

VISION

SPRING 2026



ARDENGLLEN

OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION

Hop to the Shops

Crack open Egg-cellent deals on our Housing Perks app



GAS SAFETY.....2



RENT INCREASE - WE LISTENED!.....3



WHAT'S ON IN THE HUB..... 8-9



JOIN OUR SCRUTINY PANEL..... 11

Annual Gas Servicing – Keeping You Safe

Your safety is our top priority. That's why we carry out an annual gas safety check in every home with a gas supply. This is not just good practice - it's a legal requirement and ensures that your boiler and any other gas appliances are working safely and efficiently. It helps prevent carbon monoxide risks, improves performance, and can identify small issues before they become lengthy repairs.

What to expect

A typical annual gas safety check takes around 30–60 minutes. The appointment is generally quick and non-disruptive, and in most cases the engineer simply needs access to your boiler, gas meter and any gas appliances. If everything is working correctly, the check is often completed within around 45 minutes.

Why allowing access is so important

When we contact you to arrange your appointment, it's essential that you provide access to your home. If we can't gain entry after repeated attempts, we must take action to force access to ensure the safety of you, your household, and neighbouring properties.



Unfortunately, over recent months we have seen the number of forced accesses increase, which has significant impact on the Association and our Customers. In the past 12 months:

- We have had to issue **110** forced access letters so far this year.
- This has cost approximately **£17,000**– enough to fund around **4** bathroom replacements.
- Each case requires significant staff time, including housing officers, compliance assistant, and gas contractors – diverting resources away from other essential tasks.

Forced access is always a last resort. It can be stressful for customers and results in additional costs that ultimately impact the wider housing service.

What you need to do

- Respond to our letters, calls or texts as soon as possible
- Keep your appointment or contact us to rearrange if the time doesn't suit
- Ensure someone aged 16 or over is at home to provide access
- Ensure there is credit in the gas meter to prevent having to return

If you are worried about the appointment or need support to be home at the agreed time, please get in touch – we are here to help.

By working together, we can keep everyone safe and ensure your home remains warm, efficient and compliant.

**Thank you for
your cooperation.**

We Listened: A Clear Update on This Year's Rent Increase

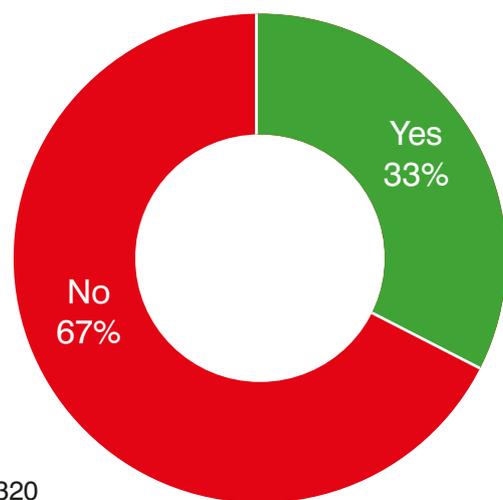
Between December and January 2026, we invited all tenants to take part in our annual rent consultation. We would like to sincerely thank the 336 tenants (32%) who shared their views and took the time to respond. Your feedback plays an important role in shaping our decisions.

As reflected in the consultation results, 67% of respondents voted against the original rent increase proposal. We recognise that any increase in rent can cause concern, particularly at a time when many households continue to feel financial pressures.

At its meeting on 20 January 2026, the Association's Leadership Team and Board carefully reviewed all the feedback received. The concerns raised were fully considered and thoughtfully discussed, alongside the responsibility we hold to maintain high-quality services and protect the homes and communities we manage.

After weighing these factors, the Board has decided to reduce the proposed increase. Rents will rise by 5.1% for the 2026/27 financial year.

Q1. Do you agree with our proposal to increase rents by 5.5% from 1st April 2026?



Base: all respondents, n=320

This revised increase strikes a careful balance. It will allow us to continue providing safe, well-maintained homes and deliver our planned investment programme throughout 2026/27, while responding to the feedback shared during the consultation.

