

WINTER 2022

Vision

Ardenglen



OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION

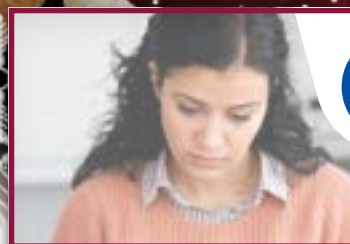
Merry Christmas



**ENERGY AND MONEY
SAVING TIPS** P4-6



**PAST EVENTS COMMUNITY
UPDATE** P10-11



**COST OF LIVING TENANT
PROTECTION**..... 14-15



**PERFORMANCE
UPDATE** P22-23

Chief Executive Message



David Byfield
Chief Executive Officer

Welcome to the festive edition of the Ardenglen Vision newsletter.

I would like to start by acknowledging the many challenges faced by the community with regards to the ongoing cost of living crisis. Within this newsletter you will find practical advice and tips on ways to save energy as well as useful information on ways to help reduce condensation in your home. Our colleague team are always on hand to provide help and support so please contact us by phone, email or by visiting our offices should you need support with any aspect of your tenancy.

Since our last edition of the newsletter we have had to submit our Annual Assurance Statement to the Scottish Housing

Regulator whereby we need to advise on our ability to meet the regulatory standards and requirements. The Associations Board have considered robust evidence which gave assurance that the Association materially complies with all regulatory requirements. The full assurance statement can be found on the Scottish Housing Regulators website.

Due to the easing of covid restrictions we were able to hold our AGM in-person. I am pleased to advise that Liz McKenzie and Mark Ingram continue in their role as Chair and Vice Chair respectively.

As the festive period approaches our office opening hours will change however, we will have in place an emergency repairs service and we will be open

to the public on Thursday 29th December and Friday 30th December to provide our customers with a service in between Christmas and New Year.

Throughout the newsletter there are articles which highlight various community initiatives. I would like to extend thanks to all the volunteers who are the driving force behind the success of these initiatives which reach all corners of the community.

Finally, on behalf of our colleague team and Board members I would like to wish you and yours the very best for Christmas and New Year.

Ardenglen's Festive Hours 2022 - 2023

Please note that the office will close at 12 noon on Friday 23rd December 2022 for a short festive holiday. The office will re-open on Thursday 29th and Friday 30th December 2022 between 10am and 2pm. We will take another short break for a few days to bring in the New Year from 2pm on Friday 30th December 2022 and will re-open on Thursday 5th January 2023 at 9am.

Christmas

Friday 23rd December 2022 – 9am to 12 Noon
Monday 26th December 2022 – Closed
Tuesday 27th December 2022 – Closed
Wednesday 28th December 2022 – Closed
Thursday 29th December 2022 – 10am to 2pm
Friday 30th December 2022 – 10am to 2pm

CASTLEMILK PANTRY FESTIVE HOURS

The Castlemilk Pantry will be closed w/b 26th December 2022 and will re-open on Thursday 4th January 2023 at 10am until 3pm.

New Year

Monday 2nd January 2023 – Closed,
Tuesday 3rd January 2023 - Closed,
Wednesday 4th January 2023 - Closed,
Thursday 5th January 2023 – Resume opening from 9AM

Wishing all our tenants and partners a very Merry Christmas and a Happy New Year from everyone at Ardenglen.

Putting Tenant Safety first

As a Registered Social Landlord, Ardenglen has the responsibility of ensuring that tenant and resident safety forms a critical part of our work.

The Scottish Housing Quality Standard was developed by the Scottish Government and requires that the homes provided by social landlords:

- Meet the Tolerable Standards;
- Be free from serious disrepair;

- Be energy efficient;
- Have modern facilities and services; and
- Be healthy, safe and secure.

I am sure you will have seen the recent media coverage of the coroner's report on the tragic death of Awaab Ishak who died of a respiratory condition caused by mould in his home. This case has highlighted the clear link between mould and damp in houses and serious health conditions.

REDUCE CONDENSATION IN YOUR HOME

In the Kitchen

- Close internal door and open the kitchen window whilst cooking
- Switch on your extractor fan if you have one
- Remember lids on pans (this also reduces boiling times and 'saves' money)
- Reduce steam from kettle, only boil as much water as you need, again this 'saves' money



In the Bathroom

- Open the bathroom window whilst bathing/showering and leave them open for about 20 mins after, if you can
- When running a bath put the cold water in first; this results in significantly less condensation
- Short cooler showers are best
- Use a window squeegee to mop up any moisture from windows/mirrors/tiles/shower door, then wring out in the sink
- Do not leave wet towels lying around



Around the house

- Get into the habit of opening trickle vents daily when you are going out, or open a window for at least 10 minutes every day
- If possible hang thick lined curtains during the winter months
- Ensure your furniture is not placed directly in front of radiators, preventing the heat from being radiated into the room
- By keeping furniture, including beds away from outside walls allows airflow between the wall and the furniture



MOULD

Condensation can cause mould to form in your home and lead to staining or damaging wallpaper, wall surfaces, window frames, furniture and clothing.

For further information please visit you tube: <https://youtu.be/ypB2Y81BP7w>

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

In these difficult times of a cost of living crisis, through no fault of their own people end up with gas and electricity debt. This is where money is owed to the supplier for the energy they have used, and can happen for a variety of reasons. Loss of employment, late benefit payment, ill health are just some of the examples.

