

VISION

SUMMER/
AUTUMN 2020

Ardenglen



OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION



Gardenglen!

Meet our garden competition winner

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Chief Executive's Message

Welcome to your new look newsletter with a new name and a bright fresh look.

Some months ago we invited a group of interested tenants to give us their views on how our newsletter should look. We felt it needed a refresh and we took on board what emerged from this tenant consultation. We hope you enjoy what has been produced.

As all of you will know, these have undoubtedly been a difficult few months - requiring us to live a different way and make many sacrifices before restrictions have slowly been eased.

While the situation remains challenging for so many people, things are greatly improved from the early days of the lockdown. It remains however essential for us all to be vigilant in order to

suppress the virus.

As always, your housing association is here for you. Our office may be closed in line with Government guidelines but our staff are working as normal - albeit remotely.

This means you can still contact us as we endeavour with others to make a difference in our community.

This latest edition of your newsletter contains the most up to date information about Ardenglen and how – by supporting you – we have found a pathway through this unprecedented health crisis.

We have been working closely with Castlemilk Together which has been a wonderful community effort. As always our website is the best place to find what you need to know about Ardenglen.

Unfortunately until the



Scottish Government allow the opening of non-essential offices, we are unable to open our doors. We are closely monitoring the Route Map and will ensure we can open our doors as soon as deemed safe to do so. Meantime, continue to stay safe, heed the advice of those who seek to protect us and we will see you again soon.

With every good wish

Audrey Simpson
Chief Executive

Virtual AGM – 15 September

As you will be aware, we are currently living with social distancing as a result of Covid 19 and this is impacting on our daily lives. It will also unfortunately, affect our AGM this year. For the first time in our history, we will be holding our AGM virtually using Zoom technology.

The AGM will take place on Zoom on Tuesday 15 September. All members of the Association have been notified and invited to attend. If you are a member who has access to a laptop, tablet with internet access and want to attend, please contact Jacqui.mills@ardenglen.org.uk

If you are interested in becoming a member of Ardenglen for just £1.00 please ask a member of staff for more information.



GARDENGLLEN

Nothing can stop our summer garden competition and these stunning pictures show just how blooming marvellous it was this year!

Congratulations to our three winners and in particular to first place Anne Cameron.

Anne was third in last year's competition and this year came out top with her stunning display of flowers.

Well done to Anne, second place Kamila Spitziar and third placed Judith Parker. All received vouchers to the value of £75, £50 and £25 respectively.

All three have done a simply beautiful job with their gardening.

We were determined that this year's garden competition would go ahead despite the health emergency.

After all, beautiful blooms help cheers us all up! And let's face it – we needed that this summer.

Congratulations once again to everyone who entered. We loved judging them all!



Anne in her winning garden



Kamila's second place garden



Third prize for Judith



Get On Your Bike!



Ardenglen was given the opportunity to participate in an exciting offer to access free bikes for children. We were delighted to be able to support 10 families in accessing free bikes for their children.

The initiative comes from Bikes for Good - a Glasgow based project set up in 2010. Their mission is to enable people in Scotland to cycle as their preferred mode of transport. They refurbish, repair and teach communities how to maintain bicycles.

Ardenglen was approached by this charity who offered us

the support of free bikes for children and the opportunity for adults to access a loan bike.

We put an advert on facebook inviting people to put their name down and then allocated them with a number which we drew through a number generator – 10 applications were successful. A video was shown on facebook of the winning numbers. A total of 21 applications were received.

The following numbers were drawn 8 21 16 13 4 1 2 14 20 and announced on Facebook as the lucky winners and recipients.

Thanks to all those who expressed an interest and a big thank you to Bike for Good.



One of our winners from the draw....
Lucky Leon

IMPORTANT SERVICE UPDATE



Office opening update: Following the First Minister's most recent three week review announcement, the reopening of our offices is now unlikely to take place before 14 September. The phased exit from lockdown is under constant review and our staff team remain working from home in line with Government advice.

We are now in the extended Phase 3 of the route map out of Lockdown and our focus is

to work towards resuming all of our services maximising safety for Staff, Customers and Contractors who provide services on our behalf. Our priority will be monitoring Scottish Government advice and complying with all guidance regarding house moves, lettings, repairs and the resumption of services to customers. We will update you again when we move into Phase 4 of Lockdown with timescales for re-opening our offices.

Restarting our Repairs Services

In line with Scottish Government guidance, we returned to a full maintenance service from Monday 3rd August. This included moving forward with safety contracts such as smoke alarm upgrades and electrical testing. We also began work on the backlog of non-emergency repairs that remain outstanding. Our staff and contractors have been trained to ensure that entering your home is as safe as it possibly can be. We ask that you take proper care and understand the responsibilities and expectations of all parties involved in the process.

