

SRING 2021

# Vision Ardenglen



OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION

# Spring has Spring

**EGGSTRA  
SPECIAL  
FEATURE**

on pages 4 and 5



**WELCOME TO THE PANTRY  
STORE ..... P8**



**STOCK CONDITION  
SURVEY ..... P10**



**SHE MAY BE SMALL, BUT SHE'S  
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STAFF MEMBERS ..... P21**

# Chief Executive's Message

**I am delighted to introduce our Spring Newsletter and hope everyone is feeling more enlightened as the country progresses gradually out of full lockdown and the vaccine programme is delivered.**

As we mark the end of our 30th Anniversary, although we were unable to deliver on our plans to celebrate this key milestone, we are proud of the part we played in responding to the needs of the community during the crisis. I want to thank our local partners and volunteers for working so effectively at this time.

We have a very busy year ahead, not only will we be addressing the recovery from the pandemic, we will also be developing a new business plan for the next 3-5 years. This key document will take cognition of how things have changed as a result of CV-19 and what the long term impact on our business could or should be. We will ensure a fully inclusive approach to developing this business plan, with opportunities for your engagement.

It is fantastic to report that the Castlemilk Panty is on track to open later in April. Fiona Hamilton was appointed as Pantry Co-ordinator and has been working hard on the operational set up. We believe the Castlemilk Pantry will prove

to be a valuable service to the community and look forward to welcoming members to the store.

Paul Pearson, the Welfare Rights Officer recently left after many years of assisting tenants at Ardenglen. Paul provided a fantastic service to the local community and we want to thank him for his contribution. We do continue to provide a high quality welfare rights service and welcome Ashley Burns to Ardenglen as our new Welfare Rights Advisor.

Whilst on the theme of people, I want to acknowledge the contribution of one of our Board members Lucy Carr. Lucy served as an Ardenglen Board member for two years but has since resigned from her position. We thank Lucy for her contribution and wish her well for the future. We were however delighted to welcome a new Board member to his first meeting in March. John Duncan is a co-optee and brings with him a wealth of knowledge and experience in Asset Management within the housing association sector. We look forward to working with John in the coming months.

On the subject of asset management, we have commenced the procurement process for a new reactive repairs and voids contractor, and in addition we have



appointed John Martin Partnership to undertake a new stock condition survey. You will find out more about this in the coming months.

It is important that our environment is well maintained and we are aware of the impact the changes in bin collection will have on the community. We are in discussion with Glasgow City Council (GCC) around this and encourage you to contact GCC directly should you find the shift to three weekly bin collection unsatisfactory. I do want to acknowledge one young resident on her quest to keep her streets clean and green. Anna May, aged four, regularly does little picks in the community. We thank you Anna. You can read more about Anna on page 12 of this newsletter.

Wishing you all a very happy Easter.

*Audrey Simpson*  
Chief Executive

# Office Closure for Staff Training every Wednesday afternoon

It has been a stressful year for everyone since the Pandemic began and it is important now more than ever that we all look after our mental health and well-being.

With this in mind the Board of Management of Ardenglen have agreed that from Wednesday 7 April onwards, the office will close every Wednesday afternoon for staff training and

health and well-being activities until further notice.

Phone calls made to the office during staff training afternoons will go to our answer machine or where appropriate divert you to an emergency out of hours contact.



## Spotlight on Governance

We welcome John Duncan who was co-opted onto our Board in January. He brings with him a wealth of Housing and Maintenance experience having worked in the housing sector for a number of years, also serving as a Board Member for a number of Housing Associations in that time too.



In December we said goodbye to Lucy Carr who decided to leave Ardenglen Board of Management. Lucy served on the board for two years. We would like to take this opportunity to thank Lucy for her contribution to Ardenglen HA and wish her well for the future.

Our Board have been continuing to meet virtually on a monthly basis throughout the pandemic making key decisions for Ardenglen. The most recent Board meeting took place on Tuesday 9 March and below is a summary of the key decisions and discussions:

- Tenancy Changes Policy approved
- Approved gas service and maintenance contract terms
- Approved 12 month extension to Painter work contract
- Approved 12 month extension to Close Cleaning contract

- Established short life working group to develop new succession plan
- Approved calendar of board meetings for 2021-22
- Approved Severance Policy
- Approved Management of CEO procedure
- Approved renewing membership of GWSF and SFHA
- Requested a letter is sent to GCC objecting to the reduction in bin collection
- Approved leave of absence for Board Member
- Approved office closure every Wednesday afternoon for staff training

The Board are also enhancing their knowledge, skills and personal development by undertaking a series of virtual training courses that we believe will be beneficial to both Ardenglen and the continuous development of our Board. The Board recently completed Appropriate Challenge and Financial Management training sessions in January and February of this year and next up on the training plan is a Maintenance training session in April.

If you would like to find out more about joining the Board of Ardenglen Housing Association please contact Audrey Simpson, Chief Executive on 0141 634 8016.

# The Easter Bunny

## Eggstra special for

### **S**PRING IS IN THE AIR, BRIGHTER DAYS ARE COMING AND SO IS THE EASTER BUNNY!

We had so much fun at Christmas with our Santa tour in December that our Community Committee have been in talks with the Easter Bunny and some of his friends about a special Easter visit to Castlemilk. We are delighted to announce that the Easter Bunny has very kindly agreed to join us on Friday 9th April 2021 as we undertake another tour to visit our families and local residents.