The Castlemilk Pantry programme includes the services of an Energy Advisor who can offer advice by telephone and if necessary visit your home to help you find practical and affordable ways to save energy.

Our advisor can help in a variety of ways and can offer advice on a range of energy issues. For example how to make behavioural changes

that will in effect help you to save energy and money. They can also assist to advocate on your behalf with energy suppliers to deal with debt and billing issues.

Please get in touch if you need help with:

- Understanding and manage your bills
- Help understanding prepayment meters
- Arranging a repayment plan that suits you and your circumstances
- We can negotiate with suppliers on any repayments

The advice and support is completely free and impartial, please get in touch.

In the meantime, here are some handy tips and advice to help with rising costs.

The Warm Home Discount

The Warm Home Discount is a rebate of £150 you may be eligible to claim from your energy supplier. It is a UK Government scheme obligating energy suppliers to provide assistance to customers who may need extra support to heat their homes during the cold winter months.

There are two groups:

- **Core Group**

The Core group is made up of those who receive Pension Credit. If this is you, the Warm Home Discount will be paid **automatically**.

If you do not receive it, firstly check that your supplier offers it and that your name and address are the same on your energy bills as they are with the Department for Work and Pensions (DWP).

You should usually have received a letter during the summer if you're going to be given the Warm Home Discount automatically. If you

receive Pension Credit, and you have not had a letter from the DWP, it is important to get in touch with your energy company to let them know.

- **Broader Group**

The broader group criteria can differ slightly between suppliers. However, you will most likely qualify if you receive some sort of means-tested benefit and/or are on a low income.

You must apply for it each year. Each supplier will list their own criteria on their website or application form.

How will I get it?

Energy suppliers will have until the end of March 2023 to pay it to you. If you have a prepayment meter you will usually receive a voucher in the post. If you have a standard meter, you will see it added to your winter bill as a credit.

The Priority Services Register

The Priority Services Register is a scheme operated by energy suppliers. It is there to offer extra support and assistance to help vulnerable members of the household in the event of a power cut and to manage their home energy use.

Eligibility

Criteria to be placed on the register can include:

- Being of pensionable age
- Living with children or young people under 18 years' old
- Disability
- Chronic Illness
- Difficulty moving around
- Blindness
- Deafness
- Being bedridden

You should also be on the register if you use electricity in your home to operate any

medical equipment, stair lifts, bath hoists or to keep medicine such as insulin in your fridge.

Help and support

People on the register can receive the following help:

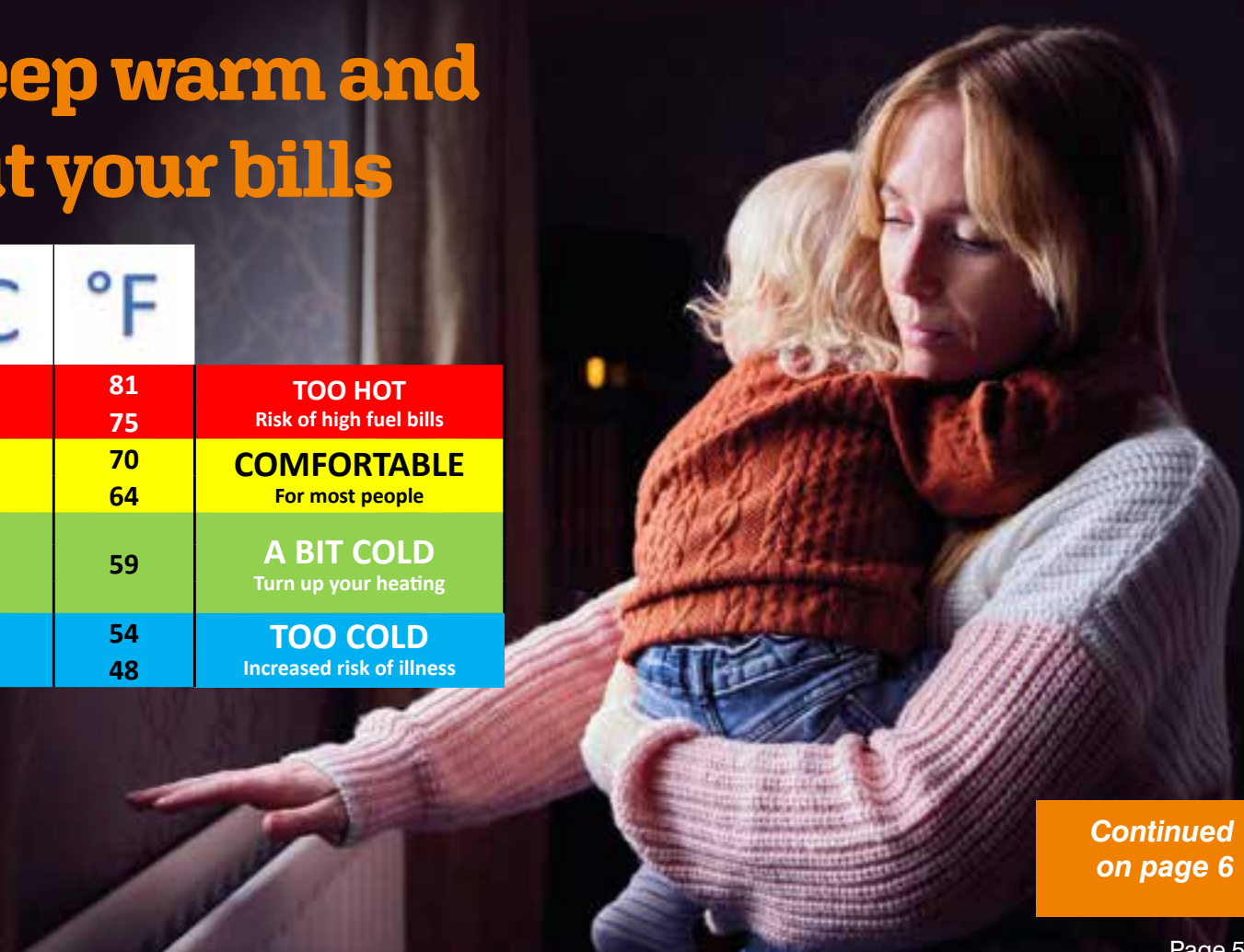
- Protection from cold callers with password protection scheme
- A hard to read meter moved free of charge
- Free quarterly meter readings
- Copies of bills sent to relatives or carers
- Alternative bills such as braille, large print or audio tape
- Support to use your meter and appliances

