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A NEW TEAM AS WE LOOK TO THE FUTURE

And a promise to YOU on value for money

WE'RE pleased to have introduced some new faces at Ardenglen with a number of appointments – helping us to deliver an even better service.

Five new members of staff have taken up their posts to further strengthen an already strong team of housing professionals dedicated to serving our community.

Announcing the appointments, Chief Executive Audrey Simpson said: "We have a great team at Ardenglen. With a full review of our vision, purpose, values and strategic objectives nearing completion staff have joined the Association at an exciting time.

"Many of our tenants are suffering greater financial hardship than ever before and we will have a key focus on value for money and innovative working, with first class customer services at the heart of everything we do. The five new staff are an important addition to ensure we can achieve our ambitions."

The most senior appointment is **DAVID BYFIELD** who joins Ardenglen after 12 years at Linstone Housing Association in Linwood, Renfrewshire where he was Corporate Services Manager.

He has been a housing professional for 20 years and takes up the new position of Director of Finance, Digital and Corporate Services.

David said: "I am delighted to have joined Ardenglen. As an award-winning Association it places great emphasis on supporting its communities both in terms of building new homes which are very much needed in Castlemilk and in its regeneration work."

The other staff who have taken up their new posts are: Housing Assistant **HAYLEIGH RENNIE**; **KELLY BURNS**, Senior Customer Services Assistant; Housing Officer **WILLIAM BOALE** and **JACQUI MILLS**, Corporate and Compliance Officer.



Audrey (far left) with the new staff

Meanwhile your Board of Management and Staff got together recently to plan for the future with a firm emphasis on delivering affordable rents, unbeatable customer service and a desire to meet customers' high expectations.

There will also be no let-up in the welfare rights service the Association provides – particularly important with the arrival of Universal Credit.

Over the years we have obtained hundreds of thousands of pounds for our customers who use this service – often by successfully obtaining benefits for them which they did not claim or thought they weren't entitled to.

We see all of this as part of a promise on **value for money** for the rent you pay, as we extract as much value as we can from every pound we spend as a housing association.

One further benefit of bringing the Board and Staff together was to establish the vision, purpose, values and strategic objectives of Ardenglen – something we mentioned earlier.

You will be able to read more about these important matters in the summer newsletter and they will set out clearly why we are making Ardenglen fit for the future.

OUR OBJECTIVES:

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



INVESTORS
IN PEOPLE

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Until 2020

Chief Executive's Message

Hopefully by the time you are reading this, Spring has sprung and the various 'storms' are behind us! This newsletter is produced by Ardenglen Housing Association, for you – if you have any feedback or ideas on how we could make your newsletter better – we encourage this, so please get in touch.

Our year has got off to a flyer with what feels like quite a milestone with five new members of staff joining our dedicated team. We are confident that the new structure and staff team will not only help to enhance our customer services but also strengthen service delivery to tenants and other customers. You can find out more about the new staff on the front page of this newsletter.

Our Board members and Staff attended a "Strategic Away Day" last month. The aim of the event was to look ahead at what may be the main priorities for the organisation in the two years remaining for the current business plan 2016-2021.

The objectives were to ensure that all Board and staff had the opportunity to:

- Contribute to the development of Ardenglen's values, vision, purpose and strategic objectives;
- Identify the organisation's strengths and weaknesses as well as exploring opportunities and threats facing Ardenglen; and
- consider risks.

The Senior Management Team will be working to review and refine the contributions from the day and present this to our Board for approval.

Further information will be published in our Summer newsletter.

The Scottish Housing Regulator published a revised regulatory framework and statutory guidance for social landlords on 28 February 2019. The new framework, which was developed following consultation with stakeholders, went live on 1st April 2019. Our staff and Board are reviewing and developing new processes, policies and procedures to ensure we can achieve excellence in governance. You can find out more about the new framework by visiting www.scottishhousingregulator.gov.uk.

Ardenglen prides itself on investing in our homes, the environment and our community and the year ahead is no exception. Our Board has agreed to invest over £1m in 2019-20 to ensure we maintain our properties to a high standard, offering high quality, comfortable, warm and safe homes for our tenants. Substantial investment is going into tenant safety with investment to every home to meet new fire safety legislation. You can find out more about our capital investment programme on page 10.

We recognise the value in partnership working and continue to engage with and explore opportunities to team up with other organisations to do more for the community. We are an active partner in Castlemilk Together, bringing a range of local organisations and groups together with the following aims: (1) To work in partnership with the community and others to understand food insecurity, to challenge it and to reduce its impact. (2) To create platforms for the voices of

the community to be heard. (3) To co-ordinate (and deliver) food and nutrition activities that bring people together, based on community need. If you are interested in being involved or finding out more, please get in touch.

