

ARDENGLLEN 30 YEARS



Cover designed by
Adam Przybyszewski,
Primary 7

Inside your Annual Performance Review

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Our Board of Management

Board Member	Board Position	Date Elected
Liz McKenzie	Chair	2008
Mark Ingram	Vice-Chair	2017
Maureen Cope MBE	Board Member	1995
Ann Marie Docherty	Board Member	2003
Sharon Richford	Board Member	2004
Frank Young	Board Member	2010
Karen McDonagh	Board Member	2014
Elaine MacPhail	Board Member	2014
Mark Ingram	Board Member	2017
Mary Eardley	Board Member	2017
Alex Warren	Board Member	2018
Lucy Carr	Board Member	2018
Richard Mahon	Board Member	2019

*Our elected Board as at September 2020 AGM

Our Vision:

Transforming communities by providing aspirational homes and services, to enhance the quality of life of our customers.

Our Purpose:

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

Our Values:

 **Customer and Community Focused**

 **Accountable**

 **Making a Difference**

 **Innovative**



Message from our Chairperson and Chief Executive

In my first year as Chair of Ardenglen , I'd like to welcome you to our Annual Performance Review 2019-20. I'm sure you will agree that in the year we celebrated our 30th Anniversary, it has been an eventful year in many ways.

When 2020 began who could have imagined what lay in store for our tenants and our community as a result of the coronavirus pandemic. We took the decision to restrict our planned 30th celebrations and instead divert resources to the community effort on coronavirus. We think you will agree that was the right thing to do.

While this Annual Review covers the period from April 2019 to the end of March this year, it would be impossible not to focus on the devastating effects of the covid-19 health emergency which has turned so many lives upside down.

Your Review focuses on the many achievements of the year but also recognises the effects the pandemic has had on our work since the pandemic hit in March.

It has meant a new way of working as we continue to deliver the services you have come to expect from us while, crucially, working with other housing associations and the wider Castlemilk community to lessen the chaos that the pandemic has caused.

You can read more in this Review about our work – notably with “Castlemilk Together” on our efforts to combat coronavirus and we want to pay tribute to the incredible effort so many of you have made during this emergency.

It may have been just a call to a neighbour to check they are ok or it could have been delivering food parcels to isolated or vulnerable people. Whatever your role, many, many people in our community appreciate it and it only goes to show that when difficulties come our way, Castlemilk knows how to respond.

And there have been some important achievements during the year. One of them has been the opening of our £3 million “Cathkin 7” housing at Arden Craig Road – a new landmark development of 22 homes.

We also want to pay tribute to the work of our volunteer “Community Committee” who, year-in-year-out, do so much to bring togetherness to our

community by organising so many events.

Other eye catching developments on a hugely-positive scorecard include:

- The collection of 97.7 per cent of rent owed to Ardenglen
- It took just 8.6 days to allocate empty homes
- 95.3% of repairs were carried out right first time
- 92% of tenants were satisfied with the repairs service

At the time of publishing this Review we are still awaiting Scottish Government advice on when we can reopen our office and begin our slow return to normal. We will keep you posted on developments as they happen.

Meantime, look out for each other and follow the Government guidelines as we seek to finally defeat coronavirus. There is no doubt better days lie ahead.

Thank you to the kids at Miller Primary who entered our competition to design the cover. Adam Przybyszewski, Primary 7 is our overall winner . I think you'll all agree that he has designed a standout cover for our 30th birthday!

Just as your Annual Review was ready to be published we learned that Ardenglen was named Scotland's Housing Association of the Year. A great achievement and a fantastic win for Castlemilk. You will hear more about this in our December newsletter!



Liz McKenzie
Chair



Audrey Simpson
Chief Executive

COMMUNITIES



New tenant Jane with Chair Liz McKenzie, former Chair Maureen Cope and CEO Audrey Simpson.

