

OFFICE INFO

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E-mail: info@ardenglen.org.uk • A recognised charity no. SC032542 • Property Factor Registration No. PF000168

ROAD MAP SIGNALS WE'RE READY FOR THE JOURNEY AHEAD

Bold plan sets out our "vision, purpose and values"

A bold and innovative "strategic map" has set out the way ahead for Ardenglen.

Our "Strategic Map 2019-21" was unveiled this summer listing an ambitious declaration of Ardenglen's "vision, purpose and values."

These are the things that YOU - our customers - can expect from us.

Months in the planning, the strategy is designed to encapsulate all that we stand for and what we hope to achieve as we continue to serve our community.

The Strategic Map sets out for customers – but also for staff and Board members – key expectations such as:

- Delivering first class customer service
- Providing quality homes, communities and sustainable tenancies
- Achieving robust financial management and excellence in governance
- Empowering, developing and engaging staff
- Building strong collaborative relationships at a local and national level

The Strategic Map came about following an organisational review after Chief Executive Audrey Simpson took over two years ago paying particular attention to the identity of the organisation.

Audrey said: "The key to effective strategic planning is to clarify values, revitalise the purpose and create an inspiring vision. Our Staff and Board of Management have been involved in every aspect of our organisational renewal. We are extremely proud of what has been achieved over the past 29 years and are now excited about the future. Like all housing associations, we are operating in an ever-changing and challenging environment but are in an excellent position to not



The way forward.....Ardenglen's Board members and senior management (from left) Board member Mark Ingram, CEO Audrey Simpson, Chair Maureen Cope MBE, Director of Operations Diane Hendry, Vice Chair Isa Brier and Director of Finance, Digital and Corporate Services David Byfield.

just manage the challenges we face but excel.

"Our new strategic map provides clarity to tenants, stakeholders, staff and board on what they can expect from Ardenglen over the coming years."

Ardenglen Chair Maureen Cope MBE said: "We want to work more closely with our tenants - providing a person-centred approach to service delivery and we will be developing a new approach to tenant engagement paying close attention to value for money.

"We have set out a clear commitment to

establishing new effective partnerships, creating greater outcomes for our communities and we also recognise the importance of continuing to explore development opportunities to provide new affordable housing.

"A good example of this is our development of 22 much-needed new homes in our community at a cost of £3.6 million which is under way.

"Underpinning our success will be a renewed approach to achieving excellence in governance and we will continue to advocate robust financial management."

OUR OBJECTIVES:

- Delivering first class customer service
- Providing quality homes, communities and sustainable tenancies
- Achieving robust financial management and excellence in governance
- Empowering, developing and engaging staff
- Building strong collaborative relationships at a local and national level

Chief Executive's Message

Welcome to the summer edition of our newsletter. Ideally when this hits your letterbox you will be basking in Glasgow sunshine and enjoying a relaxing break from the usual routine! While we can't guarantee either of these things hopefully you will take 10 minutes to update yourself with what's going on in the Ardenglen community - or as we prefer your community!

We have had quite a busy time since our last edition. You might recall that work was in progress to define our key priorities for the period 2019-21. You can read more about how this work has evolved on the front page of this newsletter. We are confident that this direction will help us to achieve what matters most to you and enable you to hold us to account if we don't deliver on these key promises. The Board have fully endorsed this position and we will be reporting on the outcomes achieved in future editions. We would love to hear any feedback you might have on this.

As always we are very keen to work with you to ensure we are delivering services that meet your expectations while always being mindful of value for money. We are now half way through our tenant satisfaction survey research. We expect the full report to be published later in the summer and our work will then begin on formulating an improvement action plan. We will be looking for tenant volunteers to work with us throughout that process. We have also taken the opportunity to seek your views on wider community issues such as transport, crime and food provision.

These results will inform our regeneration activities going forward. I would like to take the opportunity to thank all of you who have given up some precious time to participate in this so far.

Every year we are required to submit various returns to the Scottish Housing Regulator to assure them of our competency as a landlord. Our Board has recently approved the submission of our performance data for 2018-19. This information will be published from October on www.scottishhousingregulator.org.uk where you can compare our performance with other landlords. In the meantime please see our most recent performance information from page 8 onwards.

Every summer we offer a full programme of community events and this year is no different! You will see inside our full range of activities. In addition to our usual offerings, this year we have managed to secure additional funding from Glasgow City Council to work with other partners under the umbrella of Castlemilk Together. This programme offers children an exciting way to spend the summer across 4 different local venues. We hope to see you there!

As a landlord your safety and comfort within the home are of the utmost importance to us. This is why we have committed an annual expenditure of £1 million to upkeep and invest in our properties. Two years on from the Grenfell tragedy, we will meet new Scottish legislation to upgrade fire and smoke detection in all of our properties at a cost of £0.4 million.

At Ardenglen we deeply value and appreciate the work of all our volunteers who help to make this community the best it can be. In this edition you will read the thoughts of our Chair Maureen Cope MBE on what volunteering means to her. If you have an interest in helping others and would like to give up a few hours of your time then we would love to hear from you.

I would like to wish you all a wonderful summer holiday!

Audrey Simpson

Chief Executive



OPERATION VENETIC

Police Scotland is pleased to announce that Operation Venetic will continue for another 6 months until October 2019, when it will be further reviewed.

Operation Venetic has been instrumental in the reduction of anti-social behaviour and violent crime within Castlemilk over the past 12 months and will continue to be so, with the help of the local community.

Operation Venetic, along with local problem-solving team officers, will continue to be based within the heart of the community at Castlemilk police office, and will continue to work with partner agencies to reduce anti-social behaviour and violent crime within the community.

Sergeant Mark Donachie said: "It is very rewarding to see the real success of Operation Venetic in changing people's lives in the

community for the better and we are delighted it will continue.

"It is about being visible to reassure the public but also to encourage them to contact us and not sit in silence in their houses, putting up with anti-social behaviour. The majority of people in Castlemilk are really good, honest and nice people."

Members of the local community who witness or experience anti-social behaviour or violence within the community are encouraged to report it to the Police or to our partner agencies.



