

# VISION

SUMMER  
2023

Ardenglen



OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION

# Spring Fun in the Sun

See  
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8-9



**VISION IS GOING  
DIGITAL.....P5**



**REAL VALUE OF SOCIAL  
HOUSING ..... P6-7**



**PLANNED INVESTMENT  
SCHEDULE 2023... P15-17**



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YEARS OLD ..... P18-20**

# AGM 2023



**O**ur AGM is being held on 12<sup>th</sup> September at 6.45pm. We have still to confirm AGM venue but will be keeping our website and socials up to date and will let you know soon.

All members of Ardenglen are welcome at the AGM where a buffet and refreshments will be served.

If you are a member, we'll be in touch over the next few weeks with AGM papers.

## Value for Money Working Group

### Update for Quarter 1

**T**he VFM group have lots of great ideas for saving money and working more efficiently, to reach our £50,000 saving target for this year.

What the group have identified in Quarter 1;

- Agreed to use less printed stationery

- Cancelled a corporate equipment contract clean – do the work ourselves
- Joined a framework to achieve reduced costs for Corporate utilities

Implementation of the above changes will achieve just over £25,000 savings.

And there will be more!

# New Starts

Hello!



**Jacqui Mills**  
Corporate Services Officer

Jacqui Mills re-joined Ardenglen as Corporate Services Officer in June. Jacqui previously worked with Ardenglen for 4 years and is an experienced Corporate Officer having worked in Corporate Governance for over twenty years. She has obtained a master's degree in Housing Studies and recently completed accredited CIPFA Corporate Governance training.



**Jackie Bole**  
Community Development Worker

We are delighted to have a new addition to our Community Investment Team. Jackie Bole joined as Community Development Worker in June.



**Amna Hussain**  
Temporary Receptionist

We welcome Amna Hussain as our new Temporary Receptionist. Amna joined Ardenglen in June 2023 and will be the first point of contact for our customers visiting or calling the office.

# Leavers

GOODBYE!



**Anthony Chelton**  
Temporary Corporate Services Officer

This quarter, we said goodbye to Anthony Chelton our Temporary Corporate Services Officer. Thank you for your hard work over the last year and we wish you the very best for the future.



**Haya Khan**  
Temporary Receptionist

We said goodbye and thank you to our temp Receptionist Haya in June as she takes up permanent position at another organisation. We are sure you will join us in wishing her every success.



**Mary Hegazy**  
Temporary Housing Assistant

Mary has worked for Ardenglen in a couple of temporary roles in the last year or so and will be leaving the Association in July to take up a permanent Housing Officer position at Milnbank Housing. We wish Mary well for the future and thank her for all her hard work at Ardenglen.

We also said goodbye to Sally Pritchard, Community Development Worker and Heather Rooney, Maintenance Assistant earlier in the year.



# CASTLEMILK – WEEK OF ACTION

**A** Glasgow City Council rolling programme of intensive Weeks of Action is touring Glasgow’s communities to blitz environmental issues. The ongoing Weeks of Action are in addition to routine council maintenance and locations within the ward have been identified using analytical data, operational information and community feedback.

The Neighbourhood Coordinator, Lisa Thomson from GCC nominated Castlemilk for a week of action which resulted in a large environmental

clean up for part of the area. Alongside all Council teams, we also received support and assistance from our partners in Police Scotland, the Army (105 Regiment Royal Artillery), local Community Council, Ardenglen and Cassiltoun Housing Associations as well as local community groups to help promote a positive, more sustainable outcome. On **Thursday 15<sup>th</sup> June**, from 10am – 12 noon, we held a community partner stall in front of the shops at Tormusk Road.

## Fly-tipping and Bulk Uplift

Neighbourhoods, Regeneration and Sustainability (NRS) are working alongside local Housing Associations to address the issue of littering and fly tipping in your area as free bulk uplift is no longer a service provided by either organisation.

Fly tipping is dangerous and leaves Castlemilk with numerous financial, social and environmental problems. It can lead to willful fire raising, increased vermin, it wastes valuable resources to clear and causes injury to animals and people living here.

**There are several ways you can dispose of unwanted household waste items:**

- Use one of our recycling centres to dispose of your waste free of charge, visit [www.glasgow.gov.uk/hwrc](http://www.glasgow.gov.uk/hwrc) for more information.
- Contact Glasgow City Council (GCC) to request a bulky waste uplift: [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) or use the MyGlasgow APP.

- If you have reusable items that could be donated to charity, please visit: [www.wasteless.zerowastescotland.org.uk/articles/reuse-tool](http://www.wasteless.zerowastescotland.org.uk/articles/reuse-tool)

You can report Fly tippers:

- Via our website at: [www.glasgow.gov.uk/reportenvironmentalcrime](http://www.glasgow.gov.uk/reportenvironmentalcrime)
- Smartphone and tablet users can point their cameras at this QR code to travel directly to report it page.
- Report environmental issues to your Housing Officer, where applicable.



For more information on environmental crimes please visit [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

Thank you for your support and cooperation in this matter as the environment is everybody’s responsibility. Let us keep Castlemilk clean and tidy.

# Ardenglen Vision Newsletter is going digital



**T**he summer edition will be our last fully printed newsletter. This is due to the following reasons:

- Our tenant satisfaction survey results showed that of those who responded, 82% of our tenants now have internet access
- As part of our value for money working group this was identified as a cost saving due to the printing and postage costs associated with this
- By sending digitally, customers can access this information quicker
- Less printing is better for the environment

If we have an email address for you we will send the link to the newsletter on our website. If we don't have an email address for you but have a mobile telephone number we will send a text link, it's important to let us know if your contact information has changed. The link will also be posted onto our Facebook page.

