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HELLO DOLLY!

Read all about it, as Dolly Parton's "Imagination Library" delivers a FREE books bonanza for Castlemilk's kids

LOCAL youngsters have booked their place in a brand new reading initiative thanks to Dolly Parton!

The hugely-admired singer famed for her country music career also runs the globally-renowned "Imagination Library" designed to get kids reading and create a love of books.

Now it has been launched in Castlemilk after Ardenglen and our friends at Craigdale Housing Association signed up to the Imagination Library delivering a huge reading boost to kids.

All youngsters aged from birth until they reach their fifth birthday who are signed up will now get a book sent to them FREE OF CHARGE in the post each month after both housing associations put up the funding. The launch coincided with International Literacy Day.

The Library was created by Dolly and has been a great success elsewhere in the UK and in the US, Canada and Australia

Youngsters attending the Castlemilk launch in September got their first book handed to them – the Beatrix Potter classic *The Tale of Peter Rabbit* - with a life size rabbit on hand to make the story come alive for eager young readers. They also enjoyed storytelling from members of "Book Bug" team from the Scottish Book Trust.



Imagine that!
Youngsters at the launch of the Dolly Parton Imagination Library in Castlemilk.

HOW TO GO ABOUT APPLYING TO BE PART OF THE IMAGINATION LIBRARY SEE PAGE 2



- DO YOU NEED HELP GETTING ON LINE?
- DO YOU NEED HELP WITH YOUR JOBSEARCH TO MAINTAIN YOUR CLAIMANT COMMITMENT?
- DO YOU NEED TO LEARN THE BASICS OF HOW TO USE A COMPUTER?
- DO YOU KNOW THAT IF YOU ARE REQUIRED TO MAKE A CLAIM FOR UNIVERSAL CREDIT THAT IT MUST BE COMPLETED ON LINE?

Ardenglen's TOWiU programme offers free IT/ Computer Support Classes every Monday - Friday from 12pm to 3pm in the Maureen Cope Community Hall, 201 Arden Craig Road.



Why not contact Fiona McGovern today to register and learn a new skill!

0141 631 5041/ 07969182330

fiona.mcGovern@ardenglen.org.uk

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

Welcome to our Autumn newsletter! We decided to provide a slightly condensed version of the newsletter for this edition. This was mainly due to the fact we are enclosing additional information with this edition; specifically our 2017-18 Annual Review and an important letter for our Scottish Social Secure tenants.

This year we hosted our Annual General Meeting (AGM) in September where we launched our Annual Review. Our AGM was well attended by our members and provides an opportunity for members to hear about our performance, achievements and challenges over the past year; our plans for the future; and ask questions. The other purpose of the AGM is to elect our Board for the year ahead. We were delighted to welcome two new Board members this year but also paid tribute to one of our long term Board members who decided to resign. You can read more about the AGM in this newsletter.

The Annual Review is our report to tenants on performance against the Scottish Social Housing Charter (SSHC). The Charter sets out the standards and outcomes that tenants can expect from their landlord in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

If you have a Scottish Secure tenancy with Ardenglen Housing Association, there is an important letter enclosed with this newsletter. This letter sets out fundamental changes to the Scottish Social Secure tenancy rights, introduced by Housing (Scotland) Act 2014. It is really important our tenants familiarise themselves with these key changes. If you would like further clarification or have any questions about how the changes affect you, a member of our housing services team will be on hand to discuss this with you.

We have had a regular feature in our newsletter about the roll out of Universal Credit and this edition is no different. Universal Credit is now only a few months away from full service roll out in Castlemilk. We understand this is a significant change to how benefits are accessed and managed and we want to work with our tenants to support them through this major transition. Please read our full article on page 7 and do not hesitate to contact us if you wish to discuss the impact this could have on you or your family.

We do like to celebrate each season with specific events. With Halloween being around the corner we will be hosting a Halloween Party in the Maureen Cope Hall. Our staff has also been busy planning our Christmas events and we are delighted that, once again, we have arranged a trip to the pantomime 'Alice in Wonderland'. There is limited availability so please put your name down fast if you want to go. Further details of our events can be found on page 9 of this newsletter.

Thank you for taking the time to read this newsletter. If you have any suggestions on how we could improve the content or design please let us know.

Have a happy Halloween when it comes.

Audrey Simpson

Chief Executive



DOLLY PARTON IMAGINATION LIBRARY

continued from page 1

THE arrival of the Imagination Library is a great step forward for our community and will help to get youngsters reading!

Audrey Simpson, Chief Executive of Ardenglen said: "We know that having access to books from a young age is important and can have a positive impact for a child such as developing language skills, improved concentration and encouraging a thirst for knowledge."

