

Vision

SPRING 2025



ARDENGLLEN



OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION



All change at Ardenglen this Springtime



**OUR ANNUAL RENT
INCREASE2**



**CASTLEMILK SUPERMARKET
ARTICLE.....3**



**OUR FIVE YEAR INVESTMENT
PROGRAMME.....6-7**



**CASTLEMILK PANTRY IS
MOVING8**

ANNUAL RENT INCREASE 2025/26

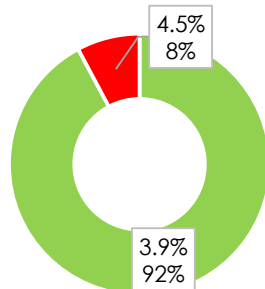


We recently consulted with you in respect of the proposed level of rent increase for 2025/2026. This year we decided to offer two options which were either 3.9% or 4.5%.

As part of our tenant consultation process, we held two opportunities to discuss the consultation in person with senior staff, we sent a survey via email and text and Research Resource (survey company) also contacted 100 tenants on our behalf by telephone.

We managed to achieve a response rate of 21%. Ninety-two per cent of the respondents chose an increase of 3.9% as noted below.

Q1. Please tell us what your chosen rent increase amount is:



Base: all

Following the consultation, a report was subsequently taken to the board of management where a decision was reached to implement the 3.9% increase. This increase will allow us to continue with our 5 year investment plan (more details enclosed) & ensure our homes remain safe. We would like to thank all tenants who took the time to complete this survey, your views are very important to us.

The winners of the 2 x £50 vouchers as part of the prize draw were selected via at random and were...

- Michaela Hardie
- Ucee Nwana

HOUSING BENEFIT

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.

DIRECT DEBIT

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 the dates, amounts, and let us know as soon as possible if there are any problems.

UNIVERSAL CREDIT

If you are in receipt of Universal Credit, please log into your journal on **01 April 2025** to update your monthly rent charge. You will see the following "To Do" list, please follow the instructions shown below. You will find your new rent charge which is due from **01 April 2025** in the notice sent to you in February.

If you **do not** make this change, this will not be backdated and you will then you will accrue rent arrears which you will be liable for.

The screenshots show the following steps:

- Confirm your housing costs**
Date of change
Did your housing costs change on 4 April 2022?
Check the letter from your landlord for the date of the change.
☐ Yes
☐ No
Continue
- Confirm your housing costs**
Changes to your rent
You are currently charged £100.00 per week in rent.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your rent?
☐ Yes
☐ No
How much is your new rent per week?
Do not include any service charges or rent arrears.
£
Continue
- Confirm your housing costs**
Changes to your service charges
You are currently charged £5.45 per week in eligible service charges.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your service charges?
☐ Yes
☐ No
How much are your new eligible service charges per week?
Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.
£
Continue

If you require any assistance with this, please contact a member of the Housing Team.

FINANCIAL ASSISTANCE / ADVICE

Ardenglen offers a Financial Inclusion Service including energy and digital assistance. If you are concerned about your ability to afford rent or are worried about any other financial matters, please get in touch with us and we will support you in any way we can. Our team have access to fuel / food support as well as other funds.

Supermarket for Castlemilk raised with the United Nations

A Castlemilk community group has taken their fight to secure a supermarket for their area to the United Nations.

The Castlemilk Housing and Human Rights Lived Experience Board, based on the southside of Glasgow, have been battling for a supermarket to serve their 14,000 strong community for more than six years.

The Board was set up by Ardenglen, Craigdale, Cassiltoun and North View Housing Associations to promote housing as a human right and what that means for people's everyday lives living in the area.

Now they have presented their case for access to affordable food to the UN Committee on Economic, Social and Cultural Rights in Geneva, three years after Glasgow City Council told residents to expect an imminent announcement of a 'household name' supermarket for Castlemilk.

This followed the awarding of money from the Council to progress the building of a supermarket in Castlemilk. So far however, there is still no sign of progress. The right to good quality, affordable food is set out in Article 11 of the UN Convention on Economic, Social and Cultural Rights.