We are grateful to everyone who participated. Your voice matters, and we remain committed to listening and working together to provide the services and standards our tenants value most.

Please remember if you need advice we have a full time financial inclusion service available each Thursday 2pm-4pm drop in or via an appointment.

The association's leadership team and Board carefully reviewed and discussed all of the feedback received through the rent consultation at its meeting on 20 January 2026. We recognise that any increase in rent can be worrying, and after giving serious consideration to the concerns raised, and weighing these against the need to continue providing and protecting the services tenants have told us matter most, the Board has decided to reduce the rent increase to 5.1%.

This revised increase will enable us to continue providing safe, well-maintained homes and to deliver our planned investment programme during 2026/27.

Our Domestic Abuse Policy

We recognise that domestic abuse is a serious issue and that safe, secure housing can be critical to someone's safety and recovery. That's why we have a Domestic Abuse Policy in place.

The policy sets out how we support residents who are experiencing domestic abuse, including how to report concerns, what support is available, and how we work with partner agencies to help people stay safe. It is

underpinned by a survivor-centred and trauma-informed approach, ensuring confidentiality, choice, and dignity.

If you or someone you know may need support, we encourage you to read the policy or contact the housing team in confidence. Help is available, and no one has to face this alone - https://ardenglen.co.uk/upload/download_document/bc58b2b6-8242-11ea-a71e-005056a3/file.pdf

My Home - Competition Winners



Throughout December and January, we launched a competition to get as many tenants signed up to the online tenant portal which enables you to access services 24/7 at a time convenient to you.

We now have over a quarter of our tenants registered and the lucky winners picked using a random number generator were:

- Iphone 14 – Natasha Vrachliotis
- Ipad Air – Heather Batty

Prizes presented by Elaine, Housing officer.

Scan the QR code and simply use your tenant number to access the tenant portal to log non-emergency repairs, check and pay rent, access documents, update household information and more.



Iphone 14 Winner – Natasha Vrachliotis

Ipad Air Winner – Heather Batty



YOUR COMMUNITY COMMITTEE – NEEDS YOU!



Our hardworking Community Committee work to support, strengthen and empower the Castlemilk community by bringing residents together to help them to shape their services, influence decision-making and develop community-led projects that aim to improve wellbeing, reduce inequality and build a stronger neighbourhood for everyone.

Your voice matters and they are looking for more tenants to take an active role in a process that represents the needs of our tenants.

They are a constituted group with their own bank account, who are supported by the

Community Investment Team including governance and financial support with a remit to deliver tenant activities/events and the day-to-day operational management of the HUB.

If you care about improving opportunities for your family, friends and your local community, then we would love to hear from you.

If this is something you would be interested in, please get in contact with Fiona McGovern either by telephone on **07969182330** or by email **fiona.mcGovern@ardenglen.org.uk** or come along to their Annual General Meeting on Tuesday 25 March at 3pm at the HUB; 6 Ardencraig Street, Castlemilk, G45 0ER.

Ending Your Tenancy: Avoiding Rechargeable Repairs



When you move out of your home, how you leave it matters. If the property is not returned in good condition, Ardenglen may recharge the cost of cleaning, repairs, or removal of items left behind.

To avoid these charges, please remember to:

- **Give the correct notice** and plan your move in advance.
- **Remove all personal belongings and rubbish**, including items in cupboards, sheds, lofts, and gardens.
- **Clean the property thoroughly**, especially

kitchens, bathrooms, floors, and appliances.

- **Fix minor issues** such as replacing light bulbs and leaving fittings in place.
- **Leave gardens and outside areas tidy**, if these are part of your tenancy.
- **Check your rent balance**, make any final payments before you leave
- **Return all keys, fobs, and permits** when you leave.

Leaving your home clean, empty, and in good condition helps prevent rechargeable repairs and ensures a smoother end to your tenancy.