"When we heard about the Dolly Patron Imagination Library, we were blown away by the project and the impact it could have on Castlemilk youngsters but then realised it was not available. We set about changing that."

"We also recognise that investing in young people is really important and believe the Imagination Library is a great way to support our pre-schoolers."

Anne Marie Brown, Director of Craigdale Housing Association said "We are delighted to work in conjunction with Ardenglen and the Dolly Parton Imagination Library to give the children of our community the opportunity to grow their imaginations from a young age".

Kirsteen Watson Regional Director for The Dollywood Foundation UK said: "Momentum is really building in Glasgow and we are thrilled to welcome the two housing associations from Castlemilk on board. I am absolutely sure that Dolly will be delighted too. She is committed to ensuring the Imagination Library plays a key role in the development and education of children."

Here's how to go about applying to be part of this exciting new library..... See page 11



A HUGE PAT ON THE BACK

...goes to our very own Karen McDonagh for achieving her SCQF Level 6 Award in Community Development.

Many of you will know Karen as the Chair of the Ardenglen Community Committee. There's not a lot that goes on in our Community Hall that she hasn't helped to develop or deliver. She is one of our amazing volunteers whom staff rely upon to help make things happen!

Having volunteered in everything from youth work to adult learning to community involvement, Karen now has the qualifications to match. Next up, she has returned to Kelvin College to begin an HNC in Community Learning.

Karen said, "I'm proud to have passed my course and delighted to be moving on to the HNC. Being a member of Ardenglen's Community Committee has opened all sorts of doors for me and I'd like to thank my fellow Community Committee friends across the years who have

been on this journey with me."

Fiona McGovern, Ardenglen's Regeneration Officer, commented, "Communities across Scotland thrive on the efforts and hard work of volunteers like our Community Committee. Everyone at Ardenglen wishes Karen continued success in her studies which we know she will continue to put to good use for the benefit of her local community."



BUSY AGM AS NEW MEMBERS OF THE BOARD ANNOUNCED

TWO new members – Alex Warren and Lucy Carr – have joined your Board at Ardenglen and have taken up their roles following our AGM.

Welcoming both to the Board, Chief Executive Audrey Simpson praised their willingness to serve the community and highlighted their skills which would be “invaluable” to the Association.

Alex is currently Director of Strategic Development at the much-admired Glasgow-based Wise Group – an organisation well known for having a transformational effect on people’s lives.

Alex said: “I’m delighted to have

joined the Board of Ardenglen. I know full well the work that is done in the Castlemilk community to deliver good housing and change people’s lives for the better.

Ardenglen is a shining example of a housing association operating at the heart of a vibrant, thriving community where housing is greatly-valued by the people it serves.”

Lucy is a retired primary school teacher, has been a tenant for 15 years and a member for eight. She has a strong connection to Castlemilk having been brought up in the community before moving to South Africa and living there for 22 years.



Alex Warren



Lucy Carr

Meanwhile well-known Castlemilk community campaigner Maureen Cope MBE was elected Chair. Maureen has a long and distinguished history of activism in Castlemilk – championing community housing and many other local causes which matter in her neighbourhood and beyond.

In her address to Members, Audrey reaffirmed that value for money to keep rents affordable remained a key priority.

Audrey said: “With great uncertainty around the financial climate it has never been more important to operate as efficiently and effectively as we can.”

Audrey also intimated that the Association was working with others to prepare for the impact of Universal Credit being rolled out in Glasgow in December in order to minimise its effect on tenants.

Audrey also focused on a strong repairs performance at Ardenglen reporting high levels of satisfaction with 95 per cent of tenants giving the service the thumbs up.

Meanwhile, the Association said a very big thank you to retiring Board member Isobel Pope who has given much valued and outstanding service to Ardenglen over many years. To mark this long service Audrey presented Isobel with a bouquet of flowers as a thank you from all of us at Ardenglen.

The new office bearers for 2018-19 are: Chair – Maureen Cope MBE, Vice Chair – Isa Brier, Treasurer – Liz McKenzie



FRANK HELPS YOU TO READ ALL ABOUT IT!

TENANT Frank Young performs the opening ceremony at the newly-refurbished Castlemilk library.

And who better to carry out this important task than Frank following its £485,000 refurbishment.

Incredibly, Frank has been a member of the library since 1962 and, like so many Castlemilk residents, values the library greatly as a vital community asset.

The library was given a new lease of life as part of Glasgow City Council’s “Community Asset Fund” investment of £10 million into 30 community buildings across the city.

