



WINTER 2025

# Vision

**ARDENGLLEN**

OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION

## Improving Our Repairs Service

Page 9

# SEASONS Greetings



**GOOD NEIGHBOUR  
AWARDS ARE BACK! .....2**



**CHANGES AT  
THE PANTRY .....6**



**RENT CONSULTATION  
2026/27 ..... 11**



**DOG FRIENDLY AT  
ARDENGLLEN HA ..... 15**



**A**rdenglen acknowledges that our tenants deserve to be recognised for their kindness and consideration to their neighbours. We would like to give you the chance to nominate a neighbour whose kindness has made a difference to your lives. There are a number of things that you could recognise your neighbour for

**A good neighbour could be someone who:**

- Looks after your pet and keeps an eye on your home when you are on holiday.
- Takes out your bin for collection
- Helps you with shopping
- Has been there when you need someone to talk to
- Clears you path during autumn or winter months
- **OR** someone who is a good neighbour all the time



## Good Neighbour Award 2025

If there is someone that you would like to nominate, simply drop us an email at [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk) and tell us the name of the person that you are nominating and the reason. Alternatively, you can come into the office and fill out a nomination form. We also have a nomination form available on our website at Good Neighbour Award (<https://ardenglen.co.uk/good-neighbour-award/>)

## Your rent this festive period... 2025

**A**rdenglen are aware of the challenges our customers face as we continue to live through a cost of living crisis.

Missing your rent at Christmas means starting the New Year with debt and the inevitable stress that this causes. We encourage all tenants to budget carefully to avoid missing your rent as this is a priority bill.

If you **are** struggling to meet your rent payments you should never be afraid to talk to us about it – we are here to help. We spend many hours each week helping our customers find the best way to resolve rent arrears or financial difficulties – so please don't think you are alone if you are struggling to make ends meet. We now have a full time Financial Inclusion Officer, Assistant and part time Energy advisor who are here to help. Please contact the office if you require an appointment or you can pop into our drop in service every Thursday from 2 – 4pm.

### Pay by Direct Debit?

Payment may be taken from your account up to **3 days** later than normal over the festive period. Check below to see if you may be affected and please ensure there are sufficient funds in your account on collection day to prevent defaulted payments and unnecessary bank charges.

#### 24 DECEMBER 2025

Normal Collection

#### 25, 26, 27 & 28 DECEMBER 2025

Will be collected on 29 December

#### 30 & 31 DECEMBER 2025

Normal Collection

#### 1 JANUARY 2026

Will be collected on 2 January



# SPOOKTACULAR FUN WAS HAD BY ALL AT THE HAUNTED HUB

First up was our **Autumn Food & Fun event**, which took place on **Thursday 16 October 2025**. This was the first proper event that our Community Committee delivered from **the HUB #homeiswherethehubis**, which saw them welcoming families into a fun packed event which included lots of scary and interactive features; tasty food; arts/crafts; decorate your own cake and a Magic Show delivered by the fabulous Gary Dunn. This event was made possible thanks to funding being allocated via **Castlemilk Togethers Food & Fun** funding from **Glasgow City Councils – holiday food programme**. Our Financial Inclusion Team were also present to provide families with free impartial advice.

Next up was our Halloween event, which saw us being visited by **The Witches of the Glen at the HAUNTED HUB** on **Thursday 30 October 2025** who delivered a fun packed evening of Spooky Storytelling and lots of Spooktacular Fun.

You can see from the pictures that everyone had the best time.





# Winter & Festive Safety Guide

The festive season is a wonderful time for celebrations, but it also brings increased fire and safety risks. Follow these tips to keep your home and family safe this winter.

## Staying Safe at Home

- Avoid cooking when tired or after drinking alcohol—choose a cold snack instead.
- Alcohol can make you drowsy or confused, reducing your ability to respond in an emergency.
- Never leave cooking unattended and keep flammable items away from hobs and ovens.
- Check smoke alarms weekly and report any faults immediately.
- Make sure exit door keys are readily available and doors can be opened from the inside.
- Take extra care of older people, children, or anyone who may react slowly in an emergency.
- Ensure family and visitors know what to do if a fire or smoke alarm is activated.