Tenant and customer engagement is a key priority for us, ensuring an accessible and fair platform for engagement that meets the needs of the community. Every three years we commission an independent tenant satisfaction survey. This provides us with great insight into how satisfied or otherwise our tenants are with the services we deliver. Research Resource will be conducting the survey via door to door visits in the coming months.

We will then be looking for a number of tenants to join a focus group to discuss the results and feed into an improvement plan.

Audrey Simpson

Chief Executive



Spotlight on Governance – open and accountable to you!

Our Board are embarking on a continuous training and development plan, to support them in realising their vision of 'being the best Board'. Some of the key decisions of the Board over the past few months include:

- Rent Increase - Following robust tenant consultation, the Board approved our rent increase for 2019-20. This is always a very difficult decision for the Board, taking into account the cost of delivering and maintaining services and continuing to invest in our properties and communities. Like all organisations our costs increase year on year and external factors can have a negative impact on our income, for example, universal credit. Ultimately we need to ensure our 'books balance' to achieve our long term future, viability and continued investment in the community and your home.
- Key Performance Indicators - Our Board receive a range of data and information to provide them with assurance we are delivering on our strategic objectives, maintaining financial health, achieving tenant satisfaction and complying with regulatory and legislative requirements. As part of the data, the Board are asked to approve a suite of Key Performance Indicators (KPI's) and targets. The approved KPI's are then reported to the Board on a quarterly basis, providing the Board assurance that things are going well, or early indication and opportunity to challenge and hold staff to account if we are not achieving targets. The Board approved our new suite of KPI's for the year ahead. We also report our performance against the KPI's in our newsletter.
- Budgets – the Board were asked to approve our Budget for the year ahead. This budget includes all of our anticipated operating and running costs, including capital investment costs. As part of this process the Board look for assurances that we achieve Value for Money in all areas of spend. The Board approved our Budget for 2019-20 and we provide detailed quarterly reports on actual spend against budget.
- Community Plan – ensuring decisions are evidence based and that we invest in the right things and respond to tenant priorities is vital. The Board agreed that we should commission a Community Plan to work with the community to identify views, priorities and aspirations. This is an exciting piece of work and will ensure we are shaping services or influencing other service providers to address and improve services for Castlemilk. Community Links Scotland will be carrying out this vital work for us and we would encourage your participation.



CASTLEMILK YOUTH COMPLEX

– INSPIRING THE COMMUNITY’S YOUNG PEOPLE

AN inspiring youth complex which has helped thousands of Castlemilk youngsters will later this year celebrate its 25th anniversary.

Castlemilk Youth Complex exists for young people but crucially is *managed* by young people as well.

It is Scotland’s foremost independent youth arts organisation. The charity offers state of the art facilities including a fully- equipped 80 seat theatre, digital recording and broadcasting studios and visual arts media.

With an agenda based around established and innovative youth theatre and music projects, the Complex engages excluded young people in learning and life changing opportunities.

While the focus is on the successful regeneration of Castlemilk, in Glasgow, the Complex also develops exciting projects with other partners.

Interestingly, the focus of the work isn’t just based at the Complex.

It offers what it calls “wraparound care” – a brilliant term for helping pupils at local high schools.

This works by giving students access to a youth worker during school time who can offer help and advice on a range of issues that a young person may want to discuss.

Ardenglen Housing Association has praised the work being done and wishes the Complex



well in this important year. Its 25th AGM will take place in August.

Ardenglen Chief Executive Audrey Simpson said: “This is an inspiring charity which puts young people first and we are deeply impressed by the work it does. It is a vital part of the Castlemilk community and wish it continuing success in the years to come.”

The organisation’s website is www.castlemilkyouthcomplex.com but for the most up to date information on what’s going on, find it on Facebook.



DOING OUR BIT FOR MENTAL HEALTH AWARENESS

Two young musicians have released a song to raise awareness about mental health.

Sheelan Khorshid (15) and Cameron McDonagh (15), came up with an idea to raise awareness about mental health among their peers.

“We had been part of the music group at Castlemilk Youth Complex for a while and we were told about a fund called youth bank,” explained Sheelan.

The duo, with support from Chris Ritchie at the youth complex applied and were awarded money to write, record and release a song.

“For the first few weeks Cameron came up with some chords on the guitar and I assisted him in refining it into an arrangement,” said Chris, “It wasn’t until Sheelan put her vocal on did we realise we had something special.”

The song “Home” explores issues around self-esteem, mental wellbeing and the importance of finding your own personal safe place or a place of comfort.