In the event of a disconnection either planned or unplanned you will be able to receive:

- Advance notice if supply is going to be interrupted
- Priority reconnection if supply is interrupted
- You can also be provided with alternative facilities for heating your home and cooking

Keep warm and cut your bills

°C	°F	
27	81	TOO HOT Risk of high fuel bills
24	75	
21	70	COMFORTABLE For most people
18	64	
15	59	A BIT COLD Turn up your heating
12	54	TOO COLD Increased risk of illness
9	48	



Continued on page 6

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

Heating & Hot Water Tips

- 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.
- 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
- Do not waste energy by opening windows - turn down the room thermostat or individual

radiator controls instead

- Make sure you allow us access to carry out an annual service of your boiler. This will help it run more efficiently and ensure that it is in safe working order
- 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 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

- Shutting curtains, especially lined ones will stop heat escaping through your 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 also 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 charger.
- 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 is 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, or speak to the team at the Castlemilk Pantry and

Ardenglen, we may be able to offer help with additional energy advice, financial support or with a review of your welfare benefits.

CASTLEMILK PANTRY CONTINUES TO BE A COMMUNITY FAVORITE



Ardenglen are honoured to be the lead partner for the Castlemilk Pantry and in previous issues of Ardenglen Vision we have reported that the project was launched in June 2021 and that it had become a community favourite. Over a year on, we are delighted to say that this continues.

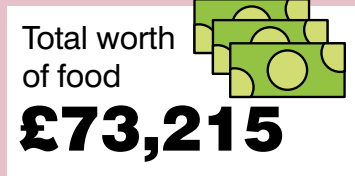
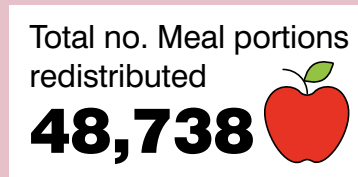
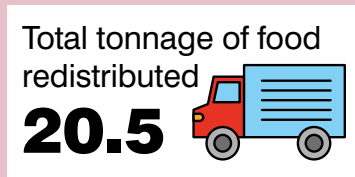
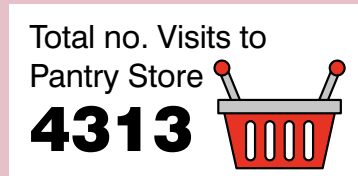
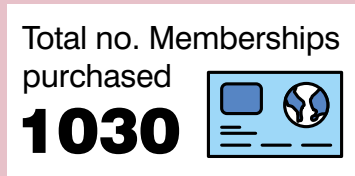
The Castlemilk Pantry is based within the Castlemilk Community Centre and is open every Tuesday and Wednesday from 10am – 3pm.



Membership is open to anyone residing the G45 area and costs £1 to join (annual fee). Once you are a member you can shop once per week for only £2.50. A shop consists of approximately 10 items of fresh and ambient food to the value £10 - £15 (approximate).

Since opening, the project has signed up 1030 members

Here is a snapshot of how well the project is performing from 1st April 2022 to 30th September 2022.



Reflecting back on last years' statistics, we can see how our project has been impacted by the national food shortage and current Cost of Living crisis. Last year at the same time, members were able to purchase between 13-15 items of food each week, as opposed to now only being able to purchase 10-11 items now. Despite having to reduce the number of items to ensure that we can offer everyone an equal share, we are pleased to advise that we are still able to meet our business plan target of 10 items.

Our thanks go out to those who continue to support us in the form of donations; funding support to purchase food, your assistance is invaluable!

Kelly Burns (Pantry Co-ordinator) tells us that “The Castlemilk Pantry has proved itself to be a great example of how a community based project is able to benefit so many local people. Especially when times are hard for so many individuals and families who are bearing the brunt of the Cost of Living crisis, which sadly will also have severe implications of their overall health and wellbeing”.

During the year, the Community Investment Team have been busy delivering our Pantry Plus (added-value activities) programme from the Maureen Cope Community Hall. This project is made up of a variety of activities– such as weekly Men/Women Groups; Cookery Demo's; Cookery Classes; Up-cycling Workshops (sewing/woodwork); IT/Digital Classes;

gardening and our new established “Cash for Castlemilk” Community Budgeting programme.

