

VISION 3

WINTER 2020

Ardenglen



OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION



HOUSING ASSOCIATION OF THE YEAR... P3



AT HOME WITH YOU.....P8 & 9



PANTRY UPDATEP11



BEAT THE CHILL..... P18

Chief Executive's Message

It is always a privilege to tell you what has been happening at Ardenglen each time we produce our newsletter.

It would, of course, be impossible to ignore the health emergency which has defined 2020 as the year draws to a close and challenged us in so many ways.

We have all struggled with the devastating effects of the pandemic which has been felt in communities everywhere.

Castlemilk has been no different. Inevitably, people have lost loved ones or know of those who have. Loneliness during lockdown – especially for those of advanced years - has become a daily struggle all of its own.

And sacrifices in our individual freedoms have become a way of living.

In short, the rhythm of daily life has been disrupted in a way unimaginable at the very beginning of 2020.

But Castlemilk has shown in so many ways that an unseen enemy like coronavirus WILL one day be defeated helped in that fight by caring, sharing

and showing that kindness goes a long, long way.

Since March Ardenglen has been proud to have been part of the drive to combat the health emergency through the inspirational work of Castlemilk Together. Working as a team we have been able to bring some relief to those worst affected by the menace of covid-19.

Special mention must go to the volunteers who were the driving force behind the success of Castlemilk Together's work as they reached out to all corners of the community.

Housing associations are often described as "the anchor which holds communities together". Never has that been more true – and visible - than in recent months.

The pandemic has required Ardenglen to operate differently. Our offices remain closed while Glasgow is in Tier 4 and there is no date for a reopening as yet.

But we are still contactable and endeavouring to provide the services you know and expect from us.



During the last few months, our AGM went ahead remotely and I'd like to warmly welcome our new Chair Liz McKenzie who steps up from her previous Vice Chair role and Mark Ingram who becomes Vice Chair.

Your newsletter comes with our very best wishes for Christmas – an occasion that this year will look and feel very different.

Take care over the festive season, protect your loved ones and with the long-awaited vaccine roll out due to begin shortly we can all hope that a return to normality is just a few months away.

Audrey Simpson
Chief Executive

FESTIVE OPENING HOURS

Please note that our staff team will stop working at 1pm on Christmas Eve and start back again on Wednesday 30 and Thursday 31 December, 10am until 2pm.

Our staff team will then be on holiday on Friday 1 January and be back responding to your queries from Wednesday 6 January, 9am to 5pm.

Housing Benefit and Council Tax offices

For changes to opening hours please check Glasgow City Council website or call 0141 276 0731.

A very Merry Christmas and a Happy New Year from everyone at Ardenglen.

THE PERFECT BIRTHDAY PRESENT!

Ardenglen named Housing Association of the Year

ARDENGLLEN has been named Housing Association of the Year.

We scooped the title at the Scottish Home Awards in a stunning triumph for us and the community we serve.

Ardenglen won the coveted title after impressing the judges with a strong focus on our work in Castlemilk.

Commenting on the achievement, Chief Executive Audrey Simpson said: "This is the perfect birthday present for Ardenglen in a very special year for us. It is undoubtedly the icing on the cake."

We focused our entry for the Award not just on an unwavering commitment to regenerating Castlemilk but on our approach to people – tenants, staff, Board and volunteers.

Cultural change played an important part in the entry - notably following the creation of Ardenglen's "One Team" initiative delivering a truly people-focused commitment to its work.

The long-established and deep-rooted wider role activities of the association ideally equipped Ardenglen – in common with fellow Castlemilk housing associations – to tackle

the unprecedented challenge of the ongoing health emergency later in the year.

Audrey added: "I want to pay particular tribute to the Staff and Board members whose efforts have resulted in winning this Award."

"Equally importantly, special mention must also go to our Community Committee who, through their work, do so much to create the community spirit that defines Castlemilk."

Chair Liz McKenzie said: "This is a tremendous achievement not just for Ardenglen but Castlemilk, too. It shines the spotlight on the work our community is doing as we build homes and support our neighbourhood in so many ways. We like to think of Ardenglen as the anchor which holds our community together and this has been especially important during the ongoing health emergency."



It's Competition Time

Let us see your Festive Windows!



Following on from the success of our Halloween Competition... it's been decided to run another competition – for the best “Festive Window” display.

Please send your photographs to community@ardenglen.org.uk providing

us with your name, address & telephone number.....for a chance to win Asda Vouchers for 1st prize of £100, 2nd prize of £50 and 3rd prize of £20.

Santa Pop Up on 23 December

Our Community Committee have also been discussing with Santa to arrange a visit to our estate.....and we are pleased



to announce that Santa and his sleigh armed with helpers ...will be paying the Ardenglen community a special visit..... So, look out for us on our tour on the afternoon of

Wednesday 23rd December between 2pm and 4.30pm where we will be handing out some Christmas goodies to our younger residents aged 16 and under.

Our tour will begin at our office then will be located at the following pop up locations:-

Office Car park 2 – 2.30
Ballantay Road/Terrace 2.40 – 3.10
Ardencraig Street/Quad 3.20 – 3.50
Hall 4 – 4.30

We will be following social distancing guidance and look forward to seeing all our families children then.