If you are experiencing any Covid related issues then you should inform us should we require access. We ask for your patience and understanding as we work through this process.

Change of Contractor

Since September 2017 Ardenglen Housing Association has been working in partnership with Mears to deliver all aspects of our response repairs service. In May 2020, the contractor unexpectedly announced their decision to terminate this contract with effect from 20th July 2020.

Since that time we have been working to ensure that the high levels of service currently enjoyed by you are maintained beyond the termination date. To this end we have called upon the services of 3 contractors that are known to us and have a track record of delivering high customer satisfaction rates. We are looking forward to working with Power-lite, Bells and L&D over the remainder of this financial year. It is our expectation that this transition should be seamless for you and we will ensure that you see no deterioration in either our response times or quality standards.

This interim arrangement will enable us to undertake a full re procurement exercise with a view to a new contract beginning on 1st April 2021. In order to fulfil our legislative requirements, we will ensure that our requirements going forward are publicly advertised and subsequent bids are graded both on price and quality, thus achieving the best value for money.

Are you looking for something to do that's a bit different...then look no further, Clyde College are running a series of **FREE on-line courses**.

Please note that all courses are **FREE**, however, to be eligible to join you **MUST** live in the South of Glasgow, be unemployed and claiming benefits or on a low income and be over the age of 16. You will also need internet access and a device to participate.

Literacy Course

An online course to improve your reading and writing skills.

Day: Thursdays
Time: 1-3pm
Start date to be confirmed

Email your full name to Victoria (vmchard@glasgowclyde.ac.uk) to sign up.

Please note this class takes place using Zoom video conferencing.

Our courses are free, however, to be eligible to join you must: live in the South of Glasgow, be unemployed, claiming benefit or on a low income and be over the age of 16.



Beauty Course

Learn how to take care of your skin and useful make up tips from your home. This short course looking at makeup and skincare is delivered online by a health and beauty lecturer.

If interested in joining send your name and your email address, stating your interest in this class, to Victoria McHard at vmchard@glasgowclyde.ac.uk

In order to participate, you must be able to access ZOOM video conferencing, and have your own products to use.

Our courses are free, however, to be eligible to join you must: live in the south of Glasgow, be unemployed, claiming benefit or on a low income and be over the age of 16.



Click 2 Connect Course

Work towards your IT goals like using Microsoft Word, job searching or shopping online. While attending this course you will have the opportunity to work towards an SCQF Level 3 qualification. This online course will start in September/October 2020

If interested in joining send your name and your email address, stating your interest in this class, to Victoria McHard at vmchard@glasgowclyde.ac.uk

In order to participate, you must be able to access ZOOM video conferencing, and have a laptop or PC to use

Our courses are free, however, to be eligible to join you must: live in the south of Glasgow, be unemployed, claiming benefit or on a low income and be over the age of 16.



ESOL COURSES

Learn English online.

Our Literacy, Beginners and Elementary ESOL Courses will be starting in September and October 2020.

If interested in joining send your name and your email address, stating your interest in this class, to Victoria McHard at vmchard@glasgowclyde.ac.uk

This course will take place on ZOOM video conferencing.

Our courses are free, however, to be eligible to join you must: live in the south of Glasgow, be unemployed, claiming benefit or on a low income and be over the age of 16.



Sewing Course

Learn new sewing skills under the guidance of a professional lecturer in this short course. This online course will start in September/October 2020.

If interested in joining send your name and your email address, stating your interest in this class, to Victoria McHard at vmchard@glasgowclyde.ac.uk

In order to participate, you must be able to access ZOOM video conferencing, and have a sewing machine to use.

Our courses are free, however, to be eligible to join you must: live in the south of Glasgow, be unemployed, claiming benefit or on a low income and be over the age of 16.



Interested? Contact Victoria McHard via e:mail VMcHard@glasgowclyde.ac.uk or contact Fiona McGovern on 07969 182330.

We Just Popped up to Cheer You Up!

FAMILIES flocked to three fun events designed to help our community in early August.

The “Food, Fun and Free” pop-up events brought some relief to the community emerging from lockdown with a firm emphasis on togetherness.

Many Ardenglen-organised community events had to be abandoned over the summer due to social distancing requirements.

But equipped with a gazebo, fun activity packs of food and toys and the support of parents and kids, the events ran over three weeks in different parts of the community and were an instant success.

Fiona McGovern, our Regeneration Officer said: “Our busy schedule of summer activities was understandably a victim of lockdown so we

opted for another approach.

“Using a pop up gazebo, we took our activities onto the streets – and it proved to work very well. Paying close attention to social distancing, we were able to take our activities right to people’s doorsteps.”