Page 15 Crossword answers

Across: 1 Units, 4 Shipwreck, 10 Yeti, 11 Instructor, 12 Tempin, 13 Abortion, 14 Rheumatism, 18 Read, 19 Fuss, 21 Spectacles, 24 Pedestal, 26 Woolly, 28 Southerner, 29 Inns, 30 Adversary, 31 Agony.
Down: 2 Niece, 3 Thimphu, 5 Hosea, 6 Perform, 7 Richter, 8 Chocolate, 9 Vienna, 15 Household, 16 Tap, 17 Sec, 20 Sceptre, 21 Settees, 22 Thwart, 23 Closing, 25 Lunar, 27 Linen.



HOUSING PERKS

You can now pay less with up to 20% discount for what you already buy online and in store with Housing Perks. This free app will help you to save money on the essentials:



- ✓ GROCERIES
- ✓ CAR
- ✓ PHARMACY
- ✓ CLOTHING
- ✓ SCHOOL UNIFORMS
- ✓ STATIONARY & BOOKS
- ✓ HOME FURNISHINGS & DIY
- ✓ FAMILY DAYS OUT

HOW IT WORKS

1 Download the app for free to your device available from



2 Buy a voucher with up to 20% discount

3 The voucher appears in your app within seconds. Use it to pay.



HOW TO SIGN UP

- ➔ When you download the app, select Ardenglen.
- ➔ Your account will be registered to your Ardenglen address, so keep your tenancy reference handy.



Start saving today!



Glitter, Giggles & Glass Slippers:

A Magical Recap of Our Festive Tenant Activities!



Our festivities kicked off with our annual trip to the East Kilbride Village Theatre on Thursday 4 December to see a production of Cinderella produced by the Greenhills Amateur Group.

This was followed by some young people visiting the HUB on Wednesday 10 December to meet Santa and Friends.

You can see from the pictures that everyone had a great time.





WHAT'S ON IN THE HUB

We are pleased to report that our hard-working Community Committee are settling well into our new HUB and have begun delivering some programmes for the community to enjoy. Details are noted below of some of the FREE activities that are on offer.

MONDAY

**10am – 12noon
Connected Castlemilk**

Boost Your Digital Skills: Join Our Drop-In Digital Literacy Session!
In today's digital world, being confident with technology is more important than ever. Whether you want to navigate the internet safely, master your smartphone, or improve your online skills, our Digital Drop-In Session is here to help!

TUESDAY

**10am – 12noon
Sew Fabulous**

Our sewing/upcycling workshop supports learning around the basics of sewing, whilst building participant confidence. Utilising old fabric, saved from going into landfill, participants are supported to make new items such as shopping bags/purses/cushion covers/draft excluders within the confines of a friendly, safe and welcoming space.

**1pm – 3pm
The Story Crafters (Creative Writing Group)**

*commencing 24 March 2026

Do you have stories in your mind waiting to be told? Whether you're a seasoned writer or just starting out, The Story Crafters is the perfect group for you to ignite your imagination. Join others to explore the art of storytelling and unlock your creative side, whilst having fun and making new friends. All we ask is that you bring your passion and an open mind to create something extraordinary one word at a time.

WEDNESDAY

**10am – 12noon
The Inspirational
(Women's Group)**

Are you looking for a supportive and safe space to relax, express yourself, and connect with other women? If yes, then our women's group "The Inspirational" is here to inspire you.

Combined with the message of the importance of self-care, you can engage in different activities each week, such as arts/crafts; painting; wellbeing, the sessions offer a welcoming environment to explore your passions, foster mindfulness, and boost your wellbeing.

THURSDAY

10am – 12 noon
Men4Men (Men's Group)

Join our welcoming Men's Group to connect, grow, and share in a supportive environment. It's a place for a chat whilst at the same time engage in different activities each week.