Our privacy notice has been updated to reflect this change and can be viewed on our website.

Please do not worry if you have no digital access and require a printed copy, simply get in touch by calling **0141 634 8016** or pop into the office to let us know and we will be happy to arrange this.

## WELFARE RIGHTS UPDATE

**S**ince 1<sup>st</sup> April a total of 71 appointments have been made to see Luke, Welfare Rights Officer. Of the 71, 13 appointments failed to show. This service is extremely popular with around a 3-4 weeks wait, it is vital that if you no longer require an appointment that you cancel ahead in order that we can offer to someone else. A real life example of how Luke can assist is detailed opposite.

### CASE STUDY

An Ardenglen tenant recently attended a welfare rights appointment as she had received a letter stating she had been overpaid by almost £4,000 for her ESA. The tenant had a joint claim with her husband who was unable to work due to ill health, she had started working and reported this to ESA. However, the ESA adviser had not processed the change in circumstances correctly leading to the overpayment. We were able to challenge this on the client's behalf. ESA then accepted that although the overpayment had occurred, they would not recover it from the tenant as it was due to their error, which meant the £4,000 did not have to be paid back.

The welfare rights service is available by appointment every Wednesday & Thursday during office hours. If these times are unsuitable please get in touch with us and we will do what we can to make an alternative arrangement for you.

# The Real Value of



**W**e always talk about value for money and aiming to provide the best quality of service and housing that we can offer but what does that mean for you, our customers and how does it compare with being a homeowner?

In the last year, hundreds of you participated in our tenant satisfaction survey and gave us fantastic feedback. 95% of you told us that we provide good value for money for our rental charge, that is 12% above the national average for satisfaction. Our rents remain low in comparison with other housing landlords across Scotland, and we are delighted that so many of you are satisfied with what you get from Ardenglen.

We use our rental income to fund our services and as a tenant, there are so many things that your rent helps us provide for you in return that you might not realise. For instance, every social housing tenant has the right to repairs in their home and you can see the full list of qualifying repairs on our website at <https://ardenglen.co.uk/right-to-repair/>. We invest in your home because we want it to stay in good condition. All we ask is that you keep in touch with us to let us know when something has gone wrong at your property that needs repaired and we will do the rest.

Ardenglen also set aside funds each year to invest in your homes, we have an annual programme of planned maintenance where

# Social Housing

we replace kitchens and bathrooms as they reach the end of their lifespan. We carry out inspections on all our properties as part of the stock condition survey to assess the replacement cycle for kitchens and bathrooms and when it is your turn to get a new kitchen or bathroom, we will let you know. We are committed to replacing our kitchens and bathrooms every 20 to 30 years. Tenants get the opportunity to agree on colour schemes and tile work as part of the consultation process. Turn to page 15-17 for information on our planned investment works for 2023-24.



Ardenglen have made a commitment to maintain the grass areas and communal landscape in our area as it creates a healthy living environment for everyone. Due to circumstances beyond our control, the landscape maintenance programme has not quite gone to plan this year and you will have noticed the grass and surrounding areas are overdue a trim or two. We have an update on our landscape maintenance contract on page 10.

You may also notice our painting contractors out and about in the neighbourhood from time to time, we utilise the services of painting contractors to ensure that the paint work in our common areas and closes are maintained to a high standard.

Ardenglen is committed to our communities and the people who live in them which is why

we spend time and money on our community investment programme. We have a dedicated team of staff who organise events and day trips for our community which are often free to our tenants. We have a vibrant community committee who come up with fantastic ideas for the community and we support them to make these ideas come to life. If you have participated in any of the day trips or parties, then you will already appreciate the amount of effort that goes into planning these. Read more about the latest activities on pages 8-9.

As we are all living in the midst of a cost of living crisis, we do understand the pressures on our customers, and at Ardenglen, we want to play our part in making things better for you. We have been able to access additional support in the form of Financial and Energy Advisers who have been successful in obtaining thousands of pounds of financial assistance for those who need it most in our community. Our Advisers have been able to secure over £400,000 worth of benefits for our customers in the last year.

Social housing can provide stability and help you put down roots in the community, plan for the future and make your house a home. With a responsible landlord like Ardenglen you will always have a secure tenancy, providing you keep up your rental payments and respect your home and neighbours.



# Spring Fun in

Ardenglen's Community Committee were delighted to present Ardenglen's annual Spring Fun Day which took place on **Friday 14 April 2023 from 11am – 2pm**.

An array of fun filled activities and free food was delivered for the whole family to enjoy.

A special shout out to Castlemilk Together for supporting the event with an allocation of their Glasgow City Council Food & Fun money.

You will see from the pictures that a fun day was had by all.

## The Future looks fun for Ardenglen! - Forthcoming Events

Thanks again goes to Castlemilk Together, who were awarded further funding from GCC Holiday Food Programme and to the Castlemilk Pantry "**Cash for Castlemilk**" project. This funding has enabled us to deliver our popular "**Future Seeds**" holiday programme across six Wednesday's over the school holidays. You will see from the **Castlemilk Together "Food & Fun for Summer"** flyer that there is an array of fun filled activities on offer from our partner organisations!

Our hard working Community Committee have been busy organising sessions that are packed with fun filled activities, including children's entertainment and arts/crafts for the whole family to enjoy. Anyone attending will be offered a tasty breakfast and a delicious lunch!