Look out for us between 2pm and 4.30pm where we will be handing out some Easter Snack Packs (courtesy of Castlemilk

Together' Food & Fun programme) along with some Easter goodies for our younger residents aged 16 and under and some wellbeing goodies for adults.

Our tour will begin at Ardenglen's office car park from 2pm to 2.30pm then will be located at the following pop up locations:-

- Ballantay Road/Terrace 2.40pm – 3.10pm
- Ardenraig Street/Quad 3.20pm – 3.50pm
- Maureen Cope Community Hall 4pm – 4.30pm

Please note that we will be following social distancing guidance and look forward to seeing everyone then.

## Number Ten – Ardenglen

Calling all Bingo Fans..... Ardenglen Community Committee have received some funding to support our communities wellbeing and are delighted to be announcing their new concept, which they are calling "**Lucky Lockdown BINGO**".

This activity is FREE to access and will be linked to our Digital Inclusion Project, which will assist its delivery over Zoom on-line.

Don't worry if you don't have a device or access to the internet, we can provide participants with the loan of a device and connectivity for the period of the activity along with some door step training to get you more confident!

Players will be issued with three FREE Flyers each week across 6 weeks, with prize money in the form of Asda Vouchers up for grabs!

Interested... call Fiona McGovern on 0141 634 5041 or 07939182330 to find out more.



# Spring has something for Ardenglen

## SPOT THE 7 DIFFERENCES



**It's competition  
time again.....**

Our Community Committee have decided to support some delicious afternoon teas as prizes for up to 6 adults and 6 children.

If you can list the 7 differences in the spot the difference Easter puzzle, take a picture of your answers and send them in by email to the following

email address  
[community@ardenglen.org.uk](mailto:community@ardenglen.org.uk)  
The closing date for entries is  
Friday 24 April.



# How does the Budget Announcement affect You

**A**s we approach the new financial year, you may be wondering if any of the recent budget announcements will affect you. This year the Scottish Government released their budget proposal ahead of the UK Parliament, therefore their proposals have not been finalised just yet. However, here are some of the key points which may be of interest to you:

- Universal Credit has been extended at the current rate until September. You may remember it increased significantly last April, however this was only supposed to be for one year.
- Statutory Sick Pay will rise by 50p per week
- Maternity Allowance will rise by 77p per week
- Personal Independence Payment will rise by a maximum of 75p per week (depending on what rate you receive)
- Jobseekers Allowance, Employment Support Allowance and Carers Allowance will rise by 35p per week
- The Scottish Government has provided funding to all local authority Councils in Scotland, which will allow them to freeze council tax rates for this year.
- Furlough has been extended until 30th September 2021 at up to 80% of wages, up to a maximum of £2,500 per month

- The fourth Self-Employment income scheme will be available to apply to by April, and the fifth by May
- The National Minimum wage will increase to the following rates- apprentices £4.30, 16-17 year olds £4.62, 18-21 year olds £6.56, 21-23 year olds £8.36 and 23+ £8.91

If you need any further information about how any of the above may affect you, please make an appointment to speak to Ashley our new Welfare Rights Officer. See page 7 where we welcome Ashley to Ardenglen.



## Goodbye Paul, and thank you

**I**n January, we said goodbye to Paul Pearson, our Welfare Rights Adviser. Paul has served the community of Castlemilk well for a number of years and we are sad to see him go. We would like to thank Paul for his commitment and support

to Ardenglen and wish him well for the future.

As we say goodbye to one Welfare Rights Adviser, we also welcome our new Adviser, Ashley Burns. Read more about Ashley on page 7.



# Introducing your new Welfare Rights Officer, Ashley Burns

**A**s you may know, Paul Pearson, the Welfare Rights Officer recently left after many years of assisting tenants at Ardenglen. I have taken over his post from the beginning of February. Whilst some of you might already have spoken to me, many of you will not have yet and I would like to take this opportunity to introduce myself.

My name is Ashley Burns and I have been working for Money Matters for 3 years now, on various projects involving welfare rights, debt, energy and financial capability and I hope to bring my skills to Ardenglen to support tenants with their financial worries. Now, more than ever, people are experiencing financial hardship for many reasons and we are here to support

and help you with this. The world of benefits is fast changing with the roll out of Universal Credit and the introduction of many new Social Security Scotland benefits. We are always on hand to keep you up-to-date and make sure you are receiving your full entitlement. Many people are missing out on benefits that they could and should be receiving because they have never been advised to claim.

There are vast levels of debt due to reduction in income as a result of COVID and this is something I can help you with.