COMMUNITIES



Housing Stock

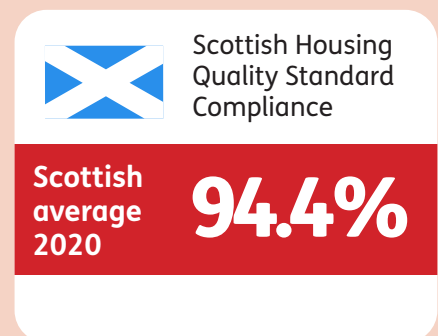
At 31st March 2020 Ardenglen owned 982 units. Below shows the current stock portfolio:

1apt		2apt		3apt		4apt		5apt+	
House:	0	House:	0	House:	91	House:	84	House:	42
Tenement:	40	Tenement:	79	Tenement:	352	Tenement:	123	Tenement:	2
4 in block	0	4 in block	16	4 in block	25	4 in block	0	4 in block	0
Cottage flat	0	Cottage flat	54	Cottage flat	65	Cottage flat	9	Cottage flat	0
Total	40	Total	149	Total	533	Total	216	Total	44

Scottish Housing Quality Standard

The Scottish Housing Quality Standard exists to ensure all our homes are meeting an acceptable standard as detailed in legislation. The standard is made up of 5 basic components:

- All properties are energy efficient
- All properties are above the tolerable standard
- All properties are free from serious disrepair
- All properties are healthy, safe and secure
- All properties have modern services



2020 Tenant Satisfaction Survey

How satisfied are you with the quality of your home?



Ardenglen 2020

93% satisfied

(93% in 2019)

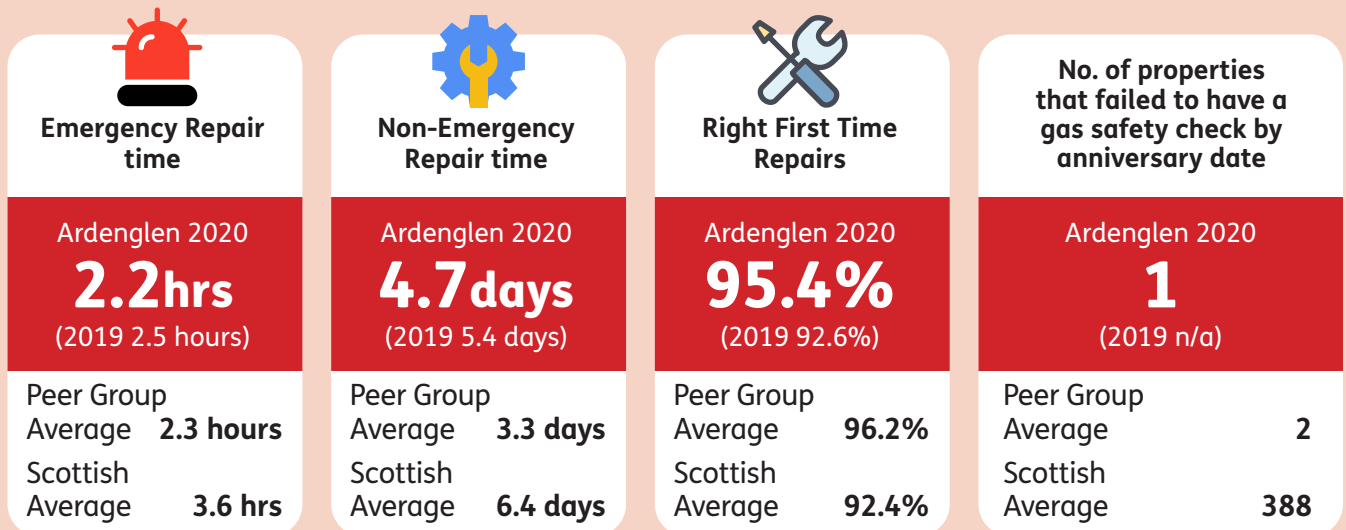


COMMUNITIES



Contractor Performance

We understand that an efficient and effective repairs service is one of your main priorities, therefore it's crucial we get this right. We have improved in three areas this year.