We look forward to welcoming families on the **5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup>, 26<sup>th</sup> July, 2<sup>nd</sup> & 9<sup>th</sup> August** from **10am – 2.00pm** at the Maureen Cope Community Hall.



### Castlemilk Football Trust –

Summer Camp at Barlia Pitches  
P4 – S1 – 10am – 2pm  
Monday 26th June/Tuesday 27th June  
Thursday 20th July/Friday 21st July  
Monday 31st July/Tuesday 1st August

P1 – P3 – 10am – 2pm  
Monday 3rd July/Tuesday 4th July  
Thursday 27th July/Friday 28th July  
Monday 7th August/Tuesday 8th August  
No booking required; children must be signed in each day

### Castlemilk Parish Church

Join us on Fridays from 21st July to 11th August at 10.30am – 12.30pm for a host of fun filled activities and crafts followed by food.

### Castlemilk Youth Complex

Weekly drop ins... Every Tuesday - 27th June till Tues 8th Aug from 12pm – 3pm.  
Art, Sports, Music & Drama workshops on offer. Delicious food also on offer.  
Open to young people from P7's going to high school in August – 18 years old.

### Ardenglen HA

Join us every Wednesday from 5th July to 9th August from 10am – 2pm at the Maureen Cope Community Hall; 201 Ardencraig Road, Castlemilk, GLASGOW, G45 0JJ  
Fun filled activities including parent/child sewing workshops and children's entertainment, followed by delicious food!

### Netherholm Community Hall

Join us on the following days between 1pm & 4pm for fun packed activities and food:  
• Thursday 6th July • Thursday 20th July  
• Saturday 15th July • Saturday 29th July

### Cassiltoun HA

Join us at Castlemilk Stables at 1pm to 3pm on Tuesdays from the 18th July – 8th August for food, art, play, workshops and lots of fun!

### Indigo Childcare

Thanks to funding via Castlemilk Together's application to GCC Holiday Food Programme, young people in after school provision will be provided with free lunches and fun packed activities.

# the Sun

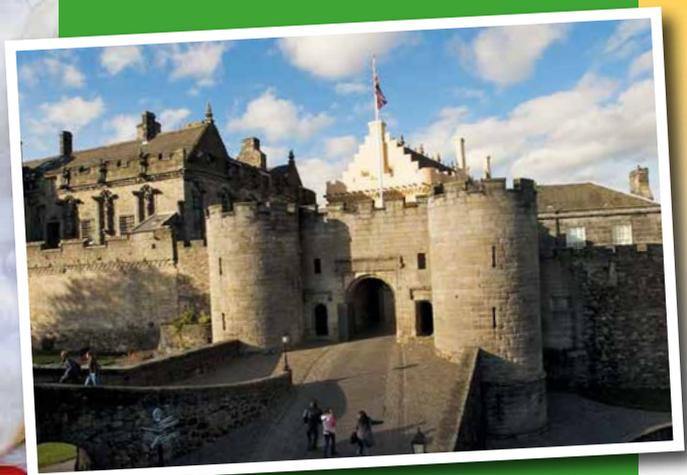
## A Summer of Fun on the Ardenglen Bus Run

Our *Summer Family Trip*, which is due to take place on **Friday 25 August** is at full capacity. We are however, keeping a reserve list, because we know that sometimes the unexpected can arise which results in cancellations. Please contact the office if you wish to be included on this list. We do ask you to note that in doing so, it will not guarantee you a ticket!

Our *Over 40s bus run to Stirling* still has a few places left, so don't delay pop into the office to purchase your ticket today! This trip will take place on **Friday 21<sup>st</sup> July**. Tickets cost £5, which includes a pub lunch.

Please note that as advertised in our Spring issue, we are carrying out a membership drive and that to qualify for our tenant trips/activities, you must become a member of the association of which only costs £1.

Keep an eye on our face book page for updates for other forthcoming events/activities!



# Ardenglen returns to Caledonian – A Grounds Maintenance Update

**A**s you will be aware the grounds and gardens of the estate have not been getting maintained to their usual high standards and we apologise for this situation. We have rightly been receiving many complaints about the performance of the contractor and their lack of progress over the last few months and we understand your frustrations. Despite AHA contracting a large national company who could demonstrate that they had access to many resources and worked for many other housing associations it became clear that they could not recruit sufficient staff to fully resource our contract and as a result the grass cutting programme and other associated works have suffered significant delays.

Unfortunately, there is a bit of time involved going through



the contractual process to remove an underperforming contractor and appoint a new one. However, we are pleased to advise that the contract was terminated in late June and a new contractor was appointed. The replacement contractor is Caledonian Maintenance Services Ltd who commenced operations on 3 July 2023. Caledonian are well aware of the area and the layout of

the estate as they carried out the works previously and are already in the area carrying out similar works for other local housing associations. They have agreed to bring in additional operatives in the early stages to enable a catch-up of the programme and hopefully our estate will be a lot more pleasing on the eye and be proud to be part of again.

## Gardenglen 2023 – cancelled

**U**nfortunately, due to the recent difficulties with the landscape contractor and delays with grass cutting we have made the decision not to run this year's garden competition. We feel it is not appropriate as tenants

haven't had the same opportunity to work on their green spaces this year.

We really are sorry about this but hope to run another competition in the autumn edition of the newsletter as a replacement this year so watch this space.