As we are all stuck at home, we are spending more on food and energy forcing some people to have to choose between heating and eating. With many foodbanks in operation in the city, as well as access to emergency fuel top ups – you do not



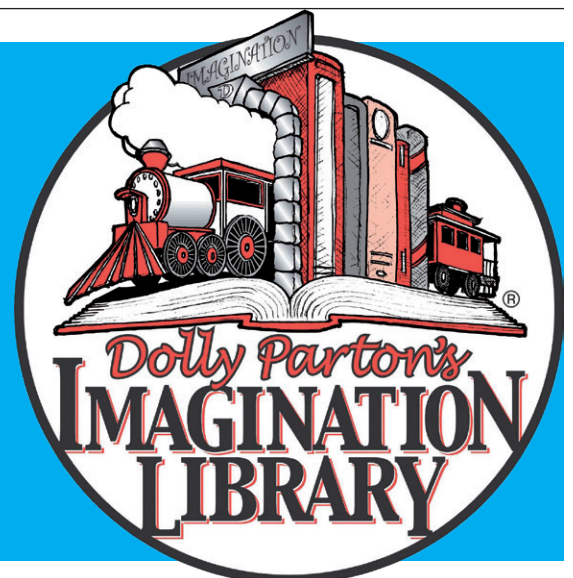
have to make this choice. If you have any energy debt, there are many grants out there to support you with this, which we can explore with you.

If you are struggling with money in any way, get in touch with Ardenglen for an appointment with me on 0141 634 8016, to discuss your options and look for solutions. Our service is fully confidential, impartial and non-judgemental.

## Well Hello Dolly

**A**rdenglen are partnered with Dolly Parton's Imagination Library which is good news for our young readers. Tenants with a child under 5 years old can sign up and receive one free book a month.

If you are interested, get in contact with Kelly Burns, 0141 634 8016 or email [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)



# Welcome to the Pantry Store

## where you spend less, but get a lot more

### **G**OOD NEWS ----- THE CASTLEMILK PANTRY is finally due to open its doors to the community in April 2021

..... watch out for more details on our social media platforms

Following some refurbishment works to the Lounge area within the Castlemilk Community Centre where our new Castlemilk Pantry will be located; we are delighted to announce that we will open our doors to the local community for the first time in early April 2021.

The Castlemilk Pantry aims to deliver good quality food at reduced cost that will make fresh, nutritional and good quality produce more accessible in terms of both location and affordability. The Pantry Store will provide a supply of good quality low cost food items, ranging from fresh and frozen along with ambient and dried food products that you would normally see in the supermarket.

However, the difference between our model and the supermarket is that all you need to pay is £2.50 each week and in return, you will receive around £15 worth of groceries.

An initial £1 annual joining fee will be required, followed by a weekly membership fee of £2.50 will be open to anyone living in the G45 area initially, with plans to open to surrounding areas in the future. Membership is open to all and is not means tested.

Our newly appointed Pantry Co-ordinator "Fiona Hamilton" has been working hard developing relevant documentation along with food safety policies/procedures along with building positive relationships with members from the local community members who are looking to support the delivery of the project in a volunteering capacity. If this is something that you would be interested in please get in touch with Fiona H on **07970 079509** or **fiona.hamilton@ardenglen.org.uk** to discuss the variety of volunteering roles available.

As well as the launch of The Castlemilk Pantry, we are pleased to announce that we will be launching our Pantry Plus initiative. We are adopting a holistic approach of support, which will develop as a wraparound service, to support local people to build personal resilience and capacity along with accessing cookery skills and qualifications and relevant support required to address issues such as fuel, legal and money advice. Elements of Participatory Budgeting are also included for the project to work with local community members to address food insecurity issues themselves.

**Find us on facebook: The Castlemilk Pantry**  
**Twitter: @C\_milkPantry**  
**Instagram: the\_castlemilk\_pantry**

#### Listed below are 10 Pantry Facts.....

1. We will be based in Castlemilk Community Centre and we are open to everybody in G45 postcode initially with plans to support surrounding areas in the future.
2. We will sell foods purchased from another social enterprise which helps to prevent food waste.
3. Membership costs £1 for the year.
4. A standard 'shop' costs £2.50.
5. You get around 10 items for £2.50 with a value of around £15.
6. The pantry is staffed by volunteers
7. Our Co-ordinator is Fiona H
8. We will have a variety of foods - fresh, frozen and dried and tinned
9. We will have specials and offers for purchase most weeks
10. We are your pantry



# GARDENGLLEN

**G**arden Competition 2021 is now open for entries!

With restrictions starting to ease, we would like to run the competition again as we know many tenants enjoy working on their gardens and keeping them in excellent condition.

There will be an e-voucher to the 3 winners

- 1st prize - £75
- 2nd prize - £50
- 3rd prize -£25

Front, back, side gardens and balconies can apply .

To enter email photo(s) to [info@](mailto:info@ardenglen.org.uk)

[ardenglen.org.uk](http://ardenglen.org.uk) along with your name, address and phone number (this can be a direct tenant entry, family member nomination or nominate a neighbour)

Competition starts now and will end 30th of July 2021.

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



## Permission to have a Pet – Please!

**A**rdenglen has introduced a pet policy to ensure that tenants are responsible pet owners and are adhering to the terms of their tenancy agreement in relation to keeping domestic pets.

You will find this policy on our website [www.ardenglen.org.uk](http://www.ardenglen.org.uk) under “Documents and Downloads”.

If you are considering getting a domestic pet please contact us in advance to request and apply for permission by completing our pet disclaimer form. If you currently have a pet, you may be asked to complete a disclaimer.



## WIN a £50 ASDA voucher

All you have to do is get in touch to update us with your email address and you will be automatically entered into a draw to win £50 worth of Asda vouchers. Get in touch now for a chance to win. Contact **0141 634 8016** or email [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)

# Stock Condition Survey is here and soon taking off!

**T**he safety of our tenants is our top priority and we want to make sure that all our homes meet the current Scottish Housing Quality Standard (SHQS). To make sure we are identifying and planning the necessary work, we need to undertake a Stock Condition Survey and review of compliance with legislative compliance every 3 to 5 years.

