launching a new Tenant Scrutiny Panel where tenants will scrutinise our service and performance and help us improve how we work. Full training and support will be provided for anyone who wants to get involved.

Consultation Groups

We have a number of policies and services that we often consult with you on. If you are interested in helping us to shape our policies and services, look out for news of our next Consultation.

Join the Community Committee

The Community Committee was established in 2010 to deliver a variety of community benefit programmes from IT Classes, Gardening & Cookery. If you would like to join the committee, get in contact with us today.

If you are interested in any of these opportunities to get involved, give us a call on 0141 634 8016 or email info@ardenglen.org.uk

Services



We use many forms of communication to engage, interact and keep you informed of our work. Telephone and email have been the main methods of contact with you over the last year. There are many ways that you can reach us;



Telephone

including calls and texting



Written format

such as newsletters and letters



Electronically

by email or using our website, Facebook and Twitter page



Face to face

either at our office, your home or the Maureen Cope Community Hall



Satisfaction at being kept informed

2023
98.2%
2022: 99%

Scottish Average 2023 - 89.7%
Peer Group Average 2023 - 95.6%

Tenants satisfied with opportunities to participate

99.8%
Scottish Average - 85.9%
Our Peer Group Average - 96.3%

Complaints - We Value Your Feedback

Stage 1
complaints

156

Stage 2
complaints

9

We received 165 complaints in 2022/23. (78 complaints in 2021/22)

39.4%

of complaints were upheld in 2022-23.

(54.6% of complaints were upheld in 2021/22).

Services



The percentage of all complaints responded to in full at Stage 1
98.7%



The percentage of all complaints responded to in full at Stage 2
100%



The average time in working days for a full response at Stage 1
2.8 days



The average time in working days for a full response at Stage 2
13.3 days

Learning from Complaints

During the course of the year 2022/23; the Association received 165 complaints. This year we identified some improvements through learning from complaints. These were:

Review of our service policies



Review of contractor performance



Review of our communication



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

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

David Byrfield Chief Executive



Suzanne Casey Director of Customer Services



Karen Fee Director of Finance, Digital and Corporate Services



Peter Kelly Director of Asset Management



Financial and Leadership

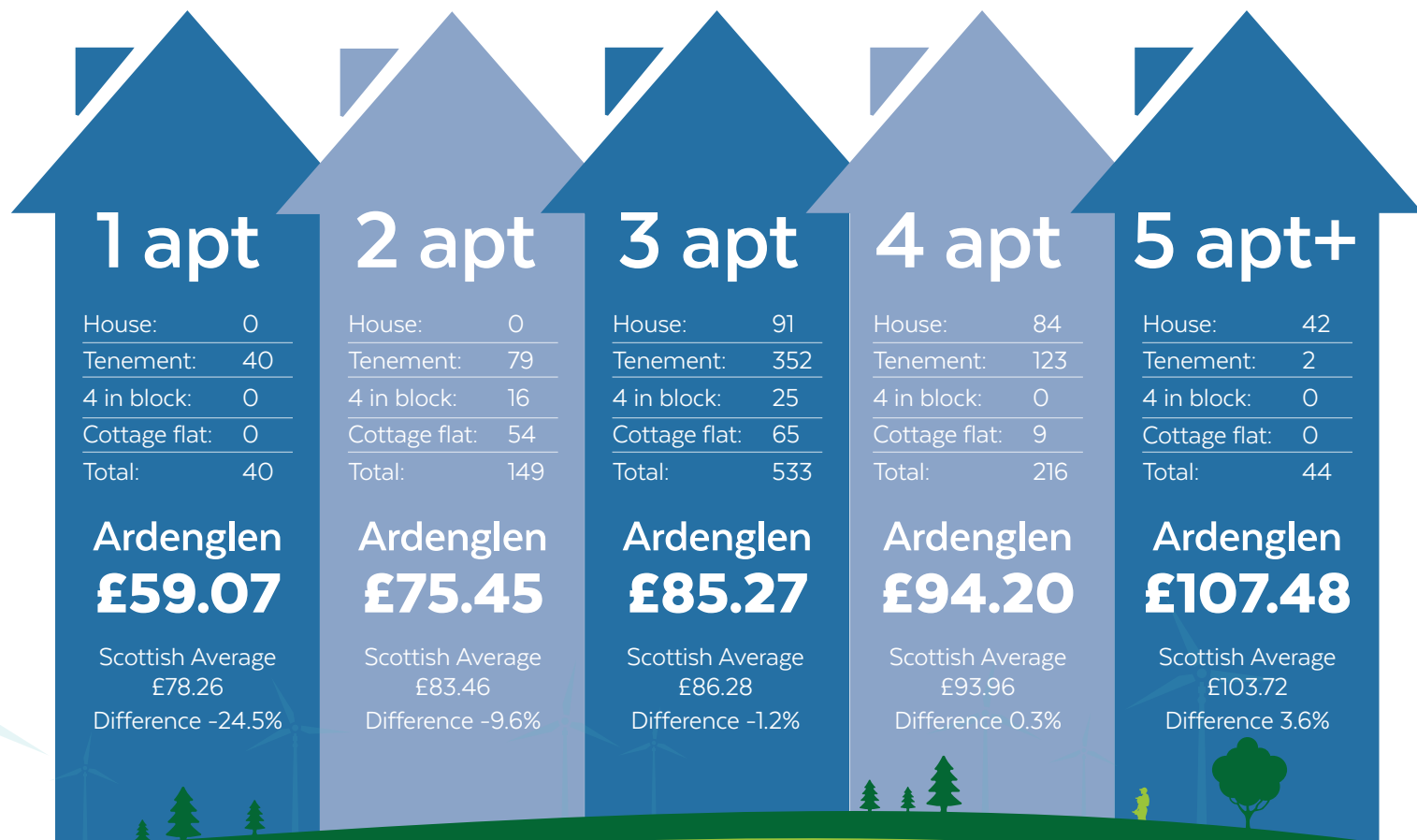


Average Weekly Rents

We annually review the rents we charge for our homes. This ensures we have enough income to provide high quality services and maintain our properties to a high standard.



Getting good value from rents and service charges



Financial and Leadership



Total rent collected

100.05%

Scottish Average 2023: 99%

Peer Group Average 2023: 99.5%



Rent lost due to homes being empty

0.33%

Scottish Average 2023: 1.4%

Peer Group Average 2023: 0.7%



Average days to relet homes

15.1 days

Peer Group Average 2023: 31.1 days

Scottish Average 2023: 55.6 days



Value for Money

We implemented a Value for Money Working Group with membership from the all teams across the Association. This group consider new and efficient ways of working, ensuring we are achieving value in our contracts, services while maintaining high levels of customer satisfaction. The VFM working group have an annual target of £50,000 saving annually.



Governance

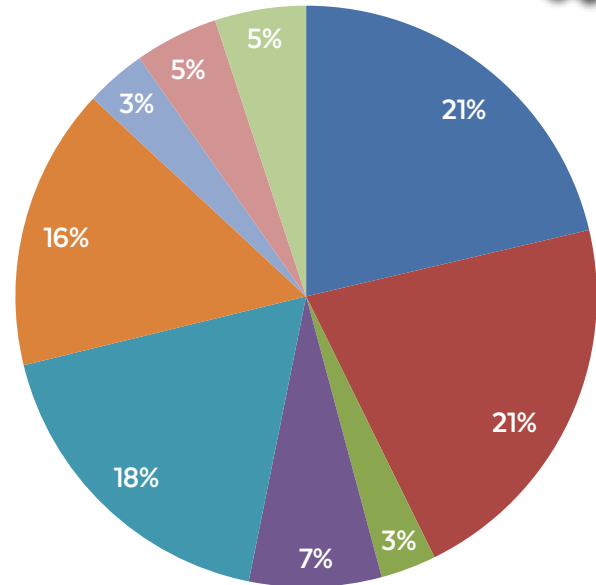
Board member appraisals and a learning and development plan is in place. Successfully appointed new Director of Finance, Digital and Engagement. Corporate Health & Safety Working Group reviewing compliance.

Financial and Leadership



How your rent money is being spent

Salaries/Staffing Costs	21%
Reactive Repairs	21%
Planned & Cyclical Maintenance	3%
Estate Maintenance	7%
Management & Maintenance administration	18%
Depreciation	16%
Regeneration	3%
Interest paid on loans	5%
Money set aside for future investment	5%



“Top ten” areas of spend 2022/23



Our People



Our Staff Team

David Byfield

Chief Executive

Finance, Digital and Corporate Services

Karen Fee

Director of Finance, Digital and Corporate Services

Michelle Hart

Finance, Digital and Corporate Services Manager

Jacqui Mills

Corporate and Compliance Officer

Michelle Robertson

Finance Assistant

Customer Services	
Suzanne Casey	Director of Customer Services
Angela Mooney	Interim Senior Housing Officer
William Boale	Housing Officer
Kerri Downie	Housing Officer
Hayleigh Rennie	Housing Assistant
Vacancy	Housing Assistant
Fiona McGovern	Community Investment Manager
Lynne Mastrangioli	Energy Advisor
Kelly Burns	Pantry Co-ordinator
Jackie Bole	Community Development Worker
Suzanne McGeachy	Pantry Assistant
Naomi MacKay	Pantry Assistant
Scott Cunningham	IT/Digital trainer & Literacy worker
Nicole Babes	Housing & Communities Administrator
Amna Hussain	Customer Services Assistant
Vacancy	Customer Services Assistant
Asset Management	
Peter Kelly	Director of Asset Management
Bruce Strathearn	Maintenance Officer (Temp)
Vacancy	Maintenance Officer
Amy McCann	Maintenance Assistant (Temp)
Leavers in the year	
Allana Hammell	Maintenance Assistant
Peter Boyle	Maintenance Officer
Colin Robertson	Maintenance Officer
Sally Pritchard	Community Development Worker
Anthony Chelton	Corporate Services Officer (Temp)
Heather Rooney	Maintenance Assistant
Haya Khan	Receptionist (Temp)
Mary Hegazy	Housing Assistant (Temp)