Councillor David McDonald, Depute Leader of Glasgow City Council and chairman of Glasgow Life, (pictured left) said: “Glasgow’s libraries are bustling community venues, loved by the people of our city - and Castlemilk Library is no different.

“As part of a planned £10m investment into improving libraries and community facilities citywide, I’m delighted that this half million pound investment by Glasgow City Council has been made into improving Castlemilk Library including works to the roof, re-wiring and a new boiler. All of which will help maintain Castlemilk Library’s role as a key community asset.”



Mears Quarterly Performance

MEARS

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 April 2018 to June 2018.

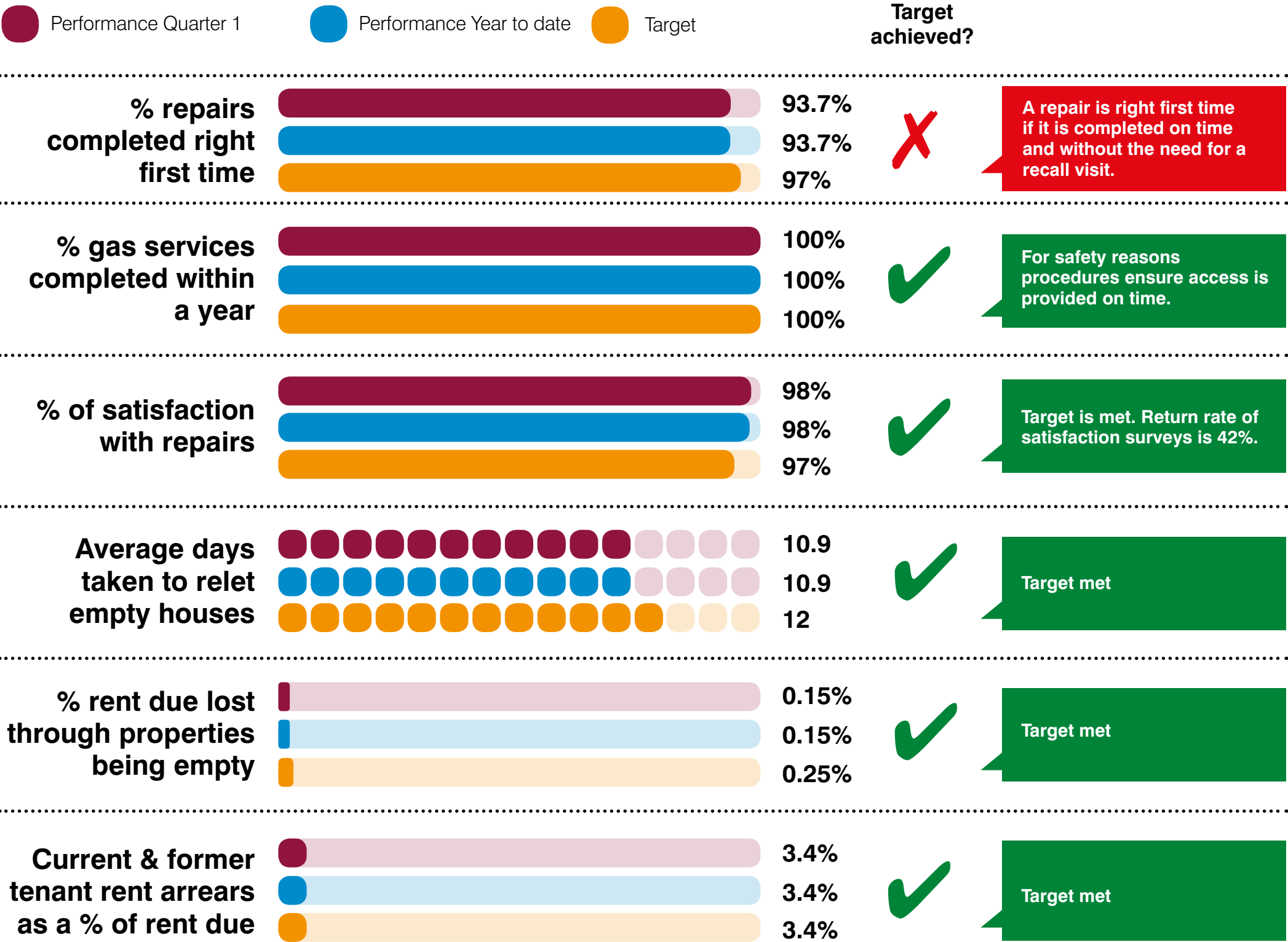
747 works orders have been completed by Mears and the following performance achieved.

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	94% 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	97% attended on time
Complaints	To have no more than 3 upheld complaints in any month	3 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	2 recalls in April and 3 recalls in June

Performance Quarter 1

April 2018 – June 2018



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.