SCOTTISH CHILD PAYMENT – APPLICATIONS NOW OPENED



Social Security Scotland
Tèarainteachd Shòisealta Alba

If 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

Although applications are opened now the payment won't start until February 2021.

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 Paul Pearson who will call to assist.

The Nitty Gritty of Winter

Winter gritting is carried out by our landscape contractor Caledonian Maintenance on any occasion where the temperature drops to – 4 degrees Celsius. They are responsible for gritting all the common paths and backcourts but please be aware that the gritting of the pavements and roads is still the responsibility of

Glasgow City Council. If you have any issues regarding the roads and pavements the council can be contacted in the following ways:

By phone 0141 287 9000

By email les@glasgow.gov.uk

website www.glasgow.gov.uk/roads



Waste Not, Bulk Not

Glasgow City Council Bulk Collection Update

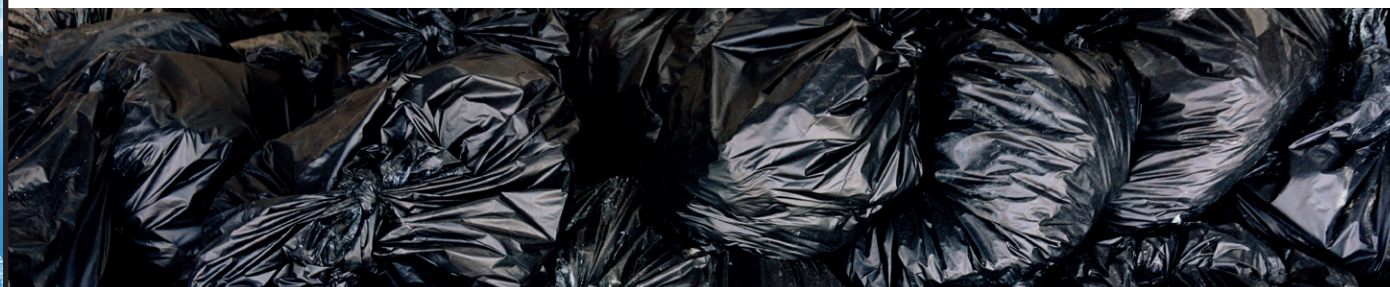
BULK COLLECTION POINTS ACROSS THE CITY ARE NO LONGER BEING ATTENDED TO. DO NOT LEAVE ANY BULK OUT IN THE STREET, IN BACK COURT AREAS OR FLY TIP IN OPEN SPACE AREAS

- Glasgow City Council have now permanently ceased their weekly bulk uplift service throughout the city. If you have bulk including white goods that requires to be uplifted this will now only be collected when you report it to the council direct via the My Glasgow App, via their website <https://glasgow.gov.uk> or by calling the bulk uplift number 0141 287 9700
- You can also visit the nearest recycling centre at
Polmadie Recycling Centre
425 Polmadie Road
Glasgow
G42 0PJ

- Bulk uplift points are no longer in use so please refrain from leaving bulk in these areas as anyone caught doing so may leave themselves open to Glasgow City Council enforcement action as this will be treated as fly tipping.
- If you are getting rid of household items that are still in good condition we encourage you to donate to furniture charities in order to reduce waste often charities arrange a free collection service

GLASGOW CITY COUNCIL FESTIVE BIN COLLECTION

- If your weekly bin collection falls on a public holiday you will shortly receive a letter from GCC with advice on when to present your bins to kerbside. Please note this is subject to change dependant on weather conditions which may lead to unscheduled delays



Rent Increase Consultation

Your rent increase consultation letter will already be with you and some of you may have responded by completing our survey. This year we are consulting with you on a 1.75% increase which is the lowest increase we can apply in order

to maintain our service levels. Our consultation process this year is in the form of a survey either completed on line or by telephone with a member of staff from research resources. Look out for an article in the next newsletter advising the

outcome of our consultation process and if you still wish to complete a survey this can be completed through your Housing Officer. Our consultation process ends on Friday 8th January 2021.



Your rent this festive period

Ardenglen are very aware how financially difficult this year has been for a number of our tenants.

Many will be looking forward to making this festive period particularly special but we ask all tenants to be mindful of paying rent as a priority. Missing your rent at Christmas means starting the new year with debt and the inevitable stress that this causes. We encourage all tenants to budget carefully and don't miss your rent - give yourself peace of mind and start 2021 the right way.

If you are struggling to meet your rent payments however you should never be concerned to talk to us about it – we are here to help. It is far better you take the lead and contact us first. As always our Welfare Rights service is available – just contact us to book an appointment.

Pay by Direct Debit?

Payment may be taken from your account up to 3 days later than normal over the festive period. Check the table to see if you may be affected and please ensure there are sufficient funds in your account on collection day to prevent any bank charges.

Normal Collection Date	Actual Date Payment will be taken
24 th December	No change
25 th -27 th December	28 th December
28 th -31 st December	No change
1 st - 2 nd January	4 th January

Pay by Callpay?

As staff will only be available for limited hours over the festive period then please ensure you have an alternative method prepared. Contact the office if you need more details on this.

A TEAM EFFORT TO TACKLE VIRUS, AGM IS TOLD

CASTLEMILK pulled together like never before as it faced the onslaught of the coronavirus pandemic.