We are pleased to advise that we have appointed JMP Surveyors, who are very experienced in this type of work, to undertake an independent stock condition survey that will provide the Association with up-to-date property information and analysis of investment needs.

We have asked JMP Surveyors to undertake a survey of 40% of all our homes this year.

## Five Year Investment Programme

Our homes are in good condition and very well maintained, but they do need ongoing investment, so that our homes meet safe, modern standards and are energy efficient, compliant, and fit for the future.

The stock condition information will form the basis of our planned 5-year investment programme and strategy, including replacement of items such as heating boilers; kitchens; bathrooms; windows and doors. This will also include



our compliance improvement programme which includes gas servicing and maintenance; electrical checks; common areas and roof void surveys.

The surveys will tell us how much money we need to ensure that your homes meet the Scottish Housing Quality Standard, including the Energy Efficiency Standard for Social Housing (ESSH).

## Communication to tenants

We need your help to make sure we get the information we need to plan future work that may be required.

Tenants within homes that have been selected to be surveyed will receive a letter from Ardenglen HA explaining the purpose of the survey. They will then be contacted by our appointed surveyors JMP, to arrange a suitable time for them to undertake the survey, which will require access to tenants' homes but will not involve any disruptive work and should only take maximum half an hour. We

understand that tenants may be anxious about providing access to their homes while COVID-19 restrictions are in place and this will be addressed in the letters you may receive to provide assurance that the survey programme will be carried out in strict compliance with the Scottish Government's Covid-19 guidelines that are in place.

Tenants within our flatted blocks will already have received a letter in relation to surveys within the common areas and roof void areas which are being carried out as part of our review of compliance with relevant legislation to ensure the safety of tenants.

The surveys that are being undertaken are necessary to ensure the safety and welfare of our tenants and to help us maintain and improve your homes and target investment where it is needed.

We would like to thank you in advance for your support and assistance to help us complete these important surveys.

# 1.5% Annual Rent Increase for 2021/2022

**In November and December 2020, we consulted with you in respect of the rent increase level for 2021/2022.**

This year Research Resource successfully carried out 176 at random interviews (100 by telephone and 76 email) as part of our tenant consultation process.

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

Based on your feedback and taking into account the current climate, the Association's Board of Management has decided to implement a 1.5% rent increase from the 1st April 2021. This is the lowest amount possible to enable us to continue with our major repairs programme and provide services that hopefully meet your expectations.

Depending on how you pay your rent there may be some actions that you need to take.

## UNIVERSAL CREDIT

If you are claiming Universal Credit you will receive a "to do" please complete this no sooner than 1st April 2021 to give the new monthly amount which is on your individual letter. If you do not receive a "to do" please report this as a change in circumstances or add a note to your online journal for your case manager to review. If you do not notify DWP of the rent change, you will be liable for any shortfall as DWP will not accept the change from Ardenglen it MUST be from the tenant. If you need help with this please get in touch with a member of the housing services team.

## HOUSING BENEFIT

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

## DIRECT DEBIT

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

## INTERNET

If you pay by recurring internet payments we have also arranged for the amount to be increased automatically. You will receive either a SMS or email confirmation please check the dates, amounts and let us know as soon as possible if there are any problems.

We would always recommend paying rent either by direct debit or by recurring internet payment as this is the easiest option. If you would like to pay using either of these methods, please contact us and we can set this up by telephone.



# Thistle Home Contents Insurance

**Designed for tenants in social housing.**

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

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

**THISTLE**   
T E N A N T R I S K S

Contact Thistle at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk) or 0345 450 7286

# She may be small, but she's **cleaning up**

**L**ittle Anna May Parker- Black has been busy carrying out her own spring clean of Castlemilk. Anna May, 4, has really taken to litter picking across the neighbourhood and as you can see from our photographs, she has done a great job!

She goes out regularly with her daddy to litter pick and keeps her wee bit of Arden Craig Road tidy. Anna May was inspired to take up litter picking by her dad. She would walk down with her mum to the Castlemilk parks at the end of the day to meet her dad from work and he would teach her about keeping the place tidy.

Anna May is keen to protect the local wildlife too. She understands the importance of keeping the area litter free to ensure that wildlife aren't harmed by any rubbish lying about and also making sure the pond is clear for the ducks too.

Anna May likes to lead by example and whenever she has an empty sweetie wrapper or a crisp bag with no rubbish bin nearby, she puts the wrapper in her pocket until she gets home to dispose of them in her bin.

We think Anna May is a local inspiration and hope that her enthusiasm for keeping Castlemilk tidy will inspire other kids (and adults) to do the same.

Litter picks are a great way to get outdoors and do something that makes a real difference to your neighbourhood, and can even have a positive impact on mental health and wellbeing.

If you would like to help support Anna May in keeping your area tidy and are interested in litter picking why not get in touch with Scotland's national organisation for Keeping Scotland Beautiful for some tips and advice, [www.KeepScotlandBeautiful.org](http://www.KeepScotlandBeautiful.org), telephone 01786 471333 or email [info@KeepScotlandBeautiful.org](mailto:info@KeepScotlandBeautiful.org).