1pm – 3pm

The 3B's (Bite, Blether & Bingo)

*last Thursday of the month * booking essential

Come together across three generations for some fun, food and connection. Our 3B's workshops made up of younger at heart tenants; volunteers & school pupils and offers participants the opportunity to meet with people from different age groups to connect, share stories, learn from each other, and build stronger community bonds. Enjoy a delicious light lunch followed by a blether then end the session with a wee game of Bingo!

1pm – 4pm

Connected Castlemilk

Boost Your Digital Skills: Join Our Drop-In Digital Literacy Session!

FRIDAY

9.30am – 12noon
Grub's Up "Morning Mingle"

Join us for a welcoming community breakfast/brunch and start your Friday with good company in a welcoming and safe space.

Everyone is welcome – families, neighbours and new faces!

Our Financial Inclusion team will also be on hand to offer free, confidential support including budgeting/managing your money; understanding benefits/entitlements; assistance with bills to reduce your household costs and practical energy saving advice.

All activities are free and inclusive, and everyone is welcome.
For further information, please contact Jackie Bole on **07498843556**
or email **community@ardenglen.org.uk**

Easter Treats & Bunny Eats

Thursday
9 April 2026
The HUB
#homeiswherethehubis
6 Ardencraig Street,
Castlemilk, Glasgow
G45 0ER

Do you have children off school for the Easter holidays who are bored and looking for something fun to do?

Then look no further, our Community Committee are inviting you to apply for a place for your child to enjoy some holiday fun and a tasty lunch with the Easter Bunny & Friends.

We have four slots to choose from as follows:-

11am - 12noon; 12:15pm - 1.15pm; 1.30pm - 2.30pm & 2.45pm - 3.45pm.

We would kindly ask that only one parent/guardian attends due to our limited capacity at the HUB.

Please note that spaces are limited and will be issued on a first come first served basis.

Call the office on **0141 634 8016** or email **community@ardenglen.org.uk** to reserve your child's place and indicate your preference of time slot today! Please let us know how many children you are booking for.



Rest Assured

Since our last update, our Board of Management has met twice in 2026 to discuss and approve both the Annual Rent Increase and the Budget for 2026–27. These are two of the most important responsibilities for Board Members, as they shape our investment plans and the services we can deliver to our customers. Every pound you pay in rent is reinvested directly back into the services we provide.

The Board has also completed Fuel Poverty and Inequality Training, delivered by our Financial Inclusion Officer, Bernie Sweeney, alongside Home Energy Scotland. This training offered valuable insight into the challenges faced by our customers. Next on the schedule is Finance Reporting Training, which will take place in March over two sessions.

Earlier this year, the Scottish Housing Regulator published new guidance on information landlords should make available to tenants. You can read the full letter on their website:

Letter to landlords – Making information available for tenants and service users about landlord performance and the Regulator’s work

(<https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/>)

[recommended-practice/letter-to-landlords-making-information-available-for-tenants-and-service-users-about-landlord-performance-and-the-regulators-work/](https://ardenglen.co.uk/assurance-statement/))

For any regulatory information specific to Ardenglen, please visit the Assurance section of our website:

Assurance Statement

(<https://ardenglen.co.uk/assurance-statement/>)

We have also been progressing well with our Policy Approvals Schedule this quarter, with the following policies recently approved by our Board:

- Board Effectiveness Policy
- Stress Management Policy
- Data Protection Policy

As always, we are keen to welcome new tenant Board Members who can represent our local community. If you would like to learn more about what’s involved in joining the Board at Ardenglen, or if you have any questions about Regulatory Compliance, please contact Jacqui Mills, Corporate Services Officer, on **0141 634 8016** or email Jacqui.mills@ardenglen.org.uk.

Ardenglen in Action: Updates from our Working Groups



Quarter 3 Report to December 2025

We are pleased to report that Ardenglen's VfM working group has identified £32,321 in savings and efficiencies up to the end of Quarter 3. These results were achieved by reviewing our contracts, credit control, and

using technology more effectively to reduce costs. Our team continues to look for creative ways to work smarter, ensuring that Value for Money remains at the heart of everything we do for our community.