Chair of the Lived Experience Board, Anna Stuart said:

'We are pleased the Committee acknowledges the increasing food insecurity and limited access to affordable and nutritious food, which disproportionately affect low-income households. We welcome the Committee's recommendation that the government adopts a comprehensive national strategy for the protection and promotion of the right to adequate food to reduce reliance on food banks, set clear, time-bound targets and establish appropriate mechanisms to assess progress.'

'We were extremely grateful for the opportunity to present our own experiences of lack of access to affordable food in Castlemilk.'

The Group also raised the issue of homelessness with the Committee, the need to build more social housing and the lack of funding for aids and adaptations to enable people to live in their own home for longer.

All the issues raised by the Castlemilk Lived Experience Board were covered in the Committee's Concluding Observations.



Asset Management



The Asset Management Team are here to assist all tenants and Residents, and to ensure that we are accountable for ensuring that your property is maintained to a good standard, our role and overall function are responsibility for the following:



- ✓ Tenants and Resident's Health and Safety Compliance
- ✓ Five-year investment programmes and Thirty-Year Life Cycle Planning also Cyclical works programmes for all Ardenglen Housing Association (AHA) owned properties.
- ✓ Stock Condition Surveys and planning
- ✓ The delivery of Planned and Cyclical maintenance programmes of work to make sure our properties/asset stay in the best possible condition.
- ✓ Management and delivery of the day-to-day response repair's function.
- ✓ Management and delivery of the void repair process.
- ✓ The Contract Management and control of all works carried out by our approved external contractors.
- ✓ Performance Management and High-Quality Services to our customers.
- ✓ Maintain SHQS and EESSH standards to all our properties and that they are safe and secure.
- ✓ Tenants and Residents Health and Safety Compliance.

Estate Walkabouts

We are committed to improving the quality of our estates and have planned a further programme of quarterly estate walkabouts.

The staff team will be walking around our housing stock identifying issues that need to be tackled such as broken latches on common close doors, overflow pipes and insecure fences. These walkabouts will give

you the opportunity to speak to the Team and highlight any issues with common area repairs, grass cutting services, local playpark facility, paint works and gutter cleaning. We will notify you of the dates of these walkabouts in advance so you can join us or look out for us.



Shining a light on our Tenants' and Residents' Health and Safety Compliance

Tenants and Residents Health and Safety are one of our main priorities and keeping you safe. We have obligations as a landlord to ensure tenants' and residents health and safety, in particular through:



Gas Safety Checks annually - 100% compliance has been achieved within the 12-month deadline.



Electrical safety checks every five years - we have achieved 100% compliance.



Asbestos Management - we have information on all of our housing stock and retain an asbestos register and meet compliance standards.



Fire Safety – 100% of our properties have LD2 interlinked fire, smoke and carbon monoxide alarms installed which comply with Fire Safety Regulations in Scotland.



Legionella (Water) Management - we have a water management procedure for all our void properties, which comply with current standards.



Fire Risk Assessment (FRA) & Management (Common Areas)
We have now information on our housing stock and retain FRA surveys for common areas.



Damp & Mould
The association has published details of a new managing mould and condensation guide for tenants. Download a copy on <https://tinyurl.com/3h97r29>.



SHQS & EESSH
The association also meet Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standards for Social Housing (EESSH)



Passenger Lift
Ardenglen Housing Association has one passenger lift within one of it's leased properties which meets regulatory standards

Our Five Year Investment Programme



Kitchen Replacement Programme

We are delighted to announce that we have procured and commenced our kitchen replacement programme as part of our 5-year investment plan.



City Gate Construction (CCG) are the successfully procured contractor who are carrying out the kitchen installations programme.



As part of the kitchen replacement programme, tenants had been notified and have chosen their Howden's kitchen type, colour and general layout, we have also tried as much as possible to accommodate within the plan tenants white goods etc.

Associations Gas Boiler Replacement Programme

The Association are pleased to announce that we have procured and commenced our Gas Combination Boiler replacement programme as part of our 5-year investment plan.