Hats off to Colin!! Came to do property check and spotted repairs needed and these were carried out 48 hours later! He cares about the properties and how the tenants are living.

Thank you for getting the trees cut back, what a difference it has made.

A big improvement on the grass cutting service.

Can't thank you all enough for supporting me in the night held for the Castlemilk Brave. The staff and hall where amazing and so helpful, massively appreciated.

Mears operative was very polite and had to go for parts but was soon back.

I managed to paint my whole flat with the decoration vouchers so this was a massive help.

Comments from applicants at Housing Options interviews.

I was extremely happy with the service today. I felt at ease and got all the information I needed. I got a fast appointment after responding to an advert about turnover in Ballantay/Hoddam/Scarrel.

I felt it was very helpful and I was made to feel at ease when talking about my personal situation.

COMPLAINTS RECEIVED

Between April and June 2018 we received

22 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 **94% were satisfied** with the complaints handling.

Complaints Upheld



77%

Complaints Not Upheld



9%

Complaints Partially Upheld



14%

Complaints Responded to within timescale

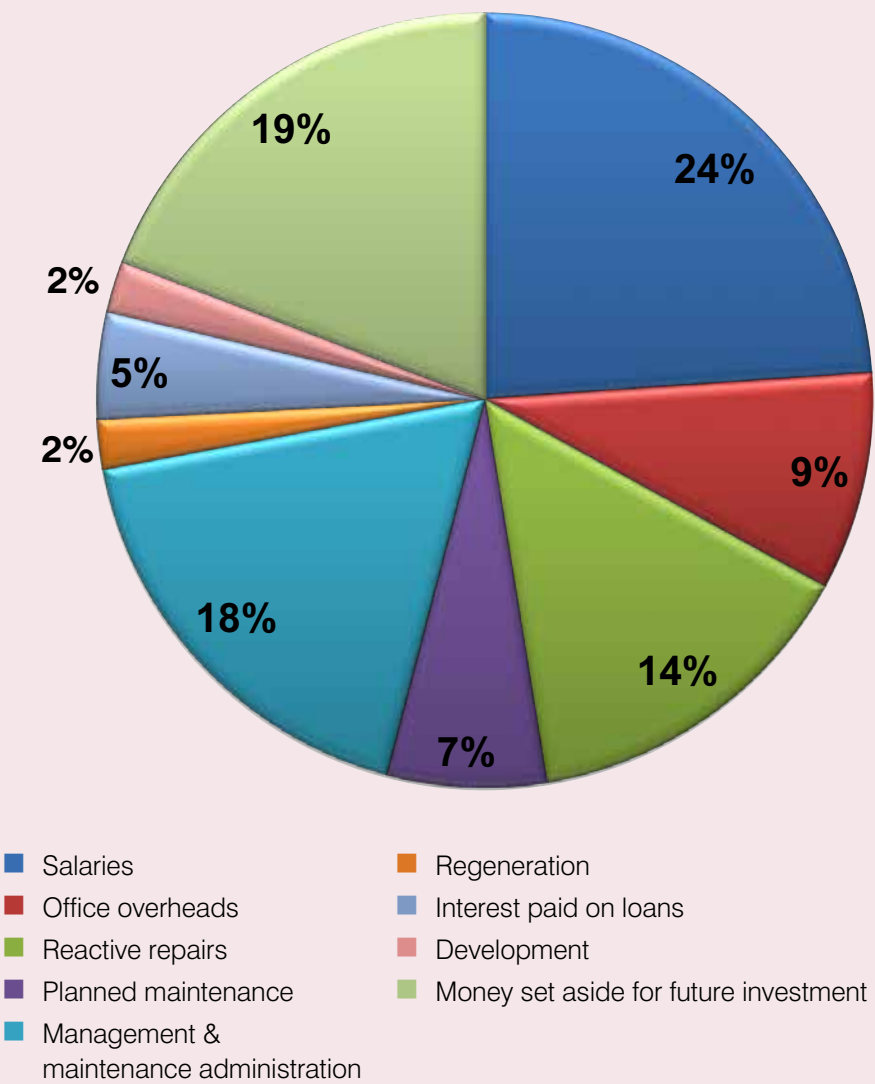


100%

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 June 2018 - the income receivable was £1.04 Million and from this the expenditure incurred to deliver our service was £712 Thousand.