**POLICE
SCOTLAND**
Keeping people safe

FAMILY FUN IN JUNE



Ardenglen was represented at Castlemilk's Family Fun Day in what turned out to be a well attended and highly enjoyable event once again. Our stall was a big success with people choosing lollipops to see if they had won a prize. Thank you to everyone who said hello and congratulations to our winners.



Two of our winners with Ardenglen staff and our eye-catching goody bags

A FLORAL TRIBUTE ONCE AGAIN

FLOWERS on the Railings Day again took place this year and your housing association was proud to play our part.

This is always an important occasion for the community as we remember those we have loved and lost.

It is a sad occasion but those attending draw strength from each other and the companionship that this day provides.

Our pictures show the tribute from Ardenglen and the balloons which were released in memory of loved ones.



AN EGG-CELLENT WAY TO CELEBRATE SPRING AT ARDENGLEN

Ardenglen's Spring Family Fun Day has once again helped bring the community together in Castlemilk.

A huge turnout of families attended the event organised by our Community Committee with a firm emphasis on enjoyment.

In fact, the attendance was so large that it easily surpassed any other event run by the Community Committee in recent years.

The occasion, held in the Maureen Cope Community Hall, included a magician to entertain the kids and a keenly-contested Easter egg hunt.

Also featured were examples of the work done by a group called "Sew Fabulous" which is part of Ardenglen's inspiring "The Only Way is Up" initiative known to the local community as "TOWiU."

It is one of Ardenglen's programmes designed to build people's confidence, skills and resilience and has significant community support.

Sew Fabulous provides the opportunity for local people to learn new skills through the manufacture of textile goods from reclaimed fabrics.

Ardenglen Chief Executive Audrey Simpson said: "The turnout at our Spring Family Fun Day was exceptional and we hope that everyone who came along had a fantastic time.

"Special mention must go to our Community Committee which does the most incredible job. It all comes together thanks to their hard work and expert planning."



FOOD & FUN FOR SUMMER

Ardenglen and the Community Committee are delighted to be part of **Castlemilk Together's "FOOD & FUN for SUMMER" events**, which will run over the school holidays.

Fun activities and events have been organised and will be spread across four venues: Maureen Cope Community Hall; Castlemilk Stables; Castlemilk Parish Church and Barlia Football Pitches.

We would love you to join us at our **"YUMMY SCRUMMY HOLIDAY CLUB"** which will be held every Wednesday (3rd, 10th, 17th, 24th, 31st July & 7th August) from 11am – 3pm.

We have a host of activities planned including outdoor play sessions up on the Cathkin Braes (facilitated by the Jeely Piece Club); Science Shows; Arts & Crafts; Cookery Demonstrations and much more!

All you need to do is turn up to take part. Please remember if your child wishes to take part in our outdoor activities, that they wear suitable clothing.

For more information like Castlemilk Together facebook page or contact Fiona on 0141 631 5041.



MAINTAINING YOUR HOMES

Asbestos issues

There is a possibility that some old vinyl floor tiles pre-dating 1980 may contain an asbestos substance in the adhesive used to bond them to the floor. This is completely safe as long as the tiles remain undisturbed so there is no cause for alarm.

If your property still contains any of these old floor tiles or you have any questions regarding this please don't hesitate to contact our office and a member of our maintenance team will be happy to answer any questions or concerns you may have.

Ardencraig Quadrant new back and front doors

External doors were due for renewal at the main door properties in Ardencraig Quadrant. This work was carried out by our contractor Sidey. We think you will agree they look very smart!



Staying safe in the Ballantay Terrace playpark

The Ballantay Terrace playpark is a place to have fun but we also want you and your children to stay safe.

All playpark equipment is designed so that children are able to climb onto the equipment by themselves. This proves they are strong enough to play safely with less chance of causing themselves injury or harm by falling off. Please keep in mind if you have to lift your child onto a piece of play equipment this means they are too small to play safely on it.



NO SMOKING IN CLOSES

On 26th March 2006 Scotland introduced a smoking ban which now makes it illegal to smoke in all enclosed public spaces which includes your common close. Not only will this protect you and your family from the health risks of passive smoking but will also reduce the risk of fire starting within the common space. Please ensure any smokers in, or visiting your household smoke outside of the close or within your household and dispose of cigarettes appropriately.

McTaggart
CONSTRUCTION



In the Winter 2018 edition of Ardenglen News we told you all about the Community Benefits that are available our Contractor McTaggart Construction's Sustainable Communities Programme.

Opportunities that are currently available are as follows:-

- **CSCS Course** -- 2 days training plus the testing for 15 people.

- **2-week placements** -- shadowing opportunities for labouring in a range of trades (dependant of what trades are on site).
- **Emergency First Aid** -- 1-day course for 12 people.
- **Get into Construction talks** -- half hour insight for participants who are looking to get into construction.

If you are interested in any of the above please contact Fiona McGovern on 0141 631 5041 for more information on how to register your interest.

VOLUNTEERS' WEEK 2019


Recently our friends at the Scottish Federation of Housing Associations asked us to provide an example of someone who has devoted much of their time to volunteering.

This coincided with Volunteers Week 2019 which was held at the start of June. We have many, many local volunteers in

Castlemilk who selflessly give of their time and energy and ask for nothing in return. What would we do without them? A shining example is the Community Committee at Ardenglen whose members always go the extra mile to help our community.

Our own Chair Maureen Cope is another example of someone who does so much for Castlemilk.

Here's what appeared in the Scottish Federation of Housing Association's News about Maureen.



Maureen Cope MBE has devoted much of her life to volunteering in Castlemilk where she has lived for 62 years earning an MBE along the way for her service to the housing association movement.

The causes she has been involved with or sought to help reads like a roll of honour.

Maureen is currently Chair of Ardenglen and is a well known figure within the community she has served with distinction for so long.

In fact when she was being photographed outside Castlemilk's shopping centre - another campaign she is involved in to ensure its improvement - Maureen was stopped by a security guard who asked why photographs were being taken.

When she revealed who she was, the security guard who had never met her before replied: "Oh, so you're the famous Maureen Cope" and immediately gave the photography the go ahead.

Her journey with community-based housing began when she became involved with Castlebrae Housing which later became part of Ardenglen.

