

Our Annual Sustainability Report 2024-25



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Introduction

I am delighted to introduce our Environmental, Social and Governance ESG Report – a bold and necessary step forward for Ardenglen Housing Association as we navigate a changing works with increasing environmental, social and economic challenges.

As a community-based housing association, we have always understood that our responsibilities go far beyond bricks and mortar. The well-being of our customers, the health of our neighbourhoods, and the future of our planet are deeply interconnected. ESG is not a new concept to us – it reflects the values we have upheld for years: fairness, accountability, and a deep-rooted commitment to our community. What is new, however, is the scale of the challenges we face, and the need for a clear, measurable strategy to respond.

Scotland's ambition to achieve net zero, the ongoing cost of living crisis, and the need for greater social inclusion are not abstract issues for our Association. They are realities we encounter daily, through our work with customers, our local partners, and the communities we serve. This report sets out how we will play our part – by making homes more energy efficient, supporting the well-being of our customers, and ensuring that our governance remains transparent and robust.

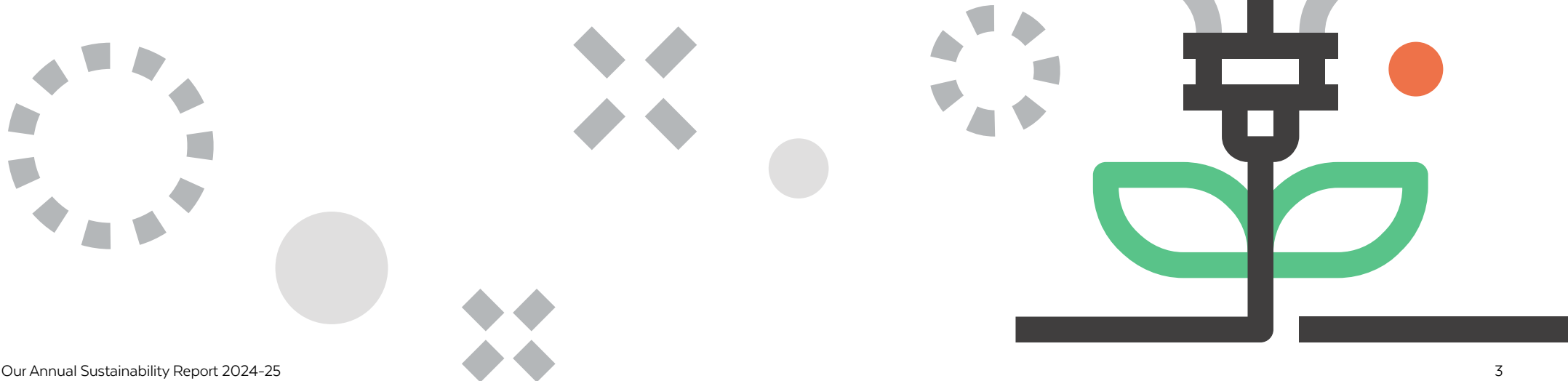
Crucially, our ESG Report has been shaped by the lived experience of our residents, the insights from our property data, and the aspirations of our colleague team and board. It reflects our belief that meaningful change happens when we listen, learn and act together.

There will be challenges ahead, but with the commitment and passion that defines Ardenglen Housing Association, I am confident we can make a lasting positive difference – not just for today's communities, but for generations to come.

Thank you for joining us on this journey.

Liz McKenzie

Chair of Ardenglen



Overview of Ardenglen

Ardenglen Housing Association is a community based social landlord, rooted in the heart of Castlemilk, Glasgow. For over three decades we have provided safe, high quality, affordable homes and delivered services that make a real difference to the lives of our tenants and the wider community. We currently manage a total of 987 properties.



The Sustainability Reporting Standard (SRS) for Social Housing

The Sustainability Reporting Standard provides the framework for this Environmental, Social & Governance (ESG) report to demonstrate how Ardenglen performs against the themes and criteria set out in SRS V2.0

The SRS includes criteria covering the following 12 themes:

E Theme 1. Climate Change

E Theme 2. Ecology

E Theme 3. Resource Management

S Theme 4. Affordability and Security

S Theme 5. Building Safety and Quality

S Theme 6. Customer Voice

S Theme 7. Customer Support

S Theme 8. Placemaking

S Theme 9. Going Digital

G Theme 10. Structure & Governance

G Theme 11. Board & Trustees add in Diversity

G Theme 12. Staff Wellbeing

G Theme 13. Supply Chain

UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development is a global plan adopted by all UN Member States in 2015, centred on 17 Sustainable Development Goals (SDGs) that aim to end poverty, protect the planet, and ensure prosperity, peace, and well-being for all by the year 2030. These interconnected goals provide a framework for countries to achieve economic, social, and environmental progress simultaneously, working to create a more just, equitable, and sustainable world for current and future generations.

