



# Ardenglen News

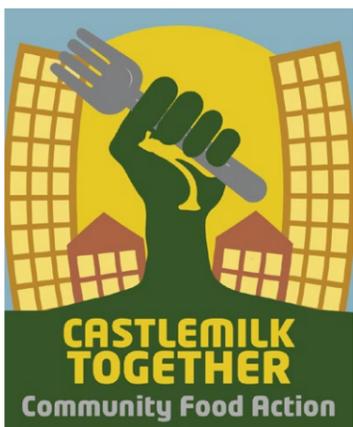
ARDENGLEN HOUSING ASSOCIATION'S MAGAZINE

SPRING 2020

# TEAMWORK BRINGS US TOGETHER!

## “Castlemilk Together” making a BIG difference

**A**RDENGLEN Housing Association has praised Castlemilk’s “enduring and impressive” community spirit during the coronavirus health emergency.



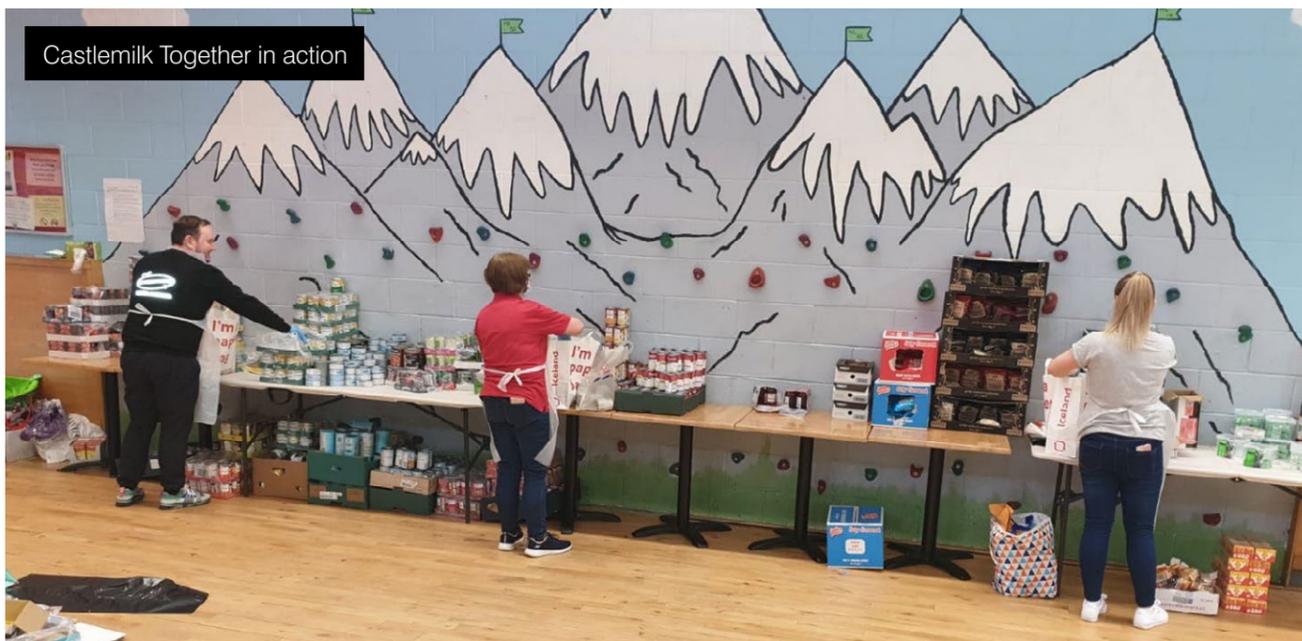
The housing association said the difficult days the entire country was undergoing had brought a renewed sense of community.

Neighbourliness and a renewed focus on helping others had come to the fore - witnessed in acts of kindness occurring daily.

Ardenglen said it had been “deeply impressed but not surprised” by the generosity of Castlemilk residents endeavouring to assist those needing a helping hand.

Shielding the elderly and vulnerable by undertaking shopping and collecting prescriptions were just two of the examples of how others were making a difference.

In a joint thank you to the community and in particular to “Castlemilk Together” of which Ardenglen is a member, Ardenglen Chair Maureen Cope MBE and Chief Executive Audrey Simpson said the example set was an “inspiration.”



Maureen said: “Having lived here all my life I know just what this community is capable of when it comes to rising to the challenge. This national emergency has far-reaching implications for communities across the country and Castlemilk is no different.

“What we are seeing is a rapid escalation of the desire to help others with particular emphasis on helping the elderly and vulnerable. It is an example to us all.”

Audrey added: “We know that the Castlemilk community has mobilised its considerable resources in a way not seen in recent times with helping those who need it a priority

“While our office remains closed our staff are working remotely and we are still contactable by email and by phone. I want to thank our staff for their ongoing hard work and reassure our tenants that during this emergency Ardenglen is still here for you.”