Cash for Castlemilk has enabled our Pantry Community Committee; members and participants to meet and discuss how they would like to spend money, with the only criteria being that food incorporation be included.

Highlights from this are...

Future Seeds saw young people aged between 5 and 12 engage in a week full of food and fun during the October school break. Funding paid for 30 places per day with breakfast and lunch included.

Urban Fox helped us to deliver the week long session who not only facilitated a variety of fun filled activities within the Maureen Cope Community Hall, provided participants with the opportunity to learn to ride a bike safely in order to enjoy the Pump Tracks on the Cathkin Braes. These sessions were then followed by cosy sessions around a campfire to enjoy Hot Chocolate and S'mores.



Breakfast Buddies saw our members and the wider community benefit from a free milk and cereal across a three-week period in addition to their weekly shop.



Twilight Classes that included Grub's Up and Sew Fabulous programme supported members/participants who are unable to access our daily activities.



Our main aim of for Pantry Plus is to build personal capacity, confidence and in doing so encourage our participants to be innovative, this approach is paying off and we are delighted to support our **Tea Pot and Bright Sparks Group** have begun to develop their new venture, which is to create a **Pantry cookery book**, which will highlight recipes and cooking instructions for Slow Cookers and Air Fryers.

Over the last few weeks participants have been meeting to try out their recipe's, then share a tasty meal afterwards. In January 2023, they will then begin to populate their book and work with an illustrator to ensure that their book is fully accessible to everyone.

So watch this space.....



We also reported in a previous issue that we had been successful in securing funding from the Energy Re-dress Scheme. This funding enabled us to engage the services of an experienced Energy Advisor.

This service hit the ground running and has added an additional layer of support for our members. To date we have reached a total of 1,506 households with 82 of those households receiving follow up or telephone advice appointments. A total of £15,442.14 was awarded in funding support and debt relief.

On pages 4-6 you will find an article on Energy & Money saving tips over the winter months.

The Castlemilk
PANTRY

As food prices soar and energy costs go through the roof we at The Pantry and Pantry Plus are here to help.

I need help with my prepayment meter. I can speak to the Energy Advisor when I go for my food shop.

I can shop for my 5 fruit and veg a day from the Pantry

I can shop for my 5 fruit and veg a day from the Pantry

Festive Opening Times at The Castlemilk Pantry

Wed 14th December 2022: 9:00am : 12:30pm

Tues 20th December 2022: Open 10am: 3:00pm
(Double shop available for £5)

Wed 21st December 2022: Open 10am : 3:00pm
(Double shop available for £5)

Tues 27th December 2022: CLOSED

Wed 28th December 2022: CLOSED

Tues 3rd January 2023: CLOSED

Wed 4th January 2023: CLOSED

Thu 5th January 2023: Open 10am : 3:00pm



The Pantry is open Tuesday and Wednesday 10am until 3pm

PAST EVENTS - COMMUNITY UPDATE

Celebrating 8 years of the 3Bs – a Bite, Blether & Bingo!

It is hard to believe that it has been 8 years since we launched our 3B's (Bite, Blether & Bingo) as part of our intergenerational working programme in partnership with Castlemilk High School.

Our participants were not the only guests that were welcomed to the Maureen Cope Community that day (25th November 2014). We were delighted to see our project go national when the BBC Reporting Scotland's team came to film the event as part of an investigation into community based responses to Welfare Reform. They were interested in hearing about why Volunteering is at the heart of our projects and how this contributes to participant's capacity building and confidence.

For those of you who are



new readers - "The 3Bs" is an intergenerational programme, which means that it has been designed to bring together different age groups from across our community; the format has been developed in partnership with Castlemilk High School, our volunteers at the Maureen Cope Community Hall and a group of our Younger at Heart residents.

"The 3Bs" sees school pupils develop their learning by working together to plan and deliver a monthly intergenerational event. There are several aims of the programme, including

the building of positive relationships and the development of organisational and interpersonal skills.

October saw a celebration for Halloween and on 1st December saw an Anniversary celebration!

Sessions take place once per month on the last Thursday. If you are interested in either volunteering or wish to be a Younger at Heart participant, please contact Fiona on 0141 631 5041 for more information.

LUCKY PRIZE BINGO



Ardenglen Community Committee are delighted to welcome Steven & Shelley Massey (who delivered this from the Jenniburn) to work in partnership with them to deliver Prize Bingo from the Maureen

Cope Community Hall!

Our doors will be open from Wednesday 11th January at 6.15pm. Books cost £8 for a 10 page and flyer. Eyes down for 7pm.

Festival of Food and Fun

A totally FREE & FUN day filled with activities and food was had by all the families who attended us at our **October Festival of Food and Fun on Friday 14th October 2022.**

The days' activities included a Science Show with interactive exhibits thanks to the **Glasgow Science Centre**; followed by a Magic Show; Balloon Modelling; various Stalls and face painting.

Thanks go to our funders who made this day possible:-

- Ardenglen Community Committee

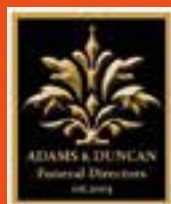
- Castlemilk Together: Community Food Action
- GCC Food Programme
- The Castlemilk Pantry (Cash for Castlemilk) – community budgeting.