All lyrics and vocals are performed by Sheelan while all drums, guitars and keyboards performed by Cameron.

“Home” was released Tues 26th Feb and will be available to stream and download on all major online outlets, under the name “Taking Back December”. The launch night saw the first live performance of the track with a full band, in addition to performances by a host of other young budding musicians.

“This song is a great example of how young people can become empowered to inspire their peers to talk about important issues and highlight that it’s ok not to be ok”, said Fraser Howat head of complex.



“The youth complex has had support from a string of high-profile names such as Belle and Sebastian, Gerry Cinnamon, Ken Loach and Billy Boyd in the past. We hope that Taking Back December will be another one we can add to that list”

Annual Rent Increase 2019/2020

In December and January we consulted with you in respect of the rent increase level for 2019/2020.

We would like to thank everyone who responded as your views are really important to us. This year saw a fantastic and unprecedented level of responses, with 116 tenants taking the time to make your views known.

The options provided were:

an increase of 2.9% in which service levels would remain unchanged

or

a 3.4% increase that would allow for an enhanced level of services.

Based on your feedback, the Association's Board of Management has decided to implement a 2.9% rent increase from April 2019. This will enable us to continue with our major repairs programme and provide services which hopefully meet your expectations.

If you pay by direct debit, we have arranged for your amount to be increased automatically. You will receive a confirmation notice from Allpay, please check and let us know if there are any problems.

If you are claiming Universal Credit you will need to log onto your online journal to give the new monthly amount which is on your individual letter. If you need assistance please contact us.

If you are in receipt of housing benefit you do not have to take any action as we have informed Glasgow City Council of the change.



Are you struggling to pay rent?

If you fall behind or you are struggling to maintain your current payments, it is essential that you make contact with a member of the housing services team who will discuss your individual circumstances. By completing an income and expenditure exercise we can help you establish an affordable repayment agreement or refer you for support or assistance from a variety of other agencies like our welfare rights service.

If you fall behind in your payments and you do not contact us, we will contact you every 3 working days to establish a repayment agreement. **Our methods of communication will be letter, text, phone, email and visits to your home.**

If all of our efforts fail the association as a last resort will take legal action to recover the debt which could result in the loss of your home, wage arrestment and legal expenses may also be recovered.

Please remember the worst thing you can do is ignore debt, it will not go away and we are here to help you sustain your tenancy.

A reminder of the various ways to pay

- DIRECT DEBIT: Can be set up in moments. Contact AHA by phone or in person.

- DEBIT/CREDIT CARD INTERNET PAYMENTS: www.allpayments.net
- RENT CARD: Can be ordered on request and used at a Paypoint or Post Office.
- ALLPAY APP: Register once. Rent account and bank details can be saved for ease of payment. Use the long number on your rent card to set up the app or contact us if you do not have a rent card.
- DEBIT/CREDIT CARD 24 HOUR PHONELINE 0844 557 8321: Quote the long number on your rent card.
- DEBIT/CREDIT CARD PAYMENTS: Contact AHA by phone or in person.



Allocations Policy Review

Thank you to everyone who completed our online survey or returned our postal survey in relation to our allocations review.

We are currently analysing the results of this with a view to implementing a new policy for the 1st May 2019.

A special thanks to our Focus Group who have also given up their time to help with this review.

Further information will be provided in the summer edition of the newsletter and on our website.



Universal Credit Update...

Severe Disability Premium

Since January 16 this year, anyone who is in receipt of a Severe Disability Premium in a legacy benefit no longer needs to apply for universal credit. You will remain on housing benefit until the managed migration process starts from Summer 2019.

"Two child limit"

Since February 1 this year, families with more than two children will now be able to apply for universal credit and will no longer be directed to apply for child tax credit.

Mixed Aged Couples

From 15 May this year, couples where one partner is aged above Pension Credit age and the other is aged under Pension Credit age, will no longer be able to make a new claim for Pension Credit. Instead they will have to claim Universal Credit.

Please remember to come and speak to Ardenglen if you need help in applying for universal credit. Our staff will discuss what this means in terms of future rent payments and will be able to signpost you to any necessary



support that you need in order to make or maintain your claim.

Ardenglen are working in partnership with the Department for Work & Pensions in order to discuss and resolve any issues or difficulties that might arise.

PAINT WORK PLANNED FOR 2019/20

We organise painting in a rolling programme to ensure that every area is freshened up every seven years.

Here's what we paint: Internal close walls, close doors, property main entrance doors and external paintwork including railings, facias and soffits, close poles, render, cladding, gutters & downpipes.