Our People



Liz McKenzie, Chair
Date elected: 2008



Mark Ingram,
Vice-Chair
Date elected: 2017



Maureen Cope MBE,
Board Member
Date elected: 1995



Ann Marie Docherty,
Board Member
Date elected: 2003



Sharon Richford,
Board Member
Date elected: 2004



Karen McDonagh,
Board Member
Date elected: 2014



Alex Warren,
Board Member
Date elected: 2018



Richard Mahon,
Board Member
Date elected: 2019



John Duncan,
Board Member
Date elected: 2021



Chukwudi Chuks-Nnadi,
Co-opted Member
Co-opted 2022



Chinye Anameje,
Co-opted Member
Co-opted 2022

Leavers in the year

Mary Eardley
Board Member
Retired 2023

Frank Young
Board Member
retired September 2022

Annual Assurance

In October 2022 the Association submitted its third Annual Assurance Statement to the Scottish Housing Regulator (SHR). Following a robust self-assessment process the Board unanimously reached the following opinion:

Ardenglen Housing Association Ltd:

- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management;

- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- Comply with all Regulatory Requirements as set out in Chapter 3 of the Regulatory Framework including all relevant legislative duties.

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

Looking to the future – What is in store for 2023-24?



Digital

Our future plan is to develop a Digital Strategy to engage with our customers, providing new methods of communication and service delivery. To create efficiencies for our teams with new improved ways of working. Promote the use of social media for updates and customer information.

Development of Our People

Roll out of a new Performance Management process for staff with monthly meetings and annual appraisals, this will embed we are working as One Team to meet our strategic objectives.

The development of a Wellbeing Strategy to ensure our staff are fully supported in their lives.

Customer Engagement

A focus for Ardenglen in the year ahead is to build on our engagement with tenants about the services that we offer whilst ensuring they meet tenant's needs. We not only want to improve our standards of customer services but work towards "customer service excellence".

We will continue to develop online services including the introduction of a tenant portal or app and will involve tenants in the setup of this

We will continue to respond to the cost of living crisis by supporting our customers, seeking relevant funding opportunities including funding to extend our pantry energy advisor post. We will also review our current Welfare Rights Service.

We involved our customers in the creation of the annual report and understand the importance of customer feedback. We are planning to restart the Tenant Scrutiny Panel in the hope of attracting more members.

Governance

We will undergo an extensive Board Succession Planning and Recruitment programme this year to ensure that we have the right skills and experience on our Board. This will feed into our Board Succession Planning.

During the year, we will continue to review and update our policies and procedures.

We will continue maintaining our compliance with the Regulatory Standards of Governance and Financial Management to feed into our Annual Assurance Process.

Dampness and Mould

We have developed a new Dampness & Mould Policy and Procedures document together with a Register which will provide us with a framework to ensure that all tenants are treated in a fair and consistent manner and consideration is given to accommodating their lifestyle throughout the year.

We will therefore be looking to pro-actively engage with tenants to conduct surveys which will give us a better understanding of what properties are affected most by dampness and mould and enable us to determine permanent solutions for tackling the problems not only

on a reactive basis but also as part of our investment projects.

The Scottish Governments review of EESSH2 in 2023 has taken longer than expected and there is no definite date of when it will be concluded. We will therefore be pushing on with an outline energy strategy document which will give consideration to our current stock profile and its suitability towards various retrofit fabric upgrades and renewable heating technology. The outline document will be developed further in greater detail once the outcomes of the review are known.

Our Investment Programme

Over the next 3 years has been prioritised to concentrate on the replacement of old gas boilers with new high efficiency ones which will hopefully help with your heating costs and will provide greater comfort within your home. This year we will be looking at replacing 71. Additionally, we will also be looking to undertake a kitchen replacement programme over the same 3 years and 54 kitchens will be replaced this year.

The third phase of stock condition surveys will also be undertaken to further help the association prioritise

where the investment needs are greatest, and the amount of funds required to be allocated.

Our new 5 Year External Painting Contract will be commencing soon which will not only provide protection from weathering of timber and metal external surfaces but also bring a touch of fresh colour to brighten up the appearance of internal close surfaces. Tenants will be consulted nearer the time regarding colour schemes for the closes.



Get in touch to find out more

website: www.ardenglen.co.uk

email: info@ardenglen.org.uk

Telephone: 0141 634 8016

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

Feedback

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

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