Thank you to all involved who made the day a HUGE success!!



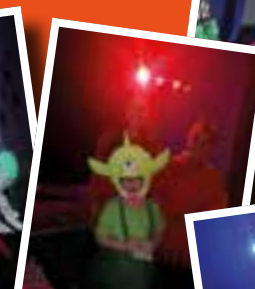
Spooky Fun and Games

On Friday 28th October our hard working Community Committee welcomed a range of Ghouls and Witches to the Maureen Cope Community Hall for a fun packed night filled with spooky games and fun.



As usual, judging was very difficult! Here are some pictures of our guests along with the winners pictured with Karen McDonagh and Kirsten Jackson of Adams & Duncan Funeral Directors, who once again very kindly sponsored this annual event.

This year's party entertainers "**Unique Parties**" replaced our regular hosts **Joy & Paul** who retired during Covid-19. Joy and Paul were a hard act to follow, but we are delighted to say that Unique Parties pulled it out the bag!



Remember to tell us about changes to your household

To ensure that your tenancy rights are protected it is very important to ensure that you advise us of any changes to your household. This includes telling us about anyone who has previously moved in with you who you haven't already told us about, and when anyone moves into or out of your home in the future at the time they do so.

If you are unsure whether or not you have informed us of any change please get in touch ASAP. Please provide the name, date of birth, relation to you and the date the person moved in or out.

Failure to keep this information updated will impact any applications for succession to tenancy and assignation of tenancy.

It is also important to let us know of changes to your contact information – please ensure we have an updated email address and mobile phone number and where possible an alternative contact.

You can inform us by: Writing to us at: Ardenglen Housing Association, 355 Tormusk Road Glasgow G45 0HF or e:mail: Info@ardenglen.org.uk. Changes to contact information can also be given by calling us on 0141 634 8016.

Tenant Satisfaction Survey

Research Resource are currently undergoing face to face and telephone interviews for our tenant satisfaction survey. This will help us to shape our services in the future and your co-operation is much appreciated.

How we can help you!

Ardenglen staff are here to help you and I wanted to share a few examples of some of our recent success stories:

Peter Boyle (maintenance Officer) recently requested the fitting of handrails to make the close more accessible for one of our residents. The tenant and family were extremely thankful that this work was attended to so quickly.

Lynne Mastrangioli (Pantry Members Energy Advisor) helped to identify Supplier, Wrong billing resolved & Guidance to support an affordable repayment plan.

Suzanne Casey (Senior Housing Officer) assisted one of our tenants to apply for a reconsideration of their housing benefit claim, this resulted in a successful backdated award of just short of £4000 which resulted in rent arrears being cleared and also a substantial refund to the tenant just in time for xmas.

Waiting List Review

We recently carried out a full waiting list review in order that we could re-define our areas of choice which are now as follows:

1. Ballantay/Scarrel
2. Arden Craig /Iris
3. Hoddam Ave
4. Tormusk/Croftfoot

This will help housing officers to make suitable offers to applicants for specific areas and house types that they are interested in going forward. Applicants can choose to be on the list for all 4 areas or just 1 if this is the preference but will only be considered for offers in the areas they have requested. If you are on our list and want to review your areas please email us at WL@ardenglen.org.uk or call 0141 634 8016 selecting option 2 or 0. Please ensure that you keep us updated with the correct mobile number and email address as we will use these methods for future reviews.

Online Housing Application

We hope to re-launch our online housing application form before the end of the year to help make our waiting list more accessible. Please note that online applications will only be accepted by Ardenglen and at this time won't be shared with the other landlords.

You will be required to upload photos of identification and proof of residence before you are able to submit your form so please have this handy.

We will publicise this on our facebook page and website once we go live.

Meantime, we will always continue to offer appointments to complete housing options face to face and these applications will still be shared with Northview, Cassiltoun and Craigdale Housing Association's.

LOOKING FOR A NEW HOUSE?



HAVE YOU TRIED HOMESWAPPER (MUTUAL EXCHANGE SCHEME)?

If you are interested in a home swap anywhere in the UK why not register by simply following these steps:

1. Log onto www.homeswapper.co.uk
2. Fill in your details to create a free account
3. Enter details of your current home (upload photos as you are more likely to get a response)
4. Enter details on the kind of home you would like – including where you want to live
5. Start searching for your new home

This is a very user friendly website. If you would like more information or assistance to register please contact Ardenglen.

Cost of Living (Tenant Protection (Scotland) Bill 2022

The above Bill was passed by the Scottish Government on 6th October 2022. The Bill changes the law so that landlords are temporarily restricted from increasing

the amount of rent they charge. So far only the current financial year's rent has been frozen up to 21st March 22. The Scottish Government will let us know in mid-January 2023 if

any further freeze or a cap on rent increases will be applied for the rent increase due on 1st April 2023 and for how long. Final changes to next years rent will wait on this announcement.



Struggling with the Cost of Living?

Use our online financial self-help tools.

The cost of living is going up BUT knowing how to reduce your spending and boost your income can help make your money go further in these difficult times. Citizens Advice Scotland's digital self-help tools are specifically designed to help.