Please note that it is not possible to organise a largescale group litter pick at this time due



to Covid-19 restrictions but it is still possible to carry out a litter pick on your own remembering to adhere to social distancing guidelines.

We'd love to hear from you if you do get inspired to carry out a litter pick. Keep us posted at [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)



# Have you 'bin' forgotten?

**A**rdenglen have been made aware of recent issues with some bins in the area not being collected on the Council's allocated collection day. Please remember the Council changed the days at the start of the year so if you are not familiar with the new collection date please check the council website below.

Ardenglen will work in partnership with tenants to help resolve any ongoing council issues and we ask in the first instance that you report a missed collection through the council web page, twitter or phone number which

is detailed below.

You can check your bin collection date here and also report a missed collection on the same page -

<https://www.glasgow.gov.uk/index.aspx?articleid=16567>

If you are experiencing ongoing problems please let us know. We also recommend you get in touch with your local councillor who can also address these issues on your behalf and the contact details are:

Euan Blockley 0141 287 7031

Bailie Glen Elder 0141 287 4663

Margaret Morgan 0141 287 0224

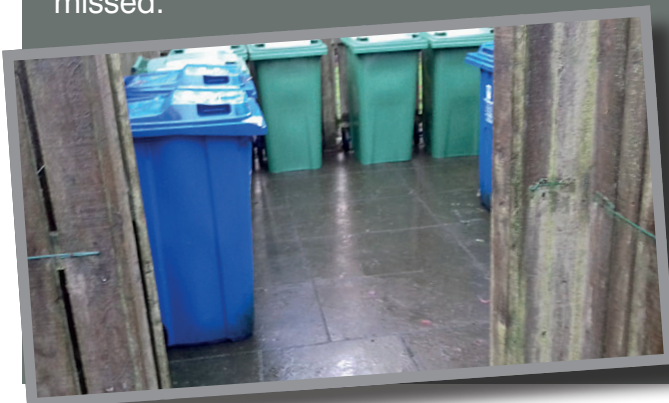


Malcolm Cunning 0141 287 3937

## A clean sweep, once a week

**A**s part of our landscape maintenance contract, bin stores are swept out on a weekly basis. You can see from our pictures what a difference a clean sweep can make.

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



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

**W**ith spring upon us, the new grass-cutting season is due to start Monday 29th March. Let's hope for some blue skies and dry days to allow our landscape contractor to get out on the estate and tend to the lawns.

Grass cutting is dependent on weather, and if we are unable to commence on 29th March, we will catch up as soon as it is possible to do so.



# Do you know you have a Right to Repair?

**F**rom 30 September 2002 legislation was passed to ensure tenants have the right to have small urgent repairs attended to within a specified given timescale. This is known as Right to repair. The repairs

covered must be under the value of £350.

When you report any qualifying repairs you will be advised of the maximum repair time and also be given details of a secondary contractor in the event that the main

contractor fails to adhere to the timescales.

Having to call a secondary contractor will entitle you to a compensation claim of £15. The qualifying repairs are listed below;

Qualifying for Right to Repair	Timescale (Working Days)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

# How to make a complaint



## Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter

## How do I complain?

You can complain in person at our office, by phone 0141 634 8016, in writing, or email [info@ardenglen.org.uk](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 Performance

### Complaints Received

Between 1 October and 31 December 2020, we received 11 complaints.

### Timescales to resolve

When a complaint is received we aim to resolve the matter within 5 working days however if the complaint is more complex and requires a full investigation we aim to respond within 20 working days.

### Complaints Upheld & responded to within timescale

- Upheld Complaints – 7
- Partially Upheld – 1
- Not Upheld – 3
- 90.9% responded to within timescale.

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

## You Said, We Did

### You said...

We didn't carry out repairs and adjustments to a new build property during the defect period.

### We Did...

During the last year, progress meetings between the Association and our repairs contractors have not been as frequent as we would have liked due to Covid which meant some repair issues were not picked up when they should have been. We will ensure we hold formal progress meetings with the contractor throughout the defects period to ensure that repairs and other issues are discussed regularly to ensure that nothing gets missed.

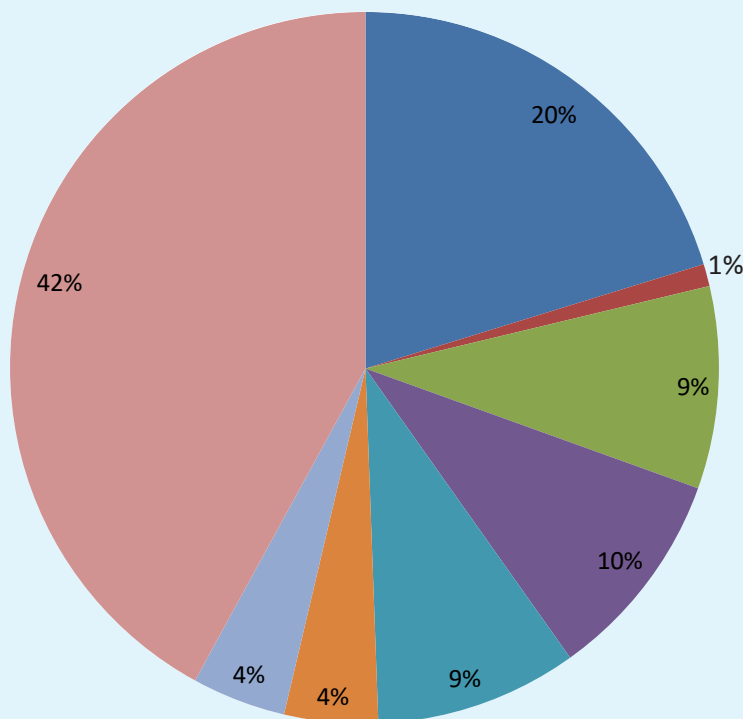
## Compliments

A tenant called to let us know they were delighted with the service received from Ardenglen staff and our contractor when a new handrail was fitted at her home.