City Technical Services (CTS) are the successfully procured contractor who are carrying out the Worcester Bosch Greenstar gas combination boiler installations.

The Association has selected the Worcester Bosch Greenstar 4000 combi boiler for our boiler replacement programme. It is a highly efficient and reliable choice for homes. Designed with energy savings in mind, it boasts an impressive efficiency rating, helping to reduce both carbon emissions and heating bills while innovative features like wireless connectivity allow for easy control and monitoring.



New Kitchen and Boiler Renewal Compliments

I'm really happy with my new boiler, it's made a big difference

My new boiler is more efficient

I'm really happy with my new boiler and the house is a lot warmer

Everything was spot on with my new kitchen. I'm delighted with it it's amazing.

I love my new kitchen. It's perfect it's great.

I love it every bit of my new kitchen. Thanks so much.

Bathroom Installation Programme



Sample Image only

As part of our five year investment planning, we can confirm that the Bathroom installation programme will commence later in 2025. Tenants who are part of the programme will be notified for surveys to be carried out.

The successfully procured contractor for this contract has been City Gate Construction (CGC).

Procurement and Value for Money



The Association commissioned well-respected consultant ADA Construction Consultants Ltd to work on the procurement of our capital investment programme. They have brought considerable experience of the construction industry, specifically specifications, price trends, procurement practices, contractor knowledge and life cycle costings.

The Association strives to “provide a first-class service which offers value for money and ensures the comfort and safety of our residents whilst achieving high levels of satisfaction with our homes. As a further commitment we are developing an Integrated Asset Management Strategy describing how we plan to keep our stock in good condition and carry out investment work when the time is right.

We aim to get value for money out of our components and renew when they reach the end of their useful lifecycle.

Missed Gas and Electrical Safety Appointments

We need your help to keep you safe in your home. Please read any appointment letters you receive from our contractors or the Association and let us know if you won't be in for a gas safety or electrical safety checks. We can re-arrange the service at a date and time that suits you better.

Repeated failure to let us know that you won't be at home for a scheduled gas safety check, may result in forced entry with police present later. This won't be necessary if you work with us and are home at the agreed appointment date and time or keep us informed of a change in plans.. If you have any questions or concerns regarding the safety of your home, please call us on **0141 634 8016**.

Help us to keep you and your family safe at all times.

Community Benefit Clauses

We take our social responsibility very seriously and are committed to delivering Community Benefits through our capital investment programmes.

Contractors and their supply chain will be required to support the Association's aspirations and requirements relating to skills development, training and employment initiatives and other opportunities which connect to social economic and environmental considerations for the residents of Castlemilk. Please look out for further information within our newsletters and web-site.



The Castlemilk **PANTRY** **IS MOVING!**



***To the Birgidale Complex,
10 Stravanan Street, Castlemilk, G45 9LW***

A key outcome of the funding awarded for the Castlemilk Pantry is to ensure that the project is and continues to be embedded into the local community, which is important and necessary to support its future sustainability.

Over the past six months, the Pantry Focus Group have been considering alternative opportunities in relation to management and operations. From this work an Options Study was developed, which provided an overview of the work undertaken along with a series of recommendations of how the project moves forward.

One recommendation was that the Pantry move its premises from the Castlemilk Community Centre to the Birgidale Complex (*the only volunteer-led community centre within Castlemilk*).

Unfortunately, it has been necessary to close the project temporarily, to allow time for the move. Plans are to re-open around the 8th April.

Please keep an eye on the Pantry Facebook page <https://www.facebook.com/people/The-Castlmilk-Pantry/100065146045046/> for further updates.

Managed migration to Universal Credit

Key things to look out for -

Migration Notice

This is an official letter you will receive from DWP notifying you about the transition to Universal Credit. This letter will include a deadline date to make your claim.

Deadline Date

This is the date in which you must submit your universal credit claim. Missing this can result in your benefit stopping.

Transitional Protection

You may be entitled to a transitional protection element to top up your income if your universal credit amount is lower than your current legacy benefits.