This year the following areas will have paintwork complete between April 2019 and March 2020:

16 – 54 Arden Craig Quadrant

33 – 43 Arden Craig Drive

156 – 166d Arden Craig Road

327 – 352 Tormusk Road

357 – 385 Tormusk Road

3 – 11 Scarrel Road

If you have any questions or concerns please contact either Peter Boyle or Colin Robertson.



Ardenglen and Home Energy Scotland – helping you save money and stay warm

Home Energy Scotland is funded by the Scottish Government and provides free, impartial advice to help people reduce their energy bills.

Home Energy Scotland can assist you with the following:

- Energy saving tips and advice to help reduce energy bills
- The best options to make homes more energy efficient
- Help to access the lowest cost energy rates from energy suppliers
- Information about UK and Scottish Government energy efficiency grants and schemes

- Free Home Visit Service if you prefer to speak in person.

Home Energy Scotland holds a surgery on the 1st Tuesday of every month at Ardenglen's office by appointment. You can arrange an appointment with the Home Energy Advisor by contacting Ardenglen directly. We can also arrange a home visit if this is required or meet at other locations in the community.

For further information, and to find out if Home Energy Scotland may be able to help you, call 0808 808 2282 free of charge or email clo@sc.homeenergyscotland.org



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ONGOING POWERWASHING – WHAT A DIFFERENCE IT MAKES!



Caledonian Maintenance have been carrying out power washing & wire brush cleaning to selected areas & driveways over the past few months

As the photos show this is working very well and delivering great results.

This work will continue over the duration of the landscape contract in all areas requiring cleaning.

2019 Tenant Satisfaction Survey

Every 3 years Ardenglen commissions a substantial survey of our tenants to obtain feedback on the way we deliver our services. This survey aims to seek views from 4 in 10 households in order to ensure a strong representative sample of views.

As in previous years, the work will be undertaken by a company named Research Resource. Every tenant will be given the opportunity to participate should they wish to do so. The results will be published in a future newsletter and the outcomes will form the basis of an action plan for the next 3 years.

The researchers will be out and about not only during working hours but also early evenings and weekends during April and May and will all have appropriate identification for inspection.

The Association would like to stress how important this work is to us and enables you to have your say in shaping



the services paid for by rent. Thank you in advance for participating in this survey.

Repair Photos by Email



In order to speed up the repair process you may be asked to send a picture of your repair to us by e mail.

This could prevent the need for a maintenance inspection and will allow us to send your repair to our contractor right away and provide an appointment within 3 working days, with the aim of completing your repair at first visit where we can.

If you are asked to send an e mail to us, please remember to include your name and address in the e mail so we can link your photo with your repair request.



Scottish Housing
Regulator

National Panel

Give your views...

Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all service users!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from people who use social landlord services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses social landlord services. Members include social tenants, people who have been homeless, home owners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Call 0800 433 7212 or visit
www.smartsurvey.co.uk/s/shr-panel/**

Take the survey for a chance to win £50!



Upgrade to fire detection systems

In our last edition we told you about the legislative changes resulting in a required upgrade to the existing smoke alarm and carbon monoxide detection systems before 21st February 2021.

We can now confirm that this work will be undertaken by our current gas maintenance contractor City Technical Services. We are exploring with the contractor the possibility of carrying out the annual gas service on the same day as the alarm upgrade, thus minimising the need for two visits. We will keep you advised of our progress in this area.

Calling all green-fingered tenants!

Garden Competition

Nominate your own or your neighbours garden / balcony to be in with a chance of winning one of the following prizes in our new annual garden competition:

- 1st prize of a £25 voucher & Trophy
- 2nd prize of a £15 voucher & Silver Medal
- 3rd prize of a £10 voucher & Bronze Medal

Many of our tenants take pride in their gardens and balconies and we feel it is important to mark this and encourage neighbour's to get involved. Ardenglen staff will also be on the look out for nominations during our estate inspections.

You can enter in the following ways:

- By telephone 0141 634 8016 leave your name and address or name of your nomination and we will arrange to visit to take photos

- By email info@ardenglen.org.uk email us a couple of photos with your name, address & contact telephone number.

The closing date for entries will be 30/08/2019 and all participants will be invited along to a presentation sometime in September 2019 – further details will be given in our Summer Newsletter.

How do I fix my gas meter screen if it says 'off'?

Before reporting a no heating & no hot water repair or any other fault with your boiler please ensure you check to make sure you have gas on your meter and you have followed these steps if your meter says 'off'.

If an engineer attends and there is no gas or the meter hasn't been turned on this could be rechargeable to you. So please follow these steps before reporting boiler repairs.

Your meter may look something like this.