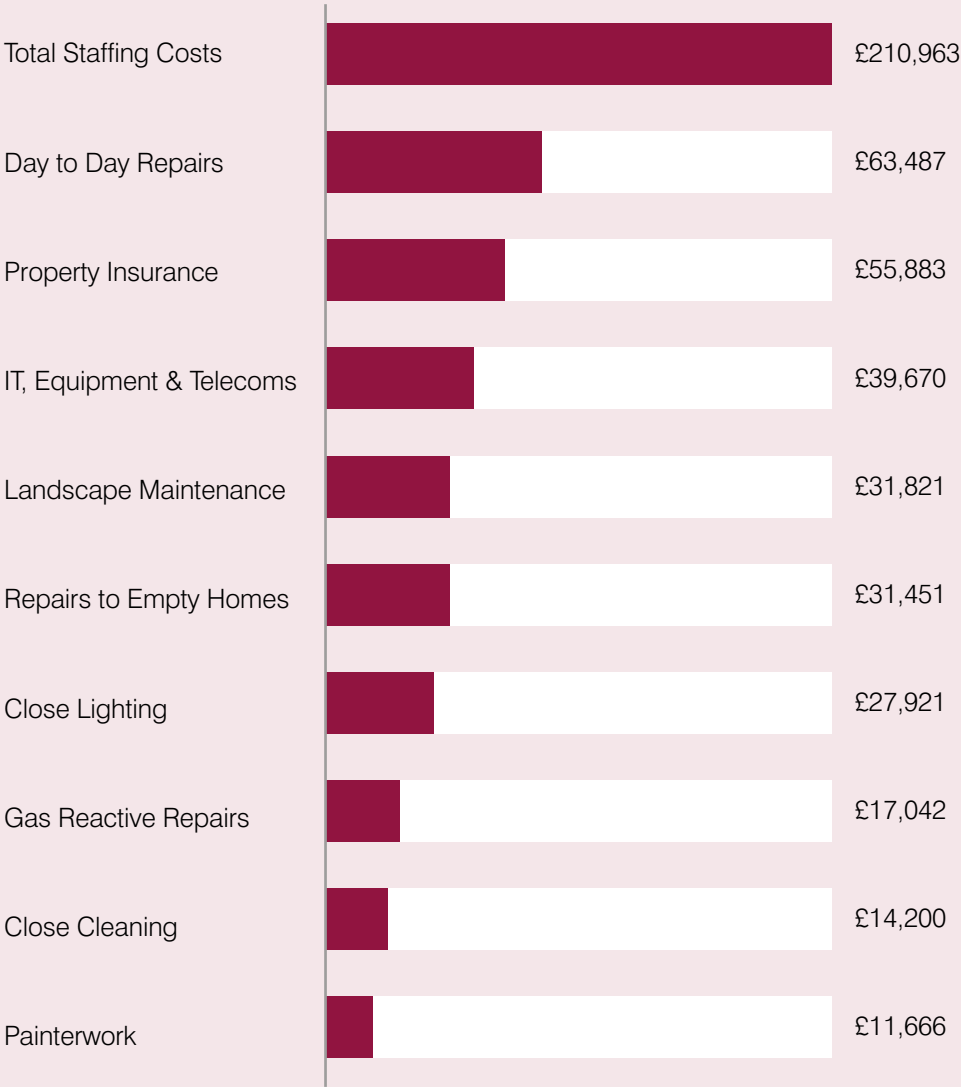
This is how your rent has been spent over these three months.



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 would also like 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 Amy McQueen or Leanne McGowan from our Finance & Business Support Team.



TOP TEN AREAS OF SPEND



From 5th December 2018, those tenants who are registered with Castlemilk Jobcentre will be in what is called by the DWP a 'Full Service Area' for Universal Credit.

What does this mean?

Up until now only single people with no children or health problems were required to claim Universal Credit but from the 5th December this is changing.

The change affects people of working age making a new claim for benefit.

Universal Credit **replaces the following benefits:**

- Child tax credit
- Housing benefit
- Working tax credit
- Income support
- Income-related employment and support allowance (ESA)
- Income-based jobseekers allowance.

The Housing part of Universal Credit **will be paid directly to you** and will be called **Housing Element**. Previously known as **Housing Benefit**.

If you have 3 or more children you will not be able to claim Universal Credit until a later date.

Confirming your identity

You have to 'Verify your identity online'. This takes you to a government system called 'Verify' to confirm your identity.

Verify can be difficult to complete as you need either a credit or debit card, driving licence or passport.

If you're having problems, go back to your Universal Credit account and click on 'I can't do this online'. You can then skip this step and confirm your identity at the Jobcentre instead.

When you attend the Jobcentre you should take

- Photo ID
- Two forms of official ID (birth certificate, NI card, P60 etc)
- Proof of address
- Proof of housing costs and proof of earnings

How will it be paid?