Repairs, maintenance and improvements

Every year we try and improve on our repair satisfaction performance. While satisfaction is still high we did not achieve what we were hoping to. We will ensure regular meetings with our contractors and closely monitor complaints with a view to improving the outcomes below:



COMMUNITIES



Investment

We recognise that our properties require continual investment to maintain good quality homes that people want to live in and 2019/20 was no exception to this. These are the areas we invested in:



£100,310

£100,310 was spent on renewing windows and front and back doors at:

- 2 to 54 Arden Craig Quadrant
- 2 -to 19 Arden Craig Street
- 37 to 43 Arden Craig Drive



£89,912

£89,912 Was spend renewing kitchens at:

- 26 to 68 Arden Craig Road
- 17 to 21A Ballantay Road
- 3A to 11B Ballantay Quadrant



£54,050

£54,050 was spent renewing 26 Boilers at:

- 206 to 224 Arden Craig Road



£78,324

£78,324 Was spent resurfacing balconies at:

- 2 - 26 Hoddam Avenue



£375,599

£375,599 was spent on smoke alarm upgrades in 70% of our housing stock. The remaining 30% will be upgraded when safe to do so in the coming year.



£22,883

Environmental improvements were carried out at a cost of **£22,883** to external areas at:

- 15 Ballantay Quadrant
- 23 to 27 Ballantay Road
- 22 to 28 Ballantay Road
- 14 to 20 Scarrel Road



£51,149

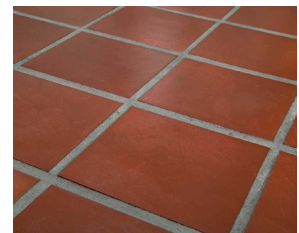


Structural render repairs were carried out at a cost of **£51,149** to external areas.



£27,253

Veitchi flooring repair and clean works were carried out at a cost of **£27,253** to communal closes in the following areas:



- 3 to 17 Ballantay Terrace
- 1 to 15 Ballantay Road
- 3 Ballantay Quadrant

PARTNERSHIPS



Connecting Castlemilk

PARTNERSHIPS



Working at the heart of our community remains a priority for Ardenglen.

We've always believed that strong, successful communities like Castlemilk thrive when people come together.

And doing this with events held throughout the year remains as important as ever.

In 2019 we were able to undertake many of our usual activities - primarily centred around the Maureen Cope Hall.

But these were sadly curtailed in the early part of this year due to coronavirus restrictions.

We realise how difficult this has been but keeping you safe and implementing social distancing requirements has been a number one priority in line with Scottish Government advice.

We have been able to carry on our regeneration work - notably as part of the effort to combat covid-19 undertaken by "Castlemilk Together" - made up of many brilliant organisations and our fellow local housing associations - not to mention many fantastic volunteers.

The work undertaken by Castlemilk Together has been colossal but Ardenglen has also been able to

do things on our own such as the "pop up events" held in 2020.

At three locations around our community - as our picture shows - we erected a gazebo and gave away free lunches, goodies for the kids and wellbeing packs to combat the lockdown.

Meanwhile, a trail-blazing initiative to tackle loneliness and isolation among older people and make them better connected has been launched in Castlemilk.

At the heart of it is a plan to bring young people and those in later life together to help seniors become more digitally included thanks to funding of £15,454 from The National Lottery Community Fund.

Known as the Connected Castlemilk "Digital Intergenerational Programme" its key aim is to make sure older people in the community become more aware of local activities and to help them pick up digital skills. It is being delivered in partnership with Castlemilk Youth Complex.

We know that some day we will be back delivering the community activities that you know and love. Our brilliant Community Committee which arranges so much of this work is raring to go when we get back to a "new normal."



PARTNERSHIPS



Access to housing and support

We offer all housing applicants a full in depth interview to explore all options available to them. This enables us to both add applicants to our waiting list and also provide an action plan specifically tailored to the needs of the individual. Opposite shows our waiting list summary for the year.



426

Applicants added to the list



93

Statutory homeless applications

We relet 90 of our homes in 2019/20 to the following groups of applicants:

Existing Ardenglen Tenants 17

Waiting List 46

Homeless Applicants (referrals from Glasgow City Council) 27

Mutual Exchange 1

We completed building 22 new homes for let in the Ardencraig Road in partnership with McTaggart Construction. These new homes are a mix of 2, 3 & 4 apartment flats, houses and cottage flats .