## Christmas Cooking

- Stay focused when preparing meals—distractions can lead to accidents.
- Keep children, pets, and loose clothing away from hot surfaces.
- Be extra careful with chip pans or hot oil.
- Never cook while under the influence of alcohol or drugs.

## Candles & Lights

- Keep candles away from decorations, curtains, and the tree.
- Never leave candles burning unattended.
- Consider LED alternatives for a safer festive glow.
- Make sure festive lights conform to British Standards.
- Never overload sockets and check plugs have the correct fuse.
- Avoid charging electrical devices (phones, laptops, games consoles) overnight.
- Keep decorations away from heat and lights.

## Fireworks Safety

- Store fireworks safely, out of reach of children.
- Always follow the Fireworks Code.
- Remember, fireworks are explosives—handle with care.

## Smoking & Alcohol Safety

- Smoking is the leading cause of fire deaths in the home.
- Provide ashtrays and stub out cigarettes properly. Pour water on cigar/cigarette ends before disposal.
- Consuming alcohol increases the risk of fire and injury.

## Real Christmas Trees

### Choosing a tree:

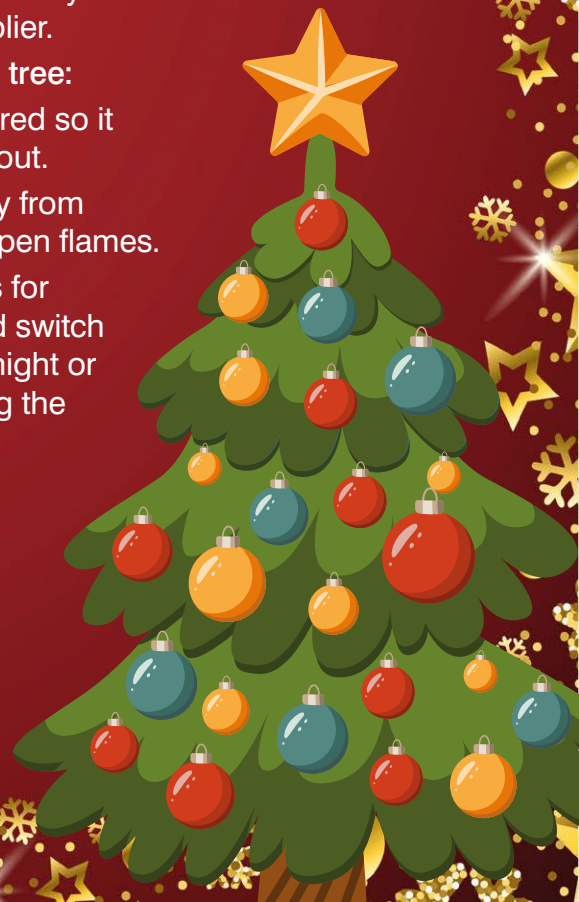
- Pick one with green, fresh needles that don't fall off easily from a trusted supplier.

### Caring for your tree:

- Keep it watered so it doesn't dry out.
- Place it away from heaters or open flames.
- Check lights for damage and switch them off at night or when leaving the house.

### Disposal:

- Recycle promptly once dry. Never burn branches indoors.







# Leaks and Frozen Pipes

## Leaks and How to Prevent Them

Leaks can happen in any home—whether from a flat or room above, a damaged roof after a storm, or faulty plumbing. Here's how to reduce the risk and protect your home.

### Common Causes

#### Overflowing taps:

In flatted properties, leaks often happen when a bath, sink, or kitchen tap is left running and overflows. Always turn off taps before leaving home, even for a short trip to the shops or taking out the rubbish.

Faulty or loose connections can cause leaks. Regularly check all hoses and fittings on existing machines, and ensure all connections are tight before using a new one.

### Frozen Pipes

When temperatures drop below zero for several days, pipes can freeze and may burst when the weather warms.

Preventing frozen pipes:

- Keep your heating on, even at a low level.
- A steady 5°C is enough to protect pipes.
- Low heat also prevents your boiler's condensate pipe from freezing.