The events were run as part of the wider “Castlemilk Together” community effort which has made a huge difference to people’s lives over the difficult months of the lockdown.

The Glasgow City Council Food Programme generously awarded funding to Castlemilk Together to support its partners deliver programmes which provides food and fun aimed at children over the school holidays.

Ardenglen received a share



of the money to organise the three pop up events. Kids and mums and dads were offered tasty snack packs, “wellbeing packs” and a £10 voucher for food outlet Tasha’s.



Great to be out and about again....the pop up event in full swing

Bringing the **YOUNG AND YOUNG-AT-HEART TOGETHER**

Trail-blazing project aims to make older people better connected

A TRAIL-BLAZING new initiative to tackle loneliness and isolation among older people and make them better connected has been launched.

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.

Ardenglen have been awarded

funding totalling **£15,454** from The National Lottery Community Fund to make it happen.

Known as the Connected Castlemilk "*Digital*



Pictured: Making the right connection..... Fiona McGovern of Ardenglen and Betty Campbell with her tablet.

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 swung into action after the coronavirus crisis starkly revealed how older people were, in some cases, detached from everyday life – made all the more worrying because of the sheer numbers shielding or who have no family nearby.

The new programme aims to achieve several outcomes:

- To ensure seniors become more connected digitally by giving them confidence to use new technology and the internet
- Young people will be encouraged to apply for relevant youth awards based on the help they provide for older people
- Young people will use the experience of helping older people to enhance their college or university applications and also make them an appealing prospect for potential employers
- Isolation and loneliness will be tackled when senior citizens become more digitally connected to friends and family

Meanwhile a new “Connected Castlemilk” website will be created bringing many community activities together in

one place – making it easier for people to assess which ones they are interested in.

Crucially, it will be informed and populated by findings from the intergenerational project and working with the “Castlemilk Together” organisation.

The aim is to ensure that the wider community can see the spread of what is on in the wider community. By doing so this will avoid duplication of services and events especially happening on the same day or times.

Ardenglen already has a strong

intergenerational programmes both with Castlemilk High and Miller Primary schools.

Fiona McGovern, our Community Regeneration Officer, said: “This is a hugely-significant development and we are immensely grateful to receive such generous funding from the National Lottery. The situation with digital exclusion among older people has been brought sharply into focus during the ongoing health emergency with worrying numbers of older people unable to connect digitally to what’s going on or what help might be available.

“We are determined to change that and with our partners in Castlemilk we have been working very hard in recent months to ensure older people are not left behind.

“Young people and older people are a natural fit and bringing them together will undoubtedly have positive outcomes for

both.”

Betty Campbell is one Castlemilk senior citizen among the first to benefit after receiving a tablet device to help her become more digitally aware. She is now using it to see and chat to her grandchildren in Jersey and Australia.

Betty said: “It’s wonderful. It makes thing so much easier and being able to keep in touch with my grandchildren during the lockdown is fantastic.”

“

This is a hugely-significant development and we are immensely grateful to receive such generous funding from the National Lottery.

Fiona McGovern, our Community Regeneration Officer

”

track record in helping the community where we have our homes.

Our much-admired “Community Committee” – made up of volunteers - has for several years sought to bring the community together with events for children, families and seniors throughout the year – many in the popular Maureen Cope Hall in Castlemilk.

And for some time Ardenglen has been delivering successful

COMING TOGETHER

Like never before

By **Fiona McGovern, Regeneration Officer**

Castlemilk has always been known for its strong and passionate community spirit. But since the health emergency began we have seen this rise to a new level.

Leading the way has been Castlemilk Together: Community Food Action - a partnership made

up of organisations and committed local people with the aim of protecting and supporting those in real need.

Ardenglen has played a crucial role in supporting its work – in helping to obtain much of the vital funding which pays for the impressive work which has been done.

A total of £131,197 was successfully secured made up of:

- * £54,291 from the Scottish Government's much-welcomed "Supporting Communities Fund" to help communities battle the covid-19 pandemic
- * £34,720 – from the Scottish Governments Wellbeing Fund
- * £38,251 from the BIG Community Led Fund a top up to Ardenglen's Community Committee TOWIU funding
- * £2000 from the "Community Wellbeing Fund" to support online activities for Ardenglen tenants facilitated by Ardenglen Community Committee.
- * £1935 from online fundraising source Go Fund Me

Significantly, Ardenglen has committed huge staff resources in the detailed and lengthy process of pulling together this money.

The money has been put to good use on such things as:

Emergency Food delivery:

- 1580 family/children households received food parcels including fresh cooked meals/ fruit & veg
- 6737 older adults received a 2 course fresh meals
- 1326 adult only households received food parcels including fresh cooked meals/fruit & veg
- 6592 fresh meals were prepared across 16 weeks to support families, children & adult only households.