Families were offered unprecedented support as Ardenglen Housing Association joined others in reaching out to rescue the community from Covid's devastating effects.

That was the uplifting message at the Association's AGM held remotely due to ongoing restrictions.

Chief Executive Audrey Simpson paid tribute to the work of the *Castlemilk Together* organisation – which featured many local organisations, housing associations including Ardenglen and an army of willing volunteers.

Together they delivered

thousands of meals during the lockdown particularly to isolated and vulnerable tenants.

Despite the challenges, Audrey was able to pinpoint key successes during the organisation's 30th year namely:

- ★ The launch of the £3million "Cathkin 7" development of 22 homes
- ★ 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

Audrey said: "I am delighted to present such a positive

scorecard. It is a reflection on the hard work and commitment of our staff and I want to take this opportunity to thank them.

"The year ahead could be our greatest challenge yet, building on our recovery from the pandemic, but being mindful that it remains a very real issue. We will be developing a new business plan, and looking to have a root and branch review of our operating world. I also want to offer my sincere thanks to our Board of Management for their ongoing dedication and commitment to Ardenglen."

A brief Special General Meeting was also held prior to the AGM to approve a change in the rules governing the Association.

**FIND 12 DIFFERENCES
-- JUST FOR FUN --**



At home v



Ardencraig Road:

“ We are so happy with the house, the street has been really quiet and the neighbours are all lovely ”

with you...

We recently spoke to two tenants who moved into a new home with Ardenglen. Martha and Chinenye share with us, some of the emotions that come with moving.

Moving home has been something of a novelty for grandmother Martha Colville. For she has only done it once in 37 years!

Martha is a new tenant at the “Cathkin 7” development and is delighted with her two bedroom home which comes complete with her own garden – something she never had before when living in a flat.

Now her grandchildren can

run about and play in the safety of an enclosed garden while Martha enjoys the many benefits of a brand new home.

Martha said: “I’m over the moon with it. Moving home is something of a novelty because I have only done it once in 37 years. It really is a dream come true to now have a house.” Meanwhile, the Anameje family are looking forward to a very happy Christmas.

And this year like ALL our community we deserve a festive celebration of some kind after a year of challenges and huge sacrifices.

This year has been a special one for Chinenye – he and his

wife Martha and their children have moved to a large family home from a small apartment which was too small for their needs.

The family are understandably delighted with their new home.

Chinenye said: “We want to thank Ardenglen for helping us obtain a larger home. This is a wonderful community and we were very keen to stay in this area.

Our old flat was far too small for us and so we needed to find something bigger.

We are delighted with our new home and are very pleased to be able to continue living in Castlemilk.”

More of our tenants shared their experiences of moving into a new home this year. Here’s a selection of the best feedback from our settling in survey:

Mountain Trail View: *“I’m really happy in my new tenancy and all going well”*

Ballantay Road: *“Very happy in my new home and my kids have settled well”*

Tormusk Road: *“My kids are confused as the flat is so big and they have so much space! But we are so happy, thank you. Ardenglen is a great landlord”*

Tormusk Place: *“Thank you to Ardenglen HA for seeing me and my family successfully move out from an overcrowded flat to our new house. We are so happy”.*

Between 1st April and 30th September 2020 we carried out 19 new tenant settling in visits. This is a process that is carried out around four weeks after a tenant moves into their new home. Due to Covid-19, the settling in discussion took place over the telephone.

As part of the survey we asked new tenants a range of questions including the following:

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

Out of the 19 visits, 18 new tenants said yes and 1 said no.

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

Out of the 19 visits, all new tenants said yes

Spotlight on Governance

We are committed to achieving robust financial management and governance excellence as set out in our strategic map. Following a robust self-assessment process, the Board reached the unanimous opinion that Ardenglen Housing Association is compliant with:

- All of the regulatory standards of Governance and Financial Management;
- the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- All Regulatory Requirements as set out in Chapter 3 of the Regulatory Framework including all relevant legislative duties, apart from the Control of Asbestos Regulations 2012 in relation to asbestos management in common loft spaces and gas safety regulations. The impact of Covid 19 has meant that one tenant refused access for gas servicing. The Association have liaised with this tenant throughout the year and have finally been able to arrange access this month.

The Association is developing an

improvement plan to address these areas of non-compliance by Spring 2021.

Our second Annual Assurance Statement was submitted to the Scottish Housing Regulator on 26 November, in line with the regulatory framework. We have published our Annual Assurance Statement on our website at www.ardenglen.org.uk and it will be available on the Housing Regulator's website too.

Other key Board decisions and discussions include:

- Approval of Rent Increase Consultation
- Approval of Gutter Cleaning Contract
- Approval of Veranda Improvements Contract
- Approval of Repairs and Maintenance Procurement Process
- Approval of Board Training Plan 2021
- Approval of Pantry Store Fit Out

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.

Changing Households? - Remember to let us know



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

If you are unsure whether or not you have informed us of any change please get in touch as soon as possible.

You can do this by: Writing to us at: Ardenglen Housing Association, 355 Tormusk Road Glasgow G45 0HF or Emailing us at: Info@ardenglen.org.uk. Please provide the name, date of birth, relation to you and the date the person moved in or out.