Get advice!

Please reach out to our financial inclusion team if you have any questions or concerns. They can help you through the managed migration process.



We would recommend that you have a review of your current benefits before migrating to universal credit to ensure you are in receipt of the correct entitlement. This will make sure you are awarded the correct transitional protection when making your Universal Credit claim.

Financial Inclusion Update

Ardenglen's new Financial Inclusion Service was launched in April 2024 and since the service commenced there has been a steady increase to the service. As a result of further funding secured, two new members of staff joined the team, Financial Inclusion/Digital Assistant and Part Time Energy Advisor. Both team members can offer support to our Pantry Plus customers and customers living within the G45 area.

The service has continued to grow ensuring that our customers receive the best advice and support for their needs, and this is evident from the financial gains secured for our customers during the period of April 2024- February 2025 in the sum of **£439,600**. This has made an enormous difference to our customers with feedback informing that the service has been incredibly positive. Noted below are a couple of couple of case studies that demonstrate impact.

If you are experiencing any financial difficulties or would like some assistance, please contact the Financial Inclusion Team to arrange a suitable appointment.

Case Study

A couple called into the office as his claim for Attendance Allowance had been refused. A mandatory reconsideration was submitted and found in the customer's favour. He was awarded the low rate of Attendance Allowance in the sum of £72.65 per week with effect from 19th February 2024 for an indefinite period. He received a backdated payment in the sum of £839.95 which has given him a financial gain of £4617.75 per year.

As a result of this the couple's housing benefit has been reassessed and their housing benefit award is now £63.90 per week, previously their award was £22.98 per week. A backdated payment in the sum of £991.46 was paid into their rent account with a further financial gain of £4314.24 per year. The couple were delighted as this has resulted in their disposable income by £113.57 per week.

Case Study

Customer had received her determination for ADP, had been awarded standard daily living components for both, however wished to request a reconsideration of the decision. A redetermination was submitted, and a new decision was made in favour of the customer. Customer now awarded enhanced daily living component, and this was backdated to 8th May 2023. Customer received backdated payment in the sum of £2200 and an additional weekly payment of £35.90 which will provide the customer with more financial security.



Reporting Rent Changes on Universal Credit

Tenants are responsible for telling the DWP of any changes that might affect their Universal Credit payment. This includes annual rent changes.

Tenants must not use the 'Report a change of circumstances' process to tell them about their rent change.

Tenants should complete the 'Confirm your housing costs' to-do in their Universal Credit online account. This will appear as a to-do when their housing costs change.



Please reach out to our financial inclusion and digital worker if you need support to report the change in your rent. We hold digital drop-in sessions on a Monday 9.30 - 1.30 and a Thursday between 1-4pm.

SPRING FUN DAY & Easter EggStravaganza

Our hard-working Community Committee are busy organising a fun packed day full of family fun and free activities including a visit from a special guest!

This event will take place at our office car park and boardroom on **Thursday 17 April 2025 from 11am to 3pm.**

A special shout out to **Castlemilk Together** for providing us with an allocation of funding from the **GCC Food & Fun** grant. This will enable us to provide extra fun activities and **FREE** food.

All welcome!



Watch this space for further updates on their plans over the summer! Updates can also be found on website www.ardenglen.co.uk or via email/text communications.

Home is where the HUB is...



As reported in previous issues of Ardenglen Vision, the association have been supporting the Community Committee to establish a new community HUB at 6 Ardencraig Street and that refurbishments works were required to make the HUB accessible and compliant in terms of Health & Safety.

The Community Committee are pleased to announce that have taken handover of the property on the 21 March 2025, after which they will begin to get organised for opening the doors of **the HUB (Home is where the HUB is)**, mid to end April 2025.



As well as refurbishments, new branding has been designed by the Committee with new signage giving the HUB its own identity.

Please keep an eye on our social media and website for more information and updates.