Fun & Food for Summer:

- 1506 meals/bags of shopping/snack packs were distributed across 1360 households plus wellbeing bags/activities packs

Financial Insecurity & Wellbeing Fund:

- Emergency Energy top ups – a total of 334 x £30 top ups were provided
- School Uniforms – 140 x £50 supermarket vouchers supported families with costs associated with purchase of school uniforms.
- Contingency fund for small household items and baby essentials supported 37 people.
- Contingency fund for larger household items supported 14 people.
- Domestic Violence support of £5,000 supported families through lock down.
- Wellbeing Project – supported wellbeing worker who established Fancy a Blether Zoom sessions which agreed a programme

of activities along with the co-ordination Wellbeing bags/activities; Bangin Food & Bingo and delivery of afternoon teas.

- A Digital Project – details of which can be found elsewhere in this newsletter.
- A “Connected Castlemilk” website – partners are working towards establishing a new website which will promote everything that is happening across Castlemilk.

Meanwhile we have been deeply impressed by the kindness of people contacting us to share their appreciation for what has been done for them. Here are some of them:

“ Each week during lockdown I was getting a bag of food along with some fresh cooked meals delivered. When I was asked how I was enjoying them, I commented that my cooker was broken, so was eating them cold. I was grateful for the support I was getting and was not looking for anything else so was surprised when they turned up at my door with a microwave. This act of kindness has made me feel much better in myself both physically and mentally and for that I can’t thank the Church and Castlemilk Together enough because they have saved my life!

”

“ The support which Castlemilk Together has provided me with throughout this difficult time has just been amazing. I am a single mum of four boys, who frankly could eat me out of house and home. I work part-time and was furloughed so with the reduction to my wage, along with being just recently being moved over to Universal Credit, I was really struggling. On top of that because we were all in the house all day long, my electricity meter was constantly needing topped up. All of which left me extremely worried and stressed about how I could support my kids. To receive a weekly bag of shopping including fresh fruit and veg together with things like bread and jam it allowed me to buy other essentials that I needed. My younger boys particularly enjoyed the art activities that came with the bags. These were a good distraction in that my boys were not constantly fighting over who’s turn is was for the X Box.

”

“ To receive support from Castlemilk Together’s COVID-19 Financial Insecurity Fund has been a real life saver. Because I was still furloughed, I have been juggling my bills and was worried about the future for my kids and me. Then when it was announced that they were to go back to school full time, this made me even more anxious about not having the money to buy the uniforms, so to receive £50 per child to help me with their uniforms was a real life saver.

”

Cash boost for Ardenglen Community Committee



Scottish Government
Riaghaltas na h-Alba
gov.scot

Ardenglen Community Committee would like to thank the Scottish Government's' Community Wellbeing Fund for a cash boost of funding totalling £2,000. This funding allowed the Committee to agree a programme of activities, which not only recognised the fabulous examples of Castlemilk community spirit, but also allowed them to set up programmes that would boost the wellbeing of their friends and neighbours.

Here is what they agreed to support & deliver.....

- Donation of £200 worth of Asda vouchers for each street bingo (Ardencraig, Scarrel & Hoddam) to support 4 x £50 full house games across 4 weeks
 - Establishment of a children's art competition. Free art packs made available with the remit to design the **Front Cover of Ardenglen's 30th Anniversary Annual Report** with a 1st, 2nd & 3rd prize.
 - **Ardenglen Good**
- **Neighbour Awards** – to recognise those who had been supportive to others during these difficult times with a 6 x prizes of £50 Asda vouchers.
 - **Kindness Boosts** – request for nominations for 12 adults and 12 children to receive delicious Afternoon Teas to improve wellbeing for those who have particularly struggled during lock-down.
 - Establishment of **COVID Financial Fund** – to support those affected financially during this difficult time.

Hate Crime & Third Party Reporting

A hate crime is when someone commits a crime against you because of your disability, gender identity, race, sexual orientation, religion, or any other perceived difference.

It doesn't always include physical violence. Someone using offensive language towards you or harassing you because of who you are, or who they think you are, is also a crime. The same goes for someone posting abusive or offensive messages about you online.

Police Scotland takes hate crime very seriously and will do everything they can to bring

those responsible to justice.

Reporting hate crime is very important and may prevent the same thing happening to someone else.

You can report a hate crime by:

- **Telephoning 999 (emergency) 101 (non emergency)**
- **In person at any Police station**
- **By completing a Hate Crime Reporting Form (online at Police Scotland website)**
- **Calling Ardenglen Office (Ardenglen is a Third Party Reporting Centre)**



If you do not feel comfortable reporting the matter directly to the Police you can speak to your Housing Officer as Ardenglen Housing Association is a third party reporting centre for Hate Crime and help support you to make the report.