Of all the work she has been involved in

including running community transport, being a community councillor, running a local newspaper, it is housing and the regeneration work undertaken by housing associations which has meant the most to her.

She has also witnessed a transformation of the Castlemilk community compared to what it was like in the 1970s.

Maureen said: "There is no doubt that housing associations and housing co-operatives are the driving force behind the strong communities we have today. There is no comparison today to the Castlemilk of the 1970s. Like any community we have our challenges but strong communities rise to these challenges.

"And when you have good housing, people want to live here. I have always believed it is not enough to build homes - you need to build communities and that means decent infrastructure which goes along with the houses.

"The housing associations in Castlemilk have done an incredible job over the years not just in building new homes but in regenerating the place.

"Volunteering has been a big part of my life. I have been doing it too long to stop now!"

New "Estate Management" Inspection sheet

You may have noticed new close inspection sheets up in closes following our estate management inspections. This is so that we can monitor any issues in closes and tackle them.

The sheet rates the close on a traffic light system showing the areas of concern, if there are any. It also allows you to see how often we call out to the area. Things that we look for are repair issues, bulk items such as toys and prams left in closes, cleanliness of closes, any issues with the back courts and bin stores and the security of the close if doors have been left open.

The sheet also provides our contact details - if you have concerns regarding any estate management issues please contact the office.

Telling us about changes to your household

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

If you are unsure about whether you have told us about anyone who has moved into your home get in contact with us and we can ensure we have the right details for you.

You can do this by: Writing to us at: Ardenglen Housing Association, 355 Tormusk Road Glasgow G45 0HF Calling us on: 0141 634 8016 Emailing us at: Info@ardenglen.org.uk or by calling into our office in person.

Garden / Balcony Competition 2019: REMINDER

It's not too late to enter our garden competition. We are looking for nominations of

- Front Gardens
- Back Gardens
- Side Gardens
- Balconies

It is important that tenants who take pride in their gardens / balconies are recognised so why not get involved in this year's competition to win a voucher and a trophy. There will be a 1st 2nd and 3rd prize.

You can enter your own garden or nominate a neighbour by calling us on 0141 634 8016 or by

emailing info@ardenglen.org.uk with the name and address.

There has been a slight change to the closing date which is now 31ST JULY 2019. Judging will take place in early August and winners will be announced at this year's Annual General Meeting which will be held on 10th September 2019.

GLASGOW CITY COUNCIL OUT OF HOURS NOISE SERVICE



Glasgow City Council operates an out of hours anti-social behaviour noise service.

The Team deals with all types of domestic amplified noise, including things like loud music, dog barking, DIY and musical instruments.

If the noise is ongoing, officers can come out to your property to measure noise levels and assess the problem to see what action is required. (All the noise officers wear plain clothes, drive unmarked vehicles and carry ID badges, so there's no need to worry about being identified as the complainer).

If the noise coming from your neighbour's property is excessive, they can issue a legal Warning Notice requiring the noise level to be reduced. If your neighbour doesn't reduce the noise to an acceptable level, they can issue a £100 Fixed Penalty Notice and if this isn't paid the case will be referred to the Procurator Fiscal and in extreme cases the noise making equipment could also be seized.

The officers work seven nights a week from 5pm until 3am. You can contact them for advice during these hours by calling 0141 287 6688. You can also register a complaint outside these hours by calling the 24 hour helpline on 0800 0273 901.

Lawn ornaments/ decorations

Some of our tenants like to decorate their gardens with various items including solar powered lights and gnomes, garden furniture and kids' toys.

Our grass cutting contractor is not responsible for removing and replacing these items to allow the lawn to be cut.

We would ask that if you have any items in your garden that would impede the grass cutting contractor, that you remove these prior to the cut.

If items are present and not removed by the tenant then our contractor has been instructed to cut around the items to avoid any damages.



Mears Quarterly Performance

MEARS

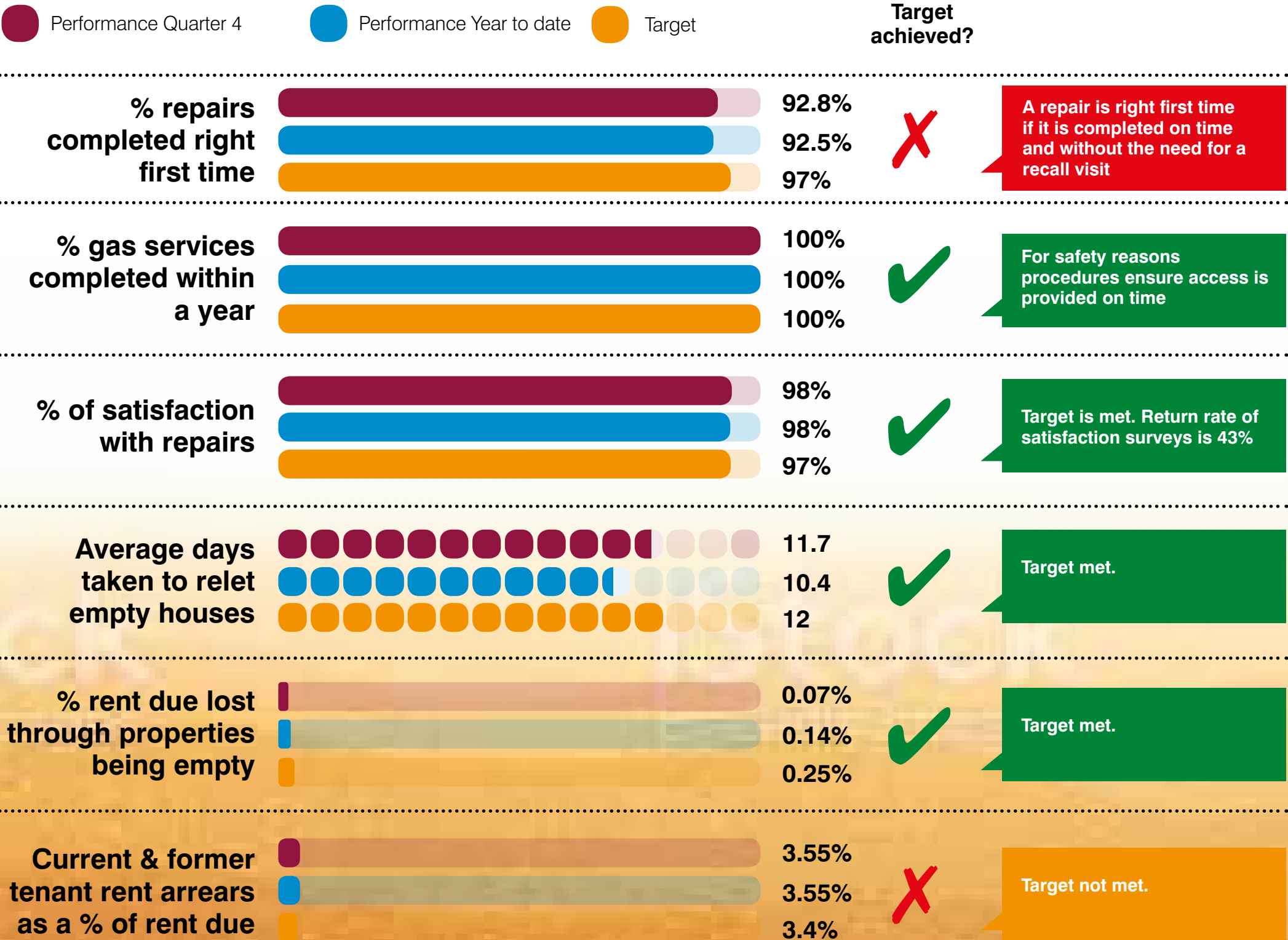
We have been working in Partnership with Mears for reactive repairs since September 2017, and since then we have been gathering information on their performance and comparing it against our targets. This is what we have found for the period 1 January to 31 March 2019.