To fix it, follow the steps below:

- Turn all of your appliances off
- Ensure you have credit available on your meter or your gas card
- Insert your gas card into the meter. The meter will display, "Please wait, £XX.XX on card"
- If the meter display is off, turn your meter on by pressing the red button. This message will appear on the screen: **'If appliances off press button A'**
- Once checked press the red **A** button and the meter will now show **'HOLD for gas'**
- Hold down the **'A'** button and wait until the display shows **'Release A for gas'**
- Let go of the button
- It can take up to 1 minute before the meter will beep 3 times and change to ON.

The supply will turn on and display the amount available for gas. If the supply has not been restored follow the steps without the gas card in.

If your meter is still not showing credit once the card is inserted firstly try cleaning your card with a dry cloth and insert and follow the above steps again.

If this still doesn't work you may have a fault with your meter and you will need to contact your gas supplier.

Mears Quarterly Performance

MEARS

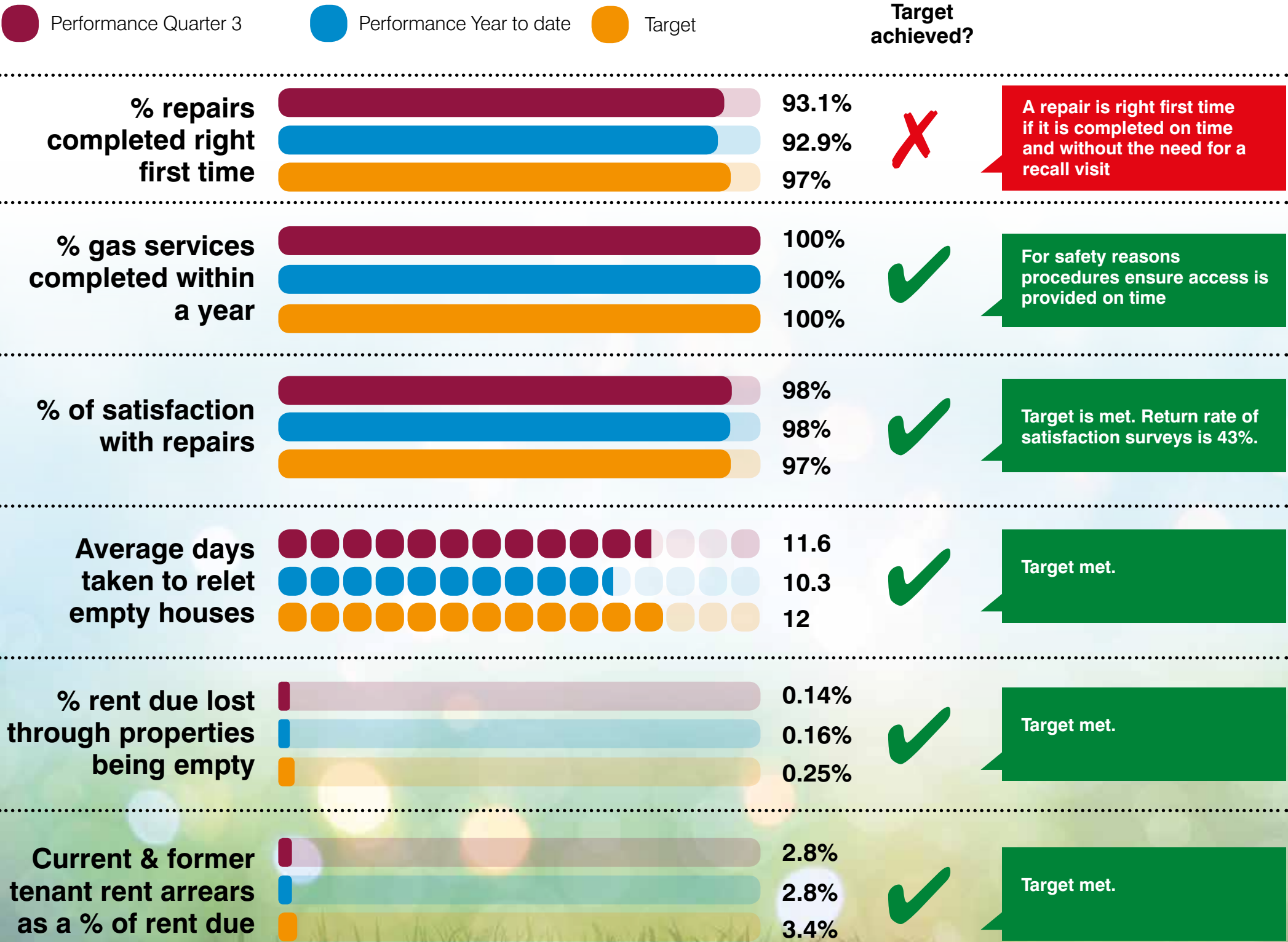
We have been working in Partnership with Mears for reactive repairs since September 2017, and since then we have been gathering information on their performance and comparing it against our targets. This is what we have found for the period October 2018 to December 2018.