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 January and June 2020, we received **38 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 – 17
- Partially Upheld – 2
- Not Upheld – 19
- 81.7% responded to within timescale.

Learning from Complaints

We are always looking at ways we can improve our service and

any feedback will be used to help us make our services better for you.

As a result of your feedback we will be making improvements to communication with factored owners. This will include a review of our written statement of services and advance notification of improvement works.

MEARS Quarterly Performance

We have been working in Partnership with Mears for reactive repairs since September 2017, and since then we have been gathering information on their performance and comparing it against our targets. This is what we have found for the period 1 January to 30 June 2020.

717 works orders have been completed by Mears between January and March and a further 217 works orders were completed between April and June. The following performance was achieved.

Area	Target	Q4 Performance Jan to March 2020	Q1 Performance April to June 2020
Emergency repairs	To complete 100% within 4 hours	95% completed on time	81% completed on time
Non-emergency repairs	To complete 95% within 10 working days with a first appointment being offered within 3 working days	95% completed on time	90% completed on time
Appointments	To attend 97% of appointments on time	95% attended on time	88% attended on time
Complaints	To have no more than 3 upheld complaints in any month	0.8 upheld complaints per month	0.3 upheld complaints per month
Recalls to workmanship	To have no more than 3 recalls in any month	0.8 recalls per month	2 recalls per month

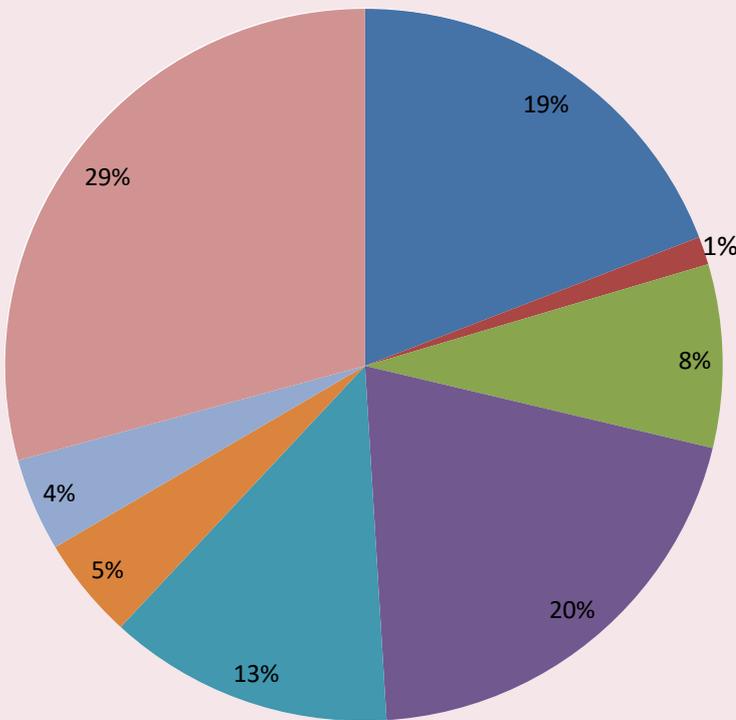
Performance January to June 2020

Area of operation	Target	Performance Quarter 4 (2019-20)	Target achieved	Performance Quarter 1 (2020-21)	Target Achieved	
% repairs completed right first time	94.5%	94.7%	✓	93%	✗	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%	✗	99%	✗	Due to Covid shielding restrictions
Average days taken to relet empty houses	12 days	12.10 days	✗	37 days	✗	Target not met
% rent due lost through properties being empty	0.23%	0.35%	✗	0.51%	✗	Target not met
Current tenant rent arrears as a % of rent due	4.0%	4.18%	✗	4.58%	✗	Target not met

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 January 2020 to June 2020 - the income receivable was £2.182 Million and from this the expenditure incurred to deliver our service was £1.544 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.

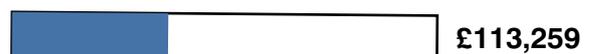
“TOP TEN” AREAS OF SPEND

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 from our Finance & Corporate Services Team.

Total Staffing Costs



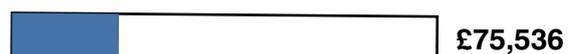
Day to Day Repairs



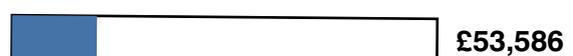
Property Insurance



IT, Equipment & Telecoms



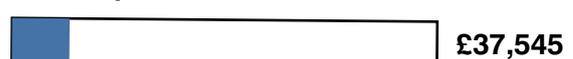
Repairs to Empty Homes



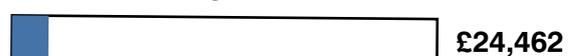
Landscape Maintenance



Gas Repairs



Close Cleaning



Gutters



Condensation

- everything 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.