# How your rent money is being spent

**A**rdenglen aims to be as transparent as possible, so with this in mind, we intend to keep you informed by publishing our quarterly financial results. During the nine months from April 2020 to December 2020 - the income receivable was £3.265 Million and from this the expenditure incurred to deliver our service was £1.892 Million.

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



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

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

## “TOP TEN” AREAS OF SPEND

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

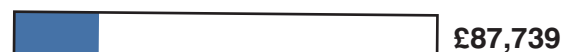
### Total Staffing Costs



### Day to Day Repairs



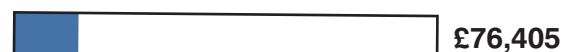
### Landscape Maintenance



### IT Equipment & Telecom



### Property Insurance



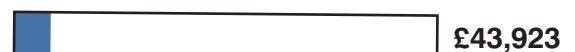
### Repairs to Empty Homes



### Gas Repairs



### Close Cleaning



### Gas Servicing



### Smoke Alarms





# Performance Quarter 3 – October to December 2020

Area of operation	Target	Performance Quarter 3 (2020-21)	Target achieved	
% repairs completed right first time	95%	96%	Yes	A repair is right first time if it is completed on time and without the need for a recall visit
% gas services completed within a year	100%	99%	No	Due to tenants concerns with Covid
Average days taken to relet empty houses	12 days	21.47 days	No	Due to a number of tenant deaths and some delays with repairs/ materials
% rent due lost through properties being empty	0.23%	0.32%	No	Due to longer re-let days more money is lost through properties being empty
Current tenant rent arrears as a % of rent due	4.0%	3.56%	Yes	Target met

## SETTLING IN TO YOUR NEW HOME

### Quarter 3: October – December 2020

As part of our new tenant Settling In Visits, we carried out eight visits in Quarter 3.

As part of the survey we ask the new tenant's a range of questions including the following:

**Were you happy with the repair condition when you first moved into your home?**

6 said yes and 2 said no.

**Were you happy with the cleanliness of the property when you got your keys?**

7 said yes and 1 said no.

**Have you used your decoration vouchers?**

7 said yes and 1 said no.

As part of the settling in visit we also ask the new tenant if they have any compliments they wish to be recorded. Below are some compliments from new tenant's

"Very happy with the property"

"The décor vouchers were a big help, I managed to get a lot of paint with them"

"Very happy in my new home"

"Very happy with my new flat"



# When Santa visited Ardenglen



**H**O HO HO .... FUN WAS HAD BY ALL ON FRIDAY 23RD DECEMBER 2020, WHEN SANTA AND HIS HELPERS ARRIVED FOR A SOCIAL DISTANCED VISIT TO ARDENGLLEN COMMUNITY!

Thanks to our hard working Community Committee, Staff and Contractor, Caledonian who took to the streets of our community to deliver four Pop Up's. Community wellbeing was the focus in a bid to bring some hope to local residents during these difficult times.

Over 400 local children came to visit us to receive their Christmas goody bag across our four locations at:

- Ardenglen Office;
- Ballantay Road/Terrace;
- Ardencraig Street/Quad, and
- outside the Maureen Cope Community Hall

Fiona McGovern, Regeneration Officer said "It was great to be back out on the estate and to see the excitement of the children, all because Santa came to visit them, it was just the best experience".

A special thank you also goes to all our Contractors who donated lots of sweets and selection boxes to form part of the goody bags!

As well as this event and following on from the success of Halloween competitions, our Community Committee ran some Christmas themed competitions and wellbeing activities.

Fifty delicious afternoon teas were delivered to residents over the age of 50 and the chance to win Asda vouchers for entries for the best Festive Window Display.

As you can imagine this was an extremely hard task to

judge, but we are delighted to announce the following winners.....

## Best dressed window

- |                                       |      |
|---------------------------------------|------|
| <b>1st prize:</b><br>Phylis McGinlay  | £100 |
| <b>2nd prize:</b><br>Kamille Spritzar | £50  |
| <b>3rd prize:</b><br>Kelly Campbell   | £20  |



Positive feedback was also received from the community.

"Fantastic for the kids as a lot won't get to see Santa this year and the wee gift bags were just brilliant – well done Ardenglen Housing for thinking out of the box to bring a wee bit of joy to our children, who would normally be at the party in the Maureen Cope Hall".

"Well done to everyone involved it was fantastic for the kids"

"Absolutely amazing, my granddaughter couldn't believe her wee surprise, when she got to her house, thank you so much Ardenglen, with everything that is going on in the country and people's spirits being low, you definitely brought a bit sunshine to our wee household".