# Performance Quarter 4 (1 January to 31 March 2023)

| Area of operation  | Target      | Performance to date (1 Jan to 31 Mar 2023) | Target achieved |   |
|--|-------------|--|-----------------|---|
| % reactive repairs completed right first time                      | 95% or over | 94.8%                                      | No              |   |
| % properties with a gas safety check completed by anniversary date | 100%        | 99%  | No              |   |
| Average days taken to relet empty houses                           | 12 days     | 38.31 days                                 | No              | Issues with contractors, materials and properties requiring more work.      |
| % rent due lost through properties being empty                     | Below 0.23% | 0.35%                                      | 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 3.5%  | 3.15%                                      | Yes             | Target met  |

## You said, we did

**S**taff received some feedback from customers about the length of our telephone message when calling the office.

As a result we have simplified this and you will now hear a short welcome message with the following options:

**Press 1** for repairs

**Press 2** for housing enquiries

**Press 3** for corporate / invoice enquiries

**Press 4** for general enquiries or to book an appointment

Please ensure that you select the most appropriate option in order that you get through to the relevant staff member or department. Please let the call handler know if you have had any issues getting through. We hope the above change will be a welcome one.



### Website Services

Did you know that you can do the following using our website

- You can apply for housing
- You can report a NON emergency repair
- You can pay your rent by clicking the allpay link
- You can give us feedback, update your information, make a complaint or compliment us using the “contact form”

If you would like help to access our services online please get in touch with Scott (Digital Worker) within the Community Investment Team.

# 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](mailto:info@ardenglen.org.uk).

## Getting help to make your complaint

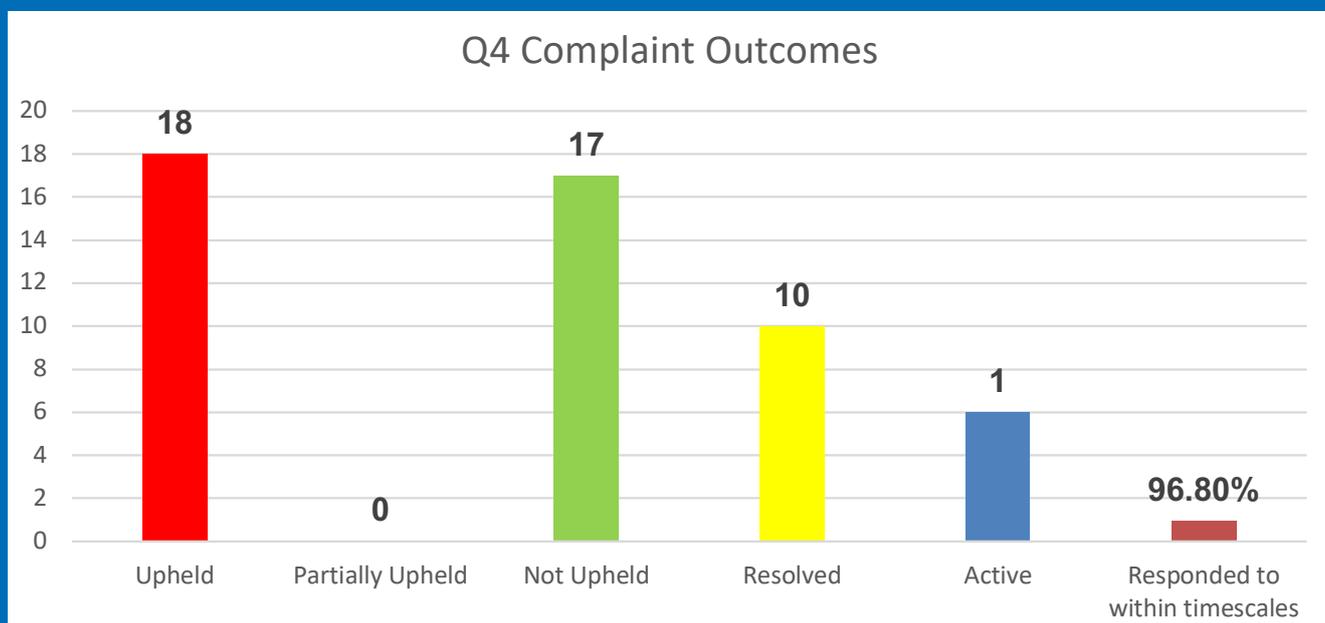
We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. If you have trouble putting your complaint in writing, please tell us.

## COMPLAINTS RECEIVED

**Between 1 January to 31 March 2023, we received 51 complaints.**

## Timescales to Resolve

When a complaint is received, we aim to resolve the matter within 5 working days (Stage 1 Complaint) however if the complaint is more complex and requires a more detailed investigation, we aim to respond within 20 working days (Stage 2 Complaint).



## Complaints Upheld & responded to within timescale:

The number of complaints in Q4 are lower than in the previous quarter. Contractor Performance and in particular missed or late appointments is the most common cause for complaint. We are working with our Contractors to improve service for you and hopefully reduce the number of repeat incidences. We will continue working with our contractors to ensure performance is in line with the Association's high standards.

Many complaints received during Q4

were responded to well within timescale. We will continue to ensure all complaints are handled correctly, with respect and efficiently.

## Tenant 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. We are constantly reviewing our own performance and processes to ensure we deliver a high-quality service.