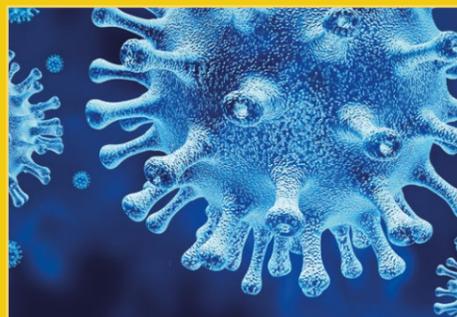
\*In this special edition of your newsletter you can read more about how you can get help locally including learning more about the work of Castlemilk Together. Meantime, check out the Facebook page for ‘Castlemilk Together: Community Food Action’ or email [paddymckenna@cassiltoun.org.uk](mailto:paddymckenna@cassiltoun.org.uk)



**WEBSITES TO KEEP YOU BUSY - Page 3**



**COMMUNITY INFORMATION HUB - Pages 4-5**



**CORONAVIRUS ADVICE - Pages 6-9**



**HAPPY ANNIVERSARY HOMES - Page 10**

# Chief Executive's Message

**T**hese are difficult days for all of us. We are required to live a different way for the time being before restrictions affecting our normal lives can eventually be eased.

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 special online edition of your newsletter contains the very latest information about Ardenglen and how – by supporting you – we can find a pathway through this unprecedented health crisis.

We are working closely with Castlemilk Together which is a wonderful community effort and you can read more in our special "information hub" feature on pages 4 & 5 which lists in great detail the assistance that is available. Please read it

closely and act on the information it provides if you can make use of the help available.

If you prefer you can read the same information on our website and this can be accessed on the home page of our website [www.ardenglen.co.uk](http://www.ardenglen.co.uk). Just click on "access the information hub".

We are continually updating our information as the health emergency evolves. Meantime, stay at home, protect Scotland's NHS and save lives.

\*Please note that social distancing will be with us for a long time and we are currently developing plans to explore what changes and adjustments we need to make to both the physical office and services to ensure we can keep you and us safe.

*With every good wish*

*Audrey Simpson*

Chief Executive



## Blooming Marvellous! Garden Competition 2020 open for entries

**D**espite restrictions we are running our popular annual garden competition. We know people have been taking a lot of time during lockdown working on their gardens.

Their efforts are transforming the community with a burst of floral colour not to mention some neat lawns!

Three prizes are on offer and each winner will receive a voucher:

**1st Prize**

**£75**

**2nd Prize**

**£50**

**3rd Prize**

**£25**

Front, back, side gardens and balconies can apply.

To enter simply email a photo or photos to [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk) along with your name, address and phone number (this can be a direct entry from a tenant, family member nomination or you can nominate a neighbour)

The competition starts now and will end on 31st July 2020. **No entries can be accepted after this date.**

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

Happy gardening and good luck!

Pictured: One of our stunning entries from last year.

## Websites to help keep you (and the kids) busy

### BBC Bitesize

A favourite is a really challenging maths game called Guardians: Defenders of Mathematica. Amazing to see how quickly the kids can add and subtract four-digit numbers if there's a new shield at the end of it.

👉 [www.bbc.co.uk/bitesize](http://www.bbc.co.uk/bitesize)

### Pobble365

This 'picture a day' website has been great for creative writing each day offering different challenges from diary entries to sentence challenges. The kids also love sneaking a look at the next day's picture.

👉 [www.pobble365.com](http://www.pobble365.com)

### Nat Geo Kids

Kids love animals and they would probably spend all day here if they could. A mix of games, quizzes, videos and free downloadable resources which is perfect for keeping active minds busy.

👉 [www.natgeokids.com/uk](http://www.natgeokids.com/uk)

### British Museum

Worth finding a desktop computer to explore the collection in a beautiful interactive and engaging way. The kids enjoy playing it like a musical instrument and seeing how far back in time they could go.

👉 [britishmuseum.withgoogle.com](http://britishmuseum.withgoogle.com)

### Twinkl

A bit of a saviour for parents this one with free resources available and a subscription available to access further content. The beauty of this website is you needn't trawl the internet for hours, everything you need for lesson planning is right here.

👉 [www.twinkl.co.uk](http://www.twinkl.co.uk)

### Tate Kids

Inspiration to get creative but with a nod to styles of famous artists. You can find quizzes, craft activities, videos and art history, easy to find information and easy to use.

👉 [www.tate.org.uk/kids](http://www.tate.org.uk/kids)

### Harper Collins

It's so much easier to engage children when the learning involves characters from stories they know and Harper Collins offers a wide range of free downloadable resources inspired by some of your favourite books.

👉 [www.harpercollinschildrensbooks.co.uk/free-teaching-resources-activities/](http://www.harpercollinschildrensbooks.co.uk/free-teaching-resources-activities/)

### BBC Supermovers

Join the Super Movement! Keep your children active whilst learning with curriculum based song and dance routines. Join in with the routine about commas, dashes and brackets - the song was stuck in my head all evening.