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

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	91% completed on time
Appointments	To attend 97% of appointments on time	92% attended on time
Complaints	To have no more than 3 upheld complaints in any month	4.6 upheld complaints per month
Customer satisfaction	To have 95% satisfaction on completion of repairs	99% satisfaction
Recalls to workmanship	To have no more than 3 recalls in any month	3 recalls per month

Performance Quarter 4

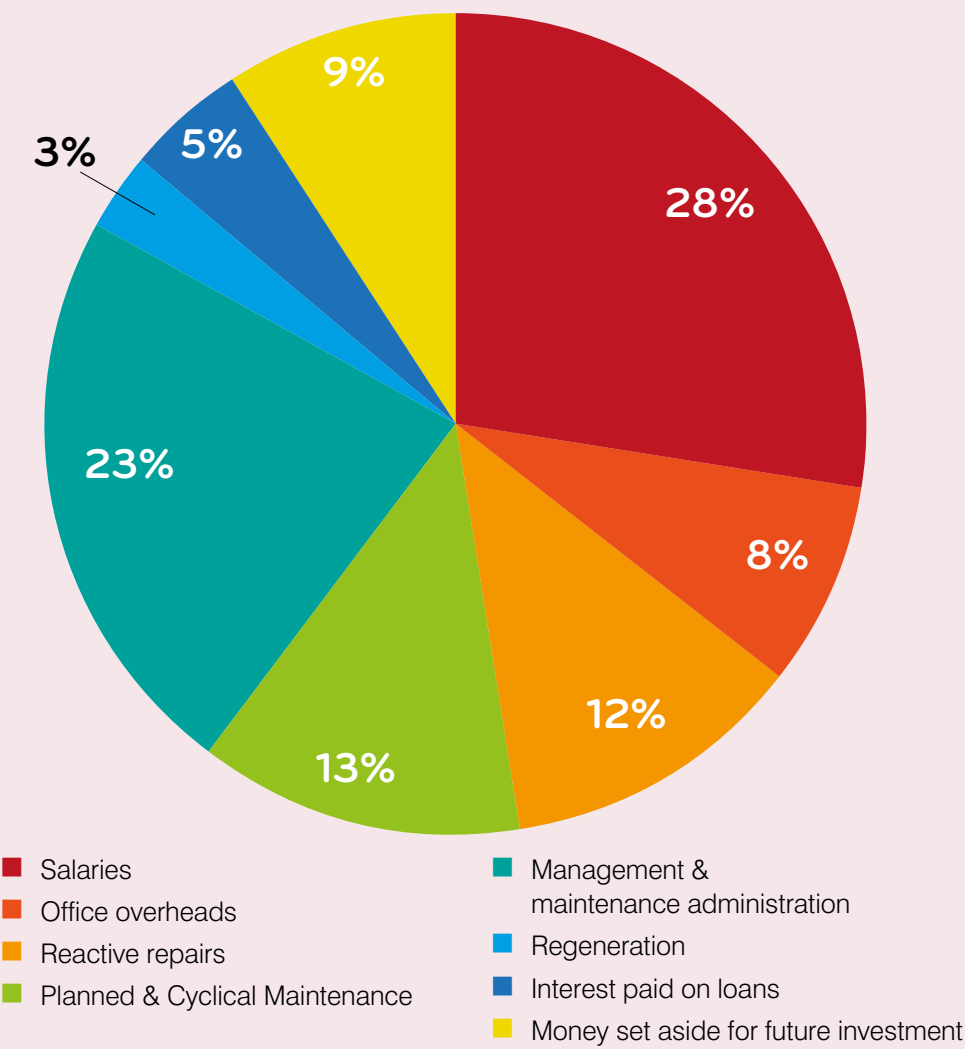
1 January to 31 March 2019



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 financial year from April 2018 to March 2019 - the income receivable was £3.9 Million and from this the expenditure incurred to deliver our service was £3.4 Million.

