

Gardenglen is back for 2022

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Castlemilk Pantry makes Headline News

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Chief Executive's Message



Welcome to our spring newsletter and what will be my last message as your CEO. In June I will be moving on from Ardenglen to take up a new post, almost five years to the day I joined. It has been an absolute honour and privilege to lead the organisation through some particularly challenging times and I feel proud of what has been achieved.

I have loved working in Castlemilk and absolutely blown away by the community spirit and passion you have to make things better. I have also enjoyed working with a truly inspiring, dedicated and focussed Board and staff team, not to mention our absolutely outstanding volunteers!

The recruitment process is underway and we should be in a position to announce your new CEO in the summer newsletter.

On the theme of change, we were delighted to welcome two new Directors to Ardenglen. Jennifer McCann is our new Director of Customer Services and Peter Kelly our new Director of Asset Management. Both bring a wealth of experience, knowledge and skills to the Association and will be a fantastic addition to the team.

It is important that our Board, as far as possible, is reflective of the local community, and collectively has the right skills, knowledge and expertise to be an effective governing body. Following a recent review, our Board are now keen to attract new members from the local area. You can find out more on page 9 what it is like to be a Board member.

Tenant participation and engagement is something we have been reviewing and we will soon be launching a new Tenant Participation Strategy. We are keen to offer a range of methods for our customers to get involved in reviewing services and standards. More information will follow in the summer newsletter, but if you are interested in getting involved please get in touch.

We will shortly be embarking on a project to get to know our customers more. If we have better understanding of the demographics of our customers, we can shape services accordingly. You can read more about this on page 3.

As restrictions continue to ease, Ardenglen has opened our doors of our office to customers at the slightly reduced hours of 9.30am to 5pm (Mon to Thurs) and 4pm on a Friday. To try and manage the footfall to the office after such a long time away, we would ask that you consider whether you need to visit the office for your query to be dealt with or is it something you can talk about with us on the phone or email just as easily.

Finally, thank you for making me feel so welcome in Castlemilk and I wish you all the very best for your future. And I keep everything crossed you get your much needed supermarket!

Audrey Simpson
Chief Executive

WE ARE OPEN



We are delighted to be able to welcome our customers back into our office at Tormusk Road. There is no doubt the last two years have been difficult for us all in so many different ways, not least that we haven't been able to offer a face to face service with our community and customers.

We were on the verge of reopening toward the end of 2021, when the Omicron variant of Covid 19 began circulating and we therefore decided to pause our plans to reopen and to do our part in stopping the spread of the virus.

We are very aware that the virus is still around but please be assured that we will do all that we can to limit the risk of infection if you are visiting us. We will ask that any visitors to the office continue to wear a mask which we can provide upon your arrival.

We are trialling a form of "Hybrid working" which enables our team to work part of the week from home and part of the week within the office. This way of working is encouraged by the Scottish Government however, we will ensure that you can access any part of our service every day. However, if you wish

to speak to one specific member of our team, then please call to arrange an appointment to allow us to ensure that person will be in the office on a day that suits you.

We would also be keen to hear your views on this way of working so please let us know your opinion either to our Customer Services Team when you call or visit the office or via our website <https://ardenglen.co.uk/>

Please note that as well as being able to drop in to see us, you can continue to call our offices at the times noted below, or contact us via email info@ardenglen.org.uk. You can also report repairs via our <https://ardenglen.co.uk/repairs2/>

- Phone lines open 9 a.m. – 5 p.m. Call 0141 634 8016
- Office opening hours – 9.30 a.m. – 5 p.m.

Out of hours emergencies - 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

Your Say – Your Way

As part of our "Big Conversation" it is important that your views help us shape and improve our services. However it is also important that we communicate with you in an appropriate and accessible way. You may have a particular health condition that requires us to contact you in a specific way for example you may suffer from hindered eyesight so we can offer audio or large print information. Or you may not use English as your first language so therefore we will offer translation services.

In order for us to understand the extent of those needs within our community, we will be carrying out a survey of all of our customers in the months ahead. This will allow us to build a variety of communication methods that we can then tailor to you to meet your personal preferences.

This will help us to deliver all of our services in way that offers equal opportunity to all and recognises the very diverse nature of our community.



Spotlight on Governance

Our Board have met twice so far this year and had some difficult decisions to make, none more so than this year's rent increase. You will already have received a letter advising you of the 3.9% rent increase that was approved by the Board in January this year. This will be applied to your rent from April 2022. It is never easy for the Board to make these decisions, but they do it with compassion and for the good of our tenants and with the future investment in Ardenglen homes too.