👉 [www.bbc.co.uk/teach/supermovers](http://www.bbc.co.uk/teach/supermovers)

### Cosmic Kids

Wow, this yoga needs to be part of your day! Engaging, bright and colourful with a great narrative, follow Moana on her adventures or become a Jedi Knight - just make sure you have enough space for the imaginary lightsabres

👉 [www.cosmickids.com](http://www.cosmickids.com)

### BBC Good Food

Get messy in the kitchen and get together to cook some tasty treats. Use items from your cupboard to make yummy iced biscuits, or add the ingredients to your shopping list and get the kids to cook tea (fajitas are a winner in our house!).

👉 [www.bbcgoodfood.com/recipes/collection/kids-cooking](http://www.bbcgoodfood.com/recipes/collection/kids-cooking)

### Patient Info

With categories like low impact, body weight training and high-tech options, as well as a guide to staying motivated, Patient have covered lots of ground with their guide to home exercise.

👉 [Patient.info](http://Patient.info)

### This Girl Can

This Girl Can explains why home exercise can be so beneficial, for both your fitness, your mental wellbeing, and your bank balance.

👉 [Thisgirlcan.co.uk](http://Thisgirlcan.co.uk)

### Very Well Fit

With plenty of links to workouts, music, games and apps for home exercisers, as well as ideas for body weight exercises, exercise routines, and online tutorials and classes. Very Well Fit provides an excellent resource.

👉 [Verywellfit.com](http://Verywellfit.com)

### Sport England

Sport England lists out a number of online classes, free resources, and ideas for exercising with the kids as well.

👉 [Sportengland.org](http://Sportengland.org)

### Joe Wicks

[Joe Wicks](http://JoeWicks) is doing daily PE classes for the nation, including workouts for kids and that you can do your kids.

👉 [Joe Wicks](http://JoeWicks)

### Yoga With Adriene

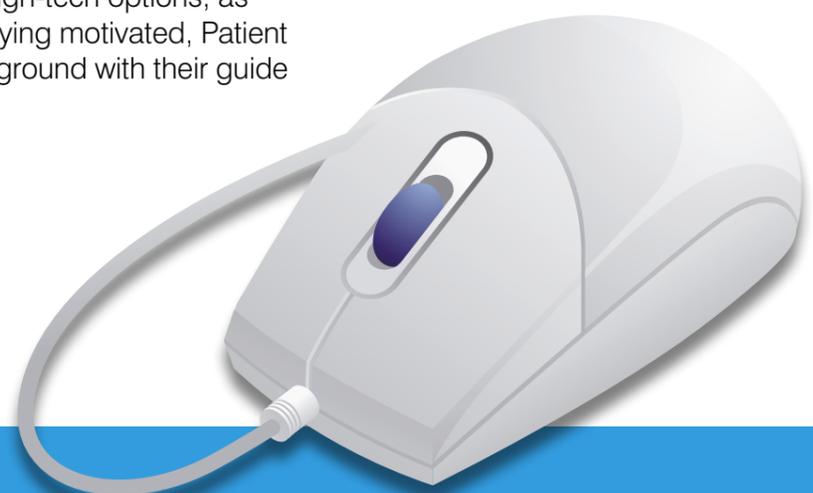
There are so many yoga channels available, and 30 Days of Yoga is a popular offering from Youtube instructor Adriene Mishler.

👉 [Yoga With Adriene](http://YogaWithAdriene)

### Lucy Windham Read

Lucy Windham Read does fitness, diet and wellbeing

👉 <https://www.youtube.com/channel/UCag7XoiJLutjBTsM0tAzUzq>



# Ardenglen Community Infor

Welcome to Ardenglen's community information hub, which provides information and details of what support is available to you and your families during uncertain times during the COVID-19 Pandemic and covers local as well as city-wide support & information.

## LOCAL SUPPORT

### CASTLEMILK TOGETHER

#### Working Together to support Castlemilk and Each Other

Castlemilk Together is a partnership of people and organisations working and living in Castlemilk

Aims:-

- To work in partnership with the community and others to understand food insecurity, to challenge it and to reduce its impact.
- To create platforms for the voices of the community to be heard.
- To co-ordinate (and deliver) food and nutrition activities that bring people together, based on community need.

Partners include: *Partners include: Ardenglen; Cassiltoun; Craigdale, Thenue & North View Housing Associations, Ardenglen Community Committee, Castlemilk Parish & Castlemilk Community Churches,*

*Urban Roots, The Senior Centre, Castlemilk Community Football, Women Against Capitalism, Castlemilk Youth Complex, Streetwise, Castlemilk Relaxation Centre, Jeely Piece Club, Miller & Castleton Primary Schools and Arnwood & Indigo Nurseries, local community activists/representatives from Parents Council.*



**\*We consider these organisations to be on our Roll of Honour. See other members of the Roll of Honour on page 11.**

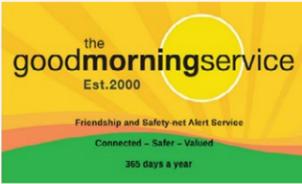
**Current Situation: -**

Partners have been working hard on the ground and behind the scenes reacting and developing a process of support. To date we have set up and delivering food/essentials as detailed in the table.