When this happens on your window, the glass mists up and drops of water run down the window. This can result in mould forming on the rubber seal along the bottom of the glass. When it happens on a wall, the wall absorbs the moisture and the surface becomes damp. Black mould then grows on the damp areas.

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!



PLEASE



- Don't Feed the Birds!

We have noticed that there are a lot more seagulls in and around the Ardenglen area recently. Feeding seagulls can result in over-population and the birds becoming a nuisance as they quickly learn where there are ready sources of food. They may even become aggressive to people if they realise that the public are likely to have food.

We are already seeing seagulls nesting on roofs and this will damage buildings. More birds mean more mess which can attract other vermin. It is better for both tenants and seagulls if we refrain from feeding them as they can become a serious nuisance when they start pestering people for their next meal.

As a result of seagulls being fed we have already seen:

- Extensive litter and rubbish in back courts and bin areas caused by seagulls bursting open bin bags.
- Seagull droppings on washing & cars, causing inconvenience and damage. This can also cause slip hazards on hard paved areas like in back courts.
- Aggressive seagulls swooping at people in their gardens and back courts.

We are asking tenants to please refrain from feeding seagulls in back courts, common areas and gardens as well as around the local area to try and stop them becoming a further nuisance.

Good News

- the Castlemilk Community Food Pantry is coming soon...



In the winter edition, we told you all about our plans to bring an exciting new development in the shape of a Food Pantry to Castlemilk, with the aim to deliver good quality food at reduced cost.

This project is being led by Ardenglen with support from the other local housing associations and was due to open back in April 2020, however, due to the Covid-19 pandemic plans were unfortunately stalled. Now that restrictions are beginning to be lifted and things are starting to get back to a new normal, we are pleased to announce that we are now working towards making this project a reality.

The Castlemilk Community Pantry will make fresh, nutritional, good quality produce far more accessible, in terms of both location and affordability by providing food items in the community and at a subsidised rate.

If you would like to be involved please contact Fiona McGovern on **07969182330** for more details.

In the meantime, keep an eye on our facebook and other communications for details about the opening date and how to become a member!



How will it work?

Members of the pantry will pay a weekly membership subscription of £2.75 and in return choose an estimated £15 worth of food, which will result in £12.25 more money in people's pockets each week. The produce will be supplied via Fare Share, a food redistribution charity.

This ensures food is more affordable and therefore less household income will be spent on food shopping, which will allow families and individuals to spend on other necessities, such as clothing and home energy.

The project will enable people to more easily access frozen, refrigerated and fresh food items that will allow them to incorporate more healthy food in their diets. The project will also enhance community life, as being a member and attending weekly can help people to make new friends and get out of the house more often.

The pantry will also offer local residents work experience and volunteering opportunities, assist with future employment; and ultimately empowering the community to run the Pantry independently.

All volunteers will be provided with full training necessary to support the Pantry project. Duties will include carrying out key day- to-day tasks e.g. checking memberships and orders, helping customers, and stocking shelves.

Are you struggling to pay rent? Talk to us...

Whilst we realise and understand that, many people's income has been affected during covid19 we unfortunately have had in some cases tenants terminating rent payments and stating this is due to covid 19 despite the fact their family income has not been impacted directly by this.

Please be mindful that the government advice is to **continue paying rent as normal**.

If indeed, your income has been affected by covid 19 or for any other reason it is essential that you get in touch with a member of the housing services team to discuss this further, we will help support, and potentially sign post you to other agencies.

Please do not put your home at risk by refusing to pay or by failing to engage with us.

Please keep in mind that our Welfare Rights

Service continues to operate on a Wednesday and Thursday each week by telephone or email. We are also still able to make referrals to Home Energy Scotland if you are struggling with fuel bills. Please call our Customer Service team to make an appointment on **0141 634 8016**.

If you would like to seek independent advice, the following local agencies can help:

- Castlemilk Law Centre – **0141 634 0313 / mail@castlemilklawcentre.co.uk**
- Citizen's Advice Bureau - **0141 634 0338**

Update on Our People

We would like to welcome back Claire Callander who many tenants will know from previous periods at Ardenglen as she joins the housing team as a housing officer for a 6 month period.

Sharmili Lama who has been providing reception and customer services cover during maternity leave will sadly leave us on Friday 4th September – we would like to thank Sharmili for all her hard work and wish her the very best in the future.