- Universal Credit will be paid monthly.
- There is a 5 week waiting period for the first payment.
- If you were in receipt of housing benefit before going onto Universal Credit, then your Housing Benefit will continue for two weeks.
- You will be able to opt for twice monthly payments of Universal Credit and the Housing Element being paid directly to Ardenglen. You will only be able to do this after your first payment is received.
- You will also be able to request a full months advance payment and you will pay this back over a 12 month period.

Managing your claim

Once your claim is up and running you will need to access your online Universal Credit account / online journal on a regular basis. This is because you will have to report any changes to your circumstances on line and also your advisers will ask you questions or set you tasks to do online. If you do not respond to these you could be sanctioned.

How do I make a claim

Claims for Universal Credit must be made on line.

You will need to have either an e-mail address or mobile phone number.

You will have 28 days to complete the application and provide all the information requested. This includes:

- details about yourself (including your National Insurance Number)
- your rental agreement
- income and savings details
- your child benefit number
- your childcare costs and childcare providers reference number
- details of your bank account for payment
- income details of anyone living with you

Help with getting online

Ardenglen offers FREE IT classes Monday – Friday between 12noon – 3pm in the Maureen Cope Hall at 201 Ardenraig Road. Please come along if you need help getting online.

A recent survey was carried out by the DWP for people making a new claim to Universal Credit and found:-

- 25% of people were unable to submit a claim online at all – due to difficulties using or accessing computers/internet access.
- 43% of people felt they needed more support registering their claim.
- 30% found the process of claiming 'very/fairly difficult'
- 44% of people fell behind with bills in the first 3 months
- 65% of people fell into arrears when claiming Universal Credit.

NOVEMBER DATE AS WORK STARTS ON OUR NEW HOMES

November 12th is an important date for us!

That's when work begins on our new £3.6 million homes on the vacant site of the former St Martins Primary School playing fields in Ardenraig Road.

The new housing is being built with generous financial assistance in the form of grant funding from Glasgow City Council and the Scottish Government of just over £2 million.

The rest is being funded by borrowing by the Association which is common practice when a housing association builds new homes.

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

We are very much looking forward to getting this development under way and getting these new homes built!



An artist's impression of what the new housing will look like

10 DAYS OF FAMILY FUN & FOOD

Castlemilk Together (Community Food Action) Group would like to give a BIG thank you to the Ardenglen Community Committee for assisting them to secure the funding to deliver a 10 day programme for families to access fun and food as part of Glasgow's "Holiday Hunger" campaign.

Castlemilk Together is a new partnership which aims to bring local community organisations together in order to support the local community to challenge food insecurity.

The "Family Fun and Food" programme took place from 17th to 30th July and saw us join forces with Cassiltoun HA, Urban Roots and Castlemilk Parish Church to host events at Castlemilk Parish Church, Castlemilk Stables and our very own Maureen Cope Community Hall.

A variety of activities were available for local families to enjoy from circus and magician workshops to getting to know "mini-beasts" creepy crawlies, as well as face-painting, games and arts and crafts. New friendships were formed and all the chatter and laughter was topped off with delicious food provided by The Hideaway Cafe.



Our thanks go to Glasgow City Council, Voluntary Action Fund and Asda Toryglen for their financial support for the programme.



ASDA



Summer Family Trip

On Friday 27th July 2018 two bus-loads of excited families headed off to Heads of Ayr for our annual Summer Family Trip.

Despite it being a really windy day, the sun shone and all who attended enjoyed a fun filled day away.

YOUNG AT HEART HIGH TEA

Following on from the success of last year's "Sing-Along" sessions, our Community Committee decided to bring in a tribute act who performed Patsy Cline and Dolly Parton favourites at the summer Young At Heart High Tea!

Held on Tuesday 24th July, a great afternoon was had by all who attended. Here's a picture and a flavour of what they had to say....



“Very enjoyable, good company and all joined in the singing.”

“Had a nice time and saw people I hadn't seen in a while.”

“I felt the afternoon was a great success and everyone enjoyed themselves.”

Young At Heart Festive Fun!

This year's Young at Heart Christmas Lunch will be held in the Maureen Cope Community Hall on Tuesday 11th December from 12pm to 3pm.

We promise a delicious festive feast, a seasonal sing-along and, of course, a flying visit from a very special visitor!

Call in to the office to purchase your ticket for the bargain price of just £2!



Autumn Family Fun Day

This year's free annual Autumn Family Fun Day will take place in the Maureen Cope Community Hall on Friday 19th October from 11am to 2pm.

As usual, Ardenglen's Community Committee has been busy preparing an array of fun activities for the whole family to enjoy.

