



ARDENGLLEN

# Ardenglen Rent Consultation 2026/2027

**Your views  
matter to us**  
- Enter to win 1 of 2  
prizes of £50 voucher



“ We want to make sure you have a real say in our Annual Rent Increase. It’s important to us—and it’s also something we’re required to do each year.

Every year, we ask for your views on our proposed rent changes for the year ahead. We know this can be a difficult topic, especially with rising costs affecting

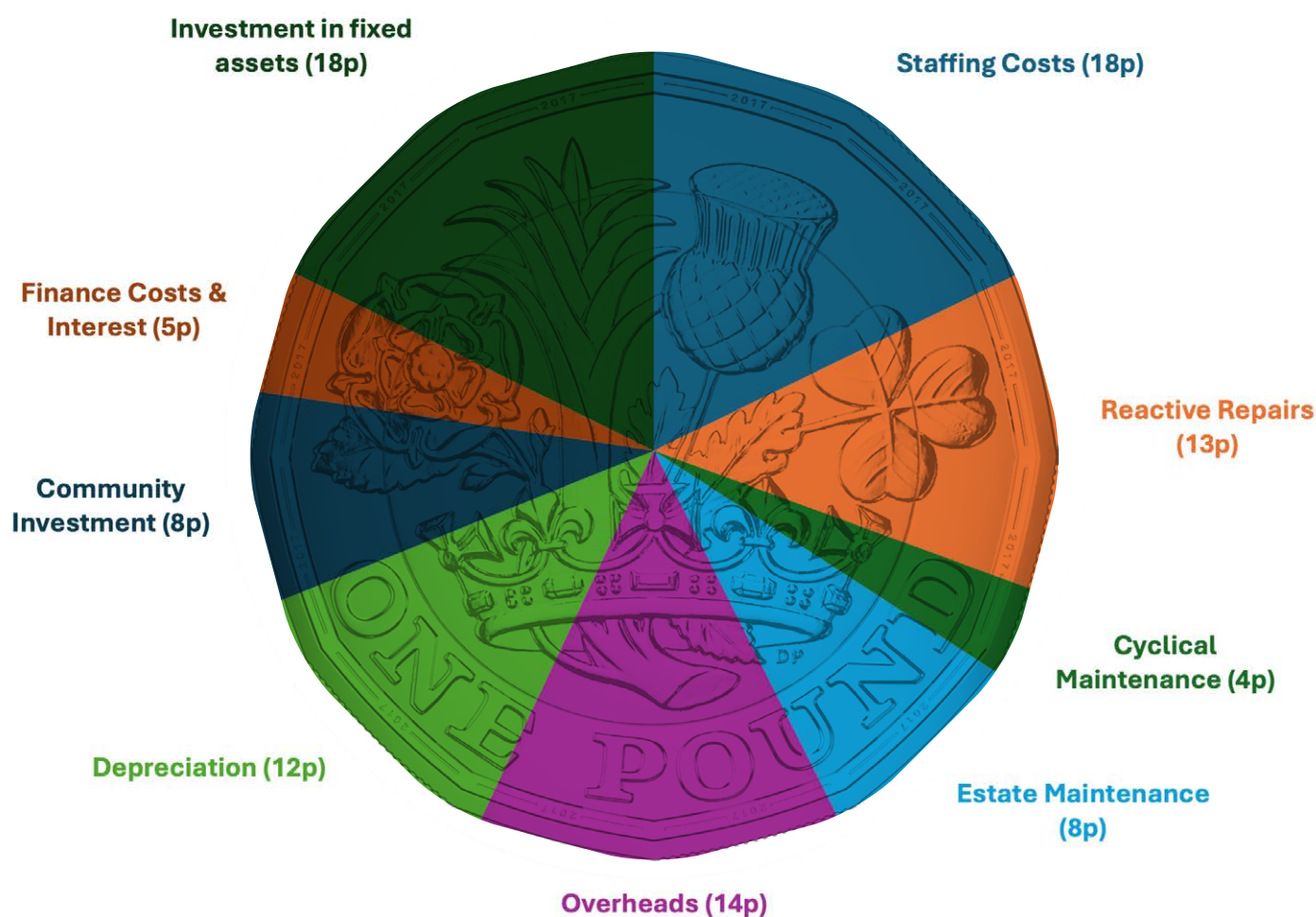
everyone. Our challenge is to keep rents affordable while still providing the high-quality services that you expect.

We also need to consider the Consumer Price Index (CPI) when setting our new rent level as this is a number that measures the cost of every day items. The CPI rate in October was 3.6%.”