The Money Map



The Money Map pulls together all the best online resources that can help you to access support to boost your income, save money and cut the costs of daily living and puts them in one place that is simple and easy to use. From benefits to grants, council tax to housing, energy to food & clothing, the Money Map will send you to the most helpful sites where financial assistance can be accessed.

www.moneymap.scot

There is a lot of content in Money Map that will help you:

- Identify benefits you may be entitled to
- Check if there are grants you could apply for
- Find tips for managing food costs
- See if you could save on bills or by switching
- Find information on budgeting



Council Tax Savings



Paying council tax bills can be a challenge for many and the cost of living crisis will make this worse.

But did you know there are ways to save money on council tax through reductions, discount and exemptions that are available for people who qualify?

Check out Citizens Advice Scotland's online savings tool

www.checkmycounciltax.scot

You can receive multiple council tax discounts at once. There are many reasons why you may be eligible including your income, health, or the property you live in.



Online Advice



Citizens Advice Scotland's online advice pages provide advice on a whole host of issues, including money and debt.

www.citizensadvice.org.uk



If you want to speak to someone about money worries or for advice about other concerns, reach out to your local Citizens Advice Bureaux for help. Our advisers provide free, impartial, and confidential advice. To find your local CAB go to

www.cas.org.uk/bureaux

Alternatively, you can call our helpline 0800 028 1456



Scottish charity (SC016637)



Your rent this festive period

Ardenglen are very aware how financially difficult this year has been for 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.

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 to avoid missing your rent as this is a priority bill - give yourself peace of mind and start 2023 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
23 rd December	No change
24 th – 28 th December	29 th December
30 th – 31 st December	No change
1 st – 4 th January	5 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.

While we wait, Ardenglen will continue as planned to consult with tenants (as usual) over its proposed rent increase from 1st April 2023 that we believe will keep the Association safe and viable

In addition to this, the Bill has also introduced restrictions on evictions. However, the Association can still take court action and ask the Court for an eviction for arrears of rent, depending on the circumstances.

Please be aware that it remains essential rent payments are kept up to date. Your tenancy remains at risk if you do not pay your rent.

If you are in any financial difficulty and are struggling to meet rent payments, please come and speak to us about this **right away**. We can help

To find out more about the Bill you can access an overview on this link below, or indeed contact a member of the housing team by calling **0141 634 8016** and selecting option 2.

<https://www.gov.scot/publications/cost-of-living-bill-overview/>



Scottish Child Payment extended to under 16 year olds

There will be new changes to the Scottish Child Payment (SCP) coming in November which will increase the amount of financial support available to families with children under 16 years old.

SCP was introduced in early 2021 to provide direct financial support to eligible parents or carers to help with the costs of caring for a child. Originally the payment was limited to children under the age of 6 and eligible families would be entitled to £10 per week, this has already been doubled to £20 per week from April 2022 and will increase again to £25 per week this month.

Around 104,000 children are already receiving support, this is expected to triple with around 300,000 children being eligible for extra support from Monday 14 November 2022 when children under 16 become eligible. Given the large numbers of children forecasted to become newly entitled to the benefit it is expected there will be long delays between applying and receiving the payment, but payments will be backdated to the day you first apply so it is important to apply as soon as you become eligible.

From the 14th of November you will be able to get Scottish Child Payment if you are responsible for looking after a child under 16, you live in Scotland, and receive certain benefits. You must be entitled to Child or Working tax credits, income-based Jobseekers allowance or ESA, income support, pension credit or Universal Credit. If you should be getting one of these benefits but have a sanction or deduction on your claim which means you are not getting it, you can still receive SCP. If you have recently applied for one of these benefits but not heard back yet you can still apply for SCP and this will be backdated once a decision is made.

Families with children under 6 who are already receiving the payment do not have to do anything and should continue to receive this for as long as you are eligible until your child reaches 16.

SCP will not cause your other benefits to reduce. It is not affected by the 2-child limit and you can receive support for all children under 16 that you are responsible for.

You can apply online or by calling Social Security



Social Security Scotland
Tearainteachd Shòisealta Alba

Scotland free on **0800 182 2222**. Any residents who would like more information on this or any other benefit enquiries can also contact the housing association for an appointment with our welfare rights adviser who will be able to assist you with the claim process and check your full benefit entitlement to make sure you are claiming all the support you are due.





Fly Tipping

In recent months we have been experiencing ongoing issues with fly tipping at the bin lanes on Scarrel Road.

We are pleased to say that we are now working jointly with Glasgow City Council to tackle this issue. We also have static CCTV cameras located within this area which are operating 24 hours per day / 7 days per week. These cameras will help to identify those responsible in order for the appropriate action to be taken.

If you have witnessed fly tipping within your area, you can report this to Glasgow City Councils Environmental Task Force team. This is a specialist unit who investigate fly tipping and issue fixed penalty notices to those responsible.

Reports can be made via the following methods:

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



Bulk Uplifts Requests

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

Bulk uplift requests can be reported in the following ways:

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

Online Services

Did you know that you can do the following by logging onto our website at www.ardenglen.co.uk

- Make a rent payment (you will need the PAN/ PRN number on your rent card).
- Report a non-emergency repair
- Use our “contact us” page to notify us of any changes, compliments or raise a complaint

This service is available 24 hours per day which gives you an alternative to contacting us by telephone at a time that is more convenient for you.

Telephone Lines

You may now be aware that we offer options when you call us to ensure you are passed to the appropriate staff / team.