Category	Support Available	Details
<b>Families/Children Households</b>	Free Food Parcels - delivered direct to households every Monday & Friday Criteria: <ul style="list-style-type: none"> <li>• financial insecurity</li> <li>• loss of employment</li> <li>• self-isolating</li> </ul>	Contact Castlemilk Together Face Book <a href="https://www.facebook.com/pages/category/Community/Castlemilk-Together-Community-Food-Action-470967613405301/">https://www.facebook.com/pages/category/Community/Castlemilk-Together-Community-Food-Action-470967613405301/</a> by sending a message with name, address, no of adults, no of children, dietary (particularly for ethnic households), contact number & reason for request. If you do not have digital access please contact <b>Kelly Burns 07968713607</b> or <b>Fiona McGovern on 079691823304</b> <b>Who can make a referral on your behalf</b>
<b>Adults/Older Adults Single/Couple Households</b>	Free Food Parcels - delivered direct to households every day Monday to Friday. Referrals will be taken up to 4pm for delivery the next day Criteria: <ul style="list-style-type: none"> <li>• financial insecurity</li> <li>• loss of employment</li> <li>• self-isolating</li> </ul>	Contact Castlemilk Parish Church Face Book <a href="https://en-gb.facebook.com/castlemilkparishchurch">https://en-gb.facebook.com/castlemilkparishchurch</a> by sending a message with name, address, single/couple, dietary (particularly for ethnic households), contact number & reason for request. If you do not have digital access please contact <b>Kelly Burns 07968713607</b> or <b>Fiona McGovern on 079691823304</b> <b>Who can make a referral on your behalf</b>
<b>All Age Groups</b>	Support, errands/shopping, prescription collection - available for those who can pay for the service. Criteria: <ul style="list-style-type: none"> <li>• self-isolating</li> </ul>	Contact Relaxation Centre on <b>07971358717</b> or <b>07957378653</b> or e:mail <a href="mailto:kittytap@hotmail.co.uk">kittytap@hotmail.co.uk</a>
<b>All Age Groups</b>	Mental Health Support & Signposting Criteria: <ul style="list-style-type: none"> <li>• self-isolating</li> <li>• feeling anxious</li> </ul>	Contact L D - Let's Talk on <b>07825428847</b> or contact their Face Book <a href="https://www.facebook.com/LD-Lets-Talk-101721444549527">https://www.facebook.com/LD-Lets-Talk-101721444549527</a> A supportive listening ear who will signpost to agencies with specialist help if required.
<b>Adults</b>	Free impartial advice for employed or self-employed residents affected by COVID-19. <ul style="list-style-type: none"> <li>• support to claim Universal Credit</li> <li>• independent Legal Advice on social security</li> <li>• Housing Law</li> <li>• Employment Law</li> <li>• Debt issues</li> </ul>	Contact Castlemilk Law Centre on <b>0141 634 0313</b> or <a href="mailto:mail@castlemilklawcentre.co.uk">mail@castlemilklawcentre.co.uk</a>

# Information Hub during Covid-19

## GLASGOW WIDE SUPPORT

	<p>A link to Glasgow City Councils "Glasgow Helps" Hub, which details support available city wide that you can access as a resident of Glasgow City Council. This link contains a range of support from a variety of various.</p>	<p>If you are a local resident of Glasgow looking for help during Covid-19 food delivery, pharmacy errand or crisis support please visit: <a href="https://www.glasgowhelps.org/">https://www.glasgowhelps.org/</a> or call the Helpline Telephone Number : <b>0141 345 0543</b></p>
	<p>GLASGOW LIFE UNIVERSAL CREDIT SUPPORT LINE</p>	<p>Glasgow Life are continuing to offer a Universal Credit support service from its libraries via an appointment system. This service has now moved to a phone support service only. <b>FREEPHONE 0808 169 9901</b></p>
	<p>Support with energy related questions and free impartial advice in relation to COVID-19</p>	<p>For more please visit <a href="http://informationenergysavingtrust.org.uk">informationenergysavingtrust.org.uk</a> or call <b>0808 808 2282</b></p>
	<p><b>The Good Morning Service</b> is available free of charge for those aged 55+ years, living in Glasgow City Council area.</p>	<p><b>Contact 0141 336 7766 or 0333 101 0036</b> Email: <a href="mailto:info@goodmorningservice.co.uk">info@goodmorningservice.co.uk</a> <a href="https://www.goodmorningservice.co.uk">https://www.goodmorningservice.co.uk</a></p>
	<p><b>Fuel Poverty/Fuel Debt</b></p> <ul style="list-style-type: none"> <li>• Support to access Pre-payment meter Grants (for those with self-reported health conditions on benefits.</li> <li>• Support for those with fuel debt concerns who are not on a pre-paid meter.</li> </ul>	<p><b>Money Matters Money Advice Centre</b> Phone: <b>0141 445 7610</b> Mobile: <b>07507 150 421</b> FAX: <b>0141 445 7618</b> <a href="mailto:Kamila@money mattersweb.co.uk">Kamila@money mattersweb.co.uk</a> <a href="http://money mattersweb.co.uk/">http://money mattersweb.co.uk/</a></p>