Tenancy sustainment

We work closely with new residents to ensure that tenancies are given the best start possible with a view to long term tenancy sustainment. During the first four weeks we offer intensive support and advice on a number of issues. We also work with a number of existing tenants each year in order to help them access any additional support needed to assist them in sustaining their tenancy.



New Tenancies Sustained for more than a year (all sources of let)

Ardenglen 2020

89.1%

Ardenglen 2019 89.6%
Our peer group 93.9%
Scottish Average 88.9%



New Tenancies Sustained for more than a year (homeless lets)

Ardenglen 2020

81.8%

Ardenglen 2019 93.3%
Our peer group 94.1%
Scottish Average 87.9%



PARTNERSHIPS



Medical adaptations

Medical adaptation is a term used to describe changes to the fabric of a building that enable people to live more independently in their homes for a longer time. Such changes may be required either as a result of ageing or other changes in circumstances to any member of a household. Minor referrals can be made directly, while more complex aids may require the expertise of an occupational therapist.



% Medical adaptation requests completed in year

Ardenglen 2020 **96%**

Ardenglen 2019 94%
Our peer group 88.7%
Scottish Average 84%



Average time taken to complete adaptation

Ardenglen 2020 **31 days**

Ardenglen 2019 43 days
Our peer group 30 days
Scottish Average 39.6 days

Total cost of adaptations completed in the year £25,242



24

medical applications on the list



23

completed in the year



13

handrails



8

showers

Welfare Rights

Our Welfare Rights service is a key factor not only in enabling individuals to sustain their tenancies, but it also ensures that income is maximised and rent arrears are minimised wherever possible.

In 2019/20 we managed to secure additional income for people amounting to £604,941. While this was a £17,866 reduction on the previous year, we were delighted to have accessed this amount.

- 232 accessed the welfare rights service
- 55% of all appointments were for those aged over 45
- 65% of appointments were for those with income less than £10,000
- 1 in 4 appointments were in respect of disability benefits

Celebrating 30 years of Ardenglen

Ardencraig Road



Ardencraig Street



Ballantay Terrace before



As Ardenglen Housing Association celebrates 30 years of serving the community of Castlemilk, we take a trip down memory lane to remember how it all began.

Those with long memories will recall the slogan - “Glasgow’s Miles Better” from the 1980s when the regeneration of Glasgow really started to get under way.

That affection for the city can also be applied to Castlemilk which has come on leaps and bounds since it was developed by Glasgow Corporation as “a peripheral housing scheme” to accommodate around 34,000 people from inner city areas in the 1950s.

Castlemilk was a landmark development offering things that many families now take for granted but which in those far off days simply didn’t exist for them such as open space, a clean environment and indoor toilets.

Over the years Castlemilk has had a fair share of challenges to overcome with poverty and unemployment always something we must fight against.

But the transformation in recent decades has been remarkable – turbocharged by a “can do” attitude from the people who live here and supported by the city council, housing associations and government.

Ardenglen has been at the forefront of that drive – building homes because we know people still want to live in a vibrant community like Castlemilk.

Ardenglen was established in February 1990. Just six years later, in 1996, we merged with the neighbouring Castlebrae Co-operative and took on a further 500 houses in various locations throughout the east of Castlemilk. Since those early beginnings, the Association has gone on to develop several new homes for Castlemilk and now in 2020, own 982 homes.

Over the years our housing developments have made such a difference in our community.

These are the housing developments that Ardenglen have brought to Castlemilk:

- We built **Ardencraig Square** in 2002 creating 52 homes which are a mix of cottage flats, terraced houses.





THANK YOU MAUREEN



Our recently-retired Ardenglen Chair Maureen Cope MBE has devoted much of her life to volunteering and community activism in Castlemilk for over

60 years, earning an MBE along the way for her service to the housing association movement.

The causes she has been involved with, or sought to help, reads like a roll of honour.