# Ardenglen secures **huge funding boost** to offer more support to tenants

**A**rdenglen are delighted with an award totaling £59,965 from the Scottish Governments “Recovery & Resilience Fund”

This much needed funding will assist the Association and its partners to put resources in place to support those residents most affected by the impact of COVID-19.

Funding will support the following:-

- engagement of a Tenancy Support Worker to support tenants most at risk and in financial need.
- access to FREE Debt/Benefit and Budgeting advice across two days per week, supported by Castlemilk Law Centre
- access support to help get on-line with Digital Inclusion Worker, supported by Castlemilk Law Centre
- purchase of devices and MIFI to enable us to increase the engagement of our key services on-line and to support our tenants virtually.
- a budget for our Community Committee to continue delivering programs and activities that address and impact positively on our communities wellbeing.
- and finally the establishment of a pilot programme of “The Castlemilk Pantry Hoppa Shoppa” service in partnership with South West Community Transport for a period of 12 weeks. This service will offer a free transport link for our tenants to access local supermarkets and/or local shopping centers (when restrictions ease). This service will be available across two days per week and will begin week commencing 5th April 2021.

If you would like to find out more about how to access support, please contact **Fiona McGovern** on **0141 631 5041 / 07969 182330** or **Kelly Burns** on **0141 634 8016**.



# Direct Debit rent payments over Easter



**T**he Easter Public Holiday weekend falls between Friday 2nd April to Monday 5th April this year. If your rent Direct Debit is due around this time please check the table below to see if you may be affected and ensure there are sufficient funds in your account on collection day to prevent any bank charges.

Normal Collection Date	Actual Date Payment will be taken
Thursday 1st April	No change
Friday 2nd April	May still be collected on 2nd or alternatively may not be collected until Tuesday 06/04/21
Saturday 3rd – Monday 5th April	Tuesday 06/04/21
Tuesday 6th April	No change

## Pay by Callpay?

As staff will not be available to take your call on Friday 2nd or Monday 5th April please ensure you have an alternative method prepared. Rent payments can be made quickly and easily online. Please contact the office if you would like more information on this.

## Scottish Child Payment

**APPLICATIONS NOW OPENED**

**I**f you have one or more children under 6 years old and you are in receipt of any of the following benefits

Child Tax Credit, Income Support, Pension Credit, Working Tax Credit, Universal Credit, Income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA).

Then you could be entitled to £10 per week for each child under 6 years of age

You can apply by

- **Calling the Freephone line 0800 182 2222**
- **Or apply online at <https://www.mygov.scot/scottish-child-payment/how-to-apply/>**

If you require assistance to apply online why not contact Ardenglen and make an appointment with Ashley Burns who will call to assist.

## Are you paying too much for fuel?

**O**ur tenant satisfaction survey told us that 54.5% of tenants asked have never switched their fuel provider and 19.8% of tenants asked told us that they find gas and electricity just about affordable.



If this is you, please consider making an appointment with our Home Energy Scotland Advisor who can help you get the best deal or help you tackle fuel debt if you have found yourself behind in the bills. Our advisor is available on the 1<sup>st</sup> Tuesday of every month. It might just save you some money to spend on other things. Call one of our customer service assistants today on 0141 634 8016 and they will be happy to make an appointment for you.

# Introducing our new staff members

**W**e are delighted to welcome three new staff members to Ardenglen; Fiona Hamilton, Sally Pritchard and Moira Cordiner. To help you get to know the ladies better, we have an introduction from each new staff member below. We are sure that you will join us in offering them a warm welcome to Ardenglen.

## **Fiona Hamilton – Pantry Co-ordinator**

Welcome to Fiona who has taken up the role of Pantry Co-ordinator with the responsibility of the management and development of the Castlemilk Pantry. Fiona brings with her a wealth of experience having worked in the Third and Public Sector in enforcement, health education and food provision services. In her new role, Fiona will be based at The Castlemilk Pantry with a group of volunteers where we will be offering a great deal on quality food.



## **Sally Pritchard, Community Development Worker**

We are delighted to introduce your new Community Development Worker, Sally Pritchard. Sally is a Community Learning Development Worker who has experience working with several projects over the years, and most recently worked at Glasgow Science Centre. Sally enjoys growing vegetables at her community allotment and is passionate about food, health and well-being. She is looking forward to getting to know the local community.



## **Moira Cordiner, Maintenance Assistant**

We would like to introduce you to Moira Cordiner our new temporary Maintenance Assistant. Moira will be with us until 24th December 2021. She will be working closely with customers and contractors to provide a 1st class repairs service as well as managing our empty property repair process whilst leading in a variety of maintenance administrative tasks.





## APPLYING FOR SETTLED STATUS



If you are an EU Citizen, you will need to have a valid immigration status to continue to live in the UK after Brexit.

The UK Government opened the EU Settled Status scheme in March 2019. **You have until June 2021 to apply (or December 2020 if there is no deal).**

Failing to apply will mean you and your family won't be able to live and work in the UK after Brexit.



### Am I eligible?

- ✓ The Settled Status scheme is open to UK residents from **EU/EEA countries and Switzerland**.
- ✓ You may also be eligible **if you come from another country** if your current residence status is derived from an EU citizen. Please verify your eligibility at [settled.org.uk](http://settled.org.uk)
- ✓ **If you are a long term resident**, and have a valid Indefinite Leave to Remain status, this will entitle you to remain and you do not need to apply. But it could be beneficial for you to do so.