We welcome back Nicole Babes to the customer services team from Monday 7th September following her time on maternity leave.



MARY MOFFAT – A TRIBUTE

Ardenglen Community Committee wish to express their sympathy to the family of the late Mary Moffat.



Known affectionately as “Mary Doll”.....she was not only a colleague but also a friend. Mary was the funniest and brightest member, who was always up to something that had everyone laughing and was popular with anyone she came into contact while on duty. Mary joined the Community Committee in 2010, just after we moved our community activities into the Maureen Cope Community Hall. She was hard working and instrumental to making the hall a success.

She is sorely missed by all and will never be forgotten....rest easy Mary!

Did you know you can report a repair online?

Want to save time reporting repairs?



No more holding on the phone or having to phone within office hours! You can report a non emergency repair by visiting our website www.ardenglen.org.uk and pressing the “report a repair button”, fill out the form giving as much detail as possible about the repair issue and if you are able to upload a picture that would be great. You will then hear directly from one of our contractors to make an appointment that suits you.

Emergency repairs such as fire, flood, structural damage etc should continue to be reported by phone.

Waste Not!

GCC Bulk Uplift remains suspended

As you will be aware Glasgow City Council suspended the collection of bulky waste in March until further notice.

While the suspension of bulk uplift is in place please do not leave items on the

street. These items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.

Bins and Recycling

Please note that the following services will continue as normal:

- General waste bin collection.
- Blue recycling bin collection.
- Resumed - Brown recycling bin collection.





Free debt help from **StepChange** Debt Charity



StepChange is the UK's leading debt charity. They are contacted by over 600,000 people every year. They help people in debt to sleep at night, knowing that they have a plan to address their situation.

How debt advice works

No matter how large or small your debt problem may be, StepChange can help. Whether you contact them online or over the phone, you'll follow a straightforward advice process:

- They'll help you go through your debts, income and spending to help you to create a budget
- Based on this, you'll get a personal action plan and recommended debt solutions that suit your situation
- If you want to go ahead with their recommendation, they will help you get things set up and give you the support to deal with your debts, however long it's needed

How do I know if I need debt advice?

There are many warning signs of a possible debt problem. If you often find yourself relying on credit to pay for essentials like food and bills, or you find yourself stuck in your overdraft month after month, these could all be signs that you're struggling financially.

StepChange have a simple, 60 second debt test that can help you understand how close you are to having a debt problem, and whether you might benefit from free and confidential debt advice.

Get support today

For free and impartial help with your finances, you can contact StepChange by telephone on **0800 138 1111**, or visit their website: <http://www.stepchange.org>

Or speak to a member of the Ardenglen housing team and we can make a referral on your behalf.

Award Winning Housebuilder Cruden Homes West Bring Affordable Housing Opportunities To Castlemilk



Cruden Homes' stunning new Cathkin View development offers a range of stylish, spacious, high specification new homes, with a mix of two and three-bedroom terraced semi-detached and detached houses. The launch of the new sales suite and showhome was delayed due to the outbreak of Covid-19, however that did not stop buyers snapping up all of the homes in Phase 1, and over 50% of the homes Phase 2!

Prices in phase two start from just £154,000, providing affordable housing opportunities for first-time buyers, growing families and downsizers. With First Home Fund and a range of mortgage products available, now is an ideal time for First Time Buyers to own a home of their own with just a 5% deposit. The Scottish Government's First Home Fund, which contributes up to £25,000 towards the cost of buying a property through a shared equity scheme, supports eligible first-time buyers and will be available on all properties at *Cathkin View*. Buyers will also benefit from the recently announced LBTT holiday.

Liz Mallon, Sales & Marketing Director at Cruden Homes (West) said "Cruden Homes are delighted to return to Castlemilk with our new range of beautiful family homes. I genuinely believe our homes offer exceptional value for money in terms of space and size, and the popularity of Cathkin View mirrors the success of our previous Cruden Homes developments in the area. We are proud

to have been one of the few housebuilders who welcomed our first homeowners into their new home during lockdown, including NHS key frontline staff. Pent up demand in the housing market has also meant sales to date have surpassed our expectations."



The *Maple* style show home, priced from just £180,000, is an impressive 1,020 sq ft three-bedroom semi-detached family home. This spacious home boasts an abundance of natural daylight from two large feature windows in the lounge, creating a bright and airy family room which can also be opened up to the kitchen dining area, allowing a versatile entertaining space. The ground floor also features a WC and generous storage cupboard. The first floor comprises of the master bedroom with en-suite shower room and fitted wardrobe along with two additional bedrooms and a spacious family bathroom.

