



A BRIGHT FUTURE FOR ARDENGLLEN

New homes and a commitment to the community all part of our vision

ARDENGLLEN'S members received an upbeat message of continuous improvement at our AGM held in September.

New homes are on their way, value for money remains a priority and hundreds of thousands of pounds are being spent on improving properties, the meeting was told.

Delivering her Chief Executive's message to a very busy AGM – strongly supported as usual by the Castlemilk community – Audrey Simpson spoke of "change and progress".

Audrey said: "It is important for Ardenglen to make sure we continue with clarity of purpose and operate with passion and commitment to the community we serve. To do that we had to rejuvenate our purpose to inspire our tenants, staff and the community to push for more."

"In the true spirit of the housing association movement, we will carry on transforming communities by providing aspirational homes and services and to enhance the quality of life for our customers."

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BREAKING NEWS...

Our brilliant Community Committee has been nominated for an Evening Times Community Champions Award and we're hoping to make it to the shortlist. This won't be known until early October just as your newsletter was being printed. If we are successful, you will get the chance to vote for the Community Committee. How to do this will be explained in a forthcoming Evening Times article. If we succeed in making it to the shortlist we will update you on our website and Facebook. Keep watching for the announcement of the shortlist in the Evening Times. Fingers crossed!



MEET YOUR NEW BOARD MEMBER

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DOING A GREAT JOB – RESULTS OF TENANTS' SURVEY

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FOOTBALL FOCUS

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Chief Executive's Message

We had lots of opportunities to engage and speak with our tenants over the past few months and I want to thank you if you have taken the time to share your views. We achieved strong results in our 2019 Tenant Satisfaction Survey and are pleased that so many of our tenants are happy with the services they receive from Ardenglen. You can read some of the headline results on page 5. Be assured however that we are analysing, dissecting and discussing the results and developing plans for improvement. We will also be involving our tenants in this critical stage, to make sure that tenants drive the improvements that matter most to you.

We decided to do things a little differently for our Annual General Meeting (AGM) this year. We combined our new Garden Competition Award Ceremony and AGM into one bumper event. I want to congratulate everyone who entered the garden competition, the time and effort you put into making your garden 'blooming' really makes a difference to the community.

Our Board are elected at the AGM every year and we are delighted to welcome a new Board member, Richard Mahon. Our Annual Review for 2018-19 was launched at the AGM, setting out our performance and key achievements from the year. You can access and compare our results using the on-line tool from the Scottish Housing Regulator's website www.scottishhousingregulator.gov.uk. You can read more about the AGM in this newsletter.

Our Quarter One (April-June) performance

information is highlighted on page 8. I am pleased to report that we have got off to a great start with high performance and improvements being made in a number of service areas. Continuous improvement is built into our DNA and we strive for excellence in all we do.

If you have walked along Arden Craig Road, at Cathkin Braes recently you will have noticed the progress being made with our new build development. McTaggart's Construction are building these 22 new homes to an exceptionally high standard and we are on track for the first block to be handed over in November 2019.

At Ardenglen we are proud that we are recognised as a community anchor and deliver far more than simply being a great landlord. We have commissioned Community Links Scotland to work with residents on developing a new Community Plan. This should set out a plan of action for the community, led by the community, and owned by the community. We are keen for as many people as possible to get involved so please contact me if you are interested in finding out more.

One exciting new initiative we are working on is in response to the lack of fresh quality food in Castlemilk, as well as the knowledge of the financial hardship that many people face. That is why we are currently exploring the feasibility of bringing a Food Pantry to the Braes Shopping Centre. You can find out more about this again in the newsletter

Whilst on the theme of being more than a landlord, our plans are well under way for our Autumn and Winter Events. In October



please come along to our Autumn Fun Day or Children's Hallowe'en Party; and in December we are organising a Christmas Party and our annual trip to the panto to see Rapunzel. You can find out all about these from our list of upcoming events

I particularly want to pass on my sincere thanks to our hard-working Community Committee. Without their commitment, we couldn't hold the wide range of events and activities that we offer.

Audrey Simpson
Chief Executive

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Audrey addressing the AGM



Eyes down...bingo at the AGM

A Bright Future for Ardenglen (continued from cover)

Audrey also revealed there is to be a new “Community Plan” coming soon underpinned by input from residents.

Audrey added: “The plan is led by the community, will fully reflect the views of the community and we hope owned by the community. This will provide us with real insight to take to key partners and to develop new initiatives, services or projects.”

Chair Maureen Cope MBE listed a series of achievements with the number of “voids” – the name given to properties which have been vacated but not yet re-let – being slashed significantly. It is important that housing associations like Ardenglen act quickly to re-let homes in order that rental income can continue to come in from the housing stock.

Maureen also said that almost £800,000 was spent on renewing windows and doors.

Feedback as a result of these improvements suggests tenants now find it easier to heat their homes at a time of continuously soaring fuel bills.

Maureen singled out the Scottish Government and Glasgow City Council for helping to fund the 22 new homes Ardenglen is building and praised builders McTaggart for its construction performance.

Maureen added: “Welfare rights continues to be an important part of our work with £622,807 gained for those who came looking for help – a truly astonishing

achievement and something we are very proud of.”

Finally, Maureen thanked dedicated Board members and hardworking staff at Ardenglen for their commitment to housing and the Castlemilk community throughout another year.

After the close of formal business, members were treated to a fabulous musical performance from “All That Glitters – Ardenglen’s creative writing and song group – followed by a game of prize bingo.

Thank you to everyone who came along to our AGM.



The AGM also saw the launch of our Annual Review which this year has a bright new look and style. Colourful and easy to read, it provides a vital snapshot of all that we are doing as a housing association.

For more information on our Annual Review see page 20



Members of Your Board



Spotlight on Governance

This regular newsletter feature is where you will find out about recent decisions from the Board and updates on regulation and governance.