# COMPLIMENTS

The Association has received a number of compliments about our work and the work of our contractors. The following are some highlights:

*Good morning. Thank you so much for all are you doing for me. I had a surprise today. I got my vouchers from Scottish power 5 min ago.*

*Thank you so much means a whole lot*

*thanks for removing the bulk waste in the street*

*OH Lynne, good morning, thank you so much for your help. You are the Best! God Bless you, I really appreciate it*

*WOW*

*You have been a massive help, I really appreciate it*

*Thank you to the beautiful energy woman*

*Thanks for all you do*

*I am grateful for your assistance*

*Thank you to you and Angela for helping*

*Thank you*

*Hello, I and my wife really appreciate your kind gesture and assistance so far. May God continue to bless you. Thanks for the love and everything*

*Thank you so much*

*Thank you for everything*

# DOLLY PARTON'S IMAGINATION LIBRARY

**D**olly Parton's Imagination Library is the flagship program of The Dollywood Foundation. It reaches more children than any other early childhood book gifting program, and mails free, high-quality, age-appropriate books to children from birth until age five, no matter their family's income.



## What is it?

Dolly Parton's Imagination Library is a 60-volume set of books that begin with the children's classic *The Tale of Peter Rabbit*. Every month a new, carefully selected book will arrive in the post addressed in your child's name.

Best of all it is a **FREE GIFT** and there is no cost or obligation to continue.

## Who is Eligible?

All children under the age of five, who live in an Ardenglen HA home.

## What Are My Responsibilities?

- You must be a tenant with Ardenglen HA and have your children registered as part of your household.
- You need to complete and submit a registration form (must be the parent or guardian) of the child.

## What happens next?

- In around eight to ten weeks your little one will receive books that are addressed to them and delivered by the postman.
- This will continue until they are about to turn the age of Five or you end your tenancy with Ardenglen HA.

## Interested?

Contact Nicole on 0141 634 8016 or e-mail her on [nicole.babes@ardenglen.org.uk](mailto:nicole.babes@ardenglen.org.uk) to request an application form today!



# Ardenglen are Investing in your home

## Major Repair & Cyclical Works Programme for 2023/2024

**Ardenglen Housing Association are committed towards undertaking a programme of planned replacement and preventative cyclical repair works to ensure that its properties are maintained to a high standard and to minimise the amount of money that is required to be spent on unplanned repair works, as these are generally more expensive and more inconvenient to tenants.**

The annual major repair and cyclical works programme is based on the associations 30-year maintenance programme which is produced using information obtained from a recent stock condition survey undertaken by consulting building surveyors. This allows us to prepare investment plans over the next few years. The surveys also assess compliance with national standards such as the Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing.

The last couple of years have been a particularly difficult period for maintenance works due to the impact of a whole series of world events such as the Pandemic, Brexit and the conflict in Ukraine. These have resulted in significant cost increases due to shortages in materials, labour and energy. The Office for National Statistics show that inflation (CPI) has increased by 17.97% during the period from June 2021-May 2023.

Such cost increases presents many challenges to the association and how it ensures that there are sufficient resources set aside to cover future replacement contracts. The association will be monitoring the situation very closely and how it affects its financial projections.

The largest area of expenditure this financial year (2023/24) will be on the replacement of 71no gas central heating boilers and 54no kitchen installations. It is hoped that the installation of the new high efficiency boilers will help towards increasing the energy efficiency of your home and assist in alleviating fuel poverty within the area.

| Installation     | Property Phases  |
|------------------|--|
| 71no GCH Boilers | SST Block 4;<br>2 - 26 Hoddam Avenue   |
| 54no Kitchens    | Ardencraig Square;<br>1-51 Ardencraig Gardens;<br>20-40 Ardencraig Street;<br>61-83 Ardencraig Gardens |

A detailed programme for all the other main areas of expenditure for this financial year is shown in the table [overleaf](#). If tenants have any questions relating to the programme, they should contact Peter Kelly, the Director of Asset Management.



# Programme of Major Repair &

| Contract Phase              | Addresses   |
|-----------------------------|---|
| Ballantay Phase 1           | 1-15 Ballantay Rd; 3 Ballantay Quad; 3-17 Ballantay Terrace;  |
| Ballantay phase 2           | 15 Ballantay Quad; 14-20 Scarrel Rd; 22-28 Ballantay Rd   |
| Ballantay phase 3           | 2-16 Ballantay Rd; 264-288 Tormusk Rd   |
| Tormusk Island Site         | 5-26 Tormusk Grove; 23-29 Tormusk drive; 52-62 Tormusk Rd   |
| Scarrel Terrace             | 1-43 Scarrel Terrace  |
| Arden Craig phase 1         | 2-12 Arden Craig Quad; 2-6 Arden Craig St   |
| Arden Craig phase 2a        | 16-54 Arden Craig Quad; 33-43 Arden Craig Drive   |
| Arden Craig phase 2b        | 3-19 Arden Craig St   |
| Arden Craig phase 3         | 70-88 Arden Craig Rd  |
| Cathkin braes phase 1       | 3-7 Arden Craig Drive; 180-198 Arden Craig Rd   |
| Cathkin braes phase 2       | 168-178 Arden Craig Rd  |
| Cathkin braes phase 3       | 156-166 Arden Craig Rd  |
| Tormusk Drive shared owners | 56-86 Tormusk Drive   |
| Ballantay Quadrant          | 3-11 Ballantay Quad; 17-21 Ballantay Rd   |
| Arden Craig phase 4         | 26-68 Arden Craig Rd  |
| Arden Craig Square          | 1-51 Arden Craig Gardens; 20-40 Arden Craig St; 61-83 Arden Craig Drive   |
| Cathkin braes phase 4       | 200-224 Arden Craig Rd  |
| Cathkin braes phase 5       | 179-197 Arden Craig Rd  |
| Cathkin braes phase 6       | 231-257 Arden Craig Rd  |
| SST block 1                 | 120-175 Arden Craig Rd; 133-147 Arden Craig Drive   |
| SST block 2                 | 6-10 Iris Avenue; 101-137 Arden Craig Rd; 90-94 Arden Craig Rd  |
| SST block 3                 | 327-385 Tormusk Rd  |
| SST block 4                 | 2-26 Hoddam Avenue  |
| SST block 5                 | 3-7 Scarrel Drive; 204-246 Tormusk Rd   |
| SST block 6                 | 3-11 Scarrel Rd   |
| Mortgage to rent            | 25 Arden Craig St; 176 Ashcroft Drive; 226 Castlemilk Rd; 435 Castlemilk Rd; 439 Castlemilk Rd; 545 Castlemilk Rd; 121 Croftfoot Rd; 6 Croftfoot Crescent; 118 Croftside Avenue; 40 Glencroft Rd; 77 Midcroft Avenue; 12 Scarrel Gardens; 58a Scarrel Gardens |
| Tormusk primary site        | 1-33 Tormusk Place; 320-326 Tormusk Rd  |
| Cathkin braes phase 7       | 1-11 Mountain Trail View; 225 Arden Craig Rd  |