A big **THANK YOU** is given to our funders and supporters which includes **Ardenglen; Commonweal Fund & EB Scotland Ltd (Scottish Landfill Community Fund).**

Thanks also go to the **GDN Limited** who provided us with a competitive quote to carry out the essential works – and a great job they have done too!

Tenant Feedback Survey

We want to create a buzz about engaging with our tenants and recently sent you a link via email and text to give us your views. At the time of writing, we have received 163 responses which is great and will help us to form our new Communication, Engagement & Participation Strategy.

We will provide an update in the Summer edition and confirm the winners of the prize draw.

My Home

Our new tenant online portal “My Home” is now live for tenants to access. You can use the portal for the following

- Report non-emergency repairs (including common areas)
- Link to pay rent online and view online statement
- Report a complaint (anti-social / estate / service)
- Log a compliment
- Update phone number and email address
- Update your household information
- View documents

To register please log onto <https://myhome.ardenglen.org.uk> you will require your name, date of birth and tenant number (please contact us and we can provide this).

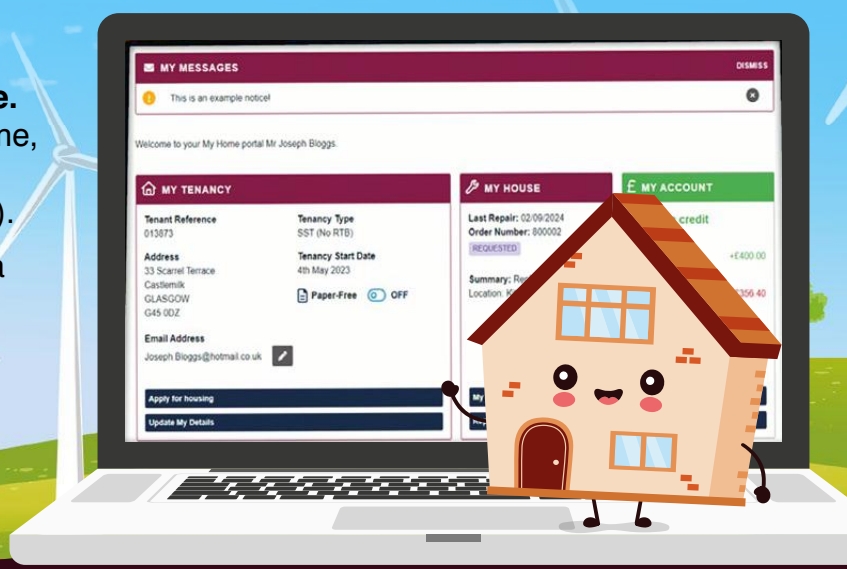
We sent out more information to tenants via text but you can find more information out here <https://tinyurl.com/22kruc7j>

Our Financial & Digital Inclusion Assistant will be available for a demonstration at our office on the following dates and will help anyone to register

Monday 28th April 2025 drop in between 10am-12noon

Thursday 1st May 2025 drop in between 2pm-4pm

If you cannot make the times above but need assistance, please contact the office and we will be happy to help you. We also welcome any feedback on how to improve the service.



Value for Money Working Group

Quarter 4 Report

The VFM group has completed another successful year achieving savings and efficiencies for Ardenglen.

The savings identified for the

year 2024-25 total £50,090, which is just over our target of £50,000. A fantastic outcome for the group and was achieved by reducing our office print costs and use of external consultant.

Our focus for the next financial year will be ensuring new contracts and services continue to attain value for money and look at new ways of working.



Rest Assured

In December, our Board and Staff Team held a Business Planning Day to review our Business Plan and Strategic Map. The Housing Regulator monitor organisations on the viability of their Business Plan and Financial Projections. Ardenglen have been able to report a strong financial position to our Board and the Regulator which stands us in great stead to invest in your home and your safety. A final Business Plan will be approved by Board soon.

In keeping with the Regulatory theme, Ardenglen are delighted to report that the Association have just received a strong assurance rating on Tenant Health and Safety from Internal auditors which is the highest rating that can be awarded. The Association was audited on our processes for managing gas and fire safety as well as asbestos. This rating endorses the work that the Ardenglen staff team is doing to ensure gas and electrical

safety standards are met in our homes as well as addressing damp and mould issues. More importantly, we hope this rating instils confidence in our customers too. We are continuing these high safety standards in our investment works that are ongoing.