Come along and catch up with your friends and neighbours!

Its Panto time again...Oh, NO it's not...Oh, YES it is!

Due to popular demand, we are returning to the East Kilbride Village Theatre to see this year's Greenhills Panto production of "Alice in Wonderland."

Open to all Ardenglen tenants

and their families, this trip will take place on Thursday 29th November. Once again tickets will be available from the offices of Ardenglen at a cost of £2.00.

Please note the bus will depart from the offices of Ardenglen at 6.30pm.

A FRIGHT of a Night!

This year's Halloween Party at the Maureen Cope Community Hall will be held on Friday 26th October from 6pm – 8pm.

The party is open to children who are aged pre-school to primary 7, with prizes for the best costume.

Tickets cost £2.00 or £5.00 for a family ticket and are available from Ardenglen's office on a first-come first-served basis.

Once again we would like to say a MASSIVE THANK YOU to Adams & Duncan Funeral Directors for their continued sponsorship of this hugely popular event.

HO, HO, HO-pe You Can Make It!



This year's Christmas Party at the Maureen Cope Community Hall, will be held on Friday 7th December from 6pm – 8pm. This event is open to children of pre-school age up to Primary 7.

Tickets costs £2.00 or £5.00 for a family ticket and are available from the offices of Ardenglen on a first-come first-served basis.

Are you at risk of energy theft?

MORE than two fifths (43%) of Scots are unaware that energy theft – also known as "meter cheating" – can cause a serious and potentially life-threatening risk to their safety, according to a new survey.

Incredibly, the practice of meter cheating causes at least one injury or death every 10 days in the UK. It occurs when somebody illegally tampers with, or completely bypasses, their electricity or gas meter so it doesn't properly record usage. This means they can avoid paying for some or all of their supply.

Even one incident of meter tampering poses a serious threat to public safety, leaving consumers with unsafe gas and electrical supplies, which in turn can put them at risk of electric shocks, fires, and even explosions in extreme cases.

More than one in four (26%) Scottish residents stated they are not aware that energy theft can lead to fires, while a similar number (28%) are unaware that meter cheating can cause electric shocks. Perhaps even more concerning, a further 48% of people in Scotland do not appreciate the risks of gas explosions which could occur at home or even in a public building such as a shop or restaurant.

Many consumers may think that meter cheating is a 'victimless crime', as perpetrators are only stealing power from large companies. The study commissioned by outsourced utility collections specialists Echo Managed Services and Grosvenor Services Group, and endorsed by Crimestoppers UK. It surveyed 2,000 UK residents and found worryingly low levels of awareness with regards to the practice of energy theft.

Roger Critchell, director of operations at Crimestoppers UK, which runs 'Stay Energy Safe', a free helpline for people to anonymously report energy theft, said: "Meter cheating costs lives. However, given that it is under reported, it's understandable that dangers of this crime are not fully understood by members of the public."

You can report energy crime by calling 0800 023 2777

www.stayenergysafe.co.uk

TENANT CONSULTATION EVENT

CHANGES TO YOUR SCOTTISH SECURE TENANCY RIGHTS INTRODUCED BY THE HOUSING (SCOTLAND) ACT 2014

Tenants receiving this newsletter will also receive in the envelope an important letter. Please read it as it explains what the changes being brought in by the above-mentioned legislation are and how they will affect you.

We are holding two events at our office if you want to come along and we will talk you through the changes and answer any questions you may have.

**THURSDAY 8TH NOVEMBER 2018
at 1.30 PM, 6.00 PM**

The Importance of Roof Anchor Servicing

If you receive a letter or have been left a card regarding a roof anchor appointment please contact Heather urgently on 0141 631 5044.

In order to carry out roof repairs or work at height we must by law ensure that the roof anchors attached to your property are safe.

Roof anchors are reached through the loft area so if you live in a main door property we will require access to your home every year.

Appointments can be accommodated at a time that suits you.



Test your smoke alarm weekly

Most battery-powered and hardwired smoke detectors can be easily tested on a weekly basis in the following way:

Step 1. Alert family members that you will be testing the alarm. Smoke detectors have a high-pitched alarm that may frighten small children, so you'll want to let everyone know you plan to test the alarms to help avoid scaring anyone.

Step 2. Station a family member at the furthest point away from the alarm in your home. This can be critical to help make sure the alarm can be heard everywhere in your home.

Step 3. Press and hold the test button on the smoke detector. It can take a few seconds to begin, but a loud, ear-piercing siren should emanate from the smoke detector while the button is pressed. If the sound is weak or nonexistent, replace your batteries. If it has been more than six months since you last

replaced the batteries (whether your detector is battery-powered or hardwired), change them now regardless of the test result, and test the new batteries one final time to help ensure proper functioning. You should also look at your smoke detector to make sure there's no dust or other substance blocking its grates, which may prevent it from working even if the batteries are new.