# Cyclical Works for 2023-2024

| Gas Servicing | Close Cleaning | Grounds Maintenance | Painting Contract | Gutter Cleaning | Electrical Inspections | Fire Safety Upgrades |
|---------------|----------------|---------------------|-------------------|-----------------|------------------------|----------------------|
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   | ✓                 | ✓               | ✓                      | ✓                    |
| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
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| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
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| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             |                | ✓                   |                   | ✓               | ✓                      |                      |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |
| ✓             | ✓              | ✓                   |                   | ✓               | ✓                      | ✓                    |

The above represents the main contracts in the associations 2023/24 Planned Programme of Major Repairs and Cyclical Works. Tenants involved in any of these proposed works to their property will be contacted prior to commencement of the measures to be undertaken, to advise them and seek any necessary approvals. If tenants have any questions relating to the forthcoming programme of works they should contact Peter Kelly the associations Director of Asset Management.

# We are Celebrating Two Years of

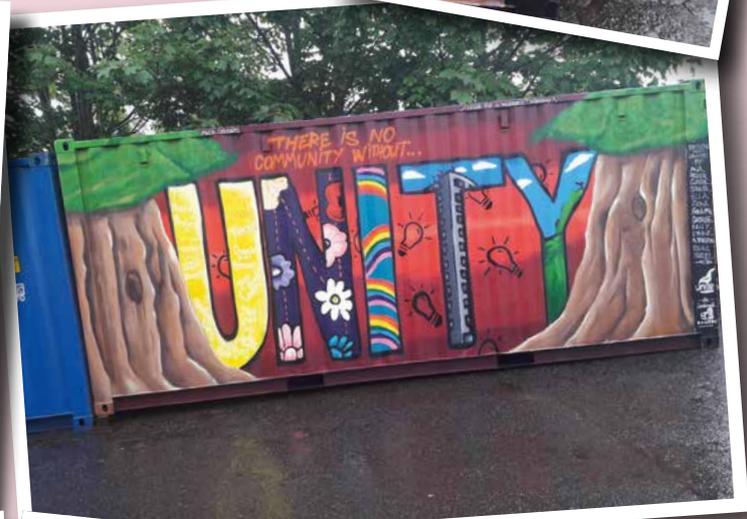
**O**n Friday 30<sup>th</sup> June 2023, the **Castlemilk Pantry team were joined by its' members, stakeholders, and partners in a celebration of the project's second Anniversary!**

Ardenglen continue to be honoured to be the lead partner in delivering this much loved and vital project. We recognise that the Castlemilk Pantry plays a crucial role in the community and we are committed to promoting and supporting its development.

The Pantry Team have worked extremely hard during our second year of operation in developing the service. Despite difficulties caused by various factors that are out with the team's control, the personal resilience of all the team has been truly inspirational.

A fun packed day was organised for our members and invited guests and on the day we unveiled our fabulous new mural called "There is no Community without Unity".

This amazing piece of work was delivered in partnership with Unite For A Workers' Economy & MackColours. A series of intergenerational workshops took place with some of our members, volunteers and young people from Miller Primary, who pulled their ideas together, which resulted in this brilliant piece of art work!



# The Castlemilk Pantry



The projects second Annual Report also featured a fantastic Cookery Book, created and designed by our “Inspirational” women’s group. This group are part of our Pantry Plus project and meet every Wednesday at the Maureen Cope Community Hall.

The attached graphic details of the group’s journey from their initial idea which came out of the fact that the Energy and Cost of Living Crisis was impacting their own personal household finances. So, in order, to learn more about how

to save energy and reduce costs, the group began to explore everyday activities such a cooking and found out how much it actually was costing.

Also, at that time there was a lot of hype around how much more “Slow Cookers & Air Fryers” were costing, so they thought, why not try and test different recipes, then afterwards as



group sit down together and share a delicious meal. It was following one of these meals that someone said....why not create our own cookery book!

The project also celebrated its performance over the year.