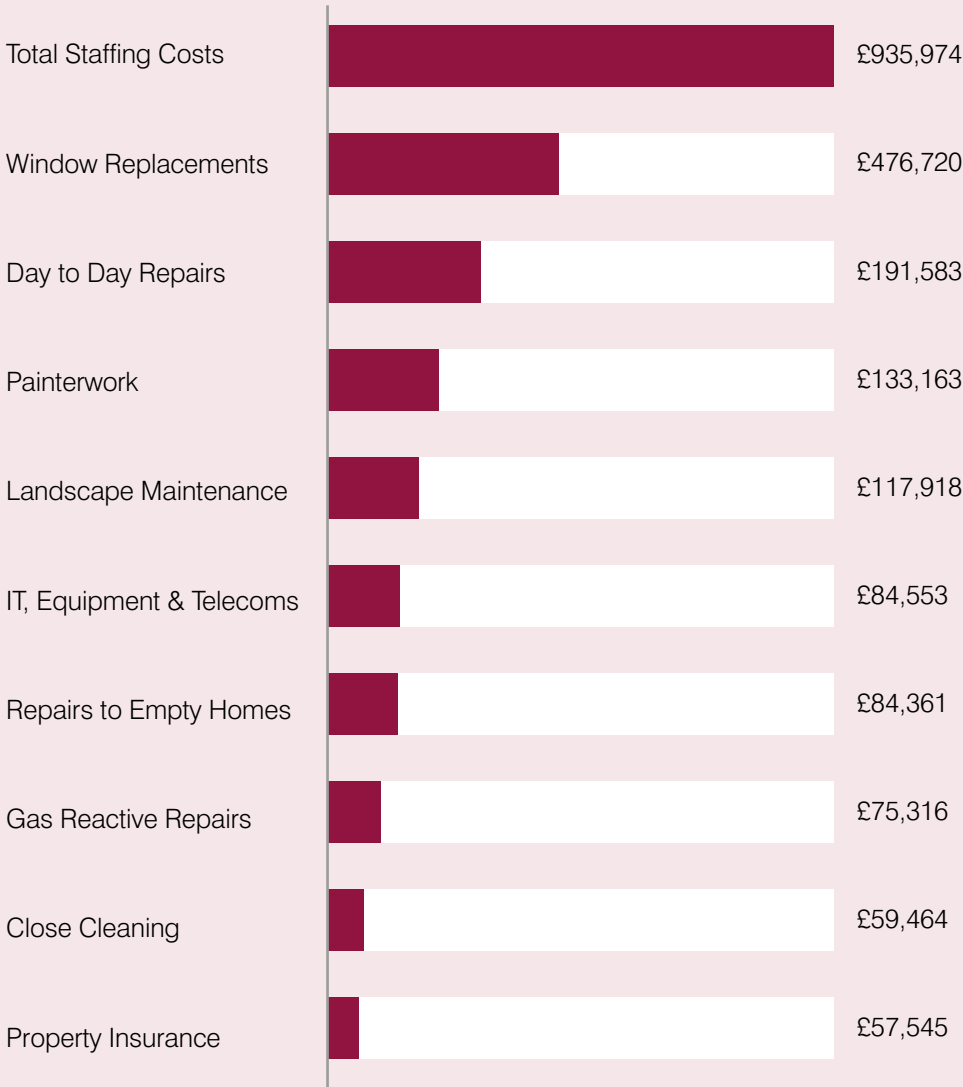
This is how your rent has been spent over these twelve months:-



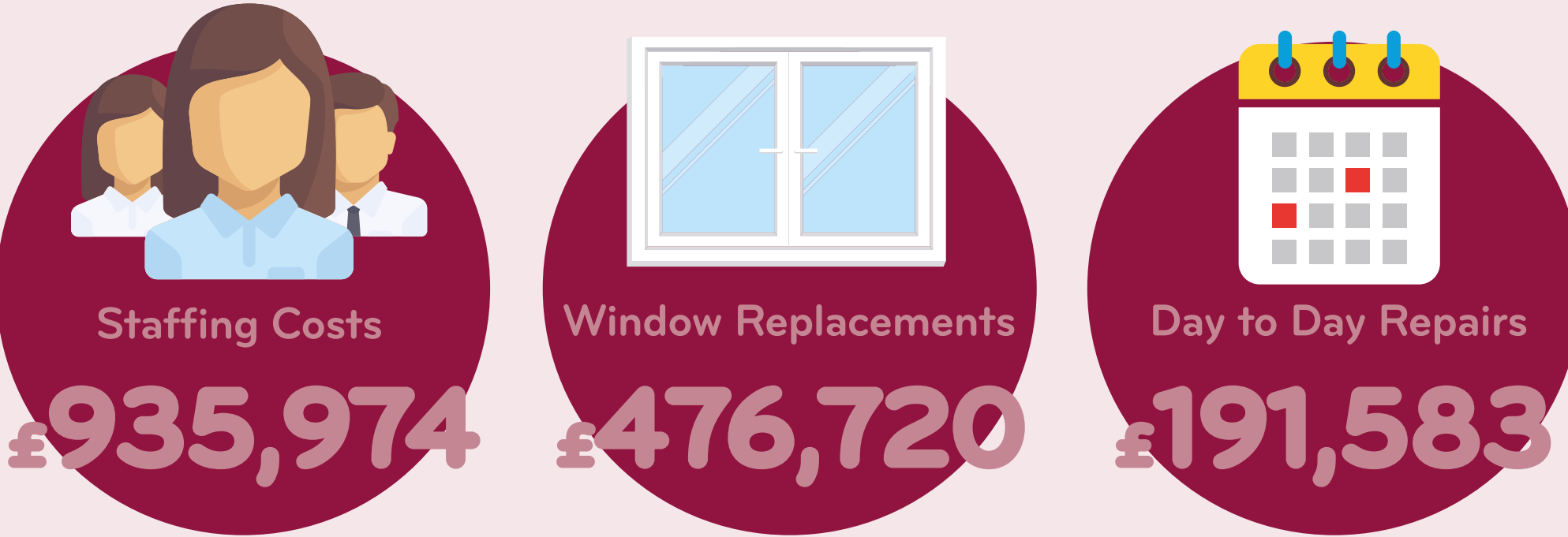
Ardenglen has developed a robust Business Planning Model for investment in your homes and community. Any surplus we report will be re-invested at a future date in line with our business goals and objectives.

“TOP TEN” AREAS OF SPEND

Ardenglen publishes our “Top 10” expenditure items, on a quarterly basis, which will hopefully give you an insight into our key areas of spend. The figures below are for the period 1 April 2018 to 31 March 2019. If you have any further questions or would like additional information, please do not hesitate to contact the Association.



