

OFFICE INFO

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New homes from Ardenglen... (left to right) McTaggart Construction Managing Director Gary Climson, Maureen Cope MBE, Chair of Ardenglen Housing Association and Audrey Simpson, Chief Executive of Ardenglen.

BUILDING WORK BEGINS!

Construction gets under way on our new homes

WORK has begun on delivering £3.6 million worth of new homes for our community.

We're building 22 new homes on the vacant site of the former St Martins Primary School playing fields in Ardencraig Road.

Construction of the homes will take approximately a year to complete and will consist of 15 one, two and three bedroom flats, four two-bedroom houses and three wheelchair-accessible flats.

Chief Executive Audrey Simpson said: "This is a great step forward for Castlemilk and the delivery of new homes which we know people want. We expect people to be moving into them at the end of 2019."

Maureen Cope MBE, Chairperson of Ardenglen said: "Everyone will welcome this exciting new development – it is just what the community needs. Ardenglen is deeply committed to making our communities great places in which to live."

We also want to thank Glasgow City Council and the Scottish Government for helping to fund the homes.

Between them, they provided grant funding of just over £2 million. The rest is being funded by borrowing by ourselves which is common practice when a housing association builds new homes.

Audrey added: "New housing helps sustain and invigorate communities and we are very pleased

to be building these homes in the heart of our community."

The construction work will be carried out by McTaggart Construction.

Gary Climson, Managing Director of McTaggart Construction said: "We are delighted to be working in partnership with Ardenglen Housing Association to deliver sustainable homes for the Castlemilk community. This commitment goes beyond bricks and mortar, and will include a local jobs and training programme for Ardenglen customers plus offering our support to local community initiatives."



OUR OBJECTIVES:

- Doing what matters most to our customers
- Investing in our homes and communities
- Making us stronger for the future

Chief Executive's Message

With Christmas only a few weeks away, it is a good time to reflect on the year. It is maybe no surprise for Scotland but the weather at times presented challenges for everyone. With severe snow storms in March bringing the city to a standstill and more recently 'Storm Ali'! Let's hope the weather is kind to us over the coming months.

It has been another successful year for Ardenglen where we have maintained or improved performance in our key service areas. We continue to work closely with Mears, our repairs contractor, to ensure we provide a fantastic repairs service to our tenants. We know for many this is the service most valued. Physical regeneration has been a key focus, and we are delighted that McTaggart Construction are on site with our new build development at Ardenraig Road as you will have read in our lead story.

It has also been a significant year of change for Ardenglen. Due to a number of external changes, such as the role out of Universal Credit; coupled with a shift in strategic direction, our Board prioritised an organisational review. Following robust consultation and engagement with our staff, we are now in the process of implementing a new staffing structure. We are confident that our new structure will deliver a number of improvements to our tenants, including a new approach to how we engage with tenants and other service users. More information will follow in our Spring newsletter.

Universal Credit is at the forefront of our mind and we have been pro-active and working with key partners to support a smooth transition. Castlemilk moved to full service roll out earlier this month. If you are unsure how this may affect you please get in touch with our office.

Another key priority for our Board is rent affordability. We have been reviewing our operating costs and scrutinising what we do and how we do it, to ensure we work as efficiently as possible. This will continue to be a theme going forward. Our costs increase year on year and inflation continues to be higher than the government target. Taking all this into account, our Board set the options for our rent increase in 2019-20 and we are now actively consulting with our tenants. We have enclosed a short survey with this newsletter, and encourage our tenants to complete and return this to us. Our Board will be presented with the results of our consultation in February and base their decision on the feedback received.

Our dedicated Community Committee continue to pull out all the stops when it comes to providing events and entertainment for the community. We had a fantastically-frightening Hallowe'en event with lots of creative costumes on display. Our Christmas Party was also very well attended with much festive cheer and we ran a successful trip to the Panto! I want to thank our Community Committee for all their hard work to ensure these events are a success.

I wish you all a peaceful and happy Christmas and wish you the very best of health for 2019!

Audrey Simpson

Chief Executive



All that Glitters are **TICKLED PINK** to be asked to perform at Asda Toryglen

On Saturday 6th October 2018, **All that Glitters** were delighted to perform several original songs including "**Robins Message**" a song that they had specifically written for the day. Inspired by the small bird, the song highlights the Robin as a symbol of hope with the message not to give up during hard times.

All that Glitters are a Creative Writing Group who write and perform their own songs. They are part of Ardenglen Housing Associations personal capacity programme TOWiU (The Only Way is Up) and are supported by Ardenglen and Glasgow Life

with funding from the BIG Lottery (Community Led) fund.

The group would like to thank Asda's "Community Champion" for providing it with such a wonderful opportunity to help fundraise for such a worthy cause. They were delighted that they helped to raise a total of £378 on the day.

Elizabeth Arbuckle, Asda's Toryglen's Community Champion said "*We were thrilled to welcome "All that Glitters" to Asda Toryglen. Their performance was a perfect start to this year's Tickled Pink campaign.*"



Main picture reproduced by kind permission of ASDA. Photographer: Ian Georgeson



AUTUMN FUN HAD BY ALL!

A massive well done goes to our Community Committee for delivering yet another fabulous Family Fun Day on Friday 19th October.

Entertainment was provided by our very own All that Glitters Choir and the amazing Gary Dunn. Delicious hot food and cakes were on offer as well as various stalls including tombola, face painting with Sew Fabulous on hand selling re-cycled goodies.

Our Happy Gardeners also had fun activities for everyone to enjoy in the gardens including the chance to toast marshmallows and pizza over the fire pit!

A special thank you goes out to all of our volunteers who supported our Community Committee and worked hard on the day to make it another successful community get together.

An acknowledgement is also given to Glasgow City Council (VAF) for their contribution towards the provision of free food and entertainment.



FRIGHTENINGLY GOOD FUN

On Friday 26th October our Community Committee welcomed ghouls and wicked witches into the hall for a fun packed night of spooky games and fun!

Judging was very difficult again as the costumes just get better every year!