The Association understands the difficult times that our tenants are facing and are here to support you. We know that you appreciate the services that Ardenglen provide for you and we want to continue making our homes and area somewhere that you want to live. Applying a rent increase, allows us to carry on providing the service you need. If you are struggling, please get in touch with our housing team on 0141 634 8016 and they can offer advice and support.

As well as agreeing this year's rent increase, the Board also discussed and approved the following

- Noted update on HR/personnel and recruitment of new Directors;
- Approved approach to hybrid working with plan to open office to the public again in Spring (subject to government guidelines);
- Approved board meeting schedule 2022/23;
- Approved Data Protection Policy;
- Approved new Standing Orders and Delegated Authority;

- Approved new Financial Regulations;
- Approved new Board Expenses Policy;
- Approved Share membership report;
- Approved extension to Close Cleaning and Environmental Maintenance Contract;
- Approved delegated authority to Audit, Performance and Risk Sub Committee to approve insurance tender report

The Board have also been continuing their personal development and progressing with the Board Training Plan. In January, the Board completed Equality and Diversity and Customer Engagement Training.

We have some vacancies on the board at the moment and are looking for members who are from the area and have good local knowledge and a real interest in Ardenglen. The Association has an induction programme and buddy system for new members to help you settle in. We also provide training opportunities and support our Board Members in their development. If you are interested in filling one of the vacancies on the Board, call 0141 634 8016 and have an informal chat with Audrey Simpson, CEO or Jacqui Mils, Corporate & Compliance Officer for more information.

If this hasn't given you the encouragement to join, maybe our new feature article, getting to know our Board will give you more insight into who the Board are and why they joined. Our first Board Member in the spotlight is our Chair, Liz McKenzie. Read more about her life as a member of Ardenglen's Board of Management on page 9.

Staffing update

David Byfield – Deputy CEO

We are delighted to announce that David Byfield, our Director of Finance, Digital and Corporate Services has been promoted to Deputy CEO/ Director of Finance, Digital and Corporate Services. Congratulations David.



Temporary Senior Housing Officer

In February we said good bye and thanks to Audrey Murphy, who had been covering the Temp Senior Housing Officer post. We want to congratulate Angela Mooney and William Boale who have been promoted to the vacant Temporary Senior Housing Officer post.



Nicola Thom, Interim Director of Operations

We say goodbye and thank you to Nicola Thom, our interim Director of Operations. Nicola has been working with Ardenglen for a year and will leave the Association on 3 April. We will welcome two new Directors who will be leading on Asset Management and Customer Services as the Association restructures the department formerly known as Operations.



Fiona McGovern, Community Investment Manager

Congratulations to Fiona McGovern who has been promoted to Community Investment Manager. Well done Fiona!



Introducing our new Director of Asset Management – Peter Kelly

Peter started his career in the private sector working as a building surveyor and moved on to social housing where he has gained almost 30 year's experience in the fields of maintenance and asset management. He has a Diploma in Building Surveying and A post Graduate Diploma in Housing studies.



He is very much looking forward to working with the Ardenglen community to help deliver the new Asset Management Strategy and recognises the importance of value for money particularly during the current cost of living crisis.

Ardenglen welcomes our new Director of Customer Services, Jennifer McCann

Jennifer comes to Ardenglen with over 17 years' experience of working within the community in a number of roles. For the past 8 years she has worked with Barrhead Housing Association as Customer Services Manager.



Her background is welfare rights and tenancy sustainment which she is still very passionate about, and this naturally led her into customer services and housing management. She has a PG Dip in Housing Studies from Strirling University as well as management and leadership qualifications approved by the Chartered Institute of Housing. Jennifer brings with her a clear vision, strong leadership and trusted working relationships with a commitment to continue to provide great homes with great people within vibrant communities.

GARDENGLLEN

Garden Competition 2022 is now open for entries!

Our annual garden competition is back. We know many tenants enjoy working on their gardens and keeping them in excellent condition.

There will be an e-voucher to the 3 winners

1st prize - £75

2nd prize - £50

3rd prize -£25

Front, back, side gardens and balconies can apply

To enter email photo(s) to info@ardenglen.org.uk along with your name, address and phone number (this can be a direct tenant entry, family member nomination or nominate a neighbour)

Competition starts now and will end 29th of July 2022.

Winners will be contacted by telephone early August and will receive a voucher by email. The winning photos will be posted in a future edition of the newsletter.



Last year's winning Garden entry from Mr Carr

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

With spring upon us, the new grass-cutting season is due to start Monday 4th April. Let's hope for some blue skies and dry days to allow our landscape contractor to get out on the estate and tend to the lawns.