What's in Store?

The new Pantry Store is coming soon!

Since the end of summer, much of our Regeneration Officer's time has been spent developing our "Pantry Store" project.

In the last edition of Ardenglen Vision, we told you all about our plans to bring this new exciting development to Castlemilk. The Pantry Store 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 along with providing food items in the community and at a subsidised rate. A weekly membership fee of £2.50 will be open to anyone living in the G45 area, which is not means tested!

We are pleased to announce that we have secured a lease with Glasgow Life and will utilise a space in the Castlemilk Community Centre, which will become home to Pantry Store.

Earlier in November we interviewed for a Pantry Co-ordinator and we are delighted to welcome Fiona Hamilton who was successfully appointed as our new Pantry Co-ordinator. Fiona will start with the Association on 16 December 2020 and will begin work supported by a project team who will turn all our recent planning into a reality, with the aim of opening in January 2021.

The model of the Pantry Store will support volunteering, so if this is something that you would like to be involved please contact Fiona McGovern on 0141 631 5041 or 07969182330 for more information.

A MASSIVE THANK YOU is given to **GCC Communities Fund** & to the **Big Lottery (Community Led Fund)** for their support of funding towards the Pantry Store, which will see



Working hard in our community.....an example of some of the work we have been doing this year. The pantry is another example of how we always put Castlemilk first.

us developing the Pantry Plus concept.

This initiative, designed as a wrap-around service, aims to build personal and community skills, to support and engage the wider community by offering a dignified approach to address food poverty in the community.

This much needed funding will enable us to employ additional staff in the form of Community Development Worker and Community Chef/Nutritionist.

- Our Community Development Worker will have a remit to work with the local community to address issues around food insecurity and empower local people to take ownership of the project.
- Our Community Chef/Nutritionist will oversee the delivery of our food related courses, basic cookery skills linked to REHiS accredited training and health & wellbeing related workshops.

In the meantime, look out for the launch of the Pantry Store for details about the official opening date and how to become a member!



SOCIAL DISTANCED.... BACK AFTER PO

Following on from the success and popularity of our summer food & fun pop ups, our hard working Community Committee were delighted to have the opportunity to be back out on the streets again in a bid to support their friends and neighbours during these difficult times caused by the pandemic!

On Friday 23rd October equipped with delicious snack packs, food vouchers and activity packs, which included a “design a Halloween Mask” competition, we were ready to welcome our visitors to our holiday activity as part of Castlemilk Together’s “Food & Fun” programme.

This was repeated the following Friday (30th October), this time to deliver a Halloween themed event, aimed at our younger residents.

Fiona McGovern, Regeneration Officer said: “Like our busy schedule of tenant events/ activities during spring/summer, our autumn/ winter events have also fallen victim to the current pandemic. Sadly, it is not quite the same as delivering our regular spooky Hallowe’en Party at the Maureen Cope Community Hall, but seeing all our little visitors smiling faces, some of whom were in costume, being gifted their Halloween goody bag and balloon more than made up for it.”

As well as handing out bags of Halloween goodies, we also took the time to encourage families to engage in our Hallowe’en themed competitions.....and we were delighted with the response of entries received.



Crossword answers:
1. GIFTS 2. SWEATER
3. SANTA 4. SNOWMAN
1. GINGERBREAD 2. WREATH
3. TREE 4. CANDLE

FOOD & FUN POP UP'S... POPULAR DEMAND



As you can imagine this was an extremely hard task to judge, but we are delighted to announce the following winners.....

Best Dressed Window



1st **Kirsty McKenna**
for her entry "The
Mummy" £100



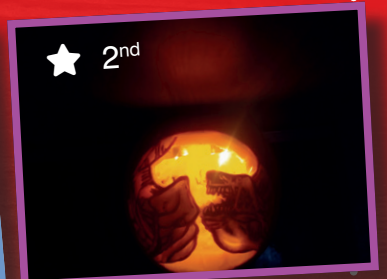
2nd **The Eardley kids**
for their team entry
£70

Best Carved Pumpkin

- ★ 1st Agnieszka Sobczak £30
- ★ 2nd Angela Cawley £20
- ★ 3rd Jennifer & Leon Wilson £10



★ 1st



★ 2nd



★ 3rd

Best Fancy Dress Costume

We had 9 winners all of whom received £20 each

- ★ Kaiden Smethurst
- ★ Aaronjames Smethurst
- ★ Ellie McAulay
- ★ Jessica Davie
- ★ Carson McKie
- ★ Kelly Campbell (Baby at 7 weeks)
- ★ Aeron Biney
- ★ Ciara Eardly
- ★ Rio Devine

Best Hallowe'en Mask

- ★ 1st Carolanne Eardly £15
- ★ 2nd Erin Maitland £10
- ★ 3rd Jessica Davie £5



Office opening update

Following the announcement on covid restrictions the reopening of our office to the public is still not possible. The phased exit from lockdown is under constant review and our staff team remain working from home in line with Government advice. We will continue to keep you informed of our plans to re-open our office.

We are currently providing a full service - please see below how to access our services.