Here are some pictures of some of our spooky guests along with the winners lined up for our special picture.

Thank you to Maureen Cope MBE and Kirsten Jackson from Adams & Duncan Funeral Directors for doing the judging. Adams & Duncan again provided generous sponsorship for the Hallowe'en event which was much appreciated.



Just SOUPER!

We certainly were bowled over by winning the great Castlemilk “Soup Off.”

Our “Happy Gardeners” group emerged victorious in the keenly-fought community contest held at Castlemilk Parish Church.

Six teams battled it out to persuade members of the public their soup was the best on offer.

And when the votes were tipped out of the ballot box Ardenglen came joint first with “Fair Deal - Help Yourself Grow.”

Ardenglen’s soup was a “curry roasted red pepper and aubergine” offering and was widely praised by those who sampled it as “spicy and delicious.”

The community event was organised by Castlemilk Together - a fantastic community organisation which as the name suggests aims to create togetherness.

Ardenglen and Cassiltoun Housing Associations along with Castlemilk Community Church are partners in Castlemilk Together.

It has a firm emphasis on food wellbeing and the promotion of healthy eating and nutrition.

The event was well attended and Castlemilk Parish Church Minister Rev Sarah Brown



Bowled over...the winners with Castlemilk Parish Church Minister Rev Sarah Brown (fourth left)

presented the winners with their prizes which included a book of recipes and cooking utensils.

Community-led environmental charity Urban Roots played a key role in helping to run the event in partnership with the Church.

The Happy Gardeners group is part of Ardenglen’s community initiative known as

“The Only Way Is Up” or TOWiU for short which is a key part of our regeneration work.

Fiona McGovern, Ardenglen’s Regeneration Officer, said: “This was yet another example of the Castlemilk community coming together for an event which was worthwhile and enjoyable. The soups were delicious and we congratulate both groups who triumphed on their winning recipes.”

Wan Direction (Men’s Group) Celebrate “International Men’s Day”

In the last few months our **Wan Direction** group have been working with the NHS Health Improvement Team and Macmillan Cancer Support around raising awareness of Prostate & Bowel Cancer.

This experience has been very positive - so much so that the group agreed to raise some funds for a worthy cause at their celebration for **International Men’s Day on Monday 19th November 2018.**

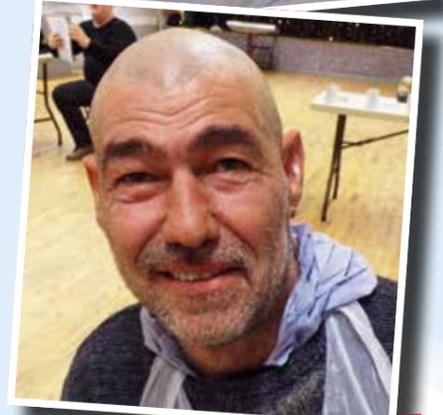
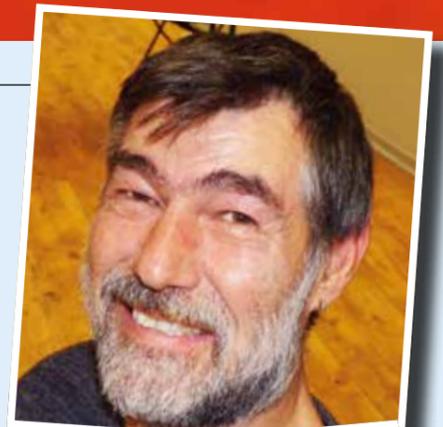
Part of their fundraising efforts was a **BIG SHAVE OFF** which fitted nicely with this year’s theme **Positive Role Models** and as a group they decided to grow their hair, beards and moustaches and set about obtaining sponsors to raise funds to be donated to the Macmillan Cancer Support charity.

After the BIG SHAVE OFF guests were served tea/coffee & home baking, whilst being entertained by our **All that Glitters** singing group.

Wan Direction would like to give a **BIG THANK YOU** to Ardenglen for their continued support for the group’s development and to Ardenglen Community Committee,

Rangers FC, Craigdale Housing Association and Stravanan Butchers for their kind donations.

Fiona McGovern, Regeneration Officer said: “The Only Way is Up is a personal capacity building programme and the groups success in delivering this event is testament to that. I am so proud of the groups’ achievements.”



Close shave: John Pillans gets his head shaved and some of the men celebrate the international theme of the day

Ardencraig Quadrant power washing

Our landscape contractor Caledonian Maintenance recently completed a power washing programme to the back court slabs & brick work in Ardencraig Quadrant. Due to the success of this work it is the Association's intention to carry out similar washes across the estate where needed over the period of the current landscape contract.



Festive Period Waste and Bulk Collections

Bulk kerbside collections will be suspended on the 4 public holidays – 25th & 26th December 2018 and 1st & 2nd January 2019

The first kerbside bulk collection after the festive period will be 14th January 2019

If your weekly bin collection falls on a public holiday you will shortly receive a letter with advice on when to present your bins to kerbside

Please note this is subject to change dependant on weather conditions which may lead to unscheduled delays.

A Welcome Windows Boost

We have recently been fitting new windows at our Ballantay phase 1 which includes 3-17 Ballantay Terrace, 1-15 Ballantay Road and 3 Ballantay Quadrant. The windows are UPVC completed with painted MDF surrounds and sills. Unfortunately, due to a government directive, we are unable to replace the flat entrance doors at this stage and as soon as the government allow the installation to take place, we will be replacing the doors to the flats.