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

Area	Target	Performance
Emergency repairs	To complete 100% within 4 hours	91% 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	92% attended on time
Complaints	To have no more than 3 upheld complaints in any month	1.3 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	3.3 recalls per month

Performance Quarter 3

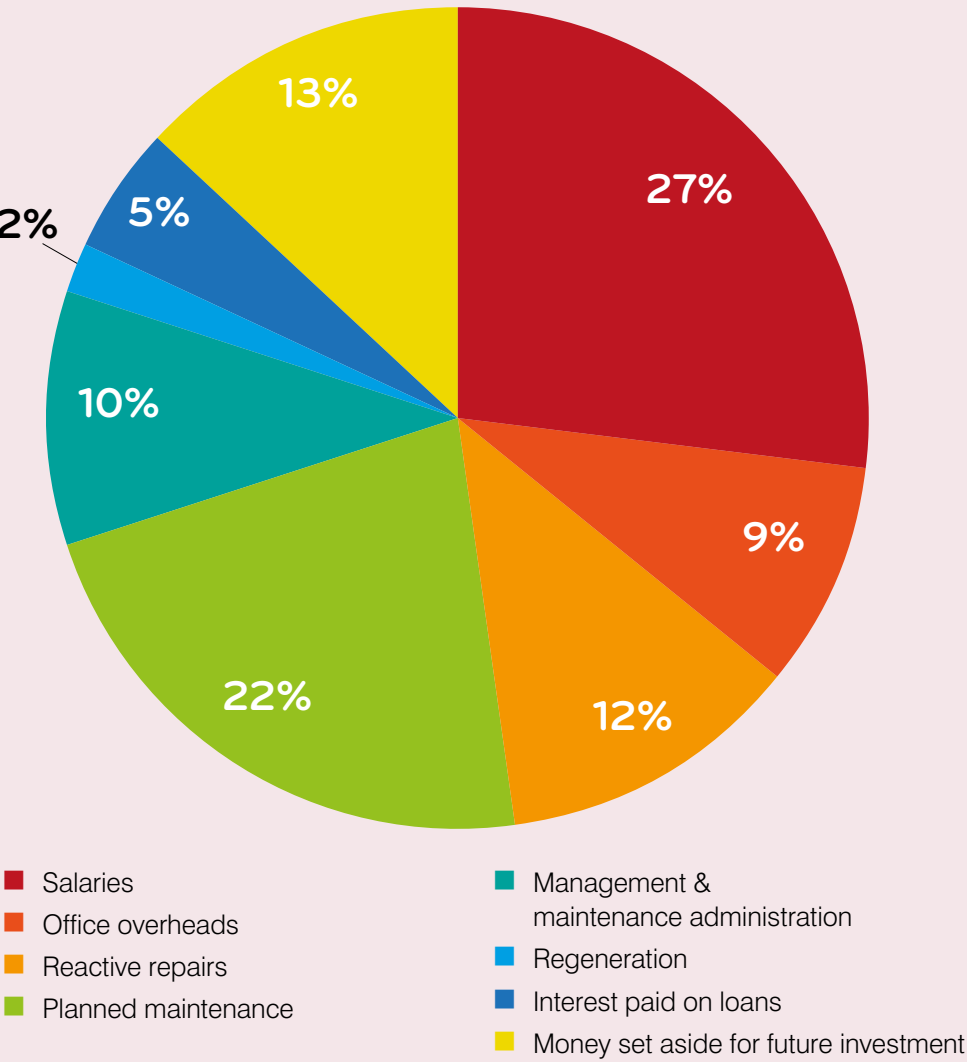
October 2018 – December 2018



HOW YOUR RENT MONEY IS BEING SPENT

Ardenglen aims to be as transparent as possible, so with this in mind, we intend to keep you informed by publishing our quarterly financial results. During the nine months from April 2018 to December 2018 - the income received was £3 Million and from this the expenditure incurred to deliver our service was £2.4 Million.