## NATIONAL SUPPORT

To keep updated on the latest information and advice please click on the links detailed below:-

	
<p><b>UK Government Latest Information and Advice</b></p>	<p><b>NHS Scotland Latest Information and Advice</b></p>
<p>You can keep updated on the position by reviewing the official UK Government information here: <a href="http://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public">www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public</a></p>	<p>You can keep updated on the official NHS Scotland Information here: <a href="https://www.nhsinform.scot/.../infections-and-poisoning/coronavirus-covid-19">https://www.nhsinform.scot/.../infections-and-poisoning/coronavirus-covid-19</a></p>

In order to keep you informed this HUB will be updated to reflect any changes. See our website for updates

# CORONAVIRUS Info

## Our office and community hall are currently closed to the public

Our staff are all currently working remotely and should be available to assist you over the phone or by email during our normal working hours of 9am to 5pm Mon to Thursday and 9am to 4pm on a Friday.

☎ telephone 0141 634 8016 ✉ email on [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)



### What services are we still providing?

- **Emergency Repairs Service only** – You can report an emergency repair on the telephone number above during normal office hours. If you want to report an emergency repair out-with office hours, please contact City Technical for emergency heating and hot water repairs on **0333 2020708** and all other out of hours emergency repairs to City Building on **0800 595595**. Due to the health emergency all emergency numbers may take longer to answer. Please be patient if calling City Technical or City Building. **YOU CAN REPORT A NON EMERGENCY REPAIR TO THE OFFICE. YOUR REPAIR WILL BE LOGGED AND AS SOON AS RESTRICTIONS ARE LIFTED WE WILL CONTACT YOU TO MAKE AN APPOINTMENT TO COMPLETE THE WORK.**
- **Annual Gas Servicing** - We are still working through our Annual Gas Service appointments. As soon as you receive your letter about gas servicing, please get in contact with City Technical or a member of Ardenglen staff. The earlier you get in contact with us, the better.
- **Tenancy Issues and Welfare Rights** - We are operating telephone-housing application interviews, welfare rights service and all staff are working from home and are available to take calls from tenants on any matter troubling them either related to their tenancy or support needs.

**Rent Advice and Payment Options** - We appreciate that this is a difficult time for our tenants and you may be experiencing financial difficulty. If your family income has been affected by the covid-19 pandemic and you have not yet contacted your housing officer for advice then please do so as soon as possible. We are here to help. Our staff can provide you with advice over the phone and hopefully help you to cope with any changes in your circumstances.

We can also take rent payments over the phone if you are unable to leave the house or advise you on other rent payment options. For more ways to pay rent click here <http://www.ardenglen.co.uk/howtopay.html>

**Paying Rent** - It's really important you still maintain your rent payments. You may have heard about the Coronavirus (Scotland) Bill. The new Bill does not completely ban evictions but it extends the Notice period required from one month to six months for rent arrears cases where a Notice has not yet been served. You can continue to pay rent by card over the phone by calling the office, setting up a direct debit, via SMS or downloading the App. Please contact us if you need assistance with any of these payment methods or see our website for further information.

## Are you struggling financially?

We are keen to hear from tenants who have been financially affected by Covid 19. If the government restrictions have had an impact on your financial circumstances and you are struggling to pay rent and/or bills, please get in touch, we are here to help you. We can discuss your personal circumstances with you, provide advice, signpost to other agencies or set up affordable payment plans. We can also schedule a phone call for a few weeks' time when you know



more about what benefits you will receive or your employment status.

## Homeless Support

We have been working with Glasgow homeless team to offer empty flats to those requiring temporary accommodation during the crisis and we have been delighted to help on a few occasions.

## Anti-Social Behaviour

We have been saddened to hear that some residents are not abiding by Government Restrictions and having visitors/parties at their properties. We urge tenants to listen to the stay at home advice and keep up to date with Government restrictions to help keep yourself and others safe and healthy.



**If you are affected by noisy parties please report these to the Police by calling 101 whilst they are happening. This will allow the police to deal with the situation as soon as possible.**

# Information and Advice

## Waste Collection

The following services will continue as normal:

**Green bin - General waste bin collection – Every Tuesday**

**Blue bin - Recycling bin collection- Fortnightly, Saturdays**

## Bulky Waste

Glasgow City Council suspended their collection of bulky waste on **Thursday, March 19, 2020** at 12 noon 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.