### Minimising Damage from a Burst Pipe

If a pipe bursts, acting quickly can reduce damage:

1. Switch off water heaters or boilers immediately.

2. Turn off the main stopcock (usually under the kitchen sink, in the bathroom, or in a hall cupboard).
3. Collect water in buckets, baths, or containers—use it for flushing toilets only. **Do not drink or cook with it.**
4. Isolate electrical circuits if safe to do so. **Never touch wet electrical fittings or the consumer unit if damp.**

### Reporting a repair

If you are reporting an emergency repair outwith office hours please call the following numbers:

No heating or hot water emergency repairs:

- Between 8am and 4.30pm call **0169 874 3647**
- Between 4.30pm until 8am call **0330 202 0444**

For all other emergencies i.e. Plumber, Joiner and Electrician – call **0141 336 7111**

### Gas Emergency

If you suspect any of the following issues:

- Gas Escapes
- Carbon Monoxide

Please contact Scottish Gas Networks on **0800 111 999**

### Scottish Water

To report loss of water contact Scottish Water on **0845 600 8855**



# CHANGES TO CASTLEMILK PANTRY OPENING DAYS/TIMES

**W**e are having to change our opening days, due to unforeseen changes in circumstances with one of our main partners (Fareshare). As they are our main supplier of surplus food, these changes are necessary to meet demand.

The Castlemilk Pantry will now open every **Wednesday & Thursday from 10am – 3pm** from w/b 1 December 2025.

*Details of our opening times/days for the month of December are as follows: -*

**Wednesday 10 December 2025** – open from 9.30am - 4pm

**Thursday 11 December 2025** – closed

**Wednesday 17 & Thursday 18 December 2025** – open from 10am – 3pm

**Wednesday 24 December 2025** – closed until Wednesday 7 January 2026 at 10am.

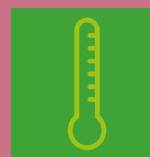
*the Castlemilk*

## PANTRY



The Castlemilk Pantry is now based in the Birgidale Complex, 10 Stravanan Street, Castlemilk, G45 9LW.

Membership costs £2 (annual) and is open to G45 residents. Once you are a member you can shop once per week for £3.50. Membership also gives you access to our Financial/Energy Inclusion Team for impartial advice and support.



## Gas Servicing

**A**s part of our commitment to keeping our homes safe, we carry out a gas service in every property once a year. This important check helps us make sure your boiler is working safely and allows us to spot any issues early, including gas escapes or carbon monoxide leaks.

Carbon monoxide is a colourless and odourless gas that can be harmful if a fault develops inside the boiler. A quick annual service helps prevent this and keeps everyone in your home protected.

To ensure your service is completed on time, please provide access to Saltire when your appointment is arranged. The visit usually takes less than an hour, and Saturday appointments may be available if this suits you better.

Saltire engineers are always happy to answer any questions you may have, and you can also contact our office for further information.





# Estate matters: Clean & Tidy Christmas!

**T**he festive season is full of fun, food, and gifts—but it can also mean a lot of extra waste. Let's keep our streets and neighbourhoods tidy so everyone can enjoy a sparkling, litter-free Christmas!

## Where Does My Rubbish Go?

Glasgow City Council provides blue recycling bins for paper, card, plastic bottles, and food/drink cans.

### You can recycle in your blue bin:

- ✓ **Paper:** newspapers, magazines, junk mail, brochures, directories, envelopes
- ✓ **Cardboard:** boxes and packaging
- ✓ **Plastic bottles:** milk bottles, drinks bottles, shampoo or cleaning bottles
- ✓ **Cans:** steel/aluminium food/drink cans, empty aerosol cans



### Do NOT put these in your blue bin:

- ✗ General or food waste
- ✗ Glass bottles (use a glass recycling point)
- ✗ Books, yoghurt pots, tetra paks, plastic bags, margarine/butter tubs, cartons, foil

### Glass recycling:

- Please visit your nearest glass recycling point. Glass cannot go in the blue bin.

For more info on bins and recycling, visit: Glasgow City Council Bins & Recycling.

## Getting Rid of Bulk or Old Items

If you have large items or boxes after Christmas, take them to your local recycling centre:

- Polmadie Recycling Centre, 425 Polmadie Rd, Glasgow G42 0PJ
- **Important:** Fly-tipping is illegal and can lead to fines or prosecution.