The windows have been greatly welcomed and there is a high level of satisfaction with the product and the contractor. Here are a few tenant comments –

“Great and efficient service, looked after our belongings”

“Brilliant work. Men were polite and good at their job”

“Heating bills are down and house is quieter, excellent windows”

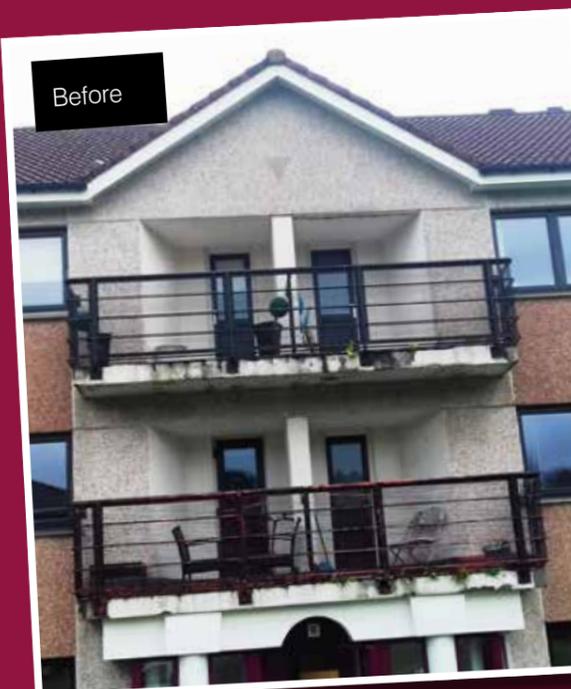
The second phase of these windows will be Ballantay phase 2 which we hope to commence early 2019.



Hoddam Veranda works

We recently carried out some repair works to the verandas at number 4 Hoddam Avenue as a pilot scheme which was very successful.

It is our intention to continue these works to the remaining verandas in Hoddam Avenue in the next financial year 2019/2020.



Affordable Warmth Dividend Guidance

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by Glasgow City Council to residents who are 80 years of age and older on or before 31 March 2019 to help keep warm during the winter.

Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2019 and living in Glasgow.

Did you receive a payment last year?

If you received a payment last year then you will automatically receive a payment again this year. You will be sent a letter advising you when your payment will be made. **You do not need to apply.**

How can I make an application?

You can apply for the Affordable Warmth Dividend in two ways:

Online

To apply online use the following link. www.glasgow.gov.uk/awd

Application forms are available from:

- The Council's website at :-



www.glasgow.gov.uk/awd

- Telephone 0141 287 7961

If you would like to post in your completed application please return it to:

Glasgow City Council
P.O. Box 36
Glasgow
G1 1JE

How long will the scheme be available?

Applications will be accepted from 5 November 2018 until 31 March 2019. The scheme is unable to accept applications received after this date.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you

only have a post office account an alternative payment can be arranged.

When will the payment be made?

The Council will aim to make a payment to you in the month after it receives your application.

What evidence is needed to support your claim?

- a letter from the Department of Work and Pensions that confirms your address
- birth certificate
- passport
- driving licence
- utilities bill, bank statement or similar documents confirming residency at a given address
- pension award letter

If you are unable to provide the above evidence but have other documents that confirm your age and your address you can post them with your completed application or upload them online and your Affordable Warmth Dividend claim will be considered.

Is the claim limited to one person in a household?

No. Anyone who meets the criteria can apply, including those living in residential homes and hospitals.

Can someone apply on my behalf?

Yes, someone can apply on your behalf.

On the online form there is a section that can be completed by someone applying on your behalf.

On the paper form, if you write their details in the section at the bottom of the paper form or online. You can either complete the rest of the form or ask your nominated person to do it for you. However, **you should still sign and date the application form.**

Where can I find out more information?

You can get more information from www.glasgow.gov.uk/awd or phone **0141 287 7961**.

Annual Gas Service

It is really important for your safety that access is granted every year to assess the condition of your boiler and any gas appliances that you have. If you are unable to be home all day, our contractor, City Technical Services will be happy to arrange a specific morning or afternoon appointment.

From April 2018, as part of the gas service procedure, we will be taking the opportunity to install a battery operated carbon monoxide detector in every property that currently does not have one. These detectors should last for 10 years. However, when there is a change of boiler we will replace the battery type with a mains wired model.

During your annual gas service, your engineer is

required to test both smoke alarms and carbon monoxide detectors to ensure they remain fit for purpose. The condition is then reported back to Ardenglen and we will organise any remedial works required.

If you have any concerns over any aspect of your gas service then please contact us to discuss. Remember this safety process could save a life and your co-operation is appreciated.



Winter gritting

Winter gritting is carried out by our landscape contractor Caledonian Maintenance on any occasion where the temperature drops to minus 4 degrees Celsius. They are responsible for gritting all the common paths and backcourts but please be aware that the gritting of the pavements and roads is the responsibility of Glasgow City Council. If you have any issues regarding the roads and pavements the council can be contacted in the following ways:

- By phone: 0141 287 9000
- By email: les@glasgow.gov.uk
- website: www.glasgow.gov.uk/roads



Safe to Speak

Housing organisations house and employ millions of people across the UK. Inevitably, a number of these tenants will be the victim of domestic abuse.

Scotland's Domestic Abuse and Forced Marriage Helpline exists to support anyone who has ever had experience of domestic abuse or forced marriage, as well as their family members.

It provides a confidential, sensitive service to anyone who calls.

24 hour number: 0800 027 1234
Email: helpline@sdafmh.org.uk

You can also visit the website for more information www.sdafmh.org.uk

Know who to turn to all year round

Your NHS is available all year round to care for you. The NHS provides urgent care for those who need it 24/7.

This website address explains how and when to access essential services, day and night all year round.

<http://www.nhsggc.org.uk/patients-and-visitors/know-who-to-turn-to/>

All year round - for immediate advice - when your GP surgery or Dental Practice is closed and you're too ill to wait - call NHS 24 on 111

For information on fire safety at Christmas visit: www.firescotland.gov.uk/your-safety/festive-safety

WORKING WITH McTAGGART TO HELP OUR COMMUNITY

Construction company McTaggart are building our new homes as you may have read in our front page story.

As is often the case when housing associations appoint contractors there is a requirement for them to deliver what's known as "community benefits."

These are things which we, as a housing association, have stipulated should benefit the community at large and often the people living there.

Our community benefits agreement with McTaggart is an important one. So what will be happening?

The "McTaggart Sustainable Communities Programme" will focus on Education & Employment, Community & Social Initiatives throughout the length of works being carried out.