As reported in a previous newsletter, every Registered Social Landlord (RSL) now has an Engagement Plan with the Scottish Housing Regulator (SHR). We are pleased to report the SHR don't require any further assurance from Ardenglen Housing Association at this point in time, other than the annual regulatory returns required from all RSL's. You can read our engagement plan by visiting www.scottishhousingregulator.gov.uk – go to 'Landlord Performance' then 'Engagement Plans' – you can access a vast amount of data about Ardenglen Housing Association as well as other landlords.

Health and Safety has been a key priority for the Board and at a recent meeting approved a new Legionella Policy to guard against this disease. Some of the other key decisions of the Board over the past few months include:

- Approved the annual accounts;
- Scrutiny of performance, financial and treasury management reports;
- Scrutiny and monitoring progress with the delivery of Ardenglen Business Plan;
- Approved new Strategic Risk Register;
- Approved plans to ensure our compliance with Freedom of Information when it becomes applicable to Housing Associations from 11th November 2019;
- Approved Internal Audit schedule of meetings and audit plan.

We held a very successful Annual General Meeting (AGM) on 10th September where our Board for 2019-20 were elected. We have a separate article on the front of this newsletter about the AGM where you can read about it.

As well as a sharp eye on Health and Safety, our Board have also been focused on their self-assessment, evidencing compliance with the regulatory framework. All RSLs are required to submit an Annual Assurance Statement to the

Scottish Housing Regulator by end of October. Our Board has been working on a detailed action plan over the past 18 months and has adopted a continuous approach to self-assessment. Given the complexity of the new Regulatory Framework, our Board attended a very worthwhile and intense two-day training course on the Regulatory Framework. This ensures our Board are well informed and fully understand what is required of them and the organisation.

If you would like to find out more about our governance, compliance or Board, please contact Audrey Simpson, Chief Executive on 0141 634 8016.

OUR OFFICE BEARERS FOR 2019-2020 ARE AS FOLLOWS:

- Maureen Cope– Chair
- Liz McKenzie– Vice Chair
- Treasurer – Isa Brier

Welcome Aboard Richard

A NEW member of the Board of Management has been announced by Ardenglen Housing Association.

Finance professional and keen supporter of the housing association movement Richard Mahon becomes the newest addition to the Board.

Richard was introduced to Members at the recent AGM by Chief Executive Audrey Simpson.

Welcoming Richard, Audrey praised his willingness to serve the community and highlighted Richard's skills which would be "invaluable" to the Association.

Richard has more than 10 years' experience covering audit, financial control, reporting and planning – most recently in finance teams for two large financial institutions.

Richard said: "I'm delighted to have joined Ardenglen's Board and look forward to working with the Ardenglen team. I have always believed in social justice and the important role housing associations and housing co-operatives have in delivering this commitment.

"Having worked and lived in and around Glasgow I have seen at first hand the positive impact housing providers have had - not just in the building of new homes but in the deep-rooted commitment to supporting communities."

Audrey said: "With great uncertainty around the financial climate it has never been more important to operate as efficiently and



Welcome to Ardenglen...new Board member Richard Mahon with Audrey Simpson and the Association's recently-launched Strategic Map

effectively as we can – an undertaking we have already given to our tenants. Richard's financial skills will undoubtedly be of great value to the Association."

Maureen Cope MBE, Chair of Ardenglen, said: "We welcome Richard to Ardenglen and feel sure his contribution will be significant in the important work we do."

Tenants give Ardenglen the

THUMBS UP!

Approval ratings in excess of 90 per cent in customer service survey

ARDENGLEN has been given a significant endorsement by our tenants in a wide-ranging opinion survey.

The sparkling set of results - with approval ratings at 90 per cent or above - confirm the Association remains highly regarded by the people it serves.

The survey – required to be carried out every three years – allows us to see how we are performing. We are required to do it by the Scottish Housing Regulator.

Tenants gave Ardenglen a near-perfect score with 99 per cent approval on two key areas of keeping people informed and providing opportunities to participate in the decision-making process.

The independently-undertaken survey found that 94 per cent of people said they were very satisfied or fairly satisfied with the service provided by Ardenglen – above the Scottish average of 90 per cent.

The survey was immediately welcomed by us. We always place the highest possible emphasis on making sure your homes and our service met your expectations.”

Satisfaction with the repairs and maintenance service was a healthy 92 per cent among those who had a repair carried out in the last 12 months.

Some of the other key findings are:



93%

were satisfied with the quality of their home

5% above the Scottish average for housing associations



98%

were satisfied with Ardenglen's management of their neighbourhood

10% above the Scottish average for housing associations



93%

said providing an effective repairs and maintenance service was a “tenant priority.”

Researchers also found **value for money scored highly** among those responding. Ardenglen has put value for money at the heart of everything it does and the message has clearly struck a chord with tenants.

Crucially, on rents

94%

said they were good value



11% above the Scottish average

Chief Executive Audrey Simpson said:

“These findings are an important snapshot of customer opinion which enhances and influences our work at every level. We are naturally very pleased indeed to learn what people think of us and the work we carry out. Our value for money approach has clearly resonated with our customers and we endeavour at all times to deliver on that.”

SUMMER FUN

Summer Family Trip

Friday 19th July 2019

This year's Summer Family Trip headed off to visit the Five Sisters Zoo on Friday 19th July 2019. Two bus loads of excited families enjoyed a great day out. The weather was even kind to us with just one downpour occurring. As you can see from the pictures everyone had a great day!



Young@Heart Summer Sing-A-Long

Tuesday 16th July 2019

This year's Young @ Heart Summer Sing-along took place on Tuesday 16th July. This year entertainment was provided by our very own "All That Glitters" song group, who entertained everyone with a good old fashioned sing song!



Yummy Scummy Holiday Club

6 week long activity programme

A FUN-packed and free six week long activity programme for kids was a great success.