TOP TEN AREAS OF SPEND



COMPLIMENTS – WE'D JUST LIKE TO SAY!

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

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

"I am very happy with the landscape contractor's work in both gardens"

"Thank you for the help and support provided by Angela and Paul following the passing of my mother"

"Ardenglen are the best housing I've ever been with and the service is great. Repairs get done very quickly."

COMPLAINTS RECEIVED

Between January and March 2019 we received

32 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

Complaints Upheld



Complaints Partially Upheld



Complaints Not Upheld



Complaints Responded to within timescale



External wall insulation structural repairs

We have recently been carrying out structural repairs to the external wall insulation at our three Ballantay phases. These phases include 1-15 Ballantay Road, 3-17 Ballantay Terrace, 3&15 Ballantay Quadrant, 23-27 Ballantay Road, 22-28 Ballantay Road, 14-20 Scarrel Road, 2-16 Ballantay Road and 264-288 Tormusk Road.

This work is to ensure the structural stability of the EWI system and it also enhances the appearance of our housing stock. Work was recently completed in June 2019.



NEEDING A BULK UPLIFT?

There are a number of Bulk Uplift collection points around the community. They are at:

- Corner of Arden Craig Street and Arden Craig Road
- Outside 122 Arden Craig Road
- Beside 228 Tormusk Road
- Lanes at side of 3 Scarrel Road and 11 Scarrel Road
- Corner of Ballantay Terrace
- Bin lane gate at 10-20 Hoddam Avenue
- 26 Hoddam Avenue bin lane
- Bin lane entrances along Tormusk Road
- 327 Tormusk Road access gate
- 264 Tormusk Road Bin lane
- 288 Tormusk Road Bin Lane

Please leave bulk items in the back bin store as Caledonian Maintenance will take this out on a Monday morning and take to the above bulk collection points.

Any white goods that are dumped in the back bin stores reported to Ardenglen by Caledonian who will take them to the spare ground site at 26 Hoddam Avenue for collection by the council.

Tenants can contact us if the bulk is not collected, we will contact the council to get this rectified.

Main door houses should still call Glasgow City Council bulk uplift section on 0141 287 9700. Please refer to their website www.glasgow.gov.uk for items that they do and don't collect.

Some of the most commonly dumped bulky waste items:

- Mattresses
- Beds
- Chairs
- Settees
- Carpeting
- Fridges/Freezers

- Televisions
- Vacuum Cleaners/Hoovers

If dumping fridges and freezers all food waste within fridges and freezers should be removed prior to placing the equipment out for collection.



Play area community benefit scheme

We will shortly be carrying out a landscape improvement project in our play area at Ballantay Terrace as a community benefit in conjunction with Caledonian Maintenance and the Happy Gardeners from the Maureen Cope community hall.

This will include removal of some existing shrubs and planting some new shrubs and plants around the shrub bed to the rear of the slide.

This work should be complete around the autumn.



An Update

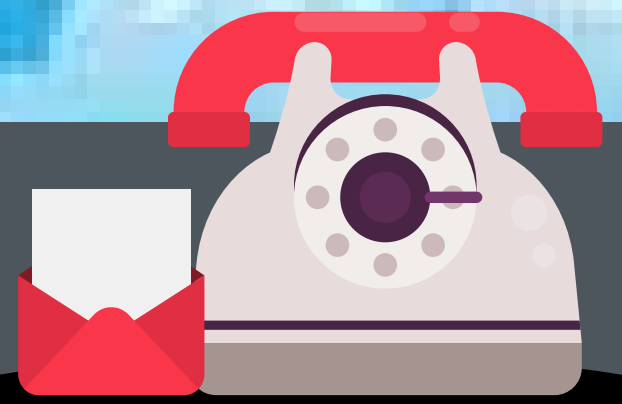
Advanced Payments – If you apply for universal credit and you decide to take an advanced payment (this can be up to 100% of your monthly payment) please remember that this amount **DOES INCLUDE** your rent costs. Therefore you must contact your housing officer / housing assistant to discuss how and when the rent payment will be paid. If you do not pay this then rent arrears will accrue.

Please remember that if you opt for an advanced payment this needs to be repaid within 12 months and deductions are taken from your current award.

Payments direct to Ardenglen – Claimants can opt to have DWP pay

Ardenglen housing costs directly after the first assessment period. However, this results in a 6-8 week delay in us receiving the first payment which ultimately leaves tenants in rent arrears. If you think you can manage to make the payment by internet, direct debit or another method this may be a better option for you. Please speak to your housing officer / assistant who will be happy to give further advice on this.

Rent Increase – If you have not already done so you must complete the “to do” on your online journal to report the increased rent from 1st April 2019. If you need assistance or do not know your rent charge please contact a member of the team who will be happy to assist.



Reporting window defects

Following our recent window replacement project at Ballantay phases 1 & 2, we would like to take this opportunity to ask you to report any defects you may have noticed with your new windows to us as soon as possible.

Should you notice any problems please contact our office and we will arrange for the contractor to come back out and make good any issues.



Financial Health Check

Could you be missing out on money you're entitled to?

0800 085 7145

www.financialhealth.scot



The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland (Scottish charity number SC016637) and Company Limited by Guarantee No. 89892 May 2019



Making your first Universal Credit claim?

If you're considering claiming Universal Credit for the first time, we can help.

Whether you have a quick question, or need in-depth help to make your claim and get to your first payment, we're here for you:

> By phone: 0800 023 2581

> Via webchat: www.cas.org.uk/helptoclaim



Citizens Advice Scotland

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland (Scottish charity number SC016637) and company limited by guarantee (89892)

Top 3 Frequently Asked Questions of the Month!

1

My grass has not been cut for over 2 weeks?

A. We are sorry for the inconvenience this has caused but due to unforeseen circumstance our contractor Caledonian was not on site for 2 weeks. This has meant they have fallen behind by 2 weeks but our gardening team is back on site and all tenants' grass will be cut as soon as possible.

2

I have bulk items to be lifted?