We will be telling you more in future newsletters but here is what we know already about what McTaggart will be carrying out.

- * CSCS Course 2 days plus test (CSCS is the leading skills certification scheme within the UK construction industry. CSCS cards provide proof that individuals working on construction sites have the required training and qualifications for the type of work they carry out.
- * 2-week placements shadowing opportunities for labouring and a range of trades
- * Emergency First Aid 1-day course
- * "Get into Construction" talks to encourage people to choose a career in this industry



This Christmas

KEEP SAFE



- ★ Shop safe - be alert at ATMs and look after your bags.
- ★ Be careful online - use a secure browser and only insert card details if the padlock icon is visible.
- ★ Plan your nights out - stick with friends and know how you are getting home.
- ★ Secure your home - keep cash at home to a minimum and gifts out of view.
- ★ Be aware of changing road conditions. In severe weather increase stopping distances.
- ★ Keep safe - www.scotland.police.uk/keep-safe/festive-safety



#KeepXmasSafe

@PoliceScotland | PoliceScotland

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 the performance and comparing it against our targets. This is what we have found for the period April 2018 to September 2018.

1318 works orders have been completed by Mears and the following performance achieved.

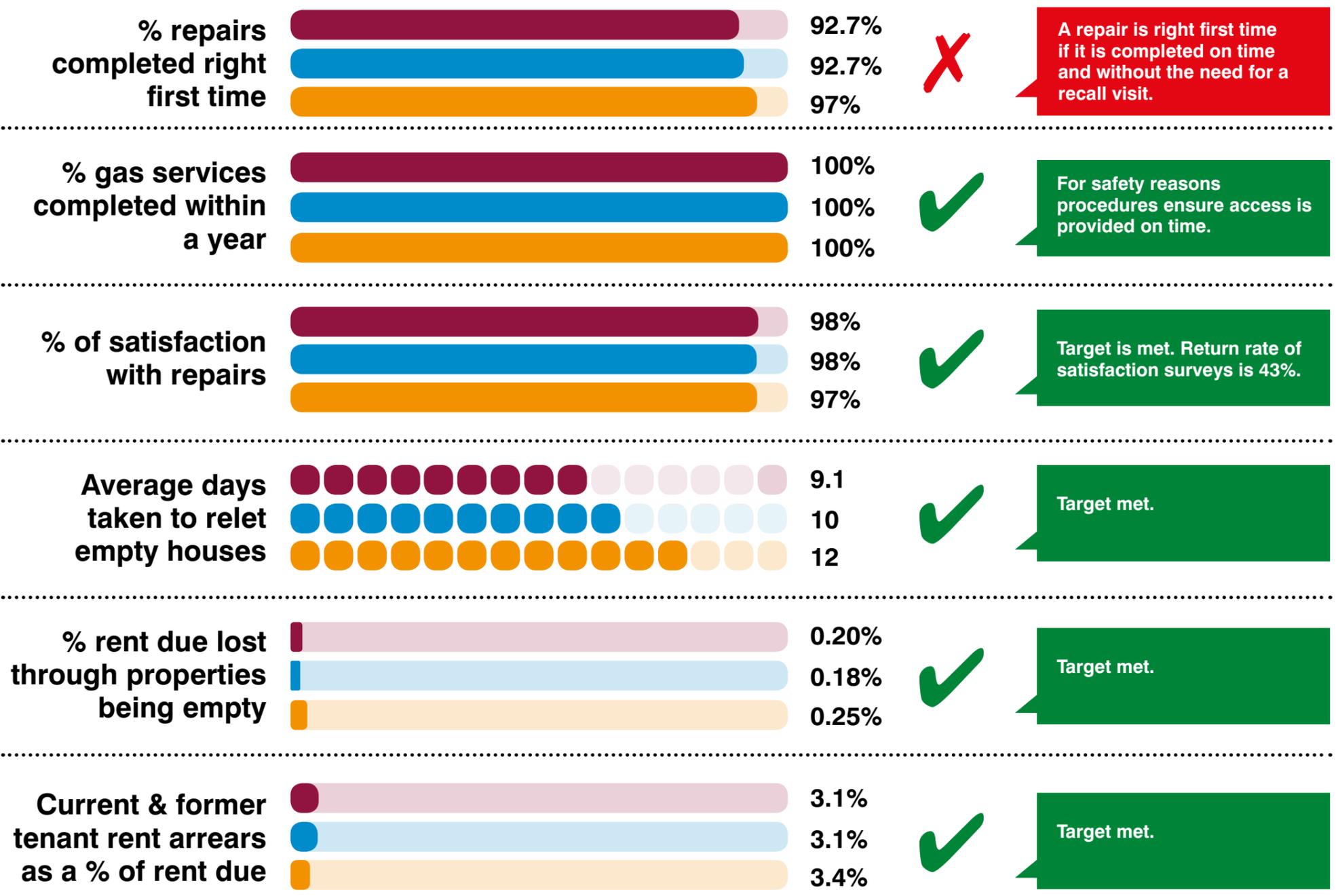
Where performance is below target we are working with the Contractor to improve services.

Area	Target	Performance
Emergency repairs	To complete 100% within 4 hours	92% completed on time
Non-emergency repairs	To complete 95% within 10 working days with a first appointment being offered within 3 working days	92% completed on time
Appointments	To attend 97% of appointments on time	91% attended on time
Complaints	To have no more than 3 upheld complaints in any month	4 upheld complaints per month
Customer satisfaction	To have 95% satisfaction on completion of repairs	98% satisfaction
Recalls to workmanship	To have no more than 3 recalls in any month	4 recalls per month