All Non-Urgent Repairs can be reported on Ardenglen's Website using the report a repair function please visit Ardenglen's website : www.ardenglen.co.uk/

General Enquiries - info@ardenglen.org.uk

Repairs Enquiries - repairs@ardenglen.org.uk

Housing Application Enquires - wl@ardenglen.org.uk

Please be advised our report a repair function is for non-urgent repairs only, if you have an emergency repair please contact our repair line on 0300 303 8000.

Please note that staff can facilitate a video call appointment via zoom if you wish to speak with someone face to face. If you would prefer a video call appointment please contact the office and we would be happy to arrange this.

Boiler Breakdowns getting you down?

During our recent tenant satisfaction survey, there were dissatisfaction comments recorded relating to boiler breakdowns.

It's frustrating not to mention inconvenient when your boiler breaks down over the winter period, or indeed at any time. Ardenglen have an all-inclusive contract in place with our trusted contractor City Technical to ensure that all our tenants have heating and hot water at all times. This contract is a fixed price per property - the price we pay covers every repair and part required for every boiler in our stock. Therefore you should never be left without a working boiler for

longer than it takes to procure parts required.

Unfortunately, it can sometimes take a bit longer to source the parts for older boilers and on occasion when a part is replaced it can sometimes trigger another fault in a different part of the boiler. Temporary heaters will always be offered by the contractor in the event of a breakdown, and increased electricity costs due to these heaters may be reimbursed by the association. You can help by ensuring prompt access for the annual gas safety check which is a legal requirement for all landlords and can help to ensure efficient running of your boiler as well as keeping

you, your family and your neighbours safe.

We have a replacement programme for boilers on a 15-year cycle to ensure tenants have modern and efficient boilers and that parts are readily available, but we do recognise that some boilers may need to be replaced earlier than 15 years and we would consider these cases on an individual basis. For clarity, we would exhaust every avenue of possible repair before we would consider replacement as we are already paying for the repairs in the fixed cost contract, whereas a replacement boiler would be an additional cost to us.

How to make a complaint



At Ardenglen our complaints handling procedure reflects our commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Our procedure has been developed by the Scottish Public Services Ombudsman and aims to help us 'get it right first time'.

Who can complain?

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

How do I complain?

You can complain in person at our office, by phone, in

writing, email or by using our complaints form.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

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

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service.

We can take complaints from a

friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: 0131 510 9410 Website: www.siaa.org.uk

Citizens Advice Scotland Website: www.cas.org.uk

Or check your phone book for your local bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

Complaints Performance

Complaints Received

Between 1 July and 30 September 2020, we received **20 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 – 6
- Partially Upheld – 1
- Not Upheld – 13
- 75% responded to within timescale.
- We received 5 compliments

Learning from Complaints

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

Performance Quarter 2 – July to September 2020

Area of operation	Target	Performance Quarter 2 (2020-21)	Target achieved	
% repairs completed right first time	94.5%	93.4%	X	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%	X	Due to Covid shielding restrictions
Average days taken to relet empty houses	12 days	20 days	X	Due to covid restrictions with moving and restricted repair service
% rent due lost through properties being empty	0.23%	0.18%	✓	Target met
Current tenant rent arrears as a % of rent due	4.0%	3.78%	✓	Target met

Stalking is on the increase. Stalking by ex-partners accounts for the largest group of stalking victims, with the vast majority of these victims being women. Stalking behaviour can often start before a relationship ends. Today, most stalking includes a 'cyber' or technology aspect. Stalkers who stalk offline will usually assist their activities with some form of technology as a tool, e.g. mobile phones, social networks, computers or geolocation tracking.



Rebecca*

Rebecca was a regular user of eBay. When she left her partner, he was monitoring her account. When she next bought something he contacted the seller claiming it hadn't arrived. He asked the seller to verify the address. The seller gave him Rebecca's new address. He then found her and beat her so severely she was left blind in her left eye.

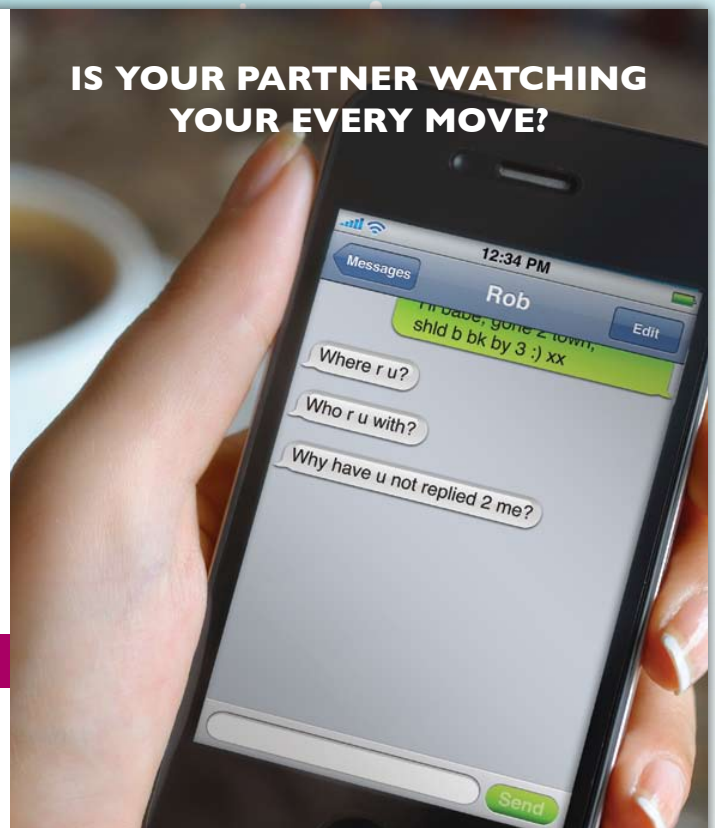
*Names have been changed to preserve anonymity.