Our general telephone number is still – **0141 634 8016**

And the options that will be presented to you will be:

- **Option 1** - Emergency repair, access appointment, repairs enquiry
- Press 1 - Emergency repairs
- Press 2 – Non emergency repairs/ Appointments



- **Option 2** - Housing team
- **Option 3** - Invoicing/co-operate enquires
- **Option 0** – General enquiries/Appointments

Please ensure that you select the most appropriate option. Should you experience any issues with our telephone lines please make us aware by reporting it to the call handler when you get through or email us at info@ardenglen.org.uk

Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit www.thistletenants-scotland.co.uk, where you can also request someone to call you back!



Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>



Estate Action Group

Ardenglen are keen to introduce estate group meetings (3 meetings and a summer estate walkabout starting around April 2023) which will be serviced by housing / maintenance staff, landscape & close cleaning contractors. We would hope to include Glasgow City Council representation and any other relevant agencies as required.

What we really need though is **YOU** as we would love to have tenants on board as part of this group to help us to determine & drive improvements across the neighbourhood. Please contact Suzanne Casey on **0141 631 5048**, drop into the office or email **info@ardenglen.org.uk** to note your interest or to find out more.

Winter gritting

Winter gritting will be carried out by our new landscape contractor Idverde 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 these need to be addressed via the Glasgow City Council website.



Avoiding frozen pipes

Planning on visiting family or friends over the festive season? You may be tempted, due to the current energy crisis, to turn your heating off completely to save money. But this could lead to frozen pipes & possible flooding of your or your neighbour's property if a cold snap was to arrive whilst you were away.

By leaving your heating on & turning your thermostat down to between 10 & 13 degrees you can eliminate this risk as your heating would only come on in the event of the inside of your property dropping below this temperature thus ensuring the inside of your property will not freeze rupturing water pipes & causing flooding.

Remind yourself where your stopcock is

It's essential that you know how to stop the water flow to your home in case the worst happens.

So familiarise yourself with the location of your stopcock, clear the area around it for easy access, and use it immediately if you spot a leaky pipe!



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 as

a repair. It is also important to keep your extractor fans clean to allow them to work effectively. Over 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.*



Holiday repairs service

Over the festive period we will only be able to deal with emergency repairs as and when they come in due to our reactive contractors having a skeleton staff over the holidays.

Any non-emergency repairs will still be logged & issued to our contractors but they may not be able to contact you to deal with these until they return to full staffing levels after the New Year holidays.



New landscape contractor

Ardenglen is pleased to announce that Idverde will be the associations new landscape contractor until end of March 2026

Having previously worked with the association they are familiar with the estate & are currently onsite carrying out the winter

program which includes bin store cleans, litter & leaf clearing & the winter prune of shrubs & hedges

We would like to take this opportunity to thank the previous contractor Caledonian Maintenance for their work over the course of the past 4 years.

CASTLEMILK NEEDS YOU!!



Ardenglen are delighted to support the Castlemilk Community Council and local residents in shaping & developing a “Locality Plan” for the community of Castlemilk.

The Castlemilk Community Council, submitted a Participation Request, using Community Empowerment legislation, which has enabled them to request to be involved in the development of a locality plan for Castlemilk. This was the first time any community had exercised their right to do so in Scotland.

The aspirations behind this is to put a robust plan in place to help improve the area, however, this cannot be done without your help, and help from other local residents, community groups and organisations.

An initial Steering Group has been formed, made up of Community Councillors, local people, community groups and organisations.

Recruitment is currently on-going that will see the establishment of Focus Groups that will be spread across the community, in order to enable a wider representation and ensure that all areas are included. It is anticipated that once established, a representative from each group will sit on the Steering Group.

Ardenglen are in the process of establishing our Focus Group, so if anyone is interested in getting involved, please call Fiona on **0141 631 5041** or e-mail fiona.mcgovern@ardenglen.org.uk

Meetings will take place starting in January 2023 until the plan is agreed and in operation.

Want to get involved but do not have the time to meet up in a group.....don't worry you can still get involved. We are also looking for Volunteers to help us to talk to your family, friends, neighbours and ask that they feed back what they feel is important to them about the community and how things can be improved. You can do this by sharing the survey by either e-mail, or simply handing out paper copies and returning to Fiona. Folk can also access the survey via the QR code in the attached poster.

CASTLEMILK COMMUNITY COUNCIL NEEDS YOU!

DO YOU LIVE, WORK OR VOLUNTEER IN CASTLEMILK?

THEN TAKE OUR SURVEY, HAVE YOUR SAY, SHARE YOUR OPINION!

YOU WILL BE DOING YOUR BIT BY HELPING US DEVELOP A COMMUNITY LED ACTION PLAN FOR THE AREA.