Performance Quarter 2

April 2018 – September 2018

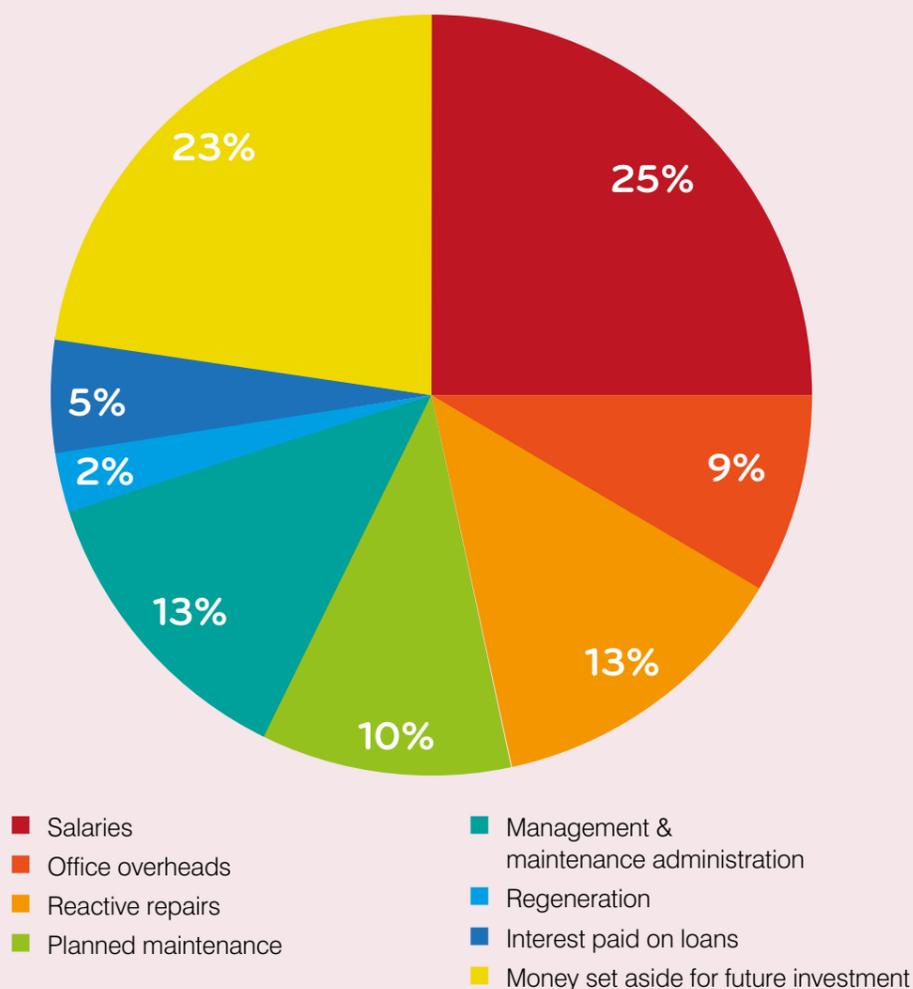
● Performance Quarter 2
 ● Performance Year to date
 ● Target
 Target achieved?



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 our first quarter of the financial year from April 2018 to September 2018 - the income received was £2 million and from this the expenditure incurred to deliver our service was £1.3 Million.

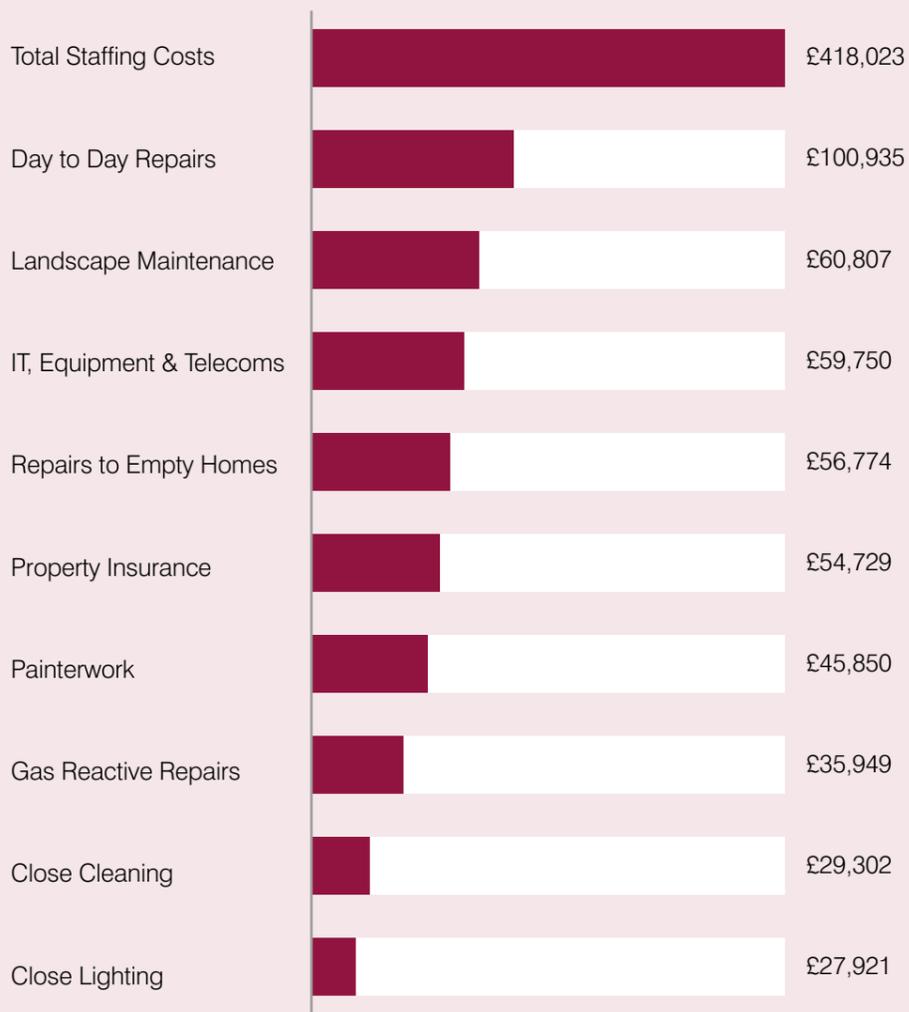
This is how your rent has been spent over these six months.