As residents you can also contact the Environmental Task Force if come across the following problems: -

- Litter
- Dog Fouling
- Graffiti
- Fly posting
- Fly Tipping

Report any incidents on Glasgow City Council website.

You can also report an incident by phoning **0141 287 1058**. Or you can use your smart phone to report incidents by downloading the My Glasgow app from the App store and Google Play MyGlasgowCC - Glasgow City Council



## DOG FOULING

**D**og fouling in the estate continues to be a big problem.

Dog owners are asked to co-operate with Ardenglen on this matter by ensuring that dogs are exercised away from their properties and any mess left by their dog is removed, bagged and disposed of in a suitable bin.

Dog fouling is a breach of your Tenancy Agreement which could lead to a tenancy

warning. The Association will continue to work with Glasgow City Council who can issue fixed penalty notices to anyone caught allowing their dogs to foul in any public area.

If you witness this type of behaviour, you can report it to Glasgow City Council on **0300 343 7027** or through the MYGLASGOW app.





# Rest Assured

**O**ur Board of Management met in October to discuss and approve our Annual Assurance Statement 2025 which must be submitted to the Regulator by 31 October each year. You can read it in full here:

If you want to learn more about Annual Assurance, please visit our website <https://ardenglen.co.uk/assurance-statement/> or visit the Scottish Housing Regulator's website <https://www.housingregulator.gov.scot/landlord-performance/landlords/ardenglen-housing-association-ltd/>

We have also been busy again with our Policy Approval Schedule this quarter and it continues to progress with the following policies now approved by our Board:

- Absence Management Policy
- Dress Code Policy
- Alcohol and Substance Policy
- Serious Complaint Against the CEO Policy
- Shared Ownership Buy Back Policy

We are still keen to enlist some new tenant Board Members to represent the local community. 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](mailto:Jacqui.mills@ardenglen.org.uk)



## Annual Assurance Statement 2025 on behalf of the Board of Ardenglen Housing Association.

The Board confirms that, following a detailed review and assessment of comprehensive evidence, we are satisfied that Ardenglen Housing Association complies with:

- The regulatory requirements set out in Chapter 3 of the *Scottish Housing Regulator's Regulatory Framework*
- The relevant outcomes and standards of the *Scottish Social Housing Charter*
- All applicable legal and statutory obligations
- The Regulatory Standards of Governance and Financial Management

The Board is assured that we meet all duties relating to the health and safety of tenants and residents. We have obtained evidence-based confirmation of compliance from independent consultants in relation to:

- Gas, electrical, fire, water and lift safety and damp and mould
- Our statutory obligations regarding asbestos management.

To further strengthen our compliance and governance arrangements, we have:

- Implemented updated internal procedures on Damp and Mould to reflect the most recent Annual Return on the Charter (ARC) guidance.
- Approved a new Integrated Asset Management Strategy in line with regulatory best practise

Throughout 2024/25 Board members have gained assurance through regular and informed oversight of the Associations performance including:

- Comprehensive self-assurance framework based on the SFHA toolkit supported by a comprehensive evidence bank which has been validated by independent review
- Findings from Internal and External Audit reports
- Professional opinion from specialist consultancy

Board recognises its obligation to notify the Scottish Housing Regulator promptly of any material change in our compliance position. The Board is satisfied that effective systems and governance arrangements are in place to identify, monitor, and report such changes.





# Ardenglen opens door to repairs improvements

**A**rdenglen Housing Association has appointed a new repair and out of hours contractor to further drive its improving performance levels for this service.

Paisley based family firm Consilium Contracting Services has been appointed on an initial 12 month contract starting in January with option of performance based extension for a further year

This contract will cover day-to-day responsive repairs, 24/7 emergency repairs and works to prepare empty homes for new tenants.

**Ardenglen's last customer survey saw satisfaction levels with the repairs service increase from 89% to 94%.**

Consilium achieved the highest overall score during evaluation and demonstrated strong value for money, quality, and ability to meet Ardenglen's stringent service standards.

Chief executive of Ardenglen Housing Association, David Byfield said:

'We are delighted to confirm the appointment of Consilium Contracting Services as our new repairs contractor. Following a thorough and competitive procurement process, Consilium demonstrated not only the technical expertise we require, but also a strong commitment to customer service and partnership working.