Maureen's journey with community-based housing began when she became involved with Castlebrae Housing which later became part of Ardenglen.

Of all the work she has been involved in, including running community transport, being a community councillor, running a local newspaper, it is housing and the regeneration work undertaken by housing associations which has meant the most to her.

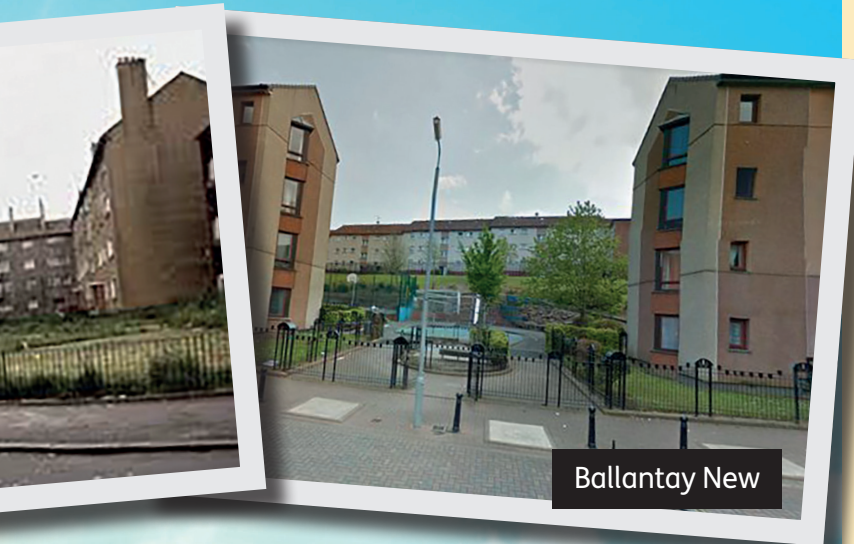
Importantly, Maureen was the Chair of the campaign - which she set up - against the so-called "bedroom tax" which has - and continues to have - significant implications for tenants and housing association landlords.

Maureen said: "There is no doubt that housing associations and housing co-operatives are the driving force behind the strong communities we have today. There is no comparison today to the Castlemilk of the 1970s. Like any community, we have our challenges, but strong communities rise to those challenges.

"And when you have good housing, people want to live here. I have always believed it is not enough to build homes - you need to build communities and that means decent infrastructure which goes along with the houses.

"The housing associations in Castlemilk have done an incredible job over the years not just in building new homes but in regenerating the community we know and love."

Once again, thank you Maureen for all that you have done and will no doubt continue to do.



- In 2005 **Cathkin Braes Phase 5** was built providing 28 apartments.
- In 2010 **Cathkin Braes Phase 6** was launched offering 19 apartments
- The demolition of Tormusk Primary School allowed us to build 42 homes and flats in 2010 at **Tormusk Road**. These new homes were developed to meet the needs of all abilities, providing much needed accommodation for people with mobility issues and addressing the need for more fully accessible homes in Castlemilk.

And you can read about our newest development of homes on page 14. These stunning 22 new homes are at **Ardencraig Road** on the site of the former St Martins primary school.

These homes were the perfect 30th anniversary milestone as the tenants started to move into their new homes in February of this year.

But of course we do far more than just that - we have always believed we need to keep on regenerating Castlemilk - working hand in hand with other housing associations and organisations.

PARTNERSHIPS



Anti-social Behaviour

Complaints of anti-social behaviour are taken seriously by staff and will be treated confidentially. We aim to deal with complaints as quickly and fairly as possible by following robust procedures. We may at times be required to involve partner agencies such as Police Scotland / Social Work Services to tackle issues of a more complex nature. Our timescales are defined below:

NATURE OF COMPLAINT

Straight Forward complaint –
RESOLVE WITHIN 30 WORKING DAYS

Category A

NATURE OF COMPLAINT

Complaints of a more serious nature –
RESOLVE WITHIN 40 WORKING DAYS

Category B

NATURE OF COMPLAINT

Complex cases involving multi agency approach –
RESOLVE WITHIN 110 WORKING DAYS

Category C

We received a total of 30 complaints in 2019/20 with 93.33% being handled within timescale in comparison to the Scottish figure of 94.1%. We did not enter any cases into court or evict families as a result of anti-social behaviour.