A. If you live in a common close then please put your bulk uplift items out in the back court and our contractors Caledonian will collect this every Monday and take this to the collection point.

If you do not live in a common close then all bulk uplift items are dealt with Glasgow City Council, this can be arranged on the Glasgow City Council Website or by calling them directly on 0141 287 9700.

3

Why do you require a stock condition survey appointment and what is this?

A. We have sent letters to a number of our tenants about booking a stock condition survey. This is to allow us to collect information relating to the Government's "Decent Home Standard" and about the property in general. This is used to identify and plan for future replacement works. We aim to carry out a stock condition survey at each of our properties every five years.



Jeely Piece Club

A registered Scottish charity, No. SCO 35027

Playzone Club Times

Monday	3pm—5.15pm 6pm—8 pm	@ The Jeely Playzone £2 Entry
Tuesday	3pm—5.15pm 6pm—8 pm	@ The Jeely Playzone £2 Entry
Wednesday	3pm—5.15pm 6pm—8 pm	@ The Jeely Playzone £2 Entry
Thursday	3pm—5.15pm 6pm—8 pm	@ The Jeely Playzone £2 Entry
Friday	3pm—5pm	@ The Jeely Playzone £2 Entry
Saturday	11am-3.30pm	@ The Jeely Playzone £4 Entry

NOTE : P1-P4 Must Be signed In and Out By An Adult
**** Bus Pick-up/Drop-off Service Also Available**



Jeely Piece Club

A registered Scottish charity, No. SCO 35027

Outreach Club Times

Monday	3.15-5.15	@ Netherholm £1Entry
Tuesday	3.30-5.30	@ King's Park Baptist Church £1Entry
Wednesday	6pm-8pm @ Maureen Cope £1 Entry	4pm-6pm @Birgidale Complex FREE Entry
Thursday	4pm-6pm	@ Castlemilk Parish Church £1 Entry
Friday	3.15pm—5.15pm	@ Netherholm £1 Entry

NOTE : P1-P4 Must Be signed In and Out By An Adult

play@jeely.org.uk
 www.jeely.org.uk
 /jeelpiece
 /jeelpiececlub
 /jeelpiececlub
 0141 634 7305

Jeely Playzone, 55 Machrie Drive, Castlemilk, G45 0AL
 The Jeely Piece Club is a registered Scottish charity, No. SCO 35027

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WHAT'S ON AT THE MAUREEN COPE COMMUNITY HALL?

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
DAY							
10am – 12 Noon	10am – 12 Noon	10am – 12 Noon	10am – 12.45pm	10am – 12 Noon		12noon – 6pm	
Free	Starbursts (under 40s Women’s Group)	Bright Sparks (over 40s Women’s Group)	Sew Fabulous (Up-Cycling Sewing)	Happy Gardeners (Gardening Group)		Available for Private Hire	
				ESOL English Classes			
12 Noon – 3pm	12 Noon – 3pm	12 Noon – 3pm	12 Noon – 3pm	12 Noon – 3pm	2pm – 3.30pm		
IT Classes	IT Classes	IT Classes	IT Classes	IT Classes	D’s Dancers		
12.30pm – 2.30pm	12.30pm – 2.30pm			12.30pm – 2.30pm			
Food Bank				Food Bank			
1pm – 3pm		1pm – 3pm	12.30pm – 2.30pm				
Wan Direction (Men’s Group)		Food Bank	All that Glitters (Creative Writing & Music Group)	Jeely Nursery Parent & Toddler Drop In			Feed your Face Friday (Community Lunch)
				3pm – 6pm			
	TEEN Wolves Music Group (TEEN Zone)						
EVENING							
7.30pm – 9pm	6pm – 9pm	6pm – 8pm	6pm – 9pm	7pm – 12am	7pm – 12am	7pm – 12am	
Bingo	Blaze Dance (TEEN Zone)	Jeely Piece Club Outreach Club	Blaze Dance (TEEN Zone)	Available for Private Hire	Available for Private Hire	Available for Private Hire	

Please note that Starbursts & Sew Fabulous will be off during the school holidays.

COMING

SOON!

TO THE MAUREEN COPE COMMUNITY HALL...

Ardenglen Community Committee are delighted to welcome Theatre Nemo to the hall to deliver a 15 week programme consisting of tasters in Taiko Drumming; Drama and Visual Arts. After week 3 the most popular activity will be delivered for the remainder of the programme.

So if you are looking for something that is a little bit different, why not pop along on Friday 6th September from 1pm – 3pm to find out more.

This programme will be delivered in partnership with Theatre Nemo and Cassiltoun HA.



Cassiltoun
Housing Association



theatre nemo

promoting good mental health and wellbeing through the arts

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THINKING OF JOINING US?

If you are thinking of joining Ardenglen as a Member it costs just £1.

We'd love to have you on board!
Here is a membership form in which you can apply to become a Member.

MEMBERSHIP FORM

☐ I wish to join Ardenglen Housing Association and enclose the sum of £1 for the purchase of a £1 share.

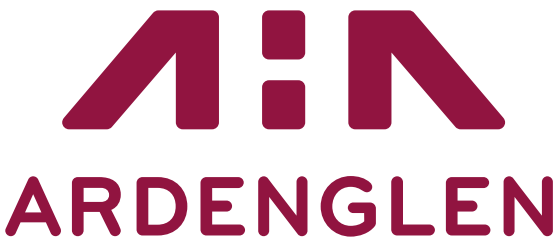
NAME	
ADDRESS	

Signed (Tenant)		Date	
Signed (Joint Tenant)		Date	

I would like more information on becoming a Committee Member of Ardenglen Housing Association.
Please tick if interested ☐

Return this form along with £1 (which will be returned to you if you are not accepted) to:

Ardenglen Housing Association Ltd
355 Tormusk Road
CASTLEMILK
G45 0HF



For Office Use Only



Allocations Policy Review

Thank you again to those who completed our survey. We received a fantastic 162 responses (134 online and 28 postal) which really helped us to shape the new policy document in line with the legislative changes brought by the Housing (Scotland) Act 2014.

Our new policy has since been approved and has been in

operation since 1st May 2019 as well as a report on our consultation process. Both documents are available on our website and by request at the office.