TOTAL NO. OF MEMBERSHIPS  
**1,169**

TOTAL NO. OF MEAL PROPORTIONS RE-DISTRIBUTED

**95,107**

MEAL PORTIONS

TOTAL NO. OF VISITS TO PANTRY

**8819**

INDIVIDUAL SHOPS

TOTAL TONNAGE OF FOOD RE-DISTRIBUTED

**39.94**

TONNES

TOTAL WORTH OF FOOD

**£142,660**

TOTAL CO<sup>2</sup> SAVED

**38**

TONNES

TOTAL NO. OF VOLUNTEERS & HOURS

**31** VOLUNTEERS WORKED

**3,852** HOURS

Energy Advice

**310** NUMBER OF MEMBERS SUPPORTED

Pantry Plus

**363** PARTICIPANTS REGISTERED

FUNDING SUPPORT FOR DEBT RELIEF

**£36,282**

Finally, we remain ever grateful to the commitment of our partners, funders for their kindness and understanding as the team have developed the project through a period of change and uncertainty!

**Peace, Love & Pantry**

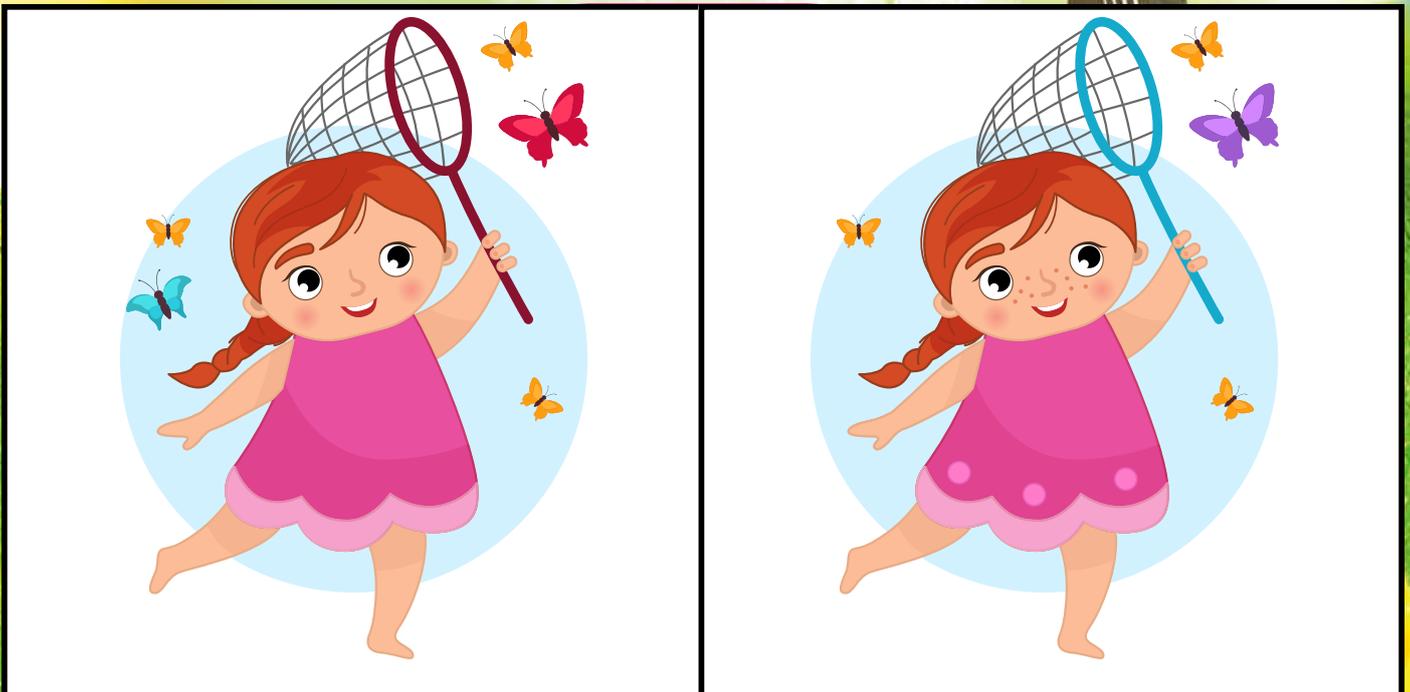
# Summer Puzzle Page

JUST FOR FUN

Colour me in



Can you find 5 differences?



# Spotlight on Governance

**S**ince our last update in spring, the Board have been fully focused on reviewing our new Business Plan and ensuring we have robust financial health to continue providing first class services for our customers.

The Board are currently undertaking their Annual Appraisals which will help us to develop a new Board Training Plan to ensure that our Board have the skills and knowledge to help them thrive in their roles.

We are also looking ahead to our AGM which is taking place on 15 September 2023, venue still to be agreed but we will keep our socials and website up to date with news.

The Board last met on 30 May and 20 June 2023 to discuss and approve the following:

- Approved the Annual Return on the Charter 2022-23
- Approved the Gas Contract tender report.
- Approved the EICR Tender Uplift report.
- Approved revisions to the Annual Return on the Charter 2021-22.
- Approved the Loan Portfolio 2023
- Approved the Five Year Financial Plan 2023-24 to 2027-28
- Approved the Business Plan 2023-2027

To view the ongoing work of our Board through reading the Board minutes, they are available on our website. Should you require a paper or translated copy, please don't be hesitant to ask.