We celebrate our newest Housing Development - Mountain Trail View

We are proud to have delivered a £3.7 million homes boost for Castlemilk this year.

Twenty two new homes were completed in the same week we marked our actual 30th anniversary at the start of the year.

These new homes are the perfect way to celebrate three decades of service to the Castlemilk community.

The first to get the keys to her new home was tenant Jane Clarke (pictured page 4).

Jane said: "I am absolutely over the moon with my new home and thrilled to be the first to move in. I

feel very fortunate to have been offered one of these new properties. It is a dream home in every way."

Our "Cathkin 7" project creates a new landmark development where once there were disused school playing fields at the former St Martins primary school.

The development consists of 15 one, two and three bedroom flats, four two-bedroom houses and three wheelchair-accessible flats.

The new housing has come about with financial assistance from Glasgow City Council and the Scottish Government of just over £2 million.



PARTNERSHIPS



Our new housing development Mountain Trail View brought 22 new homes for let in the Ardencraig Road in partnership with McTaggart Construction





Participation

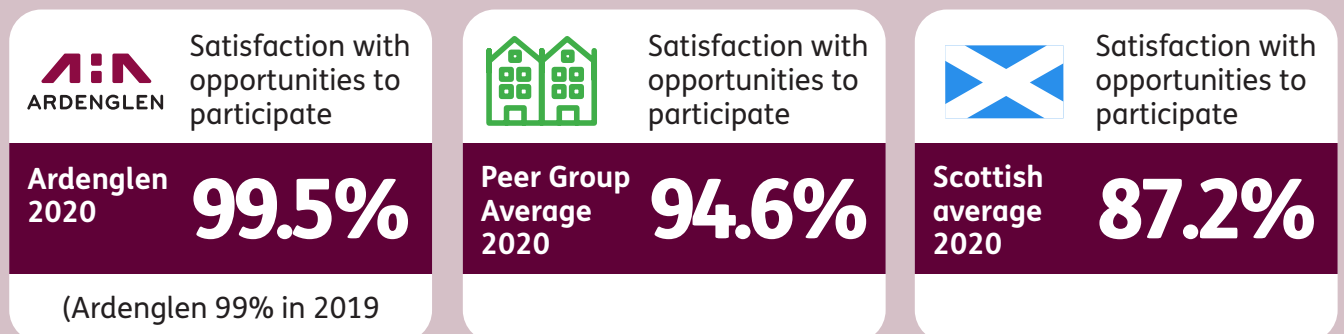
Our aim is to achieve high satisfaction levels and provide the maximum opportunities for you to participate in the work of Ardenglen. You can do this in several ways and always at a level you are comfortable with. You may choose to:

- Become a member for £1. This entitles you to attend the Annual General Meeting and potentially stand for election to the Board
- Focus groups to lead policy reviews and shape services
- Respond to satisfaction surveys
- Participate in regeneration activities

Overall satisfaction with services



Satisfaction with opportunities to participate



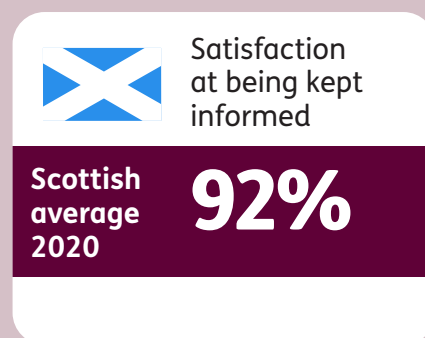
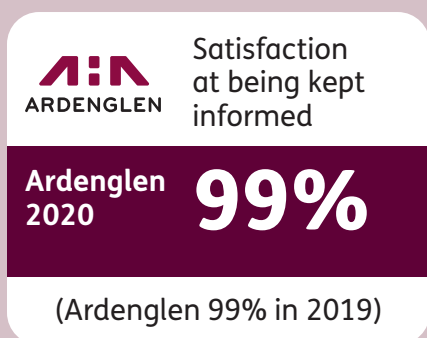
SERVICES