Picture shows: (LtoR) Ardenglen's Asset Manager, Alex Gemmell joins chief executive, David Byfield and Consilium's managing director, Paul McGrath and Director of Business Systems, Mark McGrath at the signing of the new contract.

'Repairs continue to be the number one priority for our tenants, and this new contract reflects our determination to provide a service that is responsive, reliable, and consistently high in quality. We know how important it is that issues are addressed quickly and effectively, and we are confident that Consilium will support us in delivering the standard of service our tenants expect.

'We look forward to working closely with the Consilium CS team as we move into this next phase, ensuring that our homes remain safe, well-maintained, and a source of pride for everyone who lives in them.'

Ardenglen manage around 1000 homes in the Castlemilk area of south Glasgow.

Consilium Managing Director, Paul McGrath said:

'We are absolutely thrilled to be appointed by Ardenglen

Housing Association to deliver their repairs and voids service. From the moment we read the tender documentation, we knew this was a framework we were hugely passionate about, and now we can't wait to get out there, get started, and show Ardenglen and its tenants exactly what we can do.

'As a socially rooted, family run business, working in social housing is more than just a service for us, it's truly a commitment. We fully recognise the importance of providing a repairs service that is responsive, respectful, and right first time because we know how deeply it matters to the people receiving it.

'We're excited to work closely with the Ardenglen team to deliver not only on promises, but on performance bringing our experience in framework delivery and our strong focus on Key Performance Indicators to ensure consistently high standards.'



# Sustainability Working Group



This year we are:

- Renewing our office gas boiler
- Planning local school events
- Developing our Community Benefits Policy
- Exploring gardening opportunities

Our Sustainability Working Group are keen to hear from you, would you like to be involved?

## Bulk items

**W**e would like to remind all tenants not to leave or dump bulk items (such as furniture, mattresses, appliances, or similar large objects) in the garden or communal areas. These items create an eyesore, attract pests, and may result in you being recharged for the uplift of these items.

If you need to dispose of bulk items, please do so responsibly:



- Take them to your local recycling centre, or
- Arrange a collection with Glasgow City Council, who offer a bulk uplift service for only £5 per item.

You can book a collection online through the Glasgow City Council website ([www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items](http://www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items)) or by calling their customer service team on 0141 287 9700 on Tuesday's and Wednesday's between 9am-3pm.

## EICR



**T**o help keep your home safe, we carry out an Electrical Installation Condition Report (EICR) in every property at least once every five years. This inspection checks the condition of your wiring, sockets and consumer unit, allowing us to identify any faults or potential risks early.

Our team will contact you directly to arrange your EICR appointment. Once the visit is booked, our contractor **Magnus** will attend to carry out the inspection. The check normally takes around two hours, depending on the size and layout of your home.



If any issues are found, Magnus will report them to us so we can organise any remedial work as quickly as possible.

If you have any questions about the EICR process, please get in touch with our office and we'll be happy to help.



# Rent Consultation 26/27

**S**hortly, you will receive a leaflet with information about the rent proposals for 2026/2027. If you have an email or mobile this will be sent to you digitally, if you do not have either you will receive a posted copy. This will also be shared on our website and on the Ardenglen facebook

If you need any assistance to complete the survey, please contact a member of the housing team or come along to one of our in person drop ins which will be held at the office on one of the dates opposite:

- Wednesday 10<sup>th</sup> December 2025 4pm-6pm
- Wednesday 7<sup>th</sup> January 2026 2pm-4pm

Your views matter to us and all feedback will be reported back to the board of management in January 2026 for final consideration.

All survey responses will be entered into a prize draw to win one of two £50 vouchers.

## MyHome

Just a reminder that you can check your rent account, access documents, report non-emergency repairs and give us feedback 24/7 by accessing your tenant portal. Access it here <https://myhome.ardenglen.org.uk/auth/login?r=dashboard> you will need your tenant reference which you can get by contacting the office.