Ardenglen  
Chair, Liz  
McKenzie



## Policy Update

The Board have approved a number of updates to our policies. This is part of our ongoing policy review, a review that seeks to update/add a number of policies this year. This is to ensure our policies continue to operate in the best interest of our Tenants/Owners and comply with any legislation/guidance that the Association must follow. The following policies have been updated between April–June 2023:

- Unacceptable Actions Policy
- Procurement Strategy & Manual
- Factoring Policy
- Flexi Time and TOIL Policy
- Stress Management Policy

The Association's Policies can be found on our website, under the "Useful Information" Section. Paper copies can also be made available.

# Calling all Bingo lovers!

Following the successful delivery of Breakfast Bingo, The Ardenglen Community Committee and are participants are delighted to announce that this will continue every Monday morning at the Maureen Cope Community Hall. Breakfast is served at 11am with eyes down at 11.30am.

Books are £5 and include a hot roll and a cuppa. All money brought in will be paid out in prize money. Why not make your Monday a bit brighter and come along.

Open to the wider community!



## Meet the Team

The Castlemilk Pantry is more than just food.....our Pantry Plus project also offers FREE impartial advice and support along with encouragement to participate in a host of learning and fun activities.



**Lynne Mastrangioli**  
Energy Advisor



**Jackie Bole**  
Community  
Development Worker



**Luke O'Neil**  
Welfare Rights Officer

Ardenglen also provide a FREE Welfare Rights service.

Now that you can put a face to a name of some of the experts here at Ardenglen, we would like to invite you to meet the face to face.

If you would like to meet them face to face, we have arranged a drop in day on Thursday 4 August, between 1-3pm in our offices for a

blether over a cuppa and cake!

We value our tenants more than anything, and we want to ensure you that you have a full understanding on all that we can offer!!

In the meantime, we have provided you with some general advice and tips and have concluded with a case study detailing the impact of our services.

# Get the **best** **value** out of your Gadgets



## Optimise your oven use

If you're turning your oven on for one thing, see if you can use the rest of the space to batch cook something for a meal on another day. Get used to how long your oven takes to heat up so you're ready to pop food in straight away without wasting heat.



## Boiling the kettle

Only fill the kettle with as much water as is needed and make sure to boil it once to save you money, energy and time.

## Think about the Washing up

Don't wash up under a running tap.

Use a washing-up bowl and fill it up as needed for the level of washing up you have. If it's just a few plates and cups, a third to a half of the bowl is all that's needed.



# Never switch energy supplier on your doorstep!

**JUST SAY NO!**

I have recently supported tenants who have suffered financially and with stress when changing suppliers with a salesman cold calling at their door.

*The down side of this:*

1. Could be a scam
2. They are not able to give unbiased advice on what the best deal is for you

3. The promise of a 'cheaper deal'....never transpires
4. And changing could affect your Warm Home Discount. There is a qualifying date to be in place with the supplier.

If you are thinking about changing suppliers, contact Lynne our Energy Advisor for free impartial advice.



## Is the jury still out on buying an Air fryer?

**I**f you are thinking...do I need another gadget, more clutter? Will it sit in the cupboard with the juicer, bread machine and pasta maker? Do I really need one?

Well, if you are looking for a quick and efficient way of cooking meals that saves time and money, an Air Fryer will fit the bill.

Make an appointment with me to help discuss energy efficiency and I can help answer all your Air Fryer questions.

**Lynne, Energy Advisor**

The Pantry Plus also run classes on a variety of recipes. So you can do more than just the chips. Jackie our Community Development Officer can help arrange a cooking session for you at the Maureen Cope Hall. Not only will you be able to expand your culinary skills, but all the ingredients are complimentary, resulting in an enjoyable free lunch. 'Yum yum'!!



# Get Help from your supplier -

**PRIORITY  
SERVICES  
REGISTER**

# 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
- Low income

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
- 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

If in doubt, Lynne our Energy Advisor can assist to ensure your details are added to the register.

# Do you need support and guidance with your energy bills or have any supplier problems?

I can help you find practical and affordable ways to save energy, understand your gas and electricity bills and tariffs.

Offer advice on a range of energy issues, including prepayment meters.

I can also help negotiate with energy suppliers on your behalf to help you find a sustainable payment plan if in debt.

By engaging with my service, I can also help identify potential benefit entitlement and working alongside my colleague Luke,



Welfare Rights Officer, he can help support income maximisation by carrying out a benefit check to ensure full entitlement.

*Lynne – Energy Advisor*

## CASE STUDY:-

**I have been suffering with ill health, my energy supplier had quite literally been bombarding me with bills and demands for unpaid direct debits. It got to the stage I owed a considerable amount of money. Terrified at what would happen next.**

I heard about Lynne, the Energy Advisor from a neighbour. So I asked for help.

From the onset Lynne put me at ease when she arrived at my house. She gave me advice on how to be energy efficient, how to keep my usage to a minimum, whilst still being able to have my home comfortable and cosy, which I need for my health issues.

She also looked at my income and helped negotiate a sustainable repayment plan.

I am so grateful and can't thank Lynne enough for all her help. This is a total relief for me.

Energy support is so much more than a top up voucher. We offer free impartial advice tailored to your specific home makeup. Dealing with energy suppliers can be stressful and overwhelming, please do not suffer in silence, contact Ardenglen to make an appointment to speak with Lynne.



# 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.

The Office will be closed for Public Holiday on the following dates:

- Glasgow Fair  
Friday 14 and Monday 17 July 2023
- September Weekend  
Friday 22 and Monday 25 September 2023

## Councillors

**C**ouncillors 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.

## 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](mailto:info@ardenglen.org.uk) or private message us on Facebook.



Ardenglen use the Big Word translation service for translation via telephone. Please get in contact with us if you require translation services.