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

“TOP TEN” AREAS OF SPEND

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



TOP TEN AREAS OF SPEND

Staffing Costs
£418,023

Day to Day Repairs
£100,935

Landscape Maintenance
£60,807

COMPLIMENTS

Ardenglen recognises that customers may wish to give a compliment for services they have received or thanks to a staff member or team.

Here are some compliments received recently and we'd like say thank you for these kind words.

- My driveway was like night and day after they had cut the grass they removed all the leaves and it looked great
- What a difference Caledonian has made to the driveways on my street, they are looking spotless.
- The operatives that carried out my repair were very helpful
- I couldn't ask for a better housing officer! (Angela Mooney)

COMPLIMENTS

Comments from applicants at Housing Options Interviews.

"Amazed at professionalism – something I'm not used to from other housing associations"

"Very helpful, and in a lot more detail"

COMPLAINTS RECEIVED

Between July and September 2018 we received

26 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

Of the customers who responded **100% were satisfied** with the complaints handling.

Complaints Upheld



Complaints Partially Upheld



Complaints Not Upheld



Complaints Responded to within timescale



2019/20 Rent Review

As you may be aware, Ardenglen requires consulting with you in respect of our proposed annual rent increase. Enclosed within this winter edition of the newsletter is your individual rent increase consultation letter, please take some time to complete and return the short survey either on paper or online at <https://www.surveymonkey.co.uk/r/SHZG27M> Your views matter to us. Watch out for the results of the responses in the spring edition of the newsletter.

Gutter cleaning contract 2018/19

MCS Safety systems are now in the area as the 2018/2019 gutter cleaning contract has now commenced.

There is no timescale on this work as it is very weather dependant but if you have any questions or issues please

don't hesitate to contact our office where a member of staff will be happy to assist you.

Gutter cleaning is important as it ensures water flows freely from each roof and is not allowed to gather by being clogged by leaves and other debris.

Universal Credit – Full Service

From 5th December 2018 if you are of working age and need to submit a new claim for any of the following benefits or have a change in circumstances you will be required to apply for Universal Credit.

- Jobseekers Allowance (income based)
- Income Support (Income based)
- Employment Support Allowance
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

You will need to claim online by visiting www.gov.uk/apply-universal-credit

You will need the following to make a claim

- An email address or phone number
- National Insurance Number
- Information about your rent charge
- All income and savings details for you and anyone living with you
- Child benefit number (if applicable)
- Information on any childcare costs
- Details of your bank account

Universal Credit claimants will be responsible for paying rent direct to Ardenglen so please ensure you contact your housing officer about this as soon as you make a claim. Benefit claimants in Scotland will have the choice to pay rent direct to landlord and to receive personal payments on a twice monthly basis. Both choices will be available to you from the 2nd assessment period. For further



information please visit:

<https://www.gov.scot/news/scottish-flexibilities-for-universal-credit/>

There is a 5 week wait for the first payment – you can request an advance payment but this payment will include your rent which you must pay to Ardenglen. The Department for Work and Pensions will take deductions from your ongoing award for a period of 12 months to repay this. For more information on payment advances you can visit:

www.gov.uk/guidance/universal-credit-advances

Please remember that you will need to apply for Council Tax Reduction separately – you can do so by calling Glasgow City Council on 0141 287 5050 or by visiting www.glasgow.gov.uk

If you are currently under-occupying your home you will also need to apply for Discretionary Housing Payment to cover the shortfall. Again, this can be done by calling Glasgow City Council.

Please contact a member of the Housing Services Team if you have any questions about Universal Credit or if you need assistance to get access to online.

Discretionary Housing Payment

Glasgow City Council has a budget for something called Discretionary Housing Payment which aims to provide short term assistance for those who may be in financial hardship or those generally struggling to make ends meet.

To qualify for this you must be on part housing benefit and have an element of rent to pay. If you are in receipt of full housing benefit you will not be entitled to this.

If you are interested in applying you can access the discretionary form directly via the webpage www.glasgow.gov.uk (enter Discretionary in the search box). You can also apply by telephone on 0141 287 5050.

If you require assistance to apply please contact our office to make an appointment with our welfare rights advisor Paul Pearson or indeed a member of the housing services team.

Fire and smoke alarms: Changes to the law

Following the Grenfell Tower tragedy, the Scottish Government has introduced some changes to the law for property owners to increase the safety of residents from fire. The changes require to be implemented over the next 2 years and are as follows;

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey such as hallways and landings
- One heat alarm installed in every kitchen
- All alarms should be ceiling mounted
- All alarms should be interlinked

There will also be a requirement for carbon monoxide detectors to be fitted where there is a flue.

We would ask that on request that you grant access for us to carry out these works.

Energy Saving Help – We're Here to Help

We would like to remind you that Linda Lepkowski from Home Energy Scotland is available by appointment at Ardenglen's office on the 1st Tuesday of every month for any assistance with gas and electricity queries.

To book an appointment please call 0141 634 8016 or email info@ardenglen.org.uk

HOME ENERGY SCOTLAND

GETTING READY FOR WINTER

SOME SIMPLE TIPS TO KEEP YOU COSY FOR LESS THIS WINTER:

- SET HEATING CONTROLS TO MANAGE THE TEMPERATURE OF YOUR HOME – REMEMBER TO USE THE WEEKDAY AND WEEKEND SETTINGS.
- TURNING DOWN THE ROOM THERMOSTAT BY JUST 1°C CAN SAVE UP TO £75* A YEAR.
- FOR EVERY MINUTE YOU SHAVE OFF YOUR DAILY SHOWER, YOU'LL SAVE £7 ANNUALLY ON YOUR ENERGY BILLS.
- CHECK OUT WWW.TRAVELINESCOTLAND.COM TO PLAN YOUR JOURNEY BY PUBLIC TRANSPORT, CAR OR ON FOOT.

CALL US ON 0808 808 2282 FOR MORE WAYS TO SAVE.

*Based on turning down from 20 to 19°C in a typical semi-detached gas heated house using an average gas rate of 3.02p/kWh, correct as of April 2018.