Whilst adhering to the Government advice on social distancing, please share the above with any neighbours who may not have access online to this information. For more information or updates on waste collection please visit GCC website <https://glasgow.gov.uk/coronavirus>

## Investment Works

Our planned investment works for 20/21 are suspended for the moment. This recognises the government advice that has been issued to the construction sector to

suspend all non-essential projects. This position will be reviewed should there be any change in national position.

## Close cleaning and gardens update

Our close cleaning contractor Caledonian are now back to cleaning the common close areas. The service is being provided at the same specification as prior to lockdown. In order to carry this out, the contractor will be observing strict social distancing rules so please keep a 2 metre distance from all operatives should you see them working. Staff continue to monitor the contract so please let us know if you are unhappy with anything.

We are working closely with the landscaping section of Caledonian to ensure a safe return to work to maintain back court areas and gardens. It is likely there will be additional vehicles required to fulfil the contract obligations. They are also working to ensure staffing resources are increased across all contracts to tackle the backlog.

**Caledonian maintenance vans will be in the area from THURSDAY MAY 21 starting to prepare the area for landscape services from 1st June. Operatives will be removing bulk items that would prevent them from carrying out their work. We ask tenants not to start to put additional bulk out as the Glasgow City Council bulk uplift service has not YET RESUMED and we do not know when this will be.**

**If operatives cannot carry out their duties in line with social distancing rules they will skip your close or garden.**

## Information for people who are Shielding

If you are at higher risk of severe illness from COVID-19 and need support with shielding, please contact Glasgow Shielding Response Team on **0141 276 1185** or Email: [ShieldingResponse@glasgow.gov.uk](mailto:ShieldingResponse@glasgow.gov.uk). The team are available everyday 9 to 5pm.

They will be able to arrange for food and medicine deliveries if you need them, and signpost you to other support services.

You can find more advice on shielding on [NHS Inform](#).

## General Advice

If you have developed a new continuous cough and/or a fever/high temperature in the last 7 days, stay at home for 7 days from the start of your symptoms even if you think your symptoms are mild.

Phone your GP or NHS 24 (111) if your symptoms:

- are severe or you have shortness of breath;
- worsen during home isolation;
- have not improved after 7 days.

You should also phone your GP or NHS 24 (111) if you develop breathlessness or it worsens, especially if you:

- are 60 years old or over;
- have underlying poor health;
- have heart or lung problems;
- have a weakened immune system, including cancer;
- have diabetes.
- you have a loss of taste or smell

If you have a medical emergency, phone 999 and tell them you have COVID-19 symptoms. To protect yourself and others, it is best to:

- Wash your hands with soap and water, or use a sanitiser gel.
- Always carry tissues with you and use them to catch your cough or sneeze.
- Bin the tissue.
- For the latest public information on coronavirus visit:

[www.nhsinform.scot/coronavirus](http://www.nhsinform.scot/coronavirus)

Continues on page 8

# CORONAVIRUS Info



If you think, your income is going to be reduced as a result of the Coronavirus you can apply for Universal Credit (UC) and you should do this right away.

#### **This covers circumstances such as:**

- You are in work, not claiming benefits, but cannot work due to Coronavirus.
- If you're already claiming benefit including changes to health assessment

- There is an increase to the award for UC and working tax credit
- Info on the self-employed income support scheme.
- Information on making a new claim for UC

To find out more from DWP, Universal Credit and Statutory Sick Pay <https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

## New UC claims

To set up your UC claim you will need to create a Username and Password. You will also need to set up 2 security questions. Should you decide to write it down, to help you remember, keep it in a safe place.

If you apply for UC online, as soon as you have completed your claim input a note to your online journal advising that you have been affected by the issues surrounding the coronavirus and an advisor will contact you within a few days to verify your identification over the phone. They can also issue you with an advance payment the same day. Advance payments have to be paid back and deductions are made monthly off your universal credit claim.

**Please remember, UC will be based upon your circumstances and any rental liability you have. Rent liability will be confirmed by Ardenglen when the DWP contact following submission of your claim. Your payments will contain a "Housing Element," which you must use to pay your rent.**

Please also note that if you are in receipt of any other form of Tax Credits and you claim UC, these Tax Credits will stop pending your first UC payment, which can take 5 weeks to be paid. You can ask for an Advanced Payment however this will then be deducted from your ongoing UC payments over a 12 month period.

Normally you need to claim online and if possible you

should still do this due to lengthy waiting times when phoning. However if you need to do this over the phone the UC number is 0800 328 5644. If you feel unable to do this without support, you can contact Ardenglen and a member of staff will assist you with this process. If you are unable to verify your ID online, this can now be done over the phone.