As a result of the success of sales on Phase 1 on the development over the last few months Cruden Homes brought forward the early release of Phase two to meet the demand for these high-quality, affordable homes. Homes at *Cathkin View* offer spacious interiors, great outdoor garden space and a high specification as standard offering exceptional value for money. Potential buyers are encouraged to visit as soon as possible to avoid disappointment as they are selling fast.

The new *Maple* showhome is located at Castlemilk, Glasgow, G45 9US. For more information or to arrange an appointment please contact our sales advisor on 07715075448, email or visit www.crudenhomes.co.uk

First Home Fund

Supported by the
Scottish Government



A New Home Could Be More Affordable Than You May Think...



2 Bedroom mid terrace - The Honeysuckle, 921 Sqft

Purchase Price	£154,000
5% Deposit	£7,700
FHF Contribution	£25,000
Mortgage	£121,300

Approximate monthly mortgage repayment
* This is based on a mortgage term of 30 years with fixed initial rate of 2.09% **£453.00**



3 Bedroom semi-detached- The Oak, Sq ft 1018

Purchase Price	£180,000
5% Deposit	£9,000
FHF Contribution	£25,000
Mortgage	£146,000

Approximate monthly mortgage repayment
* This is based on a mortgage term of 30 years with fixed initial rate of 2.69% **£591.40**

A guide to CCTV

More and more people are using CCTV. Some products on the market have a built in CCTV system and we wanted to ensure you had the correct guidance in terms of the law.

Below is guidance on using domestic CCTV Systems from the Information Commissioner's Office:

Domestic CCTV systems - guidance for people using CCTV

■ Using CCTV at your home

There are many domestic CCTV systems on the market to help you protect your home. If you're thinking of using one, you need to make sure you do so in a way that respects other people's privacy.

If you set up your system so it captures only images within the boundary of your private domestic property (including your garden), then the data protection laws will not apply to you.

■ What is the law if my CCTV captures images of people outside my own home and garden?

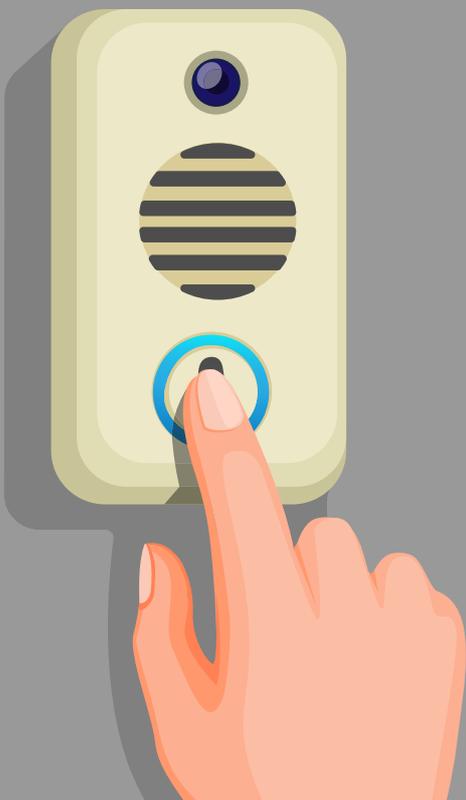
If your CCTV captures images beyond your property boundary, such as your neighbours' property or public streets and footpaths, then your use of the system is subject to the data protection laws.

This does not mean you are breaking the law. But it does mean that, as the CCTV user, you are what's known as data controller. So you will need to comply with your legal obligations under the data protection laws.

You can still capture images, but you need to show you are doing it in ways that comply with the data protection laws and uphold the rights of the people whose images you are capturing.

You will also need to:

- Let people know you are using CCTV by putting up signs saying that recording is taking place, and why.
- Responding to subject access requests (SARs), if you receive any. Individuals have a right to access the personal data you hold about them, including identifiable images. They can ask you verbally or in writing. You must respond within one month and give them a copy of the data.
- Deleting footage of people if they ask you to do so. You should do this within one month. You can refuse to delete it if you specifically need to keep it for a genuine legal dispute – in which case you need to tell them this, and also tell them they can challenge this in court or complain to the ICO.
- Consider any objection you get now from particular people about capturing their image in the future. Given the nature of CCTV systems, this may be very difficult to do. However, you should again think whether you need to record images beyond your property boundary – particularly if your system is capturing images from a neighbour's home or garden.



Useful Contacts

Emergency Numbers

Emergency phone numbers when our office is closed:

- For all central heating and hot water emergencies please call City Technical Services on **0333 202 0708**
- For 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.

OUR OFFICE WILL BE CLOSED FOR PUBLIC HOLIDAYS ON:

**FRIDAY 25TH
AND MONDAY 28TH
SEPTEMBER 2020**



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.

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.