## Tenant Satisfaction Survey

Research Resource undertook a survey of 40% of our customers in August / September 2025 and we were delighted to see that satisfaction remains high and, in most areas, better than the Scottish average. Here are some of the key results:

#	Description	Ardenglen Result	Scottish Average
1	Overall Satisfaction	92%	87%
2	Keeping tenants informed	99.8%	90%
3	Satisfaction with opportunities to participate	100%	86%
4	Customer care provided by AHA	99.5%	N/A
5	Satisfaction with last repair	94%	87%
6	Satisfaction with quality of the home	94%	87%
7	AHA contribution to the management of the neighbourhood	97%	84%
8	Value for money	96%	82%

Thank you to those customers who took part. To ensure we continue to improve we welcome feedback in any aspect of the service we provide whether it be a negative or positive experience.



# Who can complain?

**A**nyone 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.

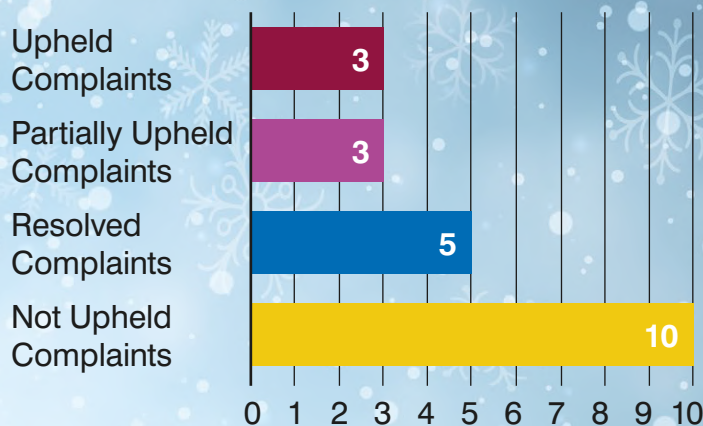
## COMPLAINTS RECEIVED

Between 1 July and 30 September 2025, we received **21 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:



Complaints responded to within timescale - **85.2%**

## 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 2 compliments this quarter from customers who wanted to share their appreciation for the following:

- Thanks for our new kitchens

## Performance Quarter 2 (1 July to September 2025)

Area of operation	Target	Performance to date	Target achieved
% reactive repairs completed right first time	95% or over	97.2%	Yes
% properties with a gas safety check completed by anniversary date	100%	100%	Yes
Average days taken to relet empty houses	15 days	14.85 days	Yes
% rent due lost through properties being empty	Below 0.45%	0.27%	Yes
Current tenant rent arrears as a % of rent due	Below 3.6%	2.19%	Yes



# Winter Damp & Mould: What You Need to Know

**A**s the cold weather sets in, many homes experience damp and condensation. Here's a quick guide to understanding and preventing it.

## What is Dampness?

Dampness is excess moisture in your home. Main types:

- **Condensation** – warm air meets cold surfaces
- **Rain penetration** – water enters through walls, roofs, or windows
- **Rising damp** – moisture rises from the ground

Other causes include leaks, spills, or bath splashes. Identifying the source is key.

## Condensation & Mould

Occurs when warm, moist air hits cold surfaces, common in winter. Daily activities can produce up to 12 litres of moisture: cooking, showers, washing, drying clothes indoors.

Where it forms: windows, mirrors, behind furniture, inside wardrobes.

Problems: stained walls, peeling paint, black mould.

If you find mould:

- Use a fungicidal wash (don't brush or vacuum)
- Clean furnishings/carpets
- Fix the cause (condensation or leaks)
- Improve ventilation

## Rain Penetration & Rising Damp

- **Rain penetration:** water enters through cracks, missing roof tiles, blocked gutters, or failed seals.



- **Rising damp:** moisture rises from the ground, mainly in basements/ground floors. Look for tide marks or white salt deposits.

## Reducing Condensation

- **Ventilation:** open windows 15–60 mins daily, keep vents clear, close bathroom/kitchen doors when in use.
- **Heating:** maintain steady low heat, avoid sudden drops.

Everyday habits:

- Dry clothes outside if possible
- Wipe wet surfaces
- Leave space behind furniture
- Use lids when cooking, turn on extractor fans

## Our Commitment

We will:

- Inspect your property within 48 hours
- Explain findings & arrange repairs
- Provide clear completion times
- Carry out post-work inspections
- Follow up at 6 weeks and 6 months



# Residents of Ardenglen Scrutiny Panel Update

Our Scrutiny Panel have been busy attending the TIS Tenant Engagement Summit at the Radisson Blu. They met with other tenants, staff and board members to talk about tenant Engagement activities and how important tenant views are in shaping services.