Sustainability Working Group

Our Sustainability Working Group have been busy in the last few months, we have teamed up with Cassiltoun Housing Association to deliver Energy Awareness workshops to local schools.

Our office in Ardenglen is looking a lot greener as we have planted 17 trees; 14 edible apple trees, 2 plum trees and 1 ornamental crab apple. We are looking forward to next year's harvest.



9 Day Fortnight Pilot

As part of our Health & Wellbeing Strategy, Ardenglen is piloting a "nine-day fortnight" for our colleague team.

What this means for you:

- **No change to services:** Our opening hours and service standards remain the same.
- **Full coverage:** We've split our staff into two teams to ensure someone is always here to help you throughout the entire working week.

Why we're doing this:

This pilot gives our team a rest day every second Friday, helping us support their wellbeing and embrace modern, flexible working that promotes a good work life balance. Our goal is a refreshed, motivated team that continues to provide you with a high standard of service.



What's our Scrutiny Panel Been Up To? Here's the Inside Story!

Our Scrutiny Panel has continued its review of our Complaints Process, meeting with Senior Officers to discuss how complaints are investigated and examining key documents, including our Complaints Policy, procedures, and SPSO Complaint Decision Reports.

The Panel's next step is to provide final feedback to our Finance, Corporate and Digital Director and to the Corporate Services Officer. This will support the preparation of a final Complaints Scrutiny Report, which will be presented to the

Board in April along with recommendations.

We are grateful to the Panel for the time and commitment they have given to this important project, and we look forward to receiving their feedback and beginning a new scrutiny project soon.

If you would like to learn more about our Scrutiny Panel or are interested in joining us, please contact our Corporate Officer, Jacqui Mills, at Jacqui.mills@ardenglen.org.uk, who will be happy to provide further information.

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.

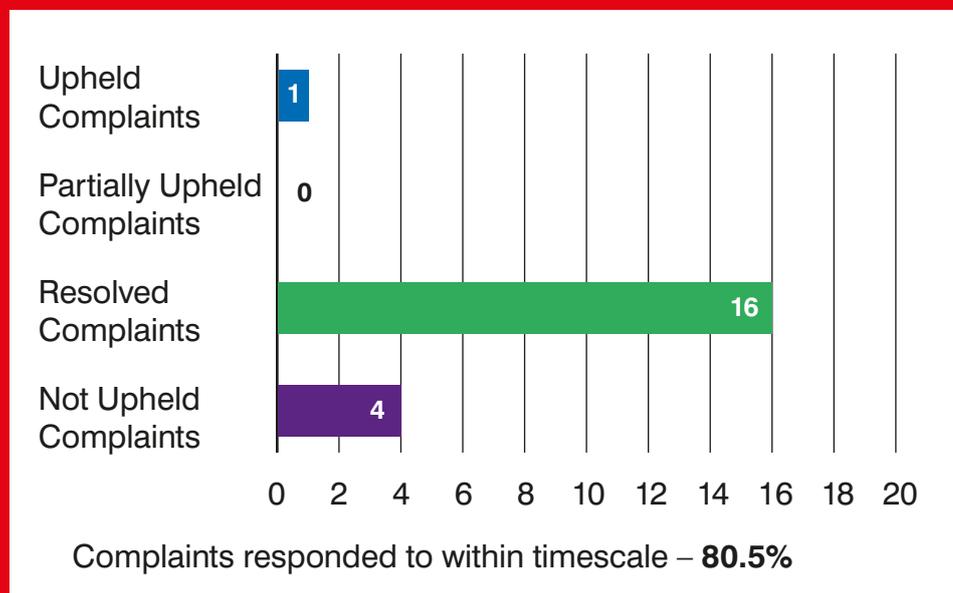
COMPLAINTS RECEIVED

Between 1 October and 31 December 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:



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



Financial Inclusion Team

Learning from Complaints

We like to use complaints as an opportunity to learn and improve our services. Here is some of the learning we identified from your complaints this quarter.