The Maureen Cope Community Hall hosted the extravaganza of fun during the holidays with a firm emphasis on healthy eating.

Ardenglen worked in partnership with Castlemilk Together and offered arts and crafts activities, a free lunch and even healthy cookery demonstrations for mums and dads.

The events were delivered each week by Ardenglen's hard-working Community Committee of volunteers while outdoor activities such as barbecues were organised by the "Jeely Piece Club."



Jeely Piece Club

A registered Scottish charity, No. SCO 35027

Playzone Club Times

Monday	3pm—5pm 6pm—8pm	@ The Jeely Playzone £2 Entry
Tuesday	3pm—5pm 6pm—8pm	@ The Jeely Playzone £2 Entry
Wednesday	3pm—5pm 6pm—8pm	@ The Jeely Playzone £2 Entry
Thursday	3pm—5pm 6pm—8pm	@ 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

play@jeely.org.uk
 www.jeely.org.uk
 /jeelpiece
 /jeelpiececlub
 /jeelpiececlub
 0181 634 7305

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

What's On In Your Community

After a successful Summer of events, our Community Committee have been busy organising events for Autumn & Winter!

Why not check out our EVENTS CALENDAR and if you fancy something pop into the office today for tickets!



Autumn Family Fun Day

This year's **Family Fun Day** will take place in the Maureen Cope Community Hall on Friday 18th October from 11am – 2pm. An array of free fun activities have been organised for the whole family to enjoy. Bell Decorating Group will be coming along and giving away paint.

Children's Christmas Party

Ho, Ho, Ho-pe you can make it to Children's Christmas Party for an evening filled with fun, games and a special visit from the BIG Man himself!

This year's party at the Maureen Cope Community Hall, will be held on Wednesday 4 December from 6pm – 8pm.

Again tickets are open to children who are aged pre-school to primary 7.



Young@Heart Festive Fun!



This year's lunch will be held in conjunction with our regular 3B's (Bite, Blether & Bingo) on Tuesday 10th December from 12pm – 3pm and will be held in the Maureen Cope Community Hall.

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

It's Panto time again...



***...Oh No it isn't
...Oh YES it is!***

We will be returning back to the East Kilbride Village Theatre to see this year's Greenhills Panto production of "Rapunzel" on Thursday 12th December. 7pm – 10.30pm.

Please note the bus will depart from the offices of Ardenglen at 6.15pm prompt.

A cost of £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.

If you or family have additional support needs, or any special requirements please contact Fiona McGovern 0141 631 5041 to discuss.

In the Spring of 2020, we are looking for volunteers to form a small focus group, that will review and evaluate the delivery of our tenant events and trips for the forthcoming year 2020/21. Interested, please contact Fiona today!

Children's Halloween Party

A FRIGHT OF A NIGHT!



This year's Halloween Party at the Maureen Cope Community Hall will be held on Friday 25th October from 6pm – 8pm.

Tickets are open to children who are aged pre-school to Primary 7, with prizes for the best costume.

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.

ADAMS & DUNCAN
Your Local Independent Family Funeral Directors

Providing a modern service
with traditional values.

Competitive prices tailored
to suit your needs.

Price match guarantee.

Whether you choose our
modest or bespoke service,
our caring compassionate staff
will advise and support you
at this time.

Pre-paid funeral planning
advice given freely.

Golden Charter
Short Planning for Later Life

49 Dougrie Drive, Castlemilk, G45 9AD

Tel: 0141 630 0090

Adfunerals.com

Est. 2003 AD



Mears Quarterly Performance



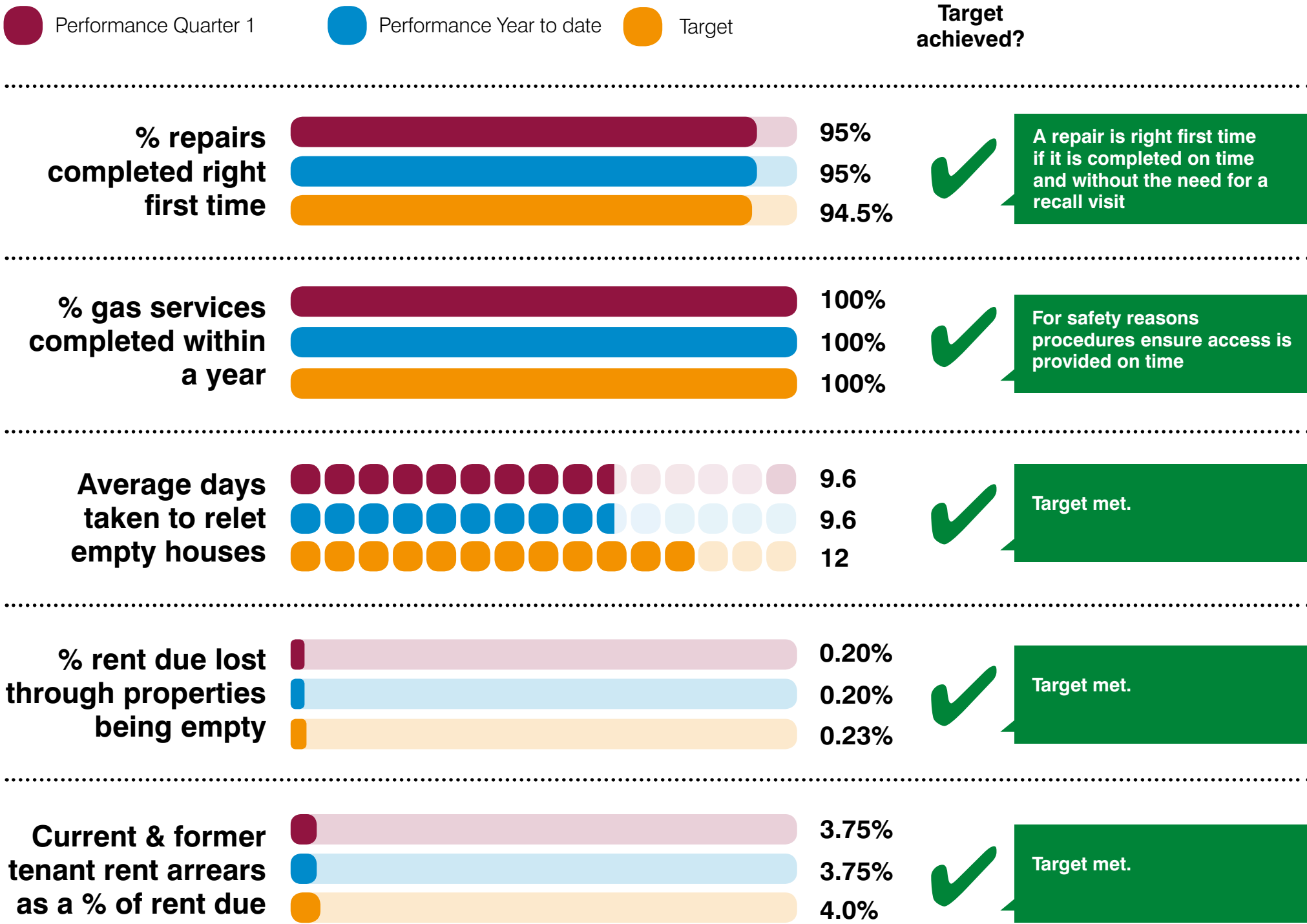
We have been working in Partnership with Mears for reactive repairs since September 2017, and since then we have been gathering information on their performance and comparing it against our targets. This is what we have found for the period 1 April to 30 June 2019.