Grass cutting is dependent on weather, and if we are unable to commence on 4th April, we will catch up as soon as it is possible to do so.

A clean sweep, once a week

As part of our landscape maintenance contract, bin stores are swept out on a weekly basis.

As the council have changed the bin collection to every eight days now please feel free to notify us on 0141 634 8016 if you think that your bin store clean has not been carried out or has been missed.

THE

BIG

CONVERSATION

Where are we now?

Many of you may remember, or have been involved in discussions or events relating to our “Big Conversation” over the past year. The “Big Conversation” is the name we use for all areas of our business where customers are involved in reviewing our service delivery and providing feedback and opinions to us that help us shape and improve how you want our services delivered to you, and identifies what matters most to you.

Since June last year, your feedback has influenced

- Our Business Plan for the next 3 years – where you want investment made within your homes and community
- Our Repairs and Maintenance Contract – you helped us to prioritise key aspects of our service with our new contractors – most notably the pre-arranged appointment for the majority of repairs
- Our annual rent increase – the Board worked hard to keep rent levels as low as possible despite high inflation
- Our Tenant Participation Strategy – this identifies how we will strengthen

our consultation approach within our community and increase the opportunities available for you to get involved. You have highlighted your preferences and priorities and these are included within our Strategy.

The Strategy itself is basically our plan for the coming years that notes

- How we will communicate with you more regularly
- how we will consult with you using a variety of formats and methods
- how we will introduce a range of ways that you can become involved
- how we will establish a Performance and Scrutiny Group that will help us oversee all of our performance and that of our contractors

The strategy is currently being finalised for approval by our Board in May. At that time further information will be shared within our community. Thank you to all of you that have helped take us to this stage and we look forward to working more closely with you in the months ahead.

Cost of Living Crisis – one off payment of £150

The Scottish Government announced support to low income households to tackle the cost of living crisis. A payment of £150 will be made to many households and will be shown as a credit in their council tax bill for the year 2022/23.

All households in council tax bands A-D will be eligible for this payment as will anyone who receives a council tax reduction. This has been paid to help alleviate the cost of living crisis.

ANNUAL RENT INCREASE 2022/2023

In December 2021, we consulted with you in respect of the rent increase level for 2022/2023.

As part of our Tenant Consultation Process, almost 7 in 10 (68%) tenants agreed with the proposal to increase rents by the minimum amount to maintain the current services provided.

We would like to thank everyone who responded as your views are very important to us.



HOUSING BENEFIT

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

DIRECT DEBIT

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

UNIVERSAL CREDIT

If you are in receipt of Universal Credit, please log into your journal on 01 April 2022 to update your monthly rent charge. You will see the following "To Do" list, please follow the instructions shown below. If you require assistance with this please contact a member of the Housing Team.

The screenshots show the following prompts:

- Confirm your housing costs**
Date of change
Did your housing costs change on 4 April 2022?
Check the letter from your landlord for the date of the change.
 Yes
 No
Continue
Back
- Confirm your housing costs**
Changes to your rent
You are currently charged £100.00 per week in rent.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your rent?
 Yes
 No
How much is your new rent per week?
Do not include any service charges or rent arrears.
£
Continue
Back
- Confirm your housing costs**
Changes to your service charges
You are currently charged £5.45 per week in eligible service charges.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your service charges?
 Yes
 No
How much are your new eligible service charges per week?
Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.
£

Direct Debit Rent Payments over Easter

The Easter Public Holiday weekend falls between Friday 15 April and Monday 18 April 2022. If your rent Direct Debit is due around this time please check the table below to see if you may be affected and ensure there are sufficient funds in your account on collection day to prevent any bank charges.

Normal Collection Date	Actual Date Payment will be taken
Thursday 14 th April 2022	No change
Friday 15 th April 2022	Tuesday 19 th April 2022
Monday 18 th April 2022	Tuesday 19 th April 2022
Tuesday 19 th April 2022	No change

Getting to know our Board – Liz McKenzie, Chairperson

Welcome to our latest feature article where we get to know who our Board Members are and what made them join Ardenglen. If you want to know where Liz got the nickname Busby from or what song she'll be serenading you with the next time she's at a Karaoke, read on.



Liz McKenzie, Chair

How long have you been on the Board of Ardenglen?

Liz has been involved with Board and Committee life in Castlemilk for over 20 years. It's been a bit of a journey for her as she first joined the committee way back as a homeowner and Co-opted member on the Ardenglen Committee in the late 90's.