Remember, smoke detectors have a normal life span of 10 years. Even if you've performed regular maintenance, and your device is still functional, Ardenglen should replace a smoke detector after the 10-year period or earlier, depending on the manufacturer's instructions.

Installing smoke detectors can be a great way to help keep your family safe, but assuming they are working may lead to a dangerous situation. Taking a few minutes to check them regularly can help ensure they're working properly.



ARDENGLLEN

Presents

Dolly Parton's Imagination Library

What Is It?

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic **The Tale of Peter Rabbit** for children aged 0-5.

Each month a new, carefully selected book will arrive by mail in your child's name and be delivered directly to your home. Best of all it is free. There is no cost or obligation to your family.

Who Is Eligible?

All children under the age of five, who are the children of a tenant living in a Ardenglen property.

What Are My Responsibilities?

- 1. Be a tenant of Ardenglen HA
- 2. Submit an official registration form, completely filled out by parent or guardian.
- 3. Notify **Fiona McGovern** anytime your address changes. Books are delivered by post to the address listed on the official registration form. **If the child's address changes, you must contact the address/phone number on this brochure in order to continue receiving books.**
- 4. Read with your child and enjoy the books!

When Will I Receive Books?

Six to eight weeks after your registration form has been received, books will begin arriving at your home and will continue until your child turns five or you move out of the area.



Audrey Simpson addressing mums, dads and kids about the new Imagination Library

Parent/Guardian's email address (please print very clearly): _____

"This child is eligible for this scheme." _____

SIGNATURE OF PARENT OR GUARDIAN _____

I hereby explicitly consent to allow the Dollywood Foundation, Inc. to use the information provided herein for the purposes of participating in Dolly Parton's Imagination Library book gifting program. To measure the benefits of this program we may create data sets with the information provided herein and share them with research and educational advancement partners. You agree to review our full Terms & Conditions and Privacy Policy by visiting imaginationlibrary.com. By signing and submitting this form you expressly consent to the terms set forth herein.

Child's FULL Name _____

Child's Date of Birth _____ Sex: M F Phone _____

Parent/Guardian's Name _____

Child's Home Mailing Address _____

ADDRESS _____

ADDRESS _____

ADDRESS _____

CITY _____ COUNTY _____ POST CODE _____

Dolly Parton's Imagination Library Official Registration Form (one per child required)

Sign up your child today!

Simply fill out the form above and post to:

Ardenglen Housing Association
355 Tormusk Road
Castlemilk
GLASGOW
G45 0HF



WARM HOME DISCOUNT

The Warm Home Discount provides financial support to households who may struggle with their energy bills.

Energy suppliers will deliver the scheme and qualifying customers can receive about £140 which will be paid direct to your electricity account.

Follow the web link below to find out if your supplier is part of the scheme;

<https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers>

Who will Qualify Automatically?

If you receive the Guarantee Credit element of Pension Credit, you do not need to apply.

Who else may qualify for this discount?

You may apply for the broader group rebate if you or members of your household have either:

- A low income
- On means tested benefits

If awarded, how is this paid?

Prepayment customers will receive a voucher to take to the paypoint / post office to top up, other customers will receive a payment direct onto their energy account.

The discount is usually applied between October 2018 & April 2019.

Please contact your own supplier for further information or you can contact the Warm Home discount Helpline on 0845 603 9439.

CASH FOR KIDS



cashforkids

CASH FOR KIDS FAMILY CHRISTMAS GRANTS exist with the express aim of making a big difference to individual families. Check to see if you are eligible to apply and how to do so.

Christmas Grants are awarded with a very specific purpose in mind - to pay for Christmas presents, Christmas dinner or winter clothing and shoes; things most of us take for granted but for many children are things which wouldn't happen without this support. Only children under the age of 16 (on or before 24th

December 2018) or pregnant with child due on/before 24 December 2018 or up to the age of 18 if the child is still in full time education/training are eligible. For those who are eligible, an award of £25 for every child in the family is made.

Are you suffering Financial Hardship? Do you think you may qualify? Do you want to receive help to apply?

If so, please contact Michelle Robertson, Finance & Business Support Assistant on 0141 631 5054, who will check to see if you are eligible to make an application, and if so, will help you to apply.

Please note that the closing date for applications is 18th October 2018 and you can only make one application per family/child. Also, if you have already made an application for Christmas 2018 no further application can be made.

Local 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
Baillie 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.



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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 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.