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

Area	Target	Performance
Emergency repairs	To complete 100% within 4 hours	92% completed on time
Non-emergency repairs	To complete 95% within 10 working days with a first appointment being offered within 3 working days	93% completed on time
Appointments	To attend 97% of appointments on time	93% attended on time
Complaints	To have no more than 3 upheld complaints in any month	2 upheld complaints per month
Customer satisfaction	To have 95% satisfaction on completion of repairs	100% satisfaction
Recalls to workmanship	To have no more than 3 recalls in any month	2 recalls per month

Performance Quarter 1

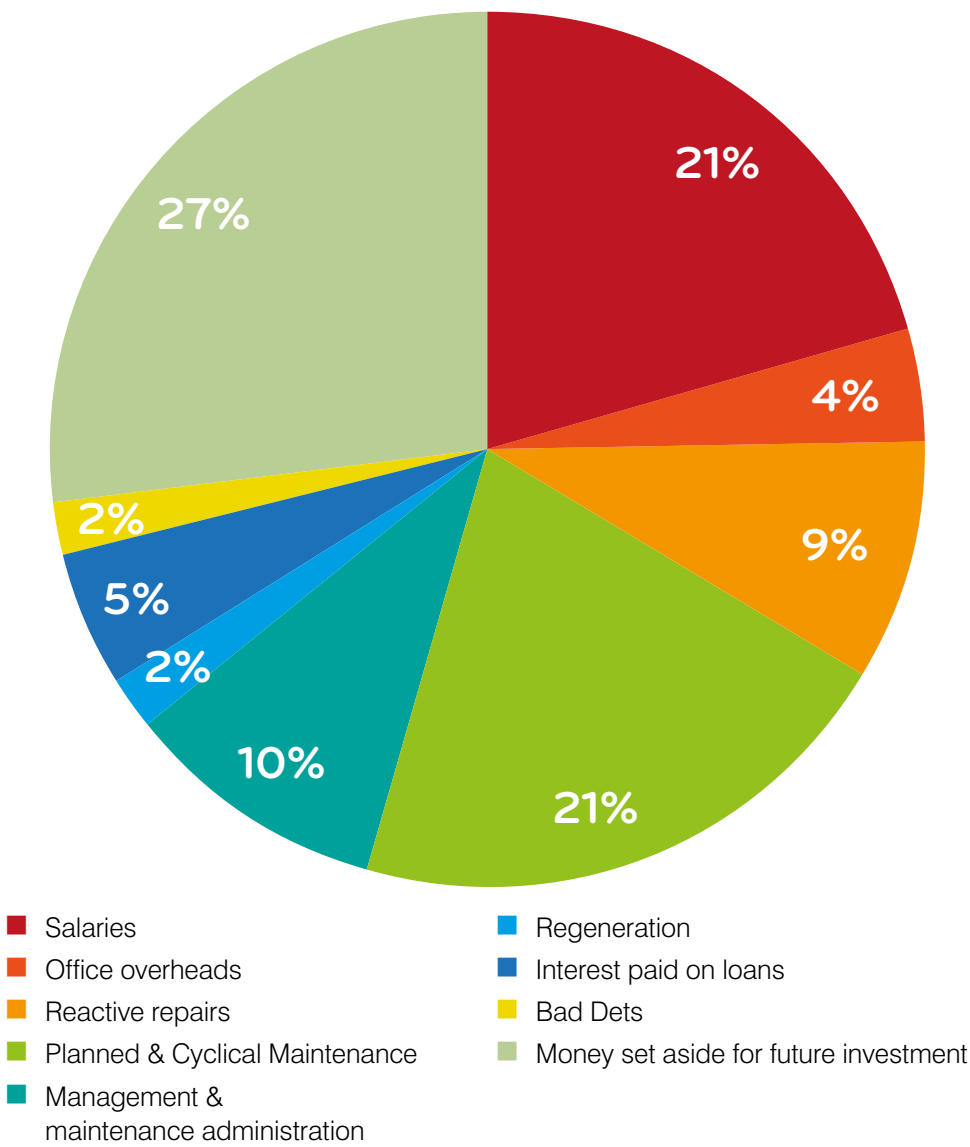
1 April to 30 June 2019



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 2019 to June 2019 - the income receivable was £3.9 Million and from this the expenditure incurred to deliver our service was £3.4 Million.