Liz is Castlemilk born and bred and all her family lived in the area too as she was growing up. She was born at home in Castlemilk Drive. As a teenager, she moved away from Castlemilk with her family, spending 4 years in Livingston but she did come back to Castlemilk every weekend and summer and stayed with family still in the area. She missed Castlemilk every day and was desperate to return full time.

Return she did and she has lived happily here ever since with her own family.

When we asked Liz if she had the chance to live anywhere in the world where would that be? Smiling and with no hesitation in her response, she replied, "Castlemilk, but I'd build a bigger house". She loves the Castlemilk people and community spirit and can't imagine being anywhere else.

Who or what made you join the Board?

As a homeowner in the area, Liz was keen to know what the plans were for the vacant land across the road from her home at Ardenraig Street. She felt the best way to be part of discussions was to join the local housing committee. Liz is a strong believer that if you want change - get involved and make your voice count. If you want to affect changes in your area or be part of a conversation about what is needed now and for future generations, joining your local Board is one of the best ways to do that.

She encourages anyone who is passionate about where they live, to get involved in your local committee or Board. You can be part of the solution to any problems that you might see in your neighbourhood.

What are your proudest achievements from being on the Board?

Liz gets emotional thinking about the last couple of years and what the community has been through. The pandemic and how the people of Castlemilk responded to it was really overwhelming and makes her feel proud to be part of the Board and the wider community.

"The pandemic and peoples' reactions brought home a sense of community. You really got to know who your neighbours are and their spirit shone through."

Our Board got involved in a lot of community initiatives during the pandemic, none more important than collecting and distributing food parcels to the vulnerable and most in need tenants and residents. It's these acts of kindness that make her proud to be part of Ardenglen and the community we serve.

Liz also feels proud the Association was able to deliver new homes to the people of Castlemilk, at the height of the pandemic. Our newest housing development, Cathkin 7 was almost nearing completion as Covid began to disrupt the world as we knew it in late February, early March 2020.

Being able to see that project through to completion with the homes all occupied with new tenants was a huge collective effort from Ardenglen staff and a great source of pride.

Winning Housing Association of the year in 2020 in the midst of a pandemic was no mean feat either and another source of pride for Liz as Chair.

Liz also singled out the Castlemilk Pantry, “being part of the Board that took forward the Castlemilk Pantry initiative was a really significant achievement.” It is an enormous source of pride for Liz as the Ardenglen Chair. As a Castlemilk native herself, she knows only too well how much the Pantry was needed here and feels privileged to be part of an organisation that was instrumental in its delivery.

Last but not least, Liz is proud of the hard work and efforts of everyone connected with Ardenglen, from the community committee to all the volunteers who give up their time to do good work for the community. Liz wanted to express her thanks to the community committee and volunteers at Maureen Cope Community Hall for all their hard work.

Does being on the Board take up a lot of your time?

Being on the Board can take up a couple of evenings a month. Liz usually spends two or three evenings reading over the Board papers and preparing herself for a meeting and writing down questions that she has about Board reports.



Liz at Cathkin 7 opening

What would you say to someone thinking about joining the Ardenglen Board?

As a young mum herself, back in the day, Liz wanted to join a Board to be involved in something that would help shape a better future for her children. She originally joined the Board as a way to be involved and informed of what was happening to the vacant land across the road from her home. She was concerned that it would have an impact on her and her family’s life and wanted to do something to ensure she could have her say. Being on a Board allows you to get involved and have a voice on issues that may impact you and your family now and in the future.

Her local knowledge of Castlemilk has been invaluable to Ardenglen over the years and this experience has served her well as she has gone from Board member, to Vice-Chair and now Chair.

Liz believes there are lots of good people in Castlemilk with lots of local knowledge and skills who would make excellent Board members. Liz said “You don’t need to have a Master’s Degree, you just need to be a resident in Castlemilk to know what works well here, what doesn’t and what you want and need for the area.”

“Everyone has knowledge that can be useful to Ardenglen, it’s just down to people having the confidence to recognise they do have the skills to serve the community well. We really need more local people on our Board and I know there are a lot of people out there who would be an asset to Ardenglen.”

How do you as Chair, and the Board support new members?

Ardenglen provide individual training opportunities for members and also agree a group Board training plan at the start of each year. The training also covers the role of a board member.

Ardenglen offer a buddy system as part of new Board Member inductions. Anyone new to the Board will automatically be paired up with one of our Board members for the first six months who will be on hand to guide them and answer any queries they have about being on the Board.

Liz recalls the support that she got from other Board members when she first joined the Board. The Chair at that time, Maureen Cope MBE, reached out to her and made her feel welcome and at ease.