It is not just tenant health and safety that we are maintaining high standards in, the Association has also received the highest assurance rating for our Annual Assurance process from our internal auditors. A robust testing system highlighted that Ardenglen have a thorough and inclusive approach to Annual Assurance which when broken down into parts is an MOT of everything that the Association is doing to ensure that we are compliant with the Housing Regulator's Governance and Financial Standards and providing quality, affordable homes whilst offering a first-class repairs and customer service.

Our Board of Management have met twice so far this

year and have approved the following policies:

- Tenancy Management Policy
- Data Retention Policy
- Capital Policy
- CCTV Policy
- Damp & Mould Policy
- Data Protection Policy
- Freedom of Information Policy
- Playpark Policy
- Financial Regulations Policy
- Asbestos Management Policy
- Gas Safety Policy

The board have also participated in Health & Safety training and will soon complete Complaints training.

If you are keen to know more about what is involved in joining the Board at Ardenglen or have any questions about Regulatory Compliance, please contact Jacqui Mills, Corporate Services Officer on **0141 634 8016** or email **Jacqui.mills@ardenglen.org.uk**

Staff Update

Customer Services

We welcomed a few new faces recently...

Rachel Gallacher has joined us as our temporary Customer Services Assistant and is based at the front reception area. Rachel is responsible for front line enquiries and you may have already dealt with Rachel either on the telephone or in person at the office. Rachel also supports the Housing Services Team.



Lisa Bonner has joined us as temporary Housing Assistant and works closely with Hayleigh Rennie, Housing Officer. Lisa has settled in well to the position and is enjoying getting to know our tenants and customers.



We welcome back **Kerri Hetherington**, Housing Assistant from Maternity leave. Kerri gave birth to a beautiful baby girl and named her Emily. You will have known Kerri as her surname Downie and would like to congratulate her in her marriage. Kerri will be working in the patch with Janice Herriot, Housing Officer.

Asset Management

George Andrews joined the Asset Management Team as Temporary Asset Officer. George has several years of experience that he brings to Ardenglen. George is supporting the team with our ongoing Kitchen and Boiler renewal programme.



Good Luck and Best Wishes

Nicole Babes, Customer Services Assistant. Nicole is due to go on maternity leave at the end of May. We wish Nicole best wishes and look forward to meeting her new baby.

Christopher Paterson, Senior Asset Officer, **Demi Anderson**, Asset Admin Assistant, **Kelly Burns**, Pantry Co-ordinator and **Naomi MacKay**, Pantry Assistant who have all pursued other opportunities outwith Ardenglen.

GARDEN COMPETITION 2025

Garden Competition 2025 is now open for entries!

There will be 3 prizes on offer

1st prize - £75 voucher

2nd prize - £50 voucher

3rd prize - £25 voucher

Front, back, side gardens and balconies can apply

To enter email photo(s) to **info@ardenglen.org.uk** along with your name, address and phone number (this can be a direct tenant entry, family member nomination or nominate a neighbour). Alternatively, contact our Customer Services Team on **634 8016** and they will arrange to take photographs when on the estate.

Our Housing Assistant's Kerri & Lisa are out on the estate weekly and will also be highlighting any gardens that can be put forward for the competition.

Entries will open mid April and winners will be contacted late August and will be invited to receive their prize at the next Annual General Meeting.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

When complaining, tell us:

- Your full name and address.
- As much as you can about the complaint.
- What has gone wrong?
- How you want us to resolve the matter.

How do I complain?

You can complain in person at our office, by phone 0141 634 8016, in writing, or email info@ardenglen.org.uk.

Getting help to make your complaint

We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. If you **have trouble putting your complaint in writing**, please tell us.