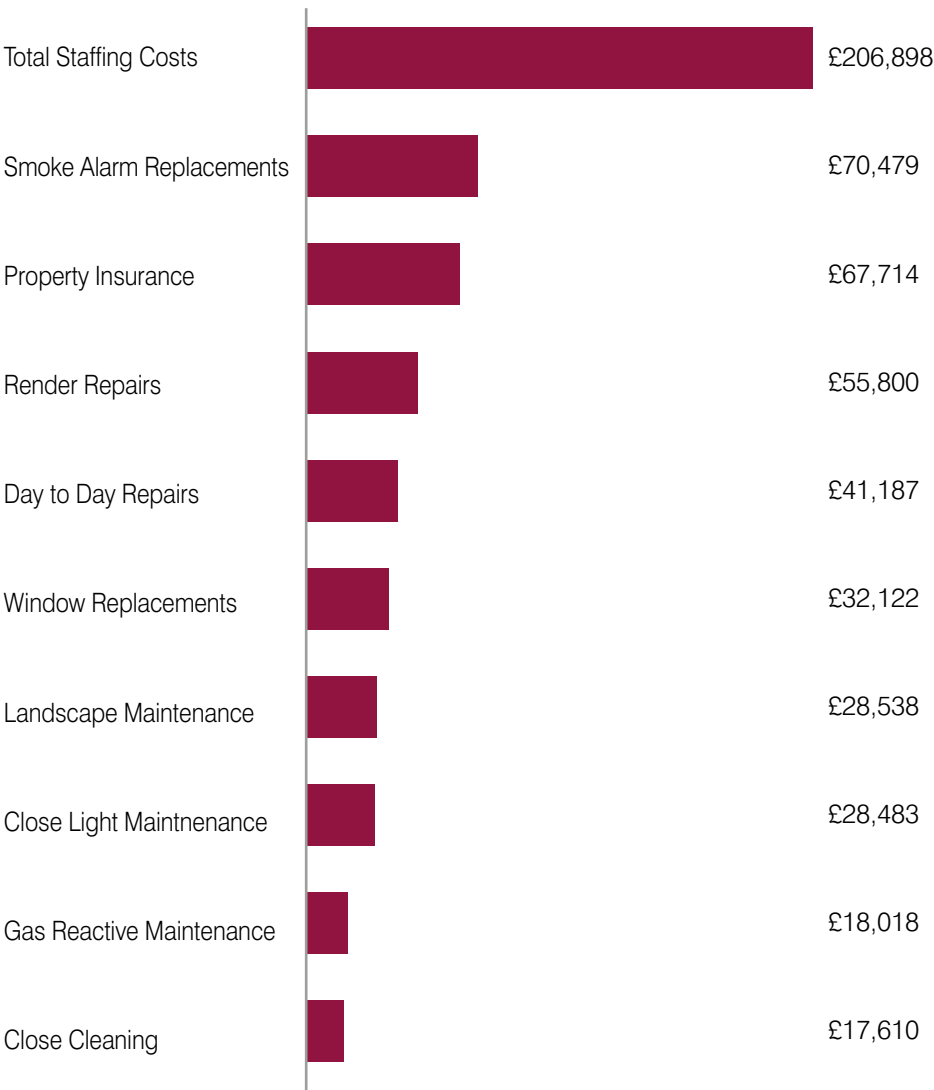
This is how your rent has been spent over these twelve months:-



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 to 30 June 2019. If you have any further questions or would like additional information, please do not hesitate to contact the Association.



TOP THREE 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 thanks to a staff member or team.

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

"Huge thanks to all staff for your help and support"

"I'd like to express how happy I am with Ardenglen's staff and their repair service. The staff are always so friendly and helpful when taking repairs."

"Mears did a great job repairing my hot water tap."

Complaints Received

Between April
and June 2019 we
received **23**
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



Learning from Complaints

We are always looking at ways we can improve our service and any feedback will be used to help us make our services better for you.

As a result of your feedback, we have tidied up our procedures to ensure that you receive all the information that you need from us from the start of your tenancy to the end.

After receiving some complaints about damage to garden ornaments, we have reviewed our procedure to ensure that our landscape contractor and tenants know that lawns will not be mowed unless all garden decorations are removed from the lawn beforehand. This should prevent any damage to tenants' garden décor in future.



Planning for Christmas

Christmas is a wonderful time for giving. It can also be a time to feel pressured into spending money you may not have. During the countdown to Christmas it's important to plan ahead for spending, to keep up with your usual bills and ask yourself 'What can I afford to spend?'

There are lots of hints and tips available online - such as budget planners and ways to start saving to help you stay on track. Give yourself peace of mind at Christmas and throughout the year - Christmas is just one day. We know you understand the importance of paying your rent in full and on time. If you are struggling, talk to us as soon as possible as we are here to help. If you need any financial advice, please contact your Housing Officer who can put you in touch with agencies who may be able to assist you.

Cash For Kids Time

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 2019) or pregnant with child due on/before 24 December 2019 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 Wednesday 16 October, 5pm and you can only make one application per family/child. Also, if you have already made an application for Christmas 2019 no further application can be made.

Warm Home Discount open now – don't miss out! - call Home Energy Scotland to check if you're eligible

Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

Ardenglen continues to work with Home Energy Scotland who can check if you are eligible for the latest discount.

If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no

longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people create warmer homes, reduce bills and help tackle climate change.

Linda Lepkowski from Home Energy Scotland said: "Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."

To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email

adviceteam@sc.homeenergyscotland.org and they'll call you back.

Keep Cosy for Less This Winter – Top Tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
5. A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
6. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



Ballantay Terrace Tenant Engagement Event

As you may have noticed some improvement works have recently been completed within the area surrounding Ballantay Play Park. Ardenglen's gardening group The Happy Gardeners worked alongside Caledonian Maintenance to help put some life back into the area by planting beautiful shrubs which were kindly donated by Caledonian.