One of the things that Liz was keen to address is the misconception that Board members get preferential treatment above other tenants. That is not true and would be a clear breach of our rules and regulations. Ardenglen's Board are regulated by rules. Every Board Member must agree and sign up to a Code of Conduct and abide by the rules. All Board members must declare conflicts of interest and any family connections in the area to ensure that all applications for housing or any other involvement with Ardenglen can be scrutinised and appropriate procedure adhered to.



Liz at the Pantry Store opening

What do you think are the main things that Ardenglen are looking for when seeking new members to join?

Local knowledge is a huge asset and we are also looking for anyone who may have business skills however life skills are just as valuable to Ardenglen as academic skills can be. Being a good listener and respectful to others views and opinions is also key.

It's also important to have commitment to the role. If you

want to be part of Ardenglen, you need to be prepared to give a bit of your time and be prepared to attend some training to help your personal development.

Ardenglen is open to everyone, if you want to join our Board but perhaps don't feel confident about reading through Board reports, don't let this put you off. There are many ways that Ardenglen can support you to be part of our Board. "You could be part of some of our other smaller focus groups where all we need is you and your ideas."

"Just for Fun" – we asked Liz some personal questions



What do you enjoy most about your job?

Liz is a social worker and loves her job. She has supported kids with disabilities, vulnerable children and families and is now working with older adults.

"It's very rewarding supporting a family through a difficult time and seeing that you have made a difference."

If you could live anywhere in the world, where would it be and why?

"Castlemilk – it's home, I love the people and can't imagine living anywhere else but I do also like a nice holiday abroad in the sunshine."

continues >

If you could choose to do anything for a day, what would it be?

When Liz isn't busy supporting older adults in her day job as a Social Worker or serving as Chair of the Board, she loves a spa day. She'd spend the day at a spa or in her garden as she is a really keen gardener.

What is your karaoke song?

Liz's one and only Karaoke experience involved a group rendition of "It's Raining Men" with her friends. She has sworn off Karaoke ever since.

Have you ever had a nickname, and what is it?

Apparently Liz spent her youth "making someone happy with a phone call" Liz revealed that her long-term nick name is "Busby" – she had a reputation within her family for constantly being on the phone and was gifted the nickname Busby (after the talking tv bird) by her uncle.

What gets you angry? -list two things that really annoy you?

Don't ever call Liz Betty unless you want to get her angry. She hates being called Betty.

Injustice makes Liz really angry. She would love to see injustices disappear from the world.

If you were a super hero, what special powers would you have and why?

Liz would be invisible and listen in to what people are saying as she likes to know what is going on.

What is your favourite film and who is your favourite actor?

There's not a dry eye in the house when it comes to Liz's favourite film, Liz chose the classic tear jerker, Who Will Love my Children.

Leonardo Di Caprio is Liz's favourite actor but she did reveal to us that she met River City actor Stephen "Shellsuit Boab" Purdon at a



Liz meeting Stephen Purdon (aka Shellsuit Boab)

pantomime a few years back and had no idea who he was at the time. She got a photograph taken with him as everyone else was doing it.

What is your favourite food for dinner?

Chicken curry is Liz's food of choice. Her daughter Leanne makes a fantastic homemade curry.

What 4 celebrities (dead or alive) would you invite to your dinner party and why?

Cliff Richard is first on the guest list at Liz's dinner party closely followed by her late mum which would inevitably mean that Liz must invite Elvis Presley as he was her mum's favourite.

There was a real battle to decide on Liz's final dinner guest between Bay City Rollers, Daniel O'Donnell and Simon Cowell. In the end Simon Cowell got the golden invite with Liz reasoning that she would be able to persuade him to invest some of his millions into Castlemilk.

Last question – how would your friends and family sum you up in one word?

Liz had many suggestions for this including "Aff her heid" but after some careful thought she told us that many people over the years have told her she's a "Godsend" After everything we have learned about Liz today, who could disagree.

We are looking for new Board Members

If you have been inspired to join the Board or would like to find out more about what's involved, Liz is happy to have an informal chat with you. Give Jacqui Mills, Corporate & Compliance Officer a call on 0141 631 5043 or email Jacqui.mills@ardenglen.org.uk for if you would like to arrange to have a chat with Liz or would simply like more information.

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

Tenant Events are Back!



SUMMER FAMILY TRIP TO HEADS OF AYR

Friday 22nd July

Tickets will be on sale from the office now and will cost £2 per person or £5 max per family.

*Tickets will be issued on a first come first served basis and are only available to Ardenglen tenants, their children and grandchildren.