# We are proposing a rent increase of 5.5%

## HOW YOUR RENT MONEY IS BEING SPENT

In 2024/2025, our income was £5.607 million, and the expenditure incurred to deliver our services was £4.659 million. We publish our top areas of spend in every newsletter, and the top spend in 2024/2025 was as follows:



Our 24/25 rent increase was 3.9% and we committed to a five year investment plan with spend approximately of £4.6million.

So far in 25/26 (to end of October) we have carried out the following:

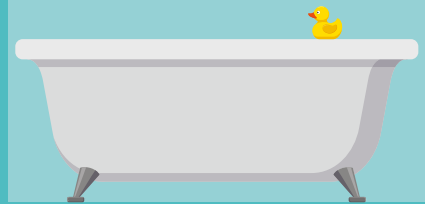
**£328K**

**KITCHENS**



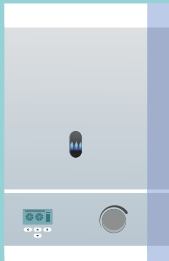
**£25K**

**BATHROOMS**



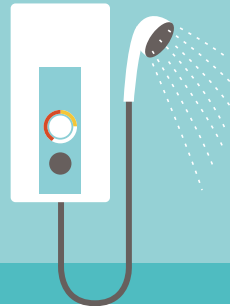
**£133K**

**BOILERS**



**£3.7K**

**SHOWERS**



**£18K**

**PAINTING CONTRACT**



**TENANT HEALTH AND SAFETY ANNUAL BUDGET**

This includes damp and mould repairs, gas servicing, electrical testing, asbestos checks, fire risk assessments.

**£271K**



In addition, we continue with our cyclical maintenance programme

**GRASS CUTTING**



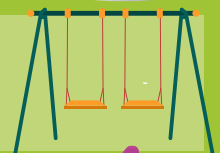
**BACKCOURT MAINTENANCE**



**CLOSE CLEANING**



**PLAY AREA MAINTENANCE**



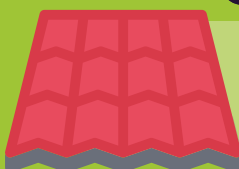
**BULK UPLIFT**



**GUTTER CLEANING**

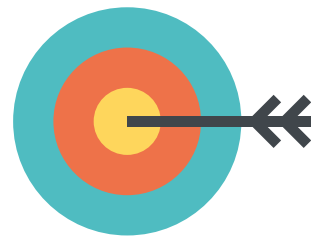


**ROOF ANCHOR REPAIRS**



# CUSTOMER PRIORITIES

Your feedback helps us understand what matters most to you, so we can focus our efforts on the priorities that make the biggest difference in your home and community. We recently conducted a tenant satisfaction survey, receiving 396 responses. The top three priorities highlighted by you are outlined below, along with some of the actions we are taking to address them:



## PRIORITY 1 - Provide an effective repairs & maintenance service (93%)



Our performance in delivering both emergency and non-emergency repairs remained strong throughout 2024/25, with results exceeding the Scottish average. While we are pleased with this progress, we recognise that there is always room for improvement.

Drawing on feedback from our repairs satisfaction surveys and following a robust procurement process,

we are now in the final stages of appointing a new reactive maintenance contractor.

To further strengthen our service, we have also appointed a second full-time Asset Officer. This will help us manage our reactive and investment contracts more effectively, ensuring best value and improved customer satisfaction.

## PRIORITY 2 - Provide good quality housing (92%)



Our five year investment plan continues to be rolled out (more detail on this below).

We have increased our stock profile by purchasing 2 properties through Glasgow City Council's acquisition scheme.

We continue to invest in the environment by covering services that are no longer being carried out by the local

authority such as bulk uplift and litter pick ups.

We now have a dedicated spend on Damp and Mould within our tenant health and safety budget.

We invite tenants out on estate walkabouts every quarter to tell us what they like and don't like about their community.

## PRIORITY 3 - Ensure value for money for rent (41%)



Achieving value for money continues to be a priority for Ardenglen, we have a dedicated working group that looks at savings and efficiencies within the business.

The group managed to achieve our target of £50k savings in 24/25 and hope to achieve a similar target this year.

## COMMUNITY BENEFITS

We are developing a policy to ensure that we are maximising opportunities through our contracts to give back to the community.

## CUSTOMER ENGAGEMENT

We recently developed a new engagement strategy, and we are committed to providing opportunities for you to engage and feedback to us at a level appropriate to you to ensure your views are heard and considered when we make decisions.