### I have a criminal record

We recommend you seek legal advice before applying.

More information is available at [settled.org.uk](http://settled.org.uk)



### My English is not good enough to understand the application

Settled offers help in **23 languages on its website**.



### What do I need to successfully apply?

- ✓ **A valid ID document** (a passport or an ID card) – your ID document must be within date. If you haven't got a valid ID document, or cannot get hold of it, contact your consulate urgently to get a new one.
- ✓ **Proof of residence** (see overleaf).



### I am not computer literate or I don't have access to a smartphone or a computer

You can **book an appointment with Assisted Digital in a library** near you to get help with access to a computer.



### I've lived in the UK for less than five years

**Settled Status requires a continuous five years residence in the UK.** If you have lived in the UK for less than five years or had breaks of over 6 months, you may only **get pre-settled status**.

Pre-settled status will be valid until you reach a period of 5 years of continuous residence when you will be able to apply for Settled Status.

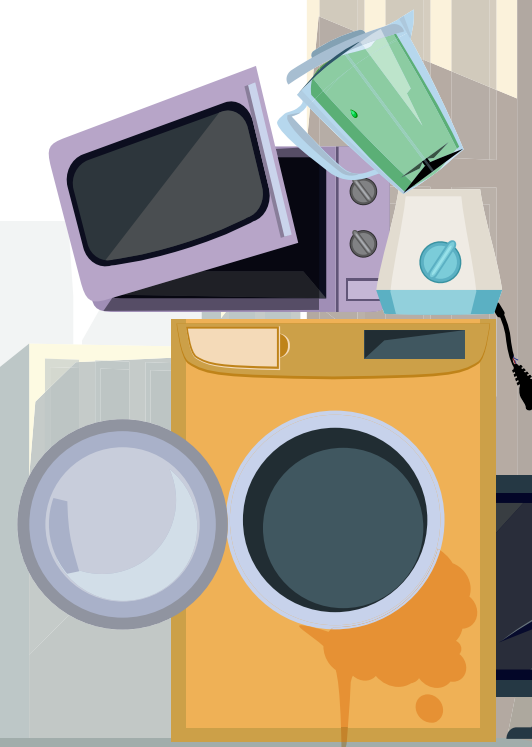


### About Settled

Settled is a new charity that aims to help vulnerable EU citizens in the UK in applying to Settled Status. The charity works with a network of volunteers across the country.

- If you can, **please donate to Settled** so we can reach out to vulnerable EU citizens across the country.
- If you wish to **become a volunteer**, please join us at [settled.org.uk](http://settled.org.uk)

# WATCH YOUR WASTE!



If you are disposing of bulky waste items please ensure that you follow the new Glasgow City Council process in the leaflet on the right.

Ardenglen Housing Association are spending approximately £2,000 every month helping to keep our area free of bulky waste that has been dumped in back courts, bin lanes and our open space areas. This is additional spend for the Association that will be monitored and taken into consideration at next year's rent increase.

You can do your bit by ensuring that you are disposing of your bulky waste correctly and help to look after the area and keep costs down for the Association.

If you see fly tipping in our area please report this directly to the Council who will investigate and take enforcement action where the culprit can be identified.

## GOT BULKY WASTE?



### PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE

**TO REQUEST A BULKY WASTE COLLECTION**  
use the **MyGlasgow App** or visit our web page  
[www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

**RECYCLE IT** – Your local household waste recycling centres are:

**North West:**  
Dawsholm Recycling Centre  
75 Dawsholm Road  
G20 0TB

**East:**  
Easter Queenslie  
Recycling Centre  
90 Easter Queenslie Road  
G33 4UL

**South:**  
Polmadie Recycling Centre  
425 Polmadie Road  
G42 0PJ

**South West:**  
Shieldhall Recycling Centre  
Renfrew Road  
G51

**OLD BULK INFORMATION** – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

**BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.**

December 2020

 **recycle for Scotland**



# Useful Contacts

## Emergency Numbers

**E**mergency 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 all other repairs please call City Building on **0800 595 595** (press option 2 for City Building). When reporting a repair please advise the contractor you are a tenant of Ardenglen Housing Association.
- Report a repair free phone line **0300 303 8000** – this number is not available during public holidays.

**PLEASE NOTE OUR OFFICE CLOSSES AT 12PM EVERY WEDNESDAY FOR STAFF TRAINING.**

**OUR OFFICE WILL BE CLOSED FOR PUBLIC HOLIDAYS ON:**

**FRIDAY 2<sup>ND</sup> AND MONDAY 5<sup>TH</sup> APRIL**

**MONDAY 3<sup>RD</sup> MAY**

**FRIDAY 28<sup>TH</sup> AND MONDAY 31<sup>ST</sup> MAY**

## 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**

- Euan Blockley  
**0141 287 7031**
- Bailie Glen Elder  
**0141 287 4663**
- Margaret Morgan  
**0141 287 0224**
- Malcolm Cunning  
**0141 287 3937**

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

# Keeping you informed...



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

<https://en-gb.facebook.com/Ardenglen-Housing-Association-248201331899561/>

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

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

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