Chandra*

Chandra left her violent husband and fled to a secret location in fear of her life. She was horrified when he began stalking her at her new address. He seemed to know all her movements – even down to what she was wearing and where she'd been. Unbeknownst to Chandra, before she left, her husband installed spyware on her mobile phone. He'd been pin-pointing her location; watching her through her camera phone and listening to her on the microphone.

IS YOUR PARTNER WATCHING YOUR EVERY MOVE?



STAYING SAFE ONLINE - Easy and practical help

MORE INFORMATION

For more information on the above, tips and practical guidance to keep yourself safe digitally and online visit www.womensaid.org.uk/online-safety or the NSS website www.nss.org.uk

If you think you may be a victim of domestic abuse call the **Free phone 24 hour National Domestic Violence Helpline** on **0808 2000 247**, run in partnership between Women's Aid & Refuge or visit www.womensaid.org.uk.

If you need help or advice and want to speak to someone directly about stalking and harassment, please contact **The National Stalking Helpline** on **0808 802 0300** or email advice@stalkinghelpline.org

If you are in immediate danger always call 999

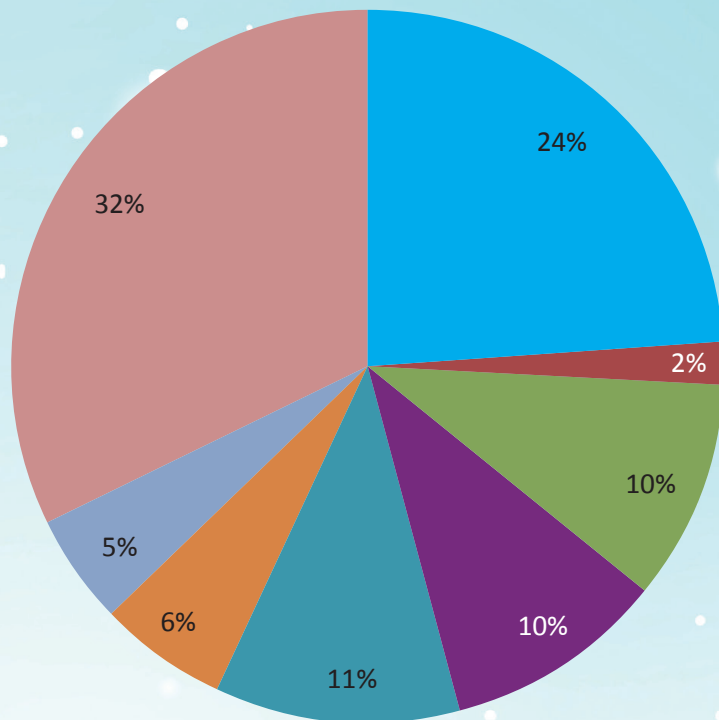
women's aid
until women & children are safe
www.womensaid.org.uk

AVON
the company for women
STALKING
HELPLINE

How your rent money is being spent

Ardenglen aims to be as transparent as possible, so with this in mind, we intend to keep you informed by publishing our quarterly financial results. During the six months from April 2020 to September 2020 - the income receivable was £2.210 Million and from this the expenditure incurred to deliver our service was £1.239 Million.

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



- Salaries
- 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

We are publishing 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 in our Finance & Corporate Services Team.

Total Staffing Costs

£439,456

Day to Day Repairs

£102,620

Property Insurance

£76,405

IT, Equipment & Telecoms

£69,476

Landscape Maintenance

£53,457

Void Repairs

£41,720

Gas Repairs

£36,535

Close Cleaning

£30,961

Stair/Close Lighting

£28,903

Beat the chill this winter with support from Home Energy Scotland

HOME
ENERGY
SCOTLAND

If you're worried about your bills, or finding it difficult to keep warm at home, Home Energy Scotland can help you access support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including:

- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up
- Advisors can check eligibility for discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for winter 2020 to 2021.

How to get in touch

If you are, or someone you know is worried about energy bills, call 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Alternatively, contact Ardenglen on 634 8016 as we are also offering telephone or video appointments every Tuesday starting 17/11/20.

Take our quiz and leave your details to win

How good is your energy saving knowledge?

Take our quiz below to find out - and if you leave your details, you'll have the chance to win £500 towards your energy bills!

Use this web address -
<http://bit.ly/energy-bills-quiz>

Heating your home for less WARM HOME DISCOUNT

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill or added to your pre payment meter, between September and March.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the **Guarantee Credit element**

of Pension Credit - known as the 'core group'

- **you're on a low income** and meet your energy supplier's criteria for the scheme - known as the 'broader group'

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out or contact Ardenglen to make an appointment directly with Home Energy Scotland who will assist with this.