- **Focus on Contractor Performance:** Address recurring issues with contractors to improve response times and workmanship.
- **Improve Communication:** Ensure tenants are kept informed about repair schedules and outcomes.
- **Monitor Satisfaction:** Continue to collect and review tenant feedback to identify areas for improvement.

Performance Quarter 3 (1 October to December 2025)

Area of operation	Target	Performance to date (1 October to December 2025)	Target achieved
% reactive repairs completed right first time	95% or over	97.6%	Yes
% properties with a gas safety check completed by anniversary date	100%	100%	Yes
Average days taken to relet empty houses	15 days	34.7 days	No
% rent due lost through properties being empty	Below 0.45 %	0.48%	Yes
Current tenant rent arrears as a % of rent due	Below 3.6%	1.46%	Yes

Spring Home Check: Simple Things to Look Out For

As the weather starts to improve and the days get longer, spring is a great time to carry out a quick check around your home. Winter weather can sometimes cause small issues that are easy to miss but spotting them early can help prevent bigger problems later on.

Here are a few simple things you can check around your home this spring:

1. Check for leaks or drips

Take a look under sinks, around toilets, and near your boiler or radiators. If you notice any dripping pipes, damp patches, or small leaks, it's best to report them early so they can be fixed before they cause damage.

2. Test your extractor fans

Extractor fans in kitchens and bathrooms help remove moisture and keep your home well ventilated. Try switching them on to make sure they're working properly. If a fan isn't working or seems very noisy, please report it to us.

3. Look out for signs of damp or mould

Even as the weather gets warmer, it's important to keep an eye out for condensation, damp patches, or mould growth on walls or ceilings. Make sure vents are clear and windows can be opened for ventilation. If you notice any problems, let us know so we can investigate.

4. Check outside areas

If you have a garden, balcony, or shared outdoor space, if you notice damaged fencing, loose paving, or anything that may be unsafe, please report it.