Ardenglen staff were in attendance to chat with tenants and get feedback on what they thought of the area whilst handing out freebies to the local residents and providing information about events and groups available at the Maureen Cope Hall. Fire and Rescue services were also in attendance carrying out door to door visits to promote home fire safety visits.

This was a great opportunity to get information and advice on fire safety direct from the experts and remind residents of the importance of keeping all closes clear. The fire services took time to allow the children to use the hose and get a tour of the fire engine.



Some of the comments received on the day were:

"I wouldn't change a thing about the terrace, it's a great place."

"We would love more things for wee kids for play."

"I'm happy with everything that has been done here."

"Ardenglen are the best housing."



HODDAM AVENUE VERANDA WORKS

Works to improve the verandas in Hoddam Avenue are ongoing but are now nearly complete from numbers 12 to 18. This means the scaffolds will soon be removed from these addresses and erected at numbers 20, 22, 24 & 26 to allow the work to commence on the final 4 closes.

Ardenglen are standing up to Domestic Abuse

Ardenglen are working on a domestic abuse policy which will advise how we can help those suffering from domestic abuse. When the policy is approved we will publish this on our website and copies will be available on request at the office.

This is a vitally important issue which required vigilance and action taken when it occurs. Ardenglen is pleased to have signed up to this "Make A Stand" pledge and you can see the Certificate we have been given showing our support. If you need to access advice now please see the Scottish Government's Safe to Speak campaign and talk to someone today. The number to call is 0800 027 1234.



Our homes, our people, our problem.

This is to certify that

Ardenglen Housing Association

has signed the Chartered Institute of Housing's Make a Stand pledge and has committed to take action to support people experiencing domestic abuse.



Terrie Alafat CBE chief executive
Chartered Institute of Housing





Scottish Government
Riaghaltas na h-Alba
gov.scot



safe to speak

scotland's domestic abuse and forced marriage helpline

24 hour
0800
027 1234

24 Hours
0800 027 1234

Feel threatened by a partner or ex?
Feel pressured into marriage?

Call Scotland's domestic abuse helpline, where it's **safe to speak** to someone that can help.

Feel threatened by a partner or ex?
اب اپنے ساتھی یا سابق کسی طرف سے خطرہ محسوس کرتے ہیں؟
هل تشعرين بالتهديد من قبل زوجك الحالي أو السابق؟
Vous sentez-vous menacée par un partenaire ou un ex?
¿Te sientes amenazada por tu pareja o tu ex?
Czy czujesz się zagrożony przez partnera lub ex?
ਮੇਰਾ ਸਾਥੀ ਜਾਂ ਪੁਰਾਣੇ ਸਾਥੀ ਵਲੋਂ ਧਮਕਾ ਦੇ ਜਾਣਾ ਮਹਸੂਸ ਕਰ ਰਹੇ ਹੋ?
你感到受伴侶或前夫的威脅嗎？

Feel pressured into marriage?
شادی میں دباؤ محسوس کرتے ہیں؟
هل توجعين بضغطك للزواج؟
ਵਜ਼ਾਹ ਦੇ ਕਰਕੇ ਦਬਾਅ ਮਹਸੂਸ ਕਰ ਰਹੇ ਹੋ?
你感到有被 迫結婚的壓力嗎？

Visit our website:
www.sdafmh.org.uk

Email us:
helpline@sdaafh.org.uk



Charity number SC001099 and a company limited by guarantee, registered company number SC129453

CASTLEMILK FOOD PANTRY to offer fresh food to families across the Castlemilk Community!



Ardenglen, in partnership with other local housing associations, are currently looking to bring a "Food Pantry" to the Braes Shopping Centre in response to lack of affordable fresh food in Castlemilk.

Castlemilk residents would be able to take out a weekly membership of £2.75 and will be able to access approximately £15 worth of fresh produce, such as cheese, milk,

bread, meat, fruit and vegetables. The food will mainly come from Fare Share, an established charity set up to re-distribute surplus food from supermarkets. The food is of high quality and is still within the 'use by' dates.

This means that local residents will have £12.25 more in their pocket to spend in other shops – meaning your money goes further.

We have secured funding from Glasgow City Council to 'fit out' a shop unit in The Braes shopping centre. We have also applied for funding to the Scottish Government's 'Investing in Communities' Fund to support some of the initial running costs of the Pantry. We will know the outcome of that funding bid by the end of October 2019.

Keep an eye on our Facebook page for further updates!

Smoke Alarms Save Lives

Did you know?

- You're more than twice as likely to die in a fire if you don't have a working smoke alarm.
- 18 People die every year because the battery in their smoke alarm was flat or missing.
- Every 3 days someone dies from a fire caused by a cigarette.
- Faulty electrics (appliances, wiring and overloaded sockets) cause around 7000 house fires in the UK every year.

We are in the process of installing new smoke alarms to all our properties in conjunction with your annual gas service. These new alarms will be fitted to your living area and any space where you

circulate such as your hallway, and will be inter-linked with each other so that if 1 alarm sounds then all alarms will sound simultaneously. A new carbon monoxide alarm will also be fitted at this time.

There are steps that you can take as the householder to ensure that the alarm system is fully operational which can save your life in the event of a fire. –

- Ensure vents are clear on sides of alarm so that it can detect smoke. If there is a build up of dust at the vents, a vacuum cleaner hose can be used to remove dust.
- Periodically test all your alarms to make sure that they are working and they sound simultaneously.

**#ALARMS
SAVE
LIVES**

PUSH THAT TEST BUTTON

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How to **TEST** your Aico Alarms
#AlarmsSaveLives

Smoke and Heat Alarms

Carbon Monoxide Alarms

Kitted Out for Success

Ardenglen sponsors young primary school footballers in Castlemilk

TALENTED young footballers in Castlemilk really know how to score a winner!