FOR PAPER COPIES OF THE SURVEY OR FURTHER INFORMATION CONTACT YOUR COMMUNITY COUNCIL ON

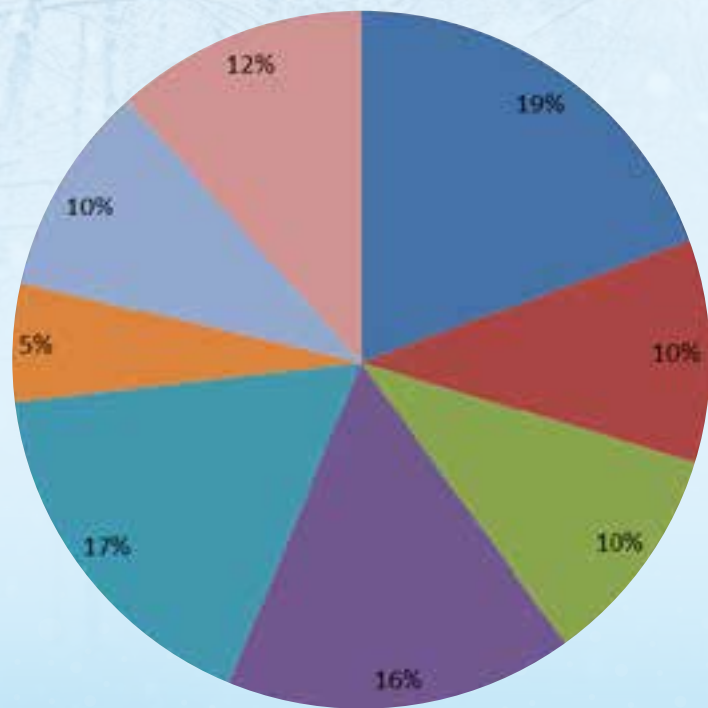
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CREATED BY TONY DESMOND AT THE CASTLEMILK YOUTH COMPLEX

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 2022 to September 2022 - the income receivable was £2.499 Million and from this the expenditure incurred to deliver our service was £2.209 Million.

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



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

Ardenglen has developed a robust Business Planning Model for investment in your homes and community. Any surplus we report will be re-invested at a future date in line with our business goals and objectives.

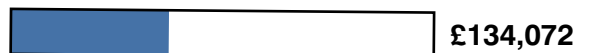
“TOP TEN” AREAS OF SPEND

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

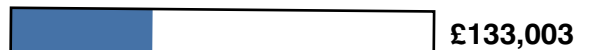
Total Staffing Costs



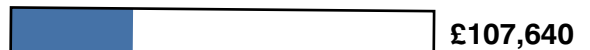
Repairs to Empty Homes



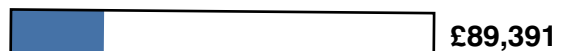
Boiler Replacement



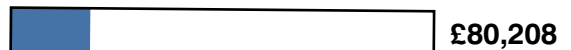
Landscape Maintenance



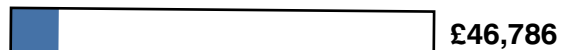
Property Insurance



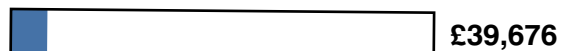
Day to Day Repairs



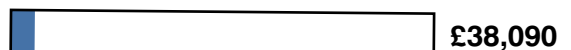
IT Equipment & Telecom



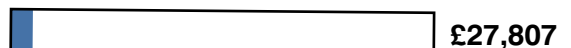
Gas Repairs



Close Cleaning



Gas Servicing



Performance Quarter 1 & 2 – 1 April to 30 September 2022

Area of operation	Target	Performance to date (Apr-Sept'21)	Target achieved	
% repairs completed right first time	95% or over	82%	✓	Target met
% gas services completed within a year	100%	100%	✓	Target met
Average days taken to relet empty houses	12 days	14.16 days	✗	Issues with contractors, materials and properties requiring more work.
% rent due lost through properties being empty	Below 0.23%	0.43%	✗	Due to longer re-let days more money is lost through properties being empty
Current tenant rent arrears as a % of rent due	Below 3.5%	3.05%	✓	Target met

Complaints Performance

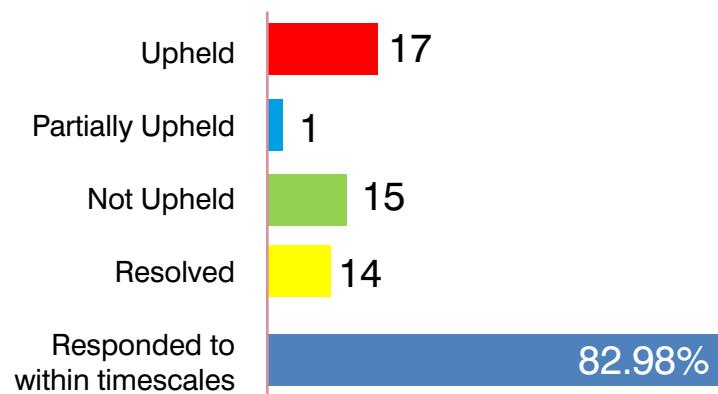
COMPLAINTS RECEIVED

Between 1st April 2022 and 30th September 2022 we received 47 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. We responded to 39 of these complaints on time.

Complaint Breakdown



Customer Feedback

Your feedback means a lot to us whether it be a complaint or a compliment or just some general thoughts on our service. All of your feedback helps Ardenglen shape our services for the good of all our tenants. You can give us feedback in writing, via our website, email, phone or in person.

Useful Contacts

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 THAT DURING THE FESTIVE PERIOD PARTS FOR GAS CENTRAL HEATING MAY TAKE SLIGHTLY LONGER BUT YOU WILL BE OFFERED A FORM OF TEMPORARY HEATING IN THIS CASE.

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

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

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

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

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

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

Councillors

Councillors for your local area are listed below.

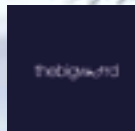
Full contact and surgery details can be found at **0141 287 2000** or visit the Council's website: **www.glasgow.gov.uk**

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

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



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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.