Glasgow Life has continued to offer a Universal Credit support service from local libraries via an appointment system. This service has now moved to a phone support service only, which will be an important step in cutting down unnecessary journeys and protecting our customers and staff. Appointments can be made by calling the support number below.

### **Universal Credit Support Line FREEFONE 0808 169 9901**

DWP have advised that once your UC claim has been completed online, you can rest assured they have received your claim and they will call you if they need to check any information you have given them. **Please note when DWP are processing your claim they will add a note to your Journal to advise they will be calling you soon. It is important to know their number may appear as an 0800, private or withheld number so please DO NOT ignore the call, your claim will depend on speaking to them.**

## Current UC claims

You should continue to check your Journal daily and report any changes to your Work Coach as soon as they happen. You not have to attend Jobcentre appointments for three months, unless directed to do so for an exceptional purpose, people will continue to receive their benefits as normal.

Jobcentres currently remain open and will continue to support people who are not able to use phones and online, including homeless people and those with other vulnerabilities.

# Information and Advice

## Glasgow City Council Support

Glasgow City Council Community Care Grant telephone enquiry line has been temporarily suspended. They continue to operate their Crisis Grant enquiry line which remains open 9am – 4pm each day.

If you are in urgent need of funds, you can apply for a **Crisis Grant**. You can do this online using the below link or by calling them on 0141 276 1177 and selecting the option to apply for a **Crisis Grant**. If your claim is successful, you will receive your funds within 1 working day.



## Other useful Benefit Information

All existing awards for Discretionary Housing Payments (DHP) awarded due to Under Occupancy will be continued up until 5th April 2021. All other awards of DHP will be assessed in conjunction with a new application form being submitted.

Existing awards due to Benefit Cap will be continued up until 31st August 2020 then each case will be reviewed.

## COVID-19 Job Retention Scheme

The Government is providing support to employers and business. For more information go to:

<https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>

Your employer might be able to keep you on the payroll if they are unable to operate or have no work for you to do because of COVID-19. It is known as 'furlough.' Your employer could pay 80% of your regular wages through the COVID-19 Job Retention Scheme, up to a monthly cap of £2,500.

You will still be paid by your employer and pay taxes from your income. You cannot undertake work for your employer while on furlough. This scheme is now up and running. If you are affected by this and unable to pay rent until the scheme is up and running, you should contact our office immediately to notify us.

## The Self Employed

TWO initiatives have been launched to help self employed people cope with the current health crisis.

It is recognised that many of the self employed have been adversely affected by coronavirus.

There are two different schemes available – one from the United Kingdom Government and one from the Scottish Government.

**The UK Government** scheme – subject to you qualifying – provides a grant which does not need to be repaid but will be taxable and subject to National Insurance. This is known as the **Self Employment Income Support Scheme**.

The scheme will allow you to claim a taxable grant of 80% of your average monthly trading profits, paid out in a single instalment covering 3 months, and capped at £7,500 for the 3 month period. This is a temporary scheme, but it may be extended.

**Applications opened on May 16** and more details are available by following the

link below: The money is expected to be paid in June and is backdated covering March April and May. You will not be able to apply if your trading profits are above £50,000 and HMRC will check this out by looking at your 2018-19 tax return before deciding if you can apply.

<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

Remember also that Universal Credit which originally was not available to the self employed now is.

Meanwhile, **The Scottish Government** has launched its scheme for PEOPLE WHO ARE NEWLY SELF EMPLOYED and do not qualify for the UK Government scheme.

Some Scottish self employed people do not qualify for the UK scheme because the UK Government says it cannot work out the profitability for new businesses such as those launching after April 6 2019. This is

because HMRC has not yet been sent a self assessment tax return. Therefore the State does not know much about them.

To address this matter, the Scottish Government has launched what it calls the **Newly Self Employed Hardship Fund**. It is now open.

It has been established to provide a single grant of £2,000. The fund will be managed by local authorities, and applications opened at the end of April with recipients receiving funds in early May. It also does not need to be repaid.

For the self employed in Glasgow this is the link that takes you to Glasgow City Council's Newly Self Employed Hardship Fund application page.

<https://www.glasgow.gov.uk/HardshipFund>

**Remember that you cannot apply to both schemes.**

# HAPPY ANNIVERSARY HOMES!

## £3.7 million housing boost unveiled in same week we turn 30

**S**OMETIMES good things come in twos – and the launch of our new housing happened in the same week we turned 30.

With perfect timing, we began handing over the keys to tenants moving into our “Cathkin 7” development in February.

Chief Executive Audrey Simpson described the 22 new homes in Arden Craig Road as “the perfect way” to celebrate three decades of service to the Castlemilk community.

The first to get the keys to her new one-bedroom home was tenant Jane Clarke.

Jane said: “I am absolutely over the moon with my new home and thrilled to be the first to move in. This new home will make all the difference to me and I feel very fortunate to have been offered one of these properties. It is a dream home in every way.”