Youngsters from Miller Primary School have taken delivery of new kit thanks to Ardenglen.

We have provided the kids with smart new strips – bearing the Association's name – so they look the part when they take to the pitch.

The youngsters are all in primaries four to seven with one pupil from primary three making it into the squad.

Like all youngsters they grow out of their strips quickly and with kit pricey, it can often be a challenge to keep the team looking their best.

Ardenglen Chief Executive Audrey Simpson said: "We're delighted to have provided Miller Primary with new kit. They are a talented team and we wish them well."

Maureen Cope MBE, Chair of Ardenglen, said: "This is another example of how Ardenglen continues to support our community. Kitting out a young football team can be an expensive process so we're very pleased to have been able to help."



Looking the part.....some of the Miller Primary team show off their new strip with Audrey Simpson (left) and Maureen Cope MBE

Universal Credit Reminder

If you need to make a claim for Universal Credit you can do so by logging onto www.gov.uk/apply-universal-credit .

You will need the following information

- National insurance number & proof of identity
- An email address & phone number
- A bank, post office or credit union account
- Regular internet access to maintain claim via online journal
- Proof of how much rent you pay
- Landlords name & address
- Information on who lives with you
- Details of child care costs
- Details of any savings, wages and any other income

Please contact your housing officer / assistant to let us know if you have made a claim to discuss future rent payments. If you are unsure whether you should claim please also contact us for advice.

If you are affected by the bedroom tax or benefit cap then you can also apply to Glasgow City Council for discretionary housing payment at www.glasgow.gov.uk/dhp or call 0141 287 5050.



CONDENSATION

HOW DO YOU PREVENT CONDENSATION IN YOUR HOME?

To prevent mould, open the window and wipe tiles down after bathing or showering. Bathroom fans should never be switched off at the isolator switch, even when the window is open.

- To help reduce the risk of condensation in your home you should:
- Keep a window open when drying clothes indoors
- Don't dry clothes over warm radiators
- Keep the kitchen door closed when cooking
- Keep lids on pots and pans when cooking
- Don't overfill cupboards and wardrobes – make sure air can circulate
- If you have an extractor fan in the kitchen and bathroom, make sure it is switched on
- Don't keep furniture and beds hard against walls – make sure air can circulate

- Keep your heating on low throughout the day in cold weather
- When using a tumble dryer, make sure the hose is venting outdoors
- Open windows in every room where possible, even just a little will help improve air movement and prevent condensation in the room
- After a bath or shower, open the window and shut the door so that moisture escapes and doesn't drift through the rest of the house
- Keep the bathroom door closed when running a bath or bathing or showering
- Keep wet coats, boots and shoes out of cupboards and main living areas

Occasionally a mould problem may not be caused by condensation and if you have tried all the remedies above and you are still concerned please contact us, but in most cases these simple lifestyle changes should sort out the issue and banish the black stuff!



Join our Estate Management Policy Review Focus Group

We're reviewing our estate management policy and are looking for you to get involved.

This will cover issues such as:

- Close Cleaning
- Safety

- Dog fouling

If you are interested or would like more information please contact Suzanne Casey at Ardenglen on 0141 631 5048 or email Suzanne.Casey@ardenglen.org.uk

CCTV REMINDER

There are static CCTV cameras which operate 24 hours per day / 7 days per week located within the Ardenglen area at the following locations:

- G98 Ballantay Road at Scarrel Road
- G99 Ballantay Road
- G100 Tormusk Road at Hoddam Avenue
- G101 Hoddam Avenue
- G118 Ardenraig Quadrant at Ardenraig Street
- G119 Ardenraig Quadrant
- G120 Tormusk Road at Ballantay Road
- G122 Ballantay Road at Ballantay Terrace

If criminal activity or anti-social behaviour takes place in the vicinity of these cameras Police Scotland can request footage / images to assist with any investigations in order to identify perpetrators. The cameras are managed by Glasgow City Council.



YOUR NEWSLETTER – HAVE YOUR SAY!

We know how important your newsletter is because you've told us so!

It is a great way of bringing you all the news from Ardenglen.

We want to make some enhancements to it but first of all we are keen to find out what you think.

Ardenglen is setting up a newsletter focus group so we can better understand what you want from your newsletter

Don't worry – there won't be lots of meetings!

But we will be bringing tenants together to chat and share some ideas about what you think can be done to improve it and how it should look.

If you are interested please contact Jacqui Mills at the Association on 0141 631 5043. You can also email Jacqui on jacqui.mills@ardenglen.co.uk

If you have an ideas on the newsletter but don't want to join the focus group we would still love to hear from you!

**READ
ALL
ABOUT
IT**

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.



Legionnaire's Disease Advice

Legionnaire's disease is a potentially fatal form of pneumonia. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

All hot and cold water systems in residential properties are a potential source for legionella bacteria growth. The disease most commonly affects elderly people or those with chest or lung problems. It is not contagious and not everyone exposed to the bacteria becomes ill.

Taking the following simple precautions will help you keep safe:

- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday).
- Inform Ardenglen if you are going to absent from the home for a substantial period of time

- For showers that are only occasionally used, tenants are advised to flush the shower through by running the water for at least two minutes once a week.
- Keep all shower heads and taps clean and free from a build-up of mould or algae growth and disinfect them at least every three months.
- Keep hot water on your boiler system at a temperature of 60°C or greater But please: BE AWARE OF SCALDING!
- Report any deposits such as rust, discolouration in the water or any unusual matter from your taps or showers to our office and our maintenance staff will investigate the issue.

If you need any help with any of your water systems please contact our office.

Electrical safety in your home

As your landlord we have a duty to make sure that wiring in your home is safe. But as the tenant the condition & safety of appliances are your responsibility.