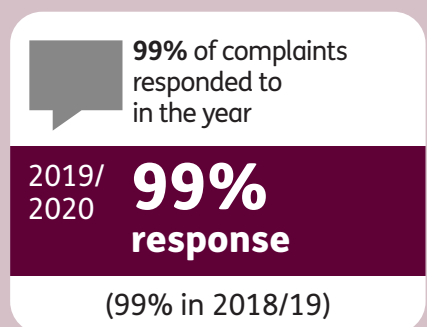
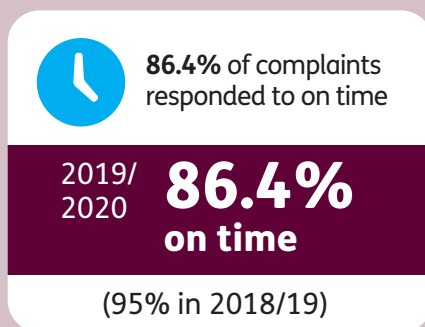
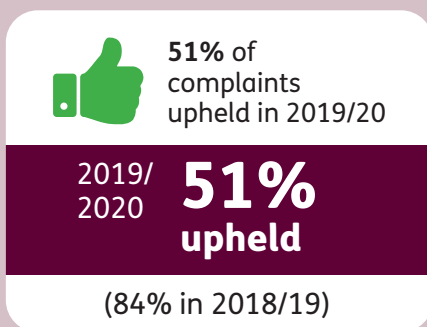
Communication

During the year we will use many forms of communication to engage, interact and keep you informed of our work. We will use the most appropriate form based on the issue and any preferences indicated. The range of methods are:

- Face to face either at our office, your home or the Maureen Cope Community Hall
- Written format such as newsletters and letters
- Electronically by e mail or using our Facebook page
- Telephone including calls and texting



Complaints – We Value Your Feedback



Compliments

We received **10 compliments** during the year





Learning from Complaints

During the course of the year 2019/20 the Association received 88 complaints. These complaints provided an opportunity for AHA to review some of our processes and make some improvements. This year we identified six improvements as a result of learning from complaints which included:

- Enforcing our Lawn Maintenance Procedure
- Revising and updating our Void Management Procedure checklist
- Improved communication with tenants on repairs issues
- Reviewing our approach to inclusivity for all tenant events

- Update to procedure for reviewing daily repairs mailbox
- Staff Training

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

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

Improvements for 2020/21

Our complaints performance stats for 2019/20 demonstrate improvement not only in the volume of complaints received in the year but also in the number of upheld complaints.

We will be implementing the new SPSO Model Complaints Procedure this year and our aim is to ensure that everyone is aware of and can access our Complaints procedure. The Association will continue to work with our customers to seek resolution to complaints received in the year ahead.



SERVICES



FINANCIAL & LEADERSHIP

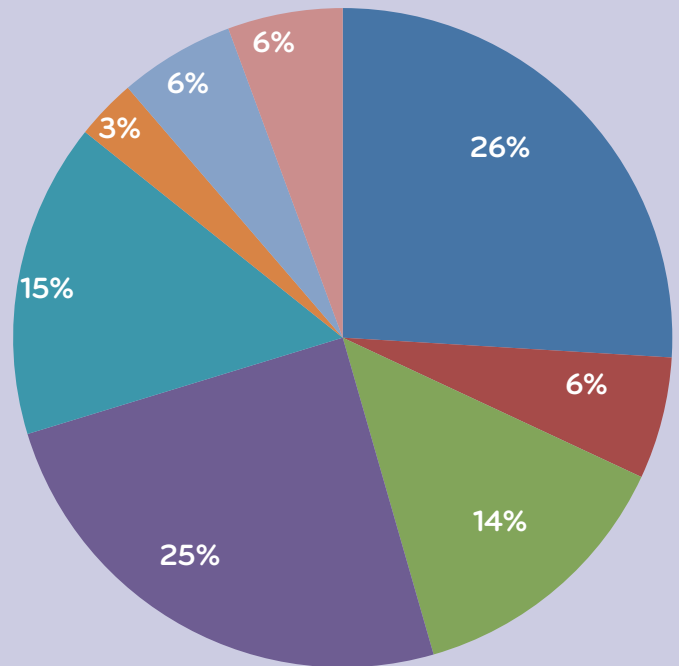


Getting Good Value from Rents and Service Charges

Value for Money:

How is your rent money being spent?