Close Encounters... of a bulk kind

We are noticing an increase in bulk items and bin bags being left in closes across the estate. Bulky items pose a trip hazard to other residents and can be a potential fire hazard if the close ever had to be evacuated.

Please remember, items belonging to your household should never be left in the close. All tenants agree to this condition when signing a tenancy agreement.

If you have any items belonging to your household stored in the close- bikes, prams, bin bags or other items, please remove them immediately to help keep the area clean, tidy and safe. We appreciate your co-operation with this and hope to see an improvement soon.



C R O S S W O R D

Christmas

Answers on page 12

Drug & Alcohol Support



Our tenant satisfaction results of 2019 showed that there was a 7% increase in tenants' perception that drug dealing is a serious or minor problem. It also highlighted a 9% increase in the proportion of tenants who felt drug/alcohol abuse is a serious or minor problem within our community.

We wanted to share information about agencies who can help to support those who may be struggling with an addiction or indeed support family members who are struggling to help a loved one to overcome an addiction issue.

Community Links Practitioner – available through your own GP practice

What is a community Links Practitioner?

We work with people registered with the Doctors practices and health centres we are based in. We help to address the issues that matter to you.

We have links with the community to find out what is happening and can support you access services/activities that might interest them.

We have time to look at what's going on and listen to try to identify concerns or issues you have. Whether it is money concerns, relationships, personal issues, addiction issues, any issue we can work through with you.

How to contact your community links Practitioner

Call or ask your GP, receptionist, or nurse or use contact details below

Laura McEwing

Community Links Practitioner
Castlemilk Group Practice
Health Centre
71 Dougrie Drive Glasgow G45 9AW
Castlemilk Group Practice
Mobile 07973722581

Kayleigh Stockley

Community Links Practitioner
Based in Dr McEvinney & Partners
44 Crofffoot Road
Glasgow
G44 5JT
Tel: 0141 634 6333
Mobile: 07973 722620

Carrie Donnelly

Community Links Practitioner
Based in Ker Practice
Mobile: 07738765331

FAMILY ADDICTION SUPPORT SERVICES



Offering confidential support to adult Family members including kinship carers who are affected by a loved ones drug or alcohol problems.

What We Do & Support on Offer

FASS offers FREE one to one support to adult family members who have been affected by a loved one's alcohol or drug problem.

Access to all FASS Services including:

- One to one Family Support
- One to one Kinship Support
- One to one Bereavement Support
- Holistic and Hypnotherapies
- Complementary and Beauty Therapies
- Bereavement, Kinship and Family Support Groups
- Training

- Respite access, Day Trips and Social Events
- Access to GEEZABREAK Respite Service's for Kinship
- Carers
- Information and advice on how to best access other services

Our service is still currently accessible under the current pandemic – whilst our surgery that was previously held in Castlemlk Parish Church is closed we are still actively dealing with referrals via telephone.

Please contact us at:

FASS, 123 West Street, Glasgow, G5 8BA

TEL: 0141 420 2050

Email: info@fassglasgow.org

Web: www.fassglasgow.org

TWITTER @FASSglasgow

FACEBOOK /fass.glasgow

CrimeStoppers. 0800 555 111

100% anonymous. Always.

If you are concerned about drug dealing within your community, you can contact crimestoppers anonymously on the Freephone number below or log onto <https://crimestoppers-uk.org/>

Other useful contacts Useful websites and numbers:

Breathingspace	0800 83 85 87
Samaritans	116123
https://www.nhs.uk	111
https://www.lifelink.org.uk	0141 554 4434

SFAD Scottish Families Affected Alcohol & Drugs 08080 101011

Scottish Community Recovery Network
0141 429 8181 <http://scrn-recovery.co.uk/>

KNOW THE SCORE -
<https://knowthescore.info/> 0333 230 9468

Alternatively, you can contact your housing officer who will also be able to signpost and refer you to any individual agencies who can support you. All information & discussions will remain completely confidential.

Problems with Dampness in your Home?

Condensation – what you need to know

On occasion we receive reports of dampness in our properties which usually turns out to be the result of condensation. Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

WHERE DOES IT COME FROM?

Your body produces moisture all the time when you breathe and perspire (sweat). This is more noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash dishes. Moisture is also produced when we dry clothes indoors, use an unvented tumble dryer, boil the kettle or use a steam iron.

WHERE CAN IT HAPPEN?

Areas with poor ventilation can be prone to condensation. This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall. Condensation can happen in any room, but is most likely to occur in your bathroom and bedrooms as they are cooler.

HOW DO YOU CLEAN IT?

Mould can be easily removed by wiping it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. There are also proprietary mould removal products available from supermarkets and DIY stores.

HOW DO YOU PREVENT CONDENSATION IN YOUR HOME?

To prevent mould, open the window and wipe tiles down after bathing or showering. Bathroom fans should never be switched off at the isolator switch, even when the window is open.