OVER 40s BUS RUN TO BURNTISLAND, FIFE

Friday 19th August

Tickets will be on sale from the office now and will cost £5 per person.

**If you or any of your family have any additional support needs, please let us know and we will try our best to accommodate those needs.



The return of Number TEN at ARDENGLLEN!

Back by popular demand....our Community Committee have agreed to facilitate another 6 week session of "Lucky Lock Down Bingo", beginning Wednesday 20th April 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 paid out for first two games, with the last game being funded by Ardenglen Community Committee.

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



Whatever the weather...



BRIGHT SPARKS

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 Urban Roots.

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 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**'.



Detailed below are some holistic programmes and opportunities available that are part of the Pantry Plus programme.



Join us at our **GRUB'S UP community lunch**
 Every Friday (except Public Holidays), for a friendly meal & to make new friends
 at the **MAUREEN COPE COMMUNITY HALL**
 201 Arden Craig Road
 Castlemilk
 G45 0JJ
 No charge – **FREE** to Pantry Members and local residents
 Children are welcome, but must be accompanied by an Adult
 We are also looking for volunteers
 Please e-mail community@ardenglen.org.uk or call Sally Pritchard on 07498843556 or simply just pop in ☺

ARE YOU LOOKING FOR SOMETHING DIFFERENT TO DO?
 ARE YOU A PANTRY MEMBER or DO YOU LIVE IN THE G45 POSTCODE AREA?
 WOULD YOU LIKE TO LEARN NEW SKILLS?
 WOULD YOU LIKE TO FIND OUT MORE ABOUT RE-USE & UP-CYCLING?
 WOULD YOU LIKE TO FIND OUT MORE ABOUT INTERIOR DESIGN?

IF SO, WHY NOT POP ALONG TO OUR

SEW FABULOUS SESSIONS

TUESDAY'S FROM 10AM – 12.00PM



SEW FABULOUS IS PART OF
Our Pantry Plus Project
 @ THE MAUREEN COPE COMMUNITY HALL

TO FIND OUT MORE PLEASE CONTACT

Fiona McGovern, Ardenglen's Regeneration Officer ON
community@ardenglen.org.uk or 07969182330

**UPCYCLE
 RE-USE**



Santa brings Festive Cheer

The BIG MAN himself joined our hard working Community Committee at the Maureen Cope Community Hall on Saturday 4th December to help them deliver their first ever “Brunch with Santa” for our families.

You can see from the pictures that festive fun was certainly had by all who attended.

We also delivered our first ever **Quiet Session** (suitable for children with Additional Support Needs).

Feedback from families who joined this session was positive...

“Thanks for helping us to make the day special for our families”.

“Thanks to all who helped make it relaxed and enjoyable”.

“This was a cracking wee day for everyone who attended, think Ardenglen done us all proud”.



ARTS, CRAFTS & AFTERNOON TEAS

A lovely day was had on Monday 14th February by our local families at Ardenglen Community Committee’s Afternoon Teas!

As well as delicious afternoon tea (soup, sandwiches and cream cakes), children participated in arts and crafts and our very own Castlemilk Bake Off facilitated by our very own Madge!

BIG THANKS to Castlemilk Together for providing us with an allocation of funding from the Glasgow Holiday Food Programme and to the Senior Centre for providing delicious soup and sandwiches and to David from Bakehouse Direct for supply us with the most amazing cream cakes.

Lastly a thank you to our amazing Community Committee for planning and organising a safe event at the Maureen Cope Community Hall.





South West Community Transport



Hop on to Shop on

We launch a new free pilot community bus in partnership with Netherholm Area Association

We have introduced a pilot programme in partnership with Netherholm Area Association that is providing access to a FREE community bus – the “Hoppa Shoppa”. This service will take you and your family to Asda or Aldi on Tuesday’s, with Friday’s destination being “The Forge”. The pilot is due to end at the end of April, so don’t delay get registered today!

This is in response to the local community who have been reporting that there no good reliable and affordable transportation links in the area that would give the individuals and families access to a positive shopping experience.

The purpose of this pilot project is to assess the need for a regular transport link to each of these destinations, and to give individuals and families access to affordable shopping experiences, fresh produce (fruit, veg, meat,

etc), and to make the family budget go that bit further during these challenging times.

During this pilot, this service will **only** be available to Ardenglen & Thenue tenants who are registered members. Registration is required prior to booking your space on the bus! Once registered you will be advised of how to book your space on the bus.

Please complete the form below and return to Ardenglen HA; 355 Tormusk Road or e-mail community@ardenglen.org.uk to complete your registration process!