The danger signs:

- Frayed or damaged cables
- Burn marks on cables
- Smell of burning plastic
- Wet objects near sockets or cables

Make sure to check:

- Plugs & sockets are undamaged
- Cables & leads are in good condition
- No combustible materials are stored next to your electric fuse box (e.g. paint, varnish, white spirits, cloths)

Important socket extensions can be useful in the home but become dangerous if overloaded – only use one socket extension lead per socket & never plug an extension lead into another extension lead



WEEDS ON THE ESTATE

The warm wet summer has provided the ideal conditions for weed growth. Due to spells of very wet weather it has made chemical weed spraying of the estate difficult. We are currently working with our landscape contractor Caledonian Maintenance to bring the estate back up to the expected standard so your patience with this matter is greatly appreciated



“Cathkin 7” – Our New Homes – An Update

As you may already be aware, we are currently building 22 new homes (mix of 1, 2 & 3 bedroom homes) in partnership with McTaggart Construction just off the Arden Craig Road area. These properties are scheduled for completion between October 2019 and February 2020. Staff are currently working on allocation of these properties with internal and external applicants being considered.



Flower Power – Our Garden Competition Winners

Our garden competition winners were announced at the AGM.

Thank you to everyone who took part in what was a “flowerful” display of magnificent gardens.

Congratulations to our top three!

- 1st Place – Mr Dornan of Arden Craig
- 2nd Place – Mrs McIntyre of Arden Craig
- 3rd place – Mrs Cameron of Tormusk



Pictured: Audrey and Maureen with first prize-winner Mr Dornan



Hate Crime & Third Party Reporting

Police Scotland takes hate crime very seriously and will do everything they can to bring those responsible to justice.

If you have been targeted because of your disability, race, religion, sexual orientation or transgender identity or you are aware of someone else being targeted, you should report it.

Reporting hate crime is very important and if you report it, Police Scotland can deal with it and try to prevent the same thing happening to someone else.

You can report a hate crime by:

- Telephoning 999 (emergency) 101 (non emergency)
- In person at any Police station
- By completing a Hate Crime Reporting Form (online at Police Scotland website)
- In person at Ardenglen's Office (Ardenglen is a Third Party Reporting Centre)

In some cases victims and witnesses of hate crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with. Remember this can be done at our offices.



A JOB WELL DONE!

Castlemilk's very special garden gets a fresh look

CASTLEMILK'S very special memorial garden has been given a fresh new look thanks to Ardenglen.

Our community's much-admired garden where local people are encouraged to remember loved ones who have died has been given a much-welcomed paint makeover.

The work was carried out by our repairs contractor Mears as part of its "community benefits" commitment.

We chose the garden as the location for the work given how special it is to Castlemilk residents.

It is immaculately kept and a place for reflection and remembrance in tranquil surroundings and is widely respected and valued by residents.

But its railings and an extensive wooden fence surrounding the garden were in need of a coat of paint. Mears completed the task in time for winter and said it felt "privileged" to be asked to complete such a worthwhile undertaking.

The memorial garden is also the focal point of an annual commemoration of lost loved ones held each year in May and known locally as "Flowers on the Railings."

On that day, hundreds gather to pay tribute to loved ones who have passed on and pay a small sum to attach flowers to the railings. Ardenglen participates in this every year. A short humanist service is then held which features local schoolchildren celebrating lives well lived.



Keeping the memories alive.....
Audrey Simpson, Mears Contract Manager John Kennedy, Maureen Cope MBE and Mears Contract Supervisor Peter O'rourke.

Audrey Simpson, our Chief Executive of Ardenglen, said: "The work done to paint railings and a fence at the memorial garden is our small way of helping to keep this important part of our community looking good."

Ardenglen Chairperson Maureen Cope MBE added: "The memorial garden is held in high regard by the Castlemilk community as a place of reflection and remembrance.

Keeping it looking good is extremely important and we thank Mears for the excellent job they have done."

Gayle Paterson, Head of Business Improvement at Mears, said: "We are delighted and privileged to have been part of this project. Mears is committed to giving back to the communities we serve and this was the perfect opportunity to do so."

Tumble Dryer Alert From Whirlpool

Many of you will have read in the news of the ongoing situation with a fire risk posed by some brands of tumble dryer produced by manufacturer Whirlpool.

Whirlpool is now recalling some of the tumble dryers sold under its **Hotpoint, Indesit, Creda, Swan and Proline** brands?

A large number of potentially dangerous machines are still in people's homes as many have not come forward to alert the manufacturer that they have one.

If you think you might have a tumble dryer from one of these brands, you can check whether it needs to be recalled. **Appliances under the Whirlpool brand are not affected.**

In the meantime, Whirlpool advise you to unplug and do not use the tumble dryer until it has been replaced or modified.

For anyone who still has an unmodified dryer, please call Whirlpool immediately on 0800 151 0905 or visit safety.hotpoint.eu/dryercheck.

HERE'S how to know if your dryer is on the faulty list:

- The risk relates to tumble dryers manufactured between April 2004 and September 2015.
- Non-affected machines will have a green sticker on the inside of the dryer door or on the reverse of the machine.



- If your machine doesn't have a green sticker, you need to check if it's faulty.
- Whirlpool have in place a number of options to either replace or modify the machine, receive a refund or "heavily discounted upgrade."

Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999

or visit **www.firescotland.gov.uk**

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



Fact. Every hour of every day
there's a **house fire** in Scotland.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Annual Review Launch

The AGM saw the launch of our Annual Review which this year has a great new look and style.

Colourful and easy to read, it provides a vital snapshot of all what we are doing as a housing association.

This year it is brighter and better than ever before and was well received by Members at the AGM.

Copies are being posted out to tenants but if you would like an extra copy please call into the office.

It will also be appearing shortly on our website for you to download.

The Review also shows the performance Ardenglen on a range of matters compared to other housing associations.



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.

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.

 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.