To help reduce the risk of condensation in your home you should:

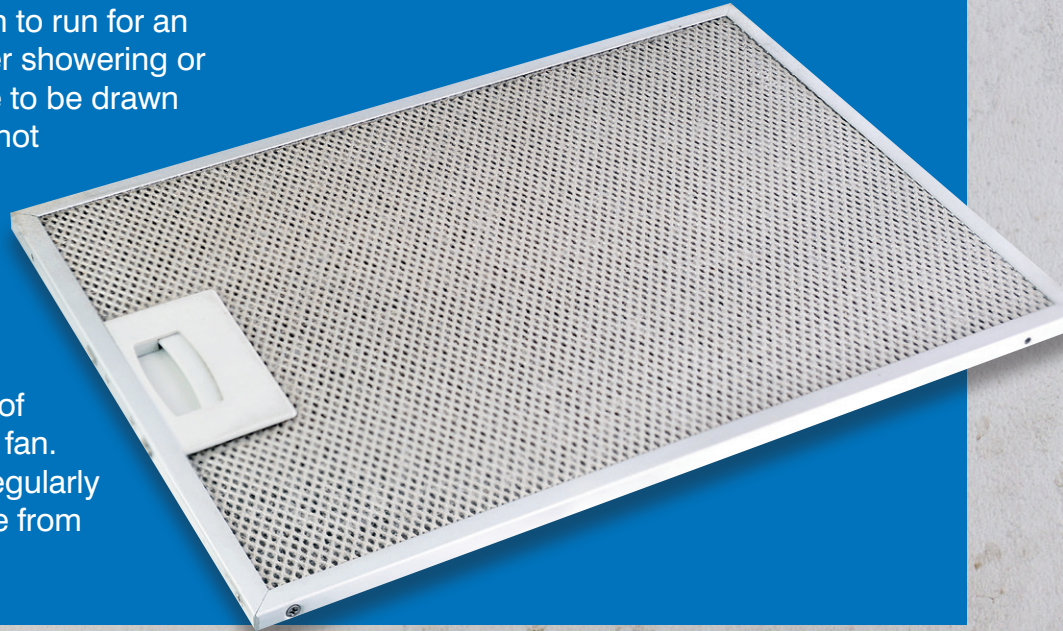
- Keep a window open when drying clothes indoors
- Don't dry clothes over warm radiators
- Keep the kitchen door closed when cooking
- Keep lids on pots and pans when cooking
- Don't overfill cupboards and wardrobes – make sure air can circulate
- If you have an extractor fan in the kitchen and bathroom, make sure it is switched on
- Don't keep furniture and beds hard against walls – make sure air can circulate
- Keep your heating on low throughout the day in cold weather
- When using a tumble dryer, make sure the hose is venting outdoors
- Open windows in every room where possible, even just a little will help improve air movement and prevent condensation in the room
- After a bath or shower, open the window and shut the door so that moisture escapes and doesn't drift through the rest of the house
- Keep the bathroom door closed when running a bath or bathing or showering
- Keep wet coats, boots and shoes out of cupboards and main living areas

Occasionally a mould problem may not be caused by condensation and if you have tried all the remedies above and you are still concerned please contact us, but in most cases these simple lifestyle changes should sort out the issue and banish the black stuff!

EXTRACTOR FAN MAINTENANCE

If you have an extractor fan in your bathroom or kitchen you should ensure that you use it during times of high moisture e.g. cooking or showering. You should also allow your fan to run for an additional 20 minutes after showering or cooking to allow moisture to be drawn from the air. If your fan is not working please report this to us to repair. It is also important to keep your extractor fans clean to allow it to work effectively. Through time you will notice a build up of dust inside your extractor fan. This should be cleaned regularly using a duster or the hose from

your vacuum cleaner with the brush attachment but *please remember to turn your fan off during the cleaning process.*



What's new with your Housing and Maintenance Team...



Congratulations to Heather Rooney, Maintenance Assistant who is now on maternity leave after welcoming a beautiful baby girl into the world. Her replacement is John McBurney (pictured here) who joins us with over 30 years of housing experience and we welcome him to the Ardenglen team. John's main tasks are inspecting and issuing repair work for empty properties ready for re-let, ensuring your annual gas safety check is complete within timescale, monitoring the completion of gas repairs mainly no heating and hot water and contract administration relating to electrical and legionella inspections to name just a few.

Hoddam Avenue Environmental works

We have recently been carrying out a series of environmental works to the front & rear paths replacing any cracked or slipped slabs. This is just part of a planned programme of works we have been undertaking to carry out repairs to our front and back courts in our tenemental stock where required.

Useful Contacts

Emergency Numbers

- 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.
- Cathkin 7 tenants Emergency Out of Hours contacts
- Joiner – 07792099717
- Plumber– 07957922472
- Electrician – 07939530599

Our staff team will stop working for the festive period from 1pm, on Christmas Eve, returning on Wednesday 30 and Thursday 31 December, 10am until 2pm. Our staff team will be on holiday again on Friday 1 January returning on Wednesday 6 January.

Councillors

Councillors for your local area are listed below. Full contact and surgery details can be found at **0141 287 2000** or visit the Council's website: **www.glasgow.gov.uk**

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

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

Keeping you informed...



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

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

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

We are currently experiencing issues with the Ardenglen Facebook account but the issue is a widespread problem linked to

Facebook updating their site. We hope the problem will be addressed by Facebook soon.

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.