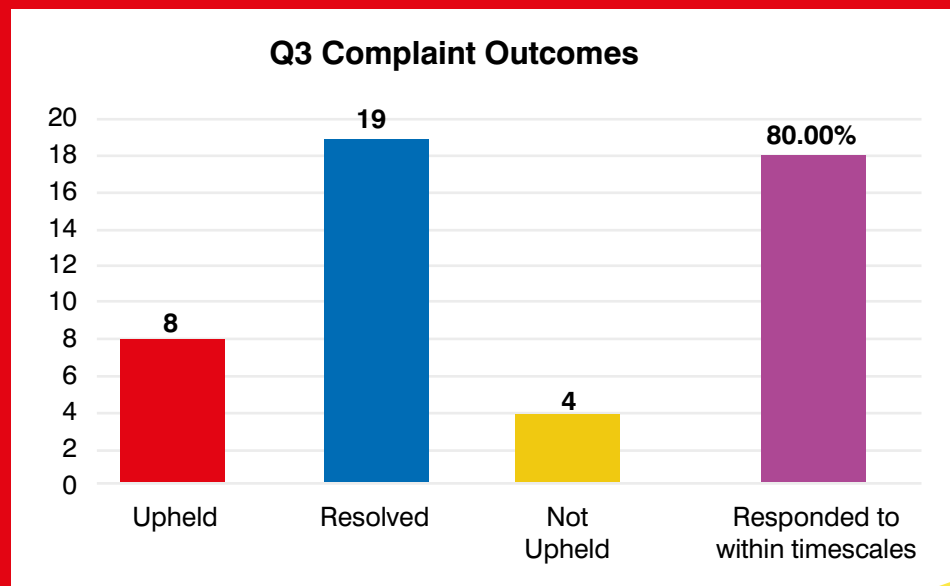
COMPLAINTS RECEIVED

Between 1 October to 31 December 2024, we received 31 complaints.

Timescales to Resolve

When a complaint is received, we aim to resolve the matter within 5 working days (Stage 1 Complaint) however if the complaint is more complex and requires a more detailed investigation, we aim to respond within 20 working days (Stage 2 Complaint).

Complaints Upheld & responded to within timescale:



Customer Feedback

Your feedback means a lot to us whether it be a complaint or a compliment or just some general thoughts on our service. All of your feedback helps Ardenglen shape our services for the good of all our tenants. We are constantly reviewing our own performance and processes to ensure we deliver a high-quality service.

COMPLIMENTS

The Association received 21 compliments this quarter from customers who wanted to share their appreciation for the following:

Thanks to
our Financial
Inclusion
Service

Thanks for the
Santa's Grotto

Thanks
for close
cleaning

Thanks for
approachable
staff team
members



Performance Quarter 3 (1 October to 31 December 2024)

Area of operation	Target	Performance to date 1/10/24 – 31/12/24	Target achieved
% reactive repairs completed right first time	95% or over	97.20%	Yes
% properties with a gas safety check completed by anniversary date	100%	100%	Yes
Average days taken to relet empty houses	15 days	12.83 days	Yes
% rent due lost through properties being empty	Below 0.45%	0.33%	Yes
Current tenant rent arrears as a % of rent due	Below 3.6%	2.30%	Yes

Useful Contacts

Emergency phone numbers when our Office is Closed:

- For all central heating and hot water emergencies please call **03302020444**
- For any other emergency repairs that happen after hours, please call 0141 336 7111
- 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 that the office will be closed on Wednesday afternoons for staff training.

PUBLIC HOLIDAYS 2025

The office will be closed for Public Holidays on
Easter Holiday Weekend – Friday 18 and Monday 21 April

May Day Holiday Monday – 5 May

Bank Holiday Weekend –
Friday 23 and Monday 26 May



We have an Ardenglen Facebook Account! Have you followed us yet?

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

Ardenglen Facebook (<https://m.facebook.com/Ardenglen-Housing-Association-102918612196567/>)

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.



We are now on X @ardenglen

Follow us there to keep up with all the latest news from Ardenglen



thebigword

Ardenglen use the Big Word translation service for translation via telephone.
Please get in contact with us if you require translation services.