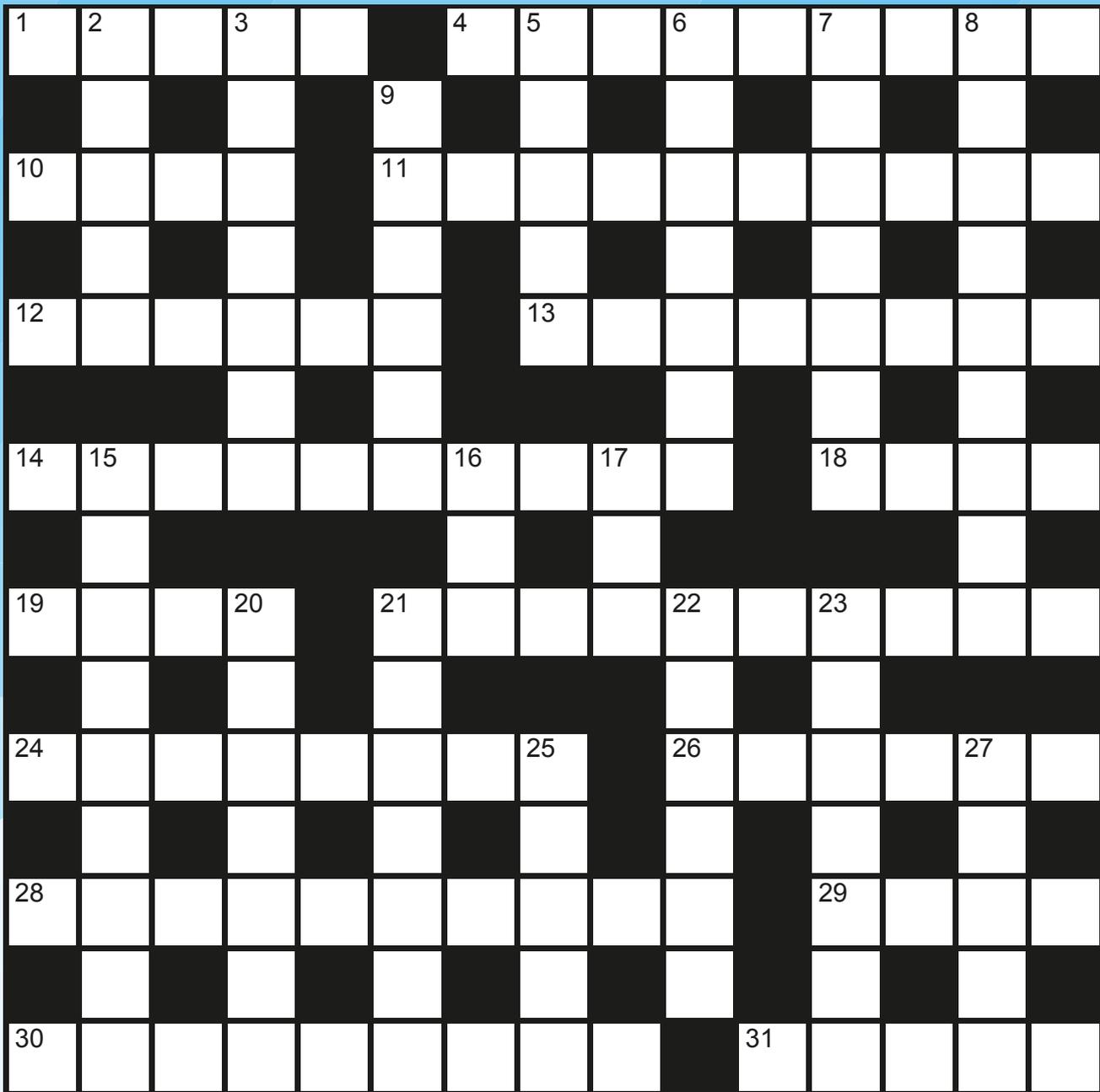
5. Test your smoke alarms

Spring is also a good time to test your smoke alarms to make sure they're working properly. Press the test button and check that you can hear the alarm clearly.

Carrying out these quick checks only takes a few minutes and helps keep your home safe and in good condition. If you spot anything that needs attention, please report it to our repairs team as soon as possible so we can help.



Crossword Puzzle



Across

- 1 Single things (5)
- 4 Marine calamity (9)
- 10 Abominable snowman (4)
- 11 Teacher (10)
- 12 Form of bowling (6)
- 13 Termination of a pregnancy (8)
- 14 Stiffness in the joints (10)
- 18 Peruse (4)
- 19 Needless bustle (4)
- 21 Eye-glasses (10)
- 24 Statue support (8)
- 26 Like some mammoths (6)
- 28 From e.g. Portsmouth or Basingstoke (10)
- 29 Taverns (4)
- 30 Opponent (9)
- 31 Prolonged pain (5)

Down

- 2 Cousin of your daughter (5)
- 3 Capital of Bhutan (7)
- 5 Minor Biblical prophet (5)
- 6 Execute (7)
- 7 Earthquake scale (7)
- 8 Dark brown (9)
- 9 Capital of Austria (6)
- 15 Home (9)
- 16 Ask for a loan (3)
- 17 Not sweet (3)
- 20 Wand showing sovereignty (7)
- 21 Lounges (7)
- 22 Frustrate (6)
- 23 Shutting (7)
- 25 Kind of month (5)
- 27 Fabric woven from flax yarns (5)

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 **0800 689 1462**
- 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 2026

The office will be closed for Public Holidays on

- Easter – Good Friday 3 April 2026 and Easter Monday 6 April 2026
- Monday 4 May
- Friday 22 and Monday 25 May
- Monday 15 June

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**

- 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.

 Like us on
Facebook

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.



*Happy Easter and **Ramadan Mubarak** to those who celebrate!*



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