All housing applicants will have received a reassessment letter along with our new points criteria to reflect the changes. If you have any queries please get in touch with a member of the team.

Tenant Events Calendar

Looking for something to do over the Summer months..... if so, why not check out our **TENANT EVENTS CALENDAR** and if you fancy something pop into the office today for tickets!

A cost £2 for an individual or £5 for a family ticket applies. Please note that tickets are allocated on a first time basis and that you must be an Ardenglen tenant to qualify.

Young @ Heart High Tea & Sing-along	Tuesday 16th July 12pm – 3pm @ the Maureen Cope Community Hall
Yummy Scrummy Holiday Club	Wednesday 3rd, 10th, 17th, 24th & 31st July & 7th August
“Free” event	11am – 3pm @ the Maureen Cope Community Hall
Summer Family Trip	Friday 19th July 2019 - Five Sisters Zoo

More events to come in the Winter.....check out our Autumn newsletter for what's on!

CONTACT YOUR COUNCILLORS

Councillors for your local area are listed below. Full contact and surgery details can be found at

0141 287 2000 or visit the Council's website:

- www.glasgow.gov.uk
- Euan Blockley 0141 287 7031
- Bailie Glen Elder 0141 287 4663
- Margaret Morgan 0141 287 0224
- Malcolm Cuning 0141 287 3937

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

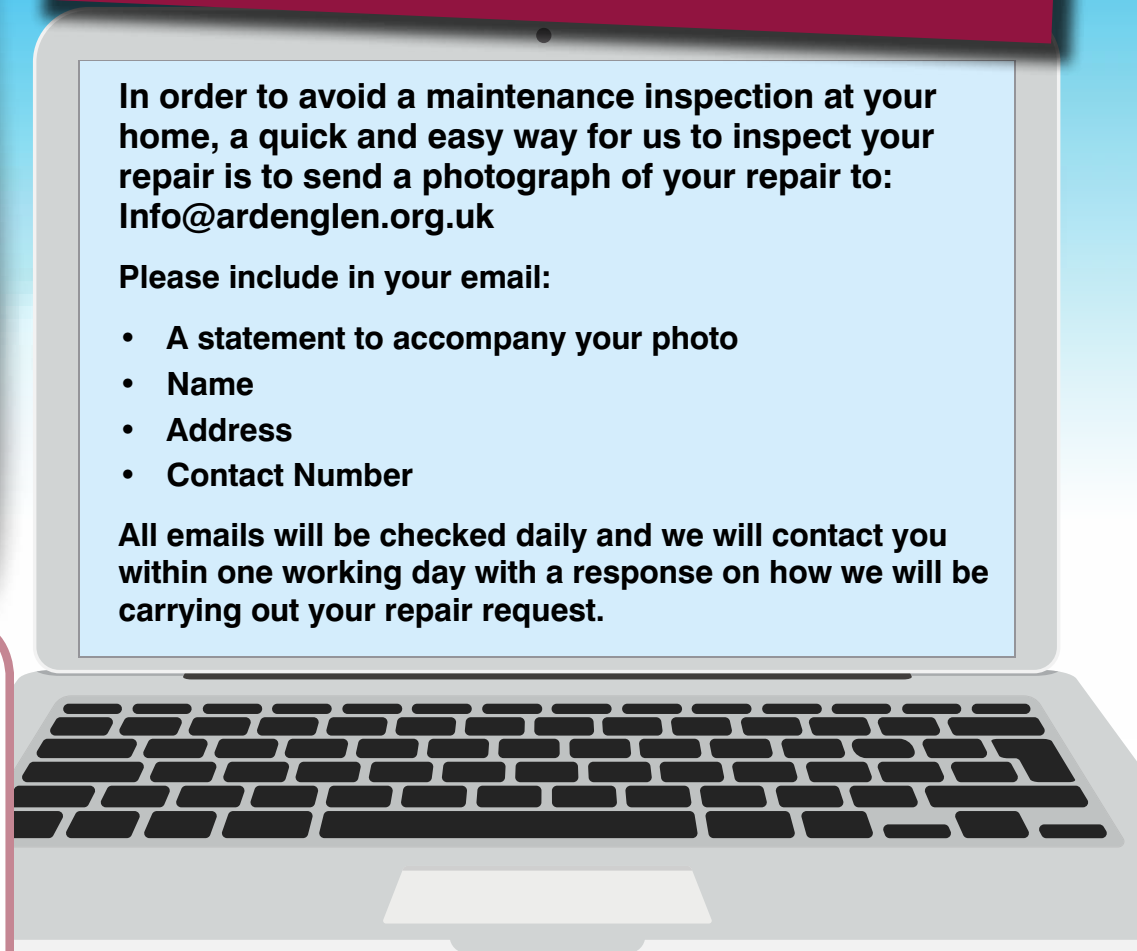
Maintenance Emails – Saving you Time on Repairs

In order to avoid a maintenance inspection at your home, a quick and easy way for us to inspect your repair is to send a photograph of your repair to: Info@ardenglen.org.uk

Please include in your email:

- A statement to accompany your photo
- Name
- Address
- Contact Number

All emails will be checked daily and we will contact you within one working day with a response on how we will be carrying out your repair request.



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.

GLASGOW FAIR HOLIDAY: Our office will be closed for the Glasgow Fair holiday on: Friday 12 and Monday 15 July 2019

AGM ON 10 SEPTEMBER

Our Annual General Meeting (AGM) will be held in the Maureen Cope Community Hall on Tuesday 10 September at 6.45pm with a 6pm arrival for a light buffet.

All members of Ardenglen are welcome at the AGM where refreshments will be served.

If you are interested in becoming a member of Ardenglen for just £1 please ask a member of staff for more information or complete the form on page 15.



Keeping you informed...

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

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

We use facebook to promote our services and to

keep tenants up to date with important changes such as the implementation of Universal Credit.



In addition to this we are collating tenant email addresses. Email is a fast, free method of communication and gives you the

opportunity to contact us at any given time.

If you have an email address please call us to let us know on **0141 634 8016**, email us at **info@ardenglen.org.uk** or private message us on Facebook.