# WHAT ELSE HAVE WE DONE TO INVEST IN YOU AND THE COMMUNITY IN THE PAST YEAR?

Our financial inclusion service (money / benefit / energy advice) launched in April 2024 and continues to be a huge success; to date we have secured the following financial gains for Ardenglen Customers and also other G45 residents as part of pantry plus.



**Ardenglen Customers  
over £1.2million**

**Wider G45 residents  
over £183,000**

In 2024/25, we also secured the following support for customers

50 tenant's accessed White Goods  
Support Fund -

**£13,503.59**



26 cases for statutory debt  
support equating to

**£37,594**



**48** referrals to  
furnishing service



**67** Cash for kids vouchers



**4** other grants



**90** fuel vouchers issued



274 energy interventions  
(advocacy/prevention of  
disconnection & complaints)  
with - 38 referrals accessing

**£3,888**

for prepaid meter top up's



**17** Arnold Clark Vouchers



We continue to carry out our tenant events every year and have recently launched our new Community Hub at 6 Arden Craig Street where we and our Social Committee will be delivering activities daily.

If you are struggling or need advice, Ardenglen can provide support for you and your household. You do **not** need to be receiving benefits to qualify for some of the assistance we offer. Please see our updated support leaflet which can be found here <https://tinyurl.com/yk8rut7t>

Please contact a member of our Customer Services team for more information.

# HOW WILL THE PROPOSED RENT INCREASE AFFECT ME?

In the table below we have the current average weekly rent charge and the difference with the increase applied.



Property Size	Current weekly rent 2025/26	+5.50%
	£pw	£pw
1apt	68.85	72.75
2apt	87.94	92.93
3apt	99.39	105.03
4apt	109.79	116.02
5+apt	122.60	132.38
Average	£97.71	£103.82

## IT'S TIME FOR YOU TO LET US KNOW YOUR VIEWS?



Our consultation period is open from 8<sup>th</sup> December 2025 to 9<sup>th</sup> January 2026. There are many ways in which you can submit your views. We are using an independent research company called "Research Resource", they may call you by telephone to complete the survey or you can respond in one of the following ways:

- **Online** - Click on the QR code
- **Telephone** - Freephone research resource on 0800 121 8987



- **In Person** - Come along for a cup of tea to Ardenglen's office on either Wednesday 10<sup>th</sup> December 2025 4pm - 6pm or Wednesday 7<sup>th</sup> January 2026 between 2pm-4pm.
- **Paper Survey Below** - Or complete the survey form below and return to Ardenglen office no later than **9<sup>th</sup> January 2026**.

The results will be presented to our board of management on 20<sup>th</sup> January 2026 before a final decision is made. We will notify customers of the outcome mid-February 2026.





☐ Yes      ☐ No


☐ Full housing benefit      ☐ Full universal credit      ☐ I pay full rent for my home

☐ Partial housing benefit      ☐ Partial universal credit

One adult under 60	
One adult aged 60 or over	
Two adults both under 60	
Two adults both over 60	
Two adults, at least one 60 or over	
Three or more adults, 16 or over	
1 parent family with 1 child under 16	
1 parent family with 2 children under 16	
1 parent family with 3 or more children under 16	
2 parent family with 1 child under 16	
2 parent family with 2 children under 16	
2 parent family with 3 or more children under 16	
Other (please specify)	

☐ Y ☐ N

☐ Y ☐ N



**7**

Contact details (optional but required if you wish to be entered into prize draw or receive advice from Financial inclusion team)

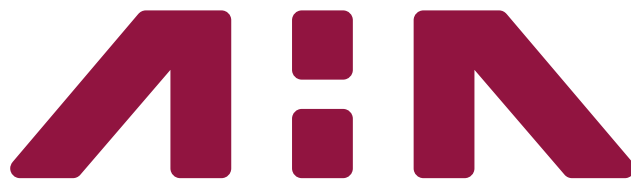
Name

Address

Email Address

Phone Number

Thank you for taking the time to complete this survey, your views are important to us. Please return the survey to Ardenglen office. If you are selected as a prize winner, we will contact you by telephone or email.



# ARDENGLLEN

## We are always here to help:

### OPENING TIMES

Monday – Thursday 9am – 5pm. Friday 9am – 4pm. We are closed every Wednesday afternoon for staff training

### OFFICE ADDRESS

355 Tormusk Road, Castlemilk, Glasgow, G45 0HF

### CONTACT DETAILS

Tel: 0141 634 8016 Fax: 0141 634 9016 Repair Hot Line: 0300 303 8000 [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)  
X @ardenglen

Facebook – Ardenglen Housing Association | Glasgow | Facebook  
My Home (tenant portal)