Hoppa Shoppa Registration Form

Full Name:

Full Address:

Post Code:

Contact Number:

Email Address:

The Castlemilk makes Headline

The Castlemilk Pantry is famous, following a feature on BBC “Reporting Scotland” News on 10th March as part of a film highlighting the need for a Castlemilk Supermarket!

A big thank you to our members and volunteers who allowed the BBC to film. What we are trying to achieve came over really positively and has highlighted our success!

The Castlemilk Pantry project continues to be popular with membership growing each week demonstrating a need and demand.

So, if you are not already a member, please contact us for a membership form either in

person at the Pantry Store or by e-mailing us at community@ardenglen.org.uk.

Membership is 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.

Since we opened the doors in June 2021, the project has also helped reduce food waste by approximately, 31.1 tonnes whilst enabling people to eat more healthily and at a reasonable cost.

Here is a snapshot of our performing up to 31st December 2021 (Q3)

Total no. Memberships purchased

699



Total no. Meal portions redistributed

74,049



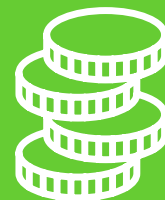
Total no. Visits to Pantry Store

1789 = avg. 180 shops (across 2 days)



Total worth of food

£111,073



Total tonnage of food redistributed

10



Total amount of CO₂ saved

29.8 emissions



Food Pantry The News



As well as saving money the project offers other opportunities.....such as volunteering or participation in health and wellbeing related activities via our Pantry Plus project.

Since restrictions have eased, we have slowly been opening up the Maureen Cope

Community Hall at 201 Arden Craig Road, Castlemilk, Glasgow, G45 0JJ to accommodate a variety of holistic programmes such as our Sew Fabulous (up-cycling sewing); Wellness/ Life Long Learning and Gardening. Each week we always finish and celebrate the week's success at our Grub's Up Community Meal.

If you are interested in getting involved, please see timetable below for details on days/times.

DAY	PROJECT	CONTENT
Tuesday 10am – 12noon	Sew Fabulous Up-cycling project	Learn how to transform your old rags into something brand new!
Tuesday 12.30pm – 2.30pm	Grub's Up Cookery Classes	6 week basic cookery with certification. ** BOOKING IS ESSENTIAL
Tuesday 12.30pm – 2pm	Connected Castlemilk Digital Drop-in	Develop your digital skills inc. Job Search
Wednesday 10am – 12noon	Bright Sparks Over 40's - Women's Group	Wellness & Life-long Learning
Wednesday 12.30pm – 2.30pm	Tea Pot Under 40s - Women's Group	Wellness & Life-long Learning
Wednesday 12.30pm – 2pm	Connected Castlemilk Digital Drop-in	Developing your digital skills
Thursday 12.30noon – 2pm	All that Glitters Creative Writing/Song Writing & Music Workshop	Develop your creative skills and write your own songs
Friday 10am – 12noon	Happy Gardeners Gardening Group	Develop & cultivate the community gardens at the Maureen Cope Community Hall & improve your overall health & wellbeing.
Friday 10am – 12noon	Connected Castlemilk Digital Drop-in	Develop your digital skills inc. Job Search
Friday 12.30pm – 2.30pm	Grub's Up Community Lunch	End the week together & share ideas and aspirations for the Castlemilk Food Pantry!

Volunteers wanted for the Pantry

There are also opportunities to volunteer at the Pantry Store, the Maureen Cope Community Hall or on our Pantry Community Committee, all positions come with the opportunity to upskill

yourself with access to accredit courses i.e. Elementary Food Hygiene; First Aid & Health/Safety, so if you are interested contact Sally on 07498 843556 or e-mail community@ardenglen.org.uk.

and in other Pantry News...



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

We are delighted to announce that the Castlemilk Pantry have entered into a new partnership with an organisation called Bankuet. This will enable us to fundraise directly with the public, which is necessary to provide us with funding to purchase ambient surplus food.

We have been dealing with an increasing demand for our services whilst experiencing a national food shortage! We believe that no one should be going hungry in our community. To help combat this we are partnering with Bankuet to assist us with purchasing the food that our project needs, when it needs it.

We are asking you our community and the wider community of Glasgow, to donate via Bankuet. You can use the link below to make your donation. We will combine your donation with other donations received on this platform and use this to purchase items that we need in bulk.

Here is an example of what your donation can help provide:

£10 donation will help people get their basic kitchen staples

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

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



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



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 October to 31 December 2021 we received 24 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 – 14
- Partially Upheld – 0
- Not Upheld – 4
- Resolved – 5
- Active – 1
- 58% 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...

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

We Did...