They are also conducting a scrutiny inspection of our Complaints Policy and Process and have been reviewing lots of information in relation to complaints as well as meeting with key staff members involved in Complaints Handling. We are nearing the end of this scrutiny project and look forward to reviewing their feedback.

If you are interested in getting involved in our Scrutiny Panel, get in touch with our Corporate Services Officer, Jacqui Mills at [Jacqui.mills@ardenglen.org.uk](mailto:Jacqui.mills@ardenglen.org.uk) or call 0141 634 8016.



## WHAT'S ON AT THE HUB #homeiswherethehubis



<b>MONDAY</b>	<b>Connected Castlemilk</b> Develop your digital/IT skills	10am - 12noon
<b>TUESDAY</b>	<b>Sew Fabulous</b> Learn how to transform old rags into something brand new.	10am - 12noon
<b>TUESDAY</b>	<b>The 3B's (Bite, Blether &amp; Bingo) *last Tuesday of the month</b> Intergenerational programme	11.45am - 2pm
<b>WEDNESDAY</b>	<b>Inspirational's</b> Women's Group- life-long learning & wellness	10am - 12noon
<b>WEDNESDAY</b>	<b>Photography Class</b> Learn to capture moments on film using camera/smart mobiles	1pm - 3pm
<b>THURSDAY</b>	<b>Men4Men</b> Men's Group - life-long learning & wellness	10am - 12noon
<b>THURSDAY</b>	<b>Connected Castlemilk</b> Develop your digital/IT skills	1pm - 3pm

Grub's Up—regular Community Breakfast/ Lunch @ the HUB (see Facebook for regular updates) & Cookery Classes. Personal Development; Health & Safety; First Aid; Food Hygiene training also available.

The Community Investment Team & Community Committee are currently developing other

programmes & initiatives; however, we are keen to hear from the community what their ideas/ aspirations are.

To enquire or find out more please call **Fiona on 07969182330** or email **[community@ardenglen.org.uk](mailto:community@ardenglen.org.uk)**



# Managed migration

**UC** 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.

## We're now officially pet friendly!



**W**e're delighted to share that Ardenglen has become one of the first housing associations in the UK to be officially accredited by Dogs Trust for our pet friendly policies.

Over the past couple of months, we've worked closely with the charity to review how we support tenants with pets - from updating our pet policy to providing Pet Information Packs and staff training. This work forms part of the Pet Friendly Housing pilot, a project running in Scotland that aims to improve the experience of current and future pet owners accessing social housing. The accreditation we've received reflects our commitment to making pet friendly housing more accessible and supportive for everyone.

This accreditation recognises our commitment to helping tenants keep their beloved pets and creating communities where everyone feels supported.

This work has been made possible thanks to funds raised by players of People's Postcode Lottery, whose support enables Dogs Trust to work with housing providers across the UK. Their contribution is helping to remove barriers to pet ownership and improve access to pet friendly housing for those who need it most.





# Useful Contacts

## Emergency phone numbers when our Office is Closed:

For all central heating and hot water emergencies please call **0330 202 0444**

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.

## Festive Holidays

The office will be closed for Public Holidays on

- Christmas – Thursday 25, Friday 26 and Monday 29 December 2025.
- New Year – Thursday 1, Friday 2 and Monday 5 January 2026.

Our office will be open during these hours in the festive period:

- Christmas Eve 24 December - 9am-1pm
- Tues 30 December - 9am-1pm
- Wed 31 December - 9am - 1pm
- Return to normal hours on Tuesday 6 January



## Councillors

**C**ouncillors for your local area are listed below.

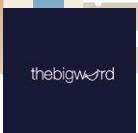
Full contact and surgery details can be found at **0141 287 2000** or visit the Council's website: **www.glasgow.gov.uk**

- Catherine Vallis  
0141 287 7031
- Bailie Paul McCabe  
0141 287 4663
- Margaret Morgan  
0141 287 0224
- John Carson  
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.



*Merry Christmas from everyone at Ardenglen Housing Association! All the best for 2026.*



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