Salaries/Staffing Costs	26%
Office Overheads	6%
Reactive Repairs	14%
Planned & Cyclical Maintenance	25%
Management & Maintenance Admin.	15%
Regeneration	3%
Interest Paid on Loans	6%
Money Set Aside for Future Investment	6%



Top 10 Areas of Spend 2019/20

 Staffing Costs £851,891	 Window & Door Replacements £100,310	 Day to Day Repairs £232,504	 Landscape Maintenance £127,930	 Painterwork £117,053
 IT, Equipment & Telecoms £87,462	 Repairs to Empty Homes £112,346	 Balcony Resurfacing £78,324	 Kitchen Replacements £89,912	 Smoke Alarm Replacements £375,599



FINANCIAL & LEADERSHIP



Average Weekly Rents

We review annually the rents we charge for our homes. This ensures we have enough income to provide high quality services and maintain our properties to a high standard. As part of this review process, we check our rent levels against other landlords to ensure we are achieving value for money.

Rents



Average Weekly Rents 2020



3apt  **£78.18**

Average Weekly Rent 2020	Scottish Average Difference	£80.10 -2.4%
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1apt  **£49.93**

Average Weekly Rent 2020	Scottish Average Difference	£73.47 -32%
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4apt  **£87.10**

Average Weekly Rent 2020	Scottish Average Difference	£87.08 -0%
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2apt  **£70.85**


Average Weekly Rent 2020	Scottish Average Difference	£78.02 -9.2%
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5apt+  **£99.04**

Average Weekly Rent 2020	Scottish Average Difference	£96.18 -18.1%
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We will demonstrate value for money by efficiently and effectively managing our services and processes. This includes minimising lost rents by reducing the length of time that our properties are empty and recovering rent arrears in a timely fashion. We also get the best value for contracts through our open and transparent procurement methodology.



Total Rent Collected

Ardenglen 2020 97.8%
(Ardenglen 99.34% in 2019)


Peer Group Average	98.6%
Scottish Average	99.2%



Rent Lost Due to Empty Homes

Ardenglen 2020 0.2%
(Ardenglen 0.14% in 2019)

Peer Group Average	0.4%
Scottish Average	1.1%



Average Days Taken to Relet Homes

Ardenglen 2020 8.6
(Ardenglen 10.4 in 2019)

Peer Group Average	13.7 days
Scottish Average	32.5 days

PEOPLE





Ardenglen Staff Team

Senior Management Team

Chief Executive
Audrey Simpson

Director of Finance, Digital and Corporate Services
David Byfield

Director of Operations
Diane Hendry

Operations Manager
Pamela Forrest

Operations Team

Senior Housing Officer
Suzanne Casey

Housing Officer
Angela Mooney

Housing Officer
William Boale

Regeneration Officer
Fiona McGovern

Maintenance Officer
Colin Robertson

Maintenance Officer
Peter Boyle

Maintenance Assistant
Heather Rooney

Housing Assistant
Kerri Downie

Housing Assistant
Hayleigh Rennie

Senior Customer Services Assistant
Kelly Burns

Customer Services Assistant
Nicole Babes (Mat Leave)

Customer Services Assistant
Allana Hammell (Mat Leave)

Customer Services Assistant
Grant Saunders (Mat Cover)

Customer Services Assistant
Sharmili Lama (Mat Cover)

Finance, Digital and Corporate Services

Finance and Corporate Manager
Michelle Hart

Corporate and Compliance Officer
Jacqui Mills

Finance Assistant
Michelle Robertson





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