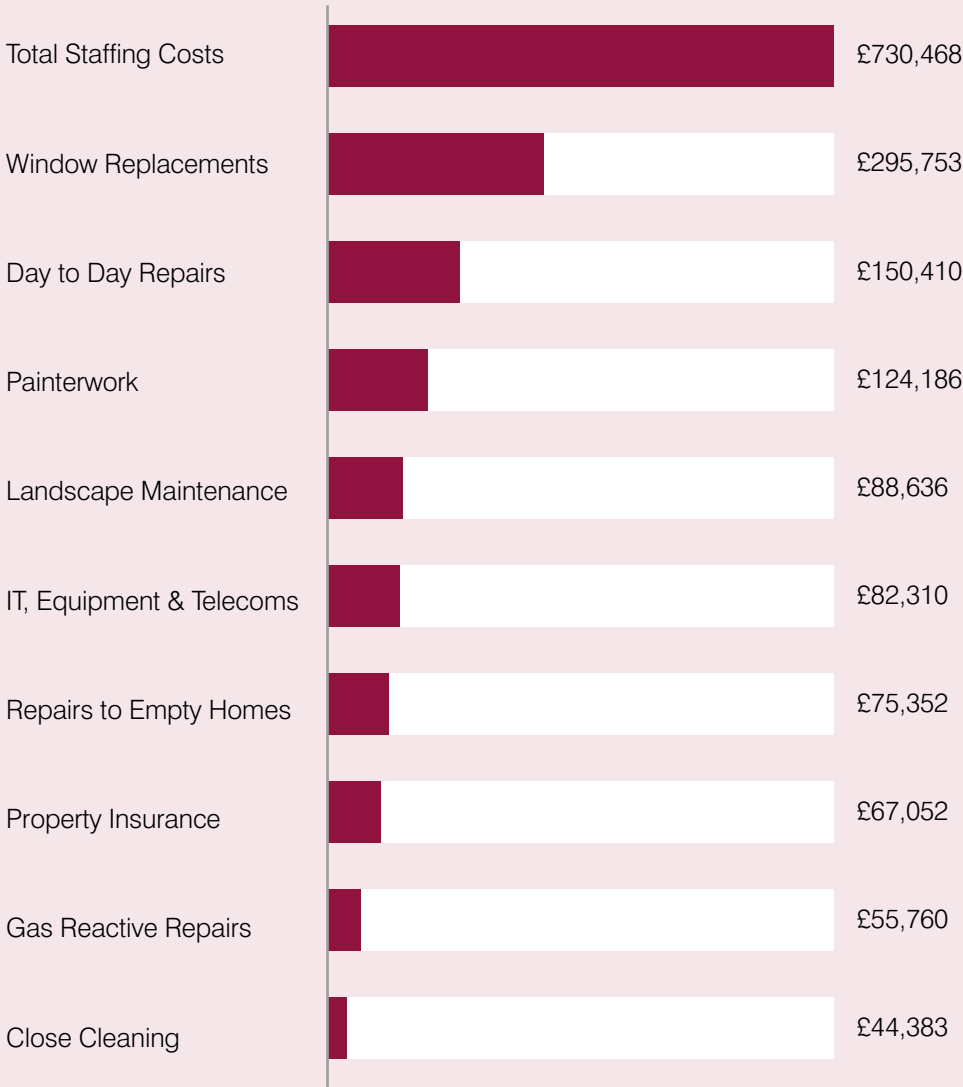
This is how your rent has been spent over these nine months.



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 Leanne McGowan from our Finance, Digital & Corporate Services Team.



TOP TEN AREAS OF SPEND



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.

"I am over the moon with my new windows and they have made a massive difference to the draughts and heat in my flat and I expect my gas bill to drop as a result."

"The guys fitting the windows were good at their job and very respectful."

"I called on the housing association for help and I cannot stress how amazing they are. The team (Suzanne Casey in particular) are professional, kind, patient, understanding and really go out of their way to help. Thank you very much."

"Caledonian Maintenance is doing a fantastic job of the landscape works. The grass has never looked as good and the team are always very polite and clean up after each visit."

"The work carried out on the driveways recently to clear them of weeds and moss has made them look fantastic and the guys did a great job."

COMPLAINTS RECEIVED

Between October and December 2018 we received

20 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, 91% were satisfied with the complaints handling