Spotlight on Governance

Our dedicated Board continue to meet on a monthly basis. Some of the key decisions of the Board over the past few months include:

- Approving the final organisational structure, following staff consultation
- Scrutiny of performance, financial and treasury management
- Scrutiny and monitoring progress with the delivery of the Ardenglen Business Plan.

The Chief Executive's Message on the second page refers to 'change' and steps the association has taken to positively respond to the changes that affect us. One key area of change for housing associations is the review of the 'Regulation of Social Housing'. The consultation

period has recently closed and it is anticipated that the Scottish Housing Regulator (SHR) will publish the new Regulatory Framework and guidance in February 2019.

The draft framework set out an approach which:

- Emphasises the importance of effective landlord self-assurance
- Empowers tenants, people who are homeless and other service users
- Is risk-based and proportionate, to safeguard and promote tenants and others' interests in the most effective way
- Promotes equality and human rights.

We are currently reviewing processes, policies and procedures to ensure we can achieve

excellent governance. One of the key changes proposed includes the introduction of Annual Assurance Statements and publishing Engagement Plans for all registered social landlords. It also includes a new proposal for how the SHR communicate its overall regulatory view of each registered social landlord's governance, financial well-being and performance.

If you would like to find out more about the regulatory framework and the proposed changes please visit www.scottishhousingregulator.gov.uk Alternatively please contact Audrey Simpson, Chief Executive on 634 8016 who would be happy to discuss the framework, proposed changes and our response.

Opportunity to join a National Panel

The Scottish Housing Regulator (SHR) is seeking new participants to join its **National Panel of Tenants and Service Users**. Iain Muirhead, Director of Digital and Business Support with the Scottish Housing Regulator said: 'We established the Panel in 2013 as a way for us to engage effectively and directly with tenants and other service users. The Panel helps us hear about views, experiences and service priorities.'

Topics covered by the Panel so far include:

- Rent affordability
- Service quality
- Value for money

- Performance reporting
- Experiences of using homelessness services
- Anti-social behaviour
- Tenant safety

Iain added: "The Panel has been a very successful initiative over the past five years. It has given us rich feedback about tenants' and service users' views and has informed the focus of our work. To date it has attracted a high level of engagement, with around 415 members."

If you are interested in finding out more please contact Engage Scotland on 0800 433 7212 OR request a printed form by email natpan@engagescotland.co.uk.

Rechargeable Repairs

Moving home can be costly enough without having to pay for damage left in your property. Please take note of the most common damages that we recharge to tenants leaving us and take the necessary steps to prevent such damage occurring which as you can see can be costly.

- Damaged pass door - £ 349.20
- Damaged fire door - £380.70
- Sliding wardrobe door - £159.30
- Clear-out of belongings left behind - £194.40
- Renewal of damaged worktops – up to £300.00
- Renewal of damaged bath – £296.64

Thank You

TO OUR FORMER MEMBERS OF STAFF

Ardenglen would like to thank four members of staff who have now left the Association.

Amy McQueen, Lesley Macphee, Lauren Docherty and Jackie King have been valued members of the team

and made great contributions to our work. We wish them well.



RIGHT TO REPAIR SCHEME

When you report a repair our team will assess if the repair qualifies as a qualifying Right to Repair as defined in the Housing (Scotland) Act 2001 and detailed in the table opposite. If your repair qualifies then we **must start** the work within the stated timescales.

If your repair is not started within the required timescale, you can instruct an alternative contractor from the Association's list detailed below to carry out the repair.

Gas & central heating repairs:

BRB 0141 892 0775 –
Monday to Friday 9am to 5pm

07909113 379 –
out with office hours

All Other qualifying repairs: Powerlite

07836 700754 - Allan Rhodes
07852 110664 - Davie Masteron

0141 954 5151 - Office

Every time you report a qualifying repair you will be provided with this information

Repair description	Right to Repair legal maximum Response Times
Plumbing	
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	1 working day
Blocked sink, bath or drain	1 working day
Loss of water supply	1 working day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 working day
Toilet not flushing where there is no other toilet in the house	1 working day
Partial loss of water supply	3 working days
Gas and central heating	
Blocked flue to open fire or boiler	1 working day
Loss or partial loss of gas supply	1 working day
Loss or partial loss of space or water heating where there is no alternative heating available	1 working day
Electrical	
Loss of electric power	1 working day
Unsafe power or lighting socket or electrical fitting	1 working day
Partial loss of electric supply	3 working days
Mechanical extractor fan in internal kitchen or bathroom not working	7 working days
Joiner	
Insecure external window, door or lock	1 working day
Loose or detached banister or handrail	3 working days
Unsafe timber flooring or stair treads	3 working days
Glazier	
External/Common areas	
Unsafe access path or step	1 working day

Front and rear door replacements

We are shortly going to be carrying out door replacements to the main door properties on Arden Craig Quadrant. This will involve the removal of the existing timber door sets and the installation of new composite door sets.

The new doors will have improved security and heat retention properties and should also improve the aesthetics of these properties.

Work is due to commence early 2019 and will be carried out by Sidey, who have been an excellent contractor on the recent window replacement program at our Ballantay phases.

HOUSING STUDENTS CALL IN TO CASTLEMILK

STUDENTS from the University of Stirling have visited Castlemilk as they see first hand the vital work being done by community based housing associations.

The students from the University's Housing Studies course visited Cassiltoun and Ardenglen on their study visit.

It provided a valuable insight into the day-to-day running and workings of busy housing providers with a particular emphasis on their regeneration work.

At Ardenglen, students met Staff and Board members and were given an insight into its regeneration successes.

They were told of Ardenglen's community initiative known as The Only Way is Up. It offers a range of free activities from gardening to cookery, IT help, get-together groups for men and women, first aid sessions and even a sewing group – all aimed at building people's confidence and giving them new skills.

The students were also treated to a musical performance by "All That Glitters" – the initiative's creative writing and song group.



A visit well worth making.....students and members of the Board and Staff at the Association.