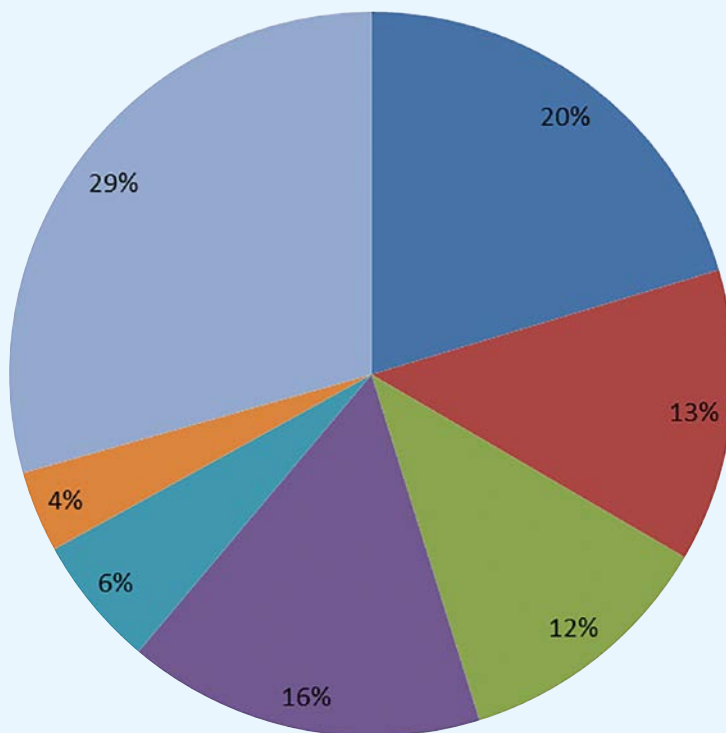
In Quarter Three we saw our complaints increase slightly which is not unusual during winter period. This quarter saw a downturn in our complaint response timescales for a variety of reasons, some of which included the complex nature of the complaints or simply down to staff or contractor resource to respond in time.

We did also note a higher number of complaints about delays and contractors failing to attend to repair appointments.

How your rent money is being spent

Ardenglen aims to be as transparent as possible, so with this in mind, we intend to keep you informed by publishing our quarterly financial results. During the nine months from April 2021 to December 2021 - the income receivable was £3.563 Million and from this the expenditure incurred to deliver our service was £2.387 Million.

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

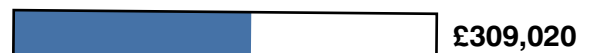
“TOP TEN” AREAS OF SPEND

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.

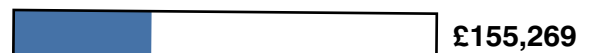
Total Staffing Costs



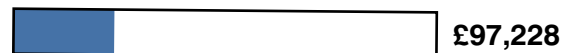
Day to Day Repairs



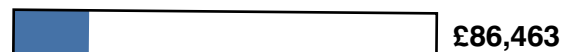
Repairs to Empty Homes



Landscape Maintenance



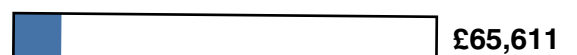
Property Insurance



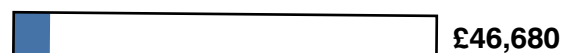
IT Equipment & Telecom



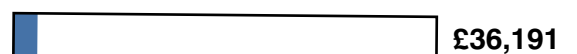
Close Cleaning



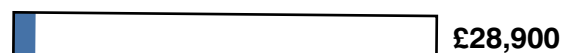
Balcony Refurbishments



Gas Servicing



Close Lighting



Performance Quarter 3 – October to December 2021

Area of operation	Target	Performance Quarter 3 (2020-21)	Target achieved	
% repairs completed right first time	95% or over	88.9%	No	A repair is right first time if it is completed on time and without the need for a recall visit
% of properties with a gas safety certificate completed within a year	100%	99%	No	Due to tenants concerns with Covid
Average days taken to relet empty houses	12 days	42 days	No	Contractors have experienced staffing shortages.
% rent due lost through properties being empty	Below 0.23%	0.64%	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 4.5%	3.23%	Yes	Target met

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions.

However we are able to offer all our tenants the chance to insure their home contents and belongings.

THISTLE
TENANT RISKS

CONTACT US AT



WWW.THISTLETENANTS-SCOTLAND.CO.UK



0345 450 7286

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:

FRIDAY 15 AND MONDAY 18 APRIL 2022 AND WILL CLOSE FOR PUBLIC HOLIDAYS ON MONDAY 2 MAY AND 2 AND 3 JUNE 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.

 Like us on **Facebook**

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.