Complaints Upheld



Complaints Partially Upheld



Complaints Not Upheld



Complaints Responded to within timescale



Planned Maintenance Work for 2019/20

WORK	AREA
Door Replacement	3 to 17 Ballantay Terrace, 1 to 15 Ballantay Road, 3 & 15 Ballantay Quadrant, 23 to 27 Ballantay Road, 22 to 28 Ballantay Road & 14 to 20 Scarrel Road
Kitchen replacement	3A to 11B Ballantay Quadrant, 17 to 21A Ballantay Road & 26 to 68 Ardencraig Road
Boiler replacement	200 to 224A Ardencraig Road
Smoke Alarm installation	All Ardenglen properties over a 2 year period due to new Scottish government legislation
Render Repairs	3 to 17 Ballantay Terrace, 1 to 15 Ballantay Road, 3 & 15 Ballantay Quadrant, 23 to 27 Ballantay Road, 22 to 28 Ballantay Road, 14 to 20 Scarrel Road & 2 to 16 Ballantay Road & 264 to 288 Tormusk Road
Paths & Backcourt	15 Ballantay Quadrant, 23 to 27 Ballantay Road, 22 to 28 Ballantay Road & 14 to 20 Scarrel Road
Balcony resurfacing	6 , 8, 12, 14, 16, 18, 20, 22, 24 & 26 Hoddam Avenue
Planting Project	Ballantay Playpark area
Communal Stair Flooring	3 to 17 Ballantay Terrace, 1 to 15 Ballantay Road & 3 Ballantay Quadrant
Gutter Replacement	16 to 54 Ardencraig Quadrant & 33 to 43 Ardencraig Drive
Environmental Work	Ongoing power washing throughout estate where required

Domestic Pets

Do you know that under your tenancy agreement you have the right to keep one domestic pet? If you wish to keep more than one domestic pet (example: dog or cat) or another type of animal, you must get our prior written permission. You as the tenant are fully responsible for the behaviour of the pet and must ensure there are no issues such as:

- Pet not being kept under control
- Pet causing nuisance to other neighbours
- Pet damaging house / common areas or other in vicinity of the house
- Fouling
- Smell of pet

If you are experiencing issues related to the above please contact Kerri Downie / Hayleigh Rennie to discuss.



WINDOW & MAIN DOOR REPLACEMENT PROGRAMME

We are currently replacing the old timber windows at 22-28 Ballantay Road, 23-27 Ballantay Road, 15 Ballantay Quadrant and 14-20 Scarrel Road with PVC windows similar to the windows recently fitted at 3-17 Ballantay Terrace, 1-15 Ballantay Road and 3 Ballantay Quadrant. These windows are being received with a high level of satisfaction and the contractor has been performing well.

In addition to this work we are also replacing front and rear doors to properties at 2-12 Arden Craig Quadrant and 2-6 Arden Craig Street and 16-54 Arden Craig Quadrant and 33-43 Arden Craig Drive. These will be complete by early April and we are hoping for high levels of satisfaction with the work.

Groundworks repairs contract

We have carried out extensive groundwork repairs at 101-137 Arden Craig Road and Ballantay 3-17 Ballantay Terrace, 1-15 Ballantay Road and 3 Ballantay Quadrant. This work was necessary to eradicate trip hazards from the estate and also gave us a chance to improve the look of the area. The work has carried on into

17-21a Ballantay Road and 3a-11b Ballantay Quadrant and will continue to 22-28 Ballantay Road, 23-27 Ballantay Road, 15 Ballantay Quadrant and 14-20 Scarrel Road in the summer.

Tenants who have already had ground work completed have expressed satisfaction with the works. Comments include:

"Makes a huge difference"

"Very happy with work carried out"

"Pathway is much safer"

"Property is looking good now"



Environmental Task Force



Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue?

We want to hear from you.

Use the **MyGlasgow app**, call **0300 343 7027**

or contact us using social media

Report using Twitter
@theenvtaskforce

Report using Facebook
envtaskforce

Staying Safe - Legionella

Legionella bacteria are common in natural water such as rivers and ponds. However, legionella can grow in other water systems such as showers, spray apparatus and hot and cold water systems.

In order to minimise the risk of Legionnaires disease, Ardenglen has appointed a competent contractor to carry out water testing during 2019/20. This will require access to random addresses to around 200 properties.

The nominated contractor is H2O and they will not cold call. Letters will be sent in advance informing you of an appointment if your address is selected for inspection. All operatives will carry photographic identification. You should contact Heather Rooney at the office for further information.

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 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 **0141 634 8016** where a member of staff will be happy to assist.

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.

Our office will be closed for public holidays on:

- Friday 19th and Monday 22nd April
- Monday 6th May
- Friday 24th and Monday 27th May

FUNCTION HIRE AT THE MAUREEN COPE HALL

The Maureen Cope Hall is available for all Castlemilk residents to rent out for a private function.

If you have an event coming up and would like to use the Maureen Cope Hall please call 0141 634 8016 and we will answer any questions you have including availability and pricing.

A:A
ARDENGLLEN

SPRING FUN DAY

Maureen Cope Hall
201 Arden Craig Road
Friday 12th April: 11am – 2pm

- Magic show
- Balloon Modelling
- Face painting
- Dance Show
- Easter Egg Hunt
- Tombola
- Bingo

*Come along
and join in
the fun!*



Like us on
Facebook

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.