Wonderful Victim Support

My name is Susan and I am a Service Delivery Officer with Victim Support covering the Glasgow South area with my colleague Jacqui. We are raising awareness of our service and the support we can offer to anyone who has been affected by or witnessed crime.

Victim Support Glasgow is taking a renewed look at how we can reach out to people in our city's communities who may be impacted by crime in any way. Crucially, the crime need not have been reported to the police and it doesn't need to be something that has happened recently. We are not part of the Police, Procurator Fiscal, Local Authority or Scottish Courts and all conversations with victims and witnesses are confidential and are not shared with people outside of Victim Support Scotland.

Our services are free, easily accessible, friendly, and, puts the service user at the heart of what happens. We will support you from the date of the incident (whether it is reported or unreported to police). This can be over the telephone, face

to face at home or in one of our offices usually within 2 weeks.

We understand that many clients do not feel ready to report the incident(s) to police and only require the support to help them deal with the trauma but current waiting times to see a psychologist or similar in Glasgow is around 9-12 months minimum so Victim Support can provide a listening ear in the meantime.

We focus on your health & wellbeing, taking into account any safety concerns with a person centric approach ensuring your practical, emotional and information needs are met.

Some of our work is around advocacy with other organisations ie. Housing issues due to anti-social behaviour and any other practical help you may require, but, the majority of our support is to assist service users with the emotional impact of crime whether it has happened recently or is historically.

We understand how difficult it is, you may be worried and anxious and you may not know who



to turn to or who to trust. You can speak to Victim Support in confidence and should you report any incidents to police and the case proceeds to court we can give information and answer any questions relating to the Criminal Justice system.

If required we will link you with our Witness Service teams who are based in every Sheriff & High Court in Scotland and will assist you prior to the trial by arranging a Court Visit which allows witnesses to see a court room before appearing at court to give evidence. Many witnesses find it helpful that they have better understanding of what to expect before the trial. Witness Service volunteers will support you in the witness room while you wait to give evidence.

Please contact us on 0141 553 2415 or email:- victimsupportglasgowcity@victimsupportsco.org.uk

Ardenglen to Sleep in the Park



Ardenglen is taking part in the much-anticipated "Sleep in the Park" event in Glasgow as the fight to end homelessness continues.



Five members of our team - Audrey Simpson, Diane Hendry, Leanne McGowan, Kerri Downie and Allana Hammell – will all be sleeping out under the stars at Kelvingrove Park.

Thousands are expected to take part in the huge event and Josh Littlejohn, Co-Founder of Social Bite which is behind the event will meet the Ardenglen staff on the night.

Last year 8,000 people joined the world's largest sleep out in Princes St Gardens to raise £4 million.

This has caused a sea change in the fight against homelessness and funded a raft of major projects. Now the organisers want to keep up the momentum and have asked 12,000 people across 4 cities to join them in a nationwide sleep out on Saturday 8th of December.

It will also be taking place in Edinburgh, Dundee and Aberdeen.

The organisers say: "By raising money and working together we can accelerate the pace of change in Scotland and create the political mandate to end homelessness here."

Praise for Ardenglen's involvement has come from one of Scotland's leading businessmen and philanthropists John Watson OBE.

He is funding the Kelvingrove event with significant financial support from The Watson Foundation.

John said: "I applaud the participation of the Ardenglen team. We know all too well of the inspiring work this housing association does in Castlemilk. The housing association movement of which Ardenglen is a key part does the most amazing work across Scotland not just in building homes but revitalising communities.

"So it is entirely appropriate that Ardenglen should be involved in the fight to end homelessness for ever and we thank the housing association for its participation."



Josh Littlejohn MBE of Social Bite and Sleep in the Park pictured on a recent visit to Glasgow.



Councillor Surgery Notice

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 3937

Malcolm Cuning 0141 287 3937 will be holding surgeries at our office on the first Tuesday of the month from 6pm. No surgeries during school or public holidays.

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



cash for kids

Ardenglen is delighted to announce that a total of £2,475 has been received from Cash for Kids to support over 45 local families with the cost of Christmas!

A BIG thank-you is given on behalf of our community to our friends at "Cash For Kids" and to all who support this worthy cause.

Ardenglen Opening Hours for the Christmas and New Year Period

- Please note our office will close at 1pm Monday 24th December 2018
- Our office will be closed between Tuesday 25th and Thursday 27th December 2018
- Our office will be open on Friday 28th and Monday 31st December 2018 between 10am and 2pm
- Our office will be closed between Tuesday 1st and Thursday 3rd January 2019
- Our office will be reopen on Friday 4th January 2019 - normal opening hours

Housing benefit and Council Tax offices... for changes to opening hours please check Glasgow City Council website or call 0141 287 5050.

CHRISTMAS RENT PAYMENTS

Enjoy Christmas – but please remember to pay your rent.

We know you understand the importance of paying your rent in full and on time. Christmas is a wonderful time for giving. It is also a time in which you might feel pressured into spending money you may

not have. If you are struggling, talk to us straight away. You should never be concerned about asking for help - that is what we are here for. If you need any financial advice, please contact your Housing Officer who can put you in touch with agencies who may be able to assist you. Give yourself peace of mind at Christmas and throughout the year.

Do you pay your rent by Direct Debit?

If so please remember that your payment date may be affected by the Christmas and New Year Bank Holidays. Please check your payment date in the chart below to see how it may be affected and make sure there are sufficient funds in your account on collection day to prevent you encountering any bank charges.

Normal Collection Date	Actual Date Payment will be taken
25 th & 26 th December 201	27 th December 2018
28 th December 2018	28 th December 2018 (normal collection)
29 th , 30 th & 31 st December 2018	31 st December 2018
1 st & 2 nd January 2019	2 nd January 2019

ARDENGLLEN HOUSING ASSOCIATION EMERGENCY PHONE 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.

Please note our office closes at 12pm on the first Wednesday of every month for staff training.



like us on
facebook



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.

**ARDENGLLEN WISHES
YOU a MERRY CHRISTMAS
and a HAPPY NEW YEAR!**