Welcome to your new home home...the first tenant to move in - Jane Clarke (second left) - with (left to right) Vice Chair Liz McKenzie; Chair Maureen Cope MBE and Chief Executive Audrey Simpson.

Looking good...some views of the new homes.



**O**ur “Cathkin 7” project creates a new landmark development where once there were disused school playing fields at the former St Martins primary school.

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

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

Audrey Simpson added: “We are very grateful to Glasgow City Council and the Scottish Government who share our vision of creating affordable new homes. We are all working together to bring real benefits to the communities we serve.

“Everyone will welcome these new homes. Ardenglen is deeply committed not just to making our communities great places in

which to live but to building new homes which people really want.”

“We also want to thank McTaggart Construction for its excellent work throughout the building process.”

Our Chair Maureen Cope MBE added: “This is great news for Castlemilk. The development has transformed an area of waste ground and once again delivered on Ardenglen’s promise to build homes for our community.”

Councillor Kenny McLean, City Convenor for Neighbourhoods, Housing and Public Realm, said: “It’s great to see the completion of more new homes in Glasgow, this time these 22 new homes in Castlemilk. We helped to fund the building of these homes, and were delighted to work with Ardenglen Housing Association on this project, which will not only improve the lives of the new tenants but add to the regeneration of the area. The Association has played a key role this regeneration over the past 30 years.”

**Cathkin Braes 7  
new build out of hours  
emergency numbers**

Below are the emergency numbers for just our new tenants in our new builds at Cathkin 7.

- Andy Kennedy (Joinery) 07792099717
- Mark Watt (Plumbing) 07957922472
- Barry Fachnie (Electrical) 07939530599

# Coronavirus: DOMESTIC ABUSE LATEST

**S**cottish Womens Aid is now operating its helpline 24 hours-a-day during the pandemic.

It is also offering support via a webchat service and email.

The charity said women may struggle to keep themselves and their children safe while cut off from usual sources of help due to the lockdown.

Furthermore, people being at home increases the chances of domestic abuse incidents happening.

Scottish Women's Aid and Police Scotland have said officers would treat domestic abuse cases with the same seriousness as they did

before the pandemic, and that victims could still leave their homes to seek refuge.

In March, the Scottish government announced it was providing Scottish Women's Aid with £1.35m over six months from its Communities Fund, to help those at risk of domestic violence.

<https://sdfmh.org.uk/>

[0800 027 1234](tel:08000271234)

[helpline@sdfmh.org.uk](mailto:helpline@sdfmh.org.uk)



Empowerment for life

## Daisy Project - Raising awareness - Domestic Violence

Ardenglen staff received awareness training from the Daisy Project which is an initiative to support victims and survivors of domestic abuse.

The definition of domestic abuse is:

“Any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and which takes place within the context of a relationship”.

The project can be contacted by telephone on **0141 634 4053**

Below is a web address for youtube telling the personal stories of four women who bravely escaped domestic abuse.

<https://www.youtube.com/watch?v=SIhA3QL0tsI>



## Lost Lives - a postponement

The Lost Lives event has been postponed until later in the year but importantly, **has not been cancelled**.

Usually taking place in May, it has understandably been impossible to undertake this year.

However, the organisers know how vitally important this event is to Castlemilk which is why they will endeavour to arrange it later in 2020.

Lost Lives allows people to mourn the loss of a loved one but also give thanks for the time they had with that person.

So many families across the United Kingdom have lost loved ones to coronavirus and, inevitably, it will have touched the Castlemilk community as well.

This is why the organisers will do everything they can to hold the event. Further updates will be made in due course.

## ROLL OF HONOUR

Everyone is doing their bit to fight coronavirus. On page 4 we list some of the inspiring organisations doing their bit. Here are more who join them on our wonderful Roll of Honour:

- Urban Fox
- Netherholm Community Food Hub
- Health Improvement Team
- LD Let's Talk
- The Hideaway
- Our Primary Schools
- Our High Schools
- Local Nurseries/Early Childhood Education
- The Daisy Project
- Cassiltoun Youth Advisory Group
- Castlemilk Park Volunteers
- Glasgow City Council
- Community Links Practitioners
- Castlemilk Law and Money Advice Centre

# Great new kitchens!

We have recently invested in replacement kitchens at 17-21a Ballantay Road, 3a-11b Ballantay Quadrant, and 26-68 Arden Craig road. This project was well received by tenants who were delighted with the overall product and work of the contractor L&D Services.

*Here are a few comments from delighted tenants:*



**"Absolutely love it!"**



**"Workmen were very good and helpful!"**



**"Looks lovely!"**

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



Please note that Ardenglen staff are on leave for the public holiday weekend on 22 and 25 May . If you need to report an emergency repair during this time please contact City Technical for emergency heating and hot water repairs on 0333 2020708 and all other out of hours emergency repairs to City Building on 0800 595595