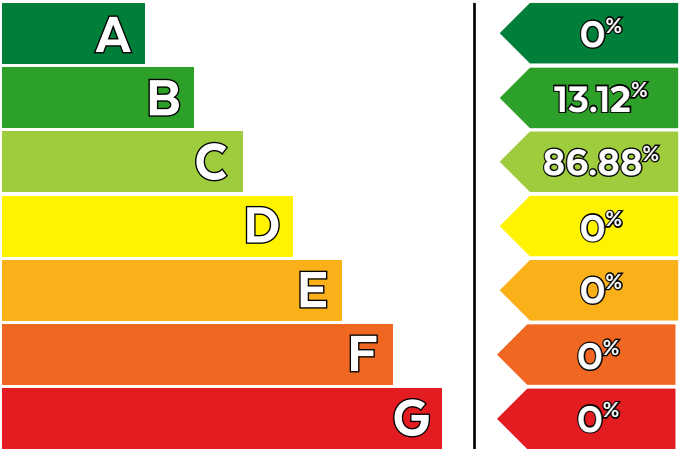


Ardenglen began our Sustainability journey early 2024, initially with a staff training session to raise awareness and understand the Sustainability Reporting Standard, to support us on our journey. We then established a Sustainability Working Group with volunteers from each department to lead on the ESG agenda, monitor the deliverables and embed into our culture.



Climate Change

EPC Ratings



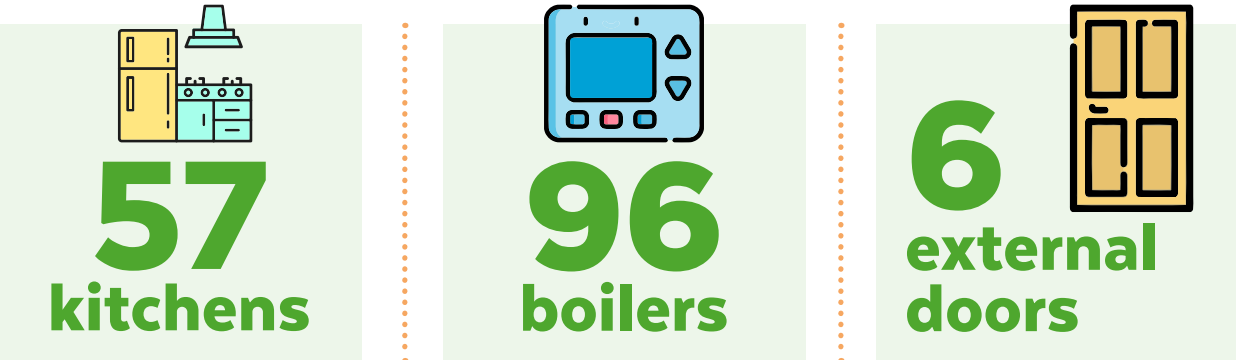
As part of the challenge of meeting the Scottish Social Housing Net Zero Standard, we will be sourcing funding to allow us to improve the energy efficiency of homes and reduce fuel costs for our tenants whilst continue to keep rents affordable.



Investment in our Homes

Ardenglen is committed to the ongoing maintenance and improvement of all our homes. The Association has a rolling programme of stock condition surveys which are utilised to plan our capital investment programme.

In year 2024-25 our investment programme installed:



Our next steps are to develop options for mapping emissions sources and ensure appropriate data collection.

Climate Training and certification

Our five working group members undertook training with Keeping Scotland Beautiful and achieved certification on the Carbon Literacy Standard.

Energy Consumption

Our Annual Usage

Mains Gas	Office Consumption	69,631 kWh		
	LL Supply			
Electricity	Office Consumption	22,959 kWh	LL Supply	23,114 kWh

The starting point in measuring our carbon emission has focussed on areas where we have direct control, such as our office buildings energy use.

Next year we plan to use this baseline information to calculate our carbon emissions, and this produces a measure, known as our **carbon footprint**.



Enviromental



We are committed to reducing our greenhouse gas emissions and, as part of developing our Sustainability Strategy, we will seek to understand our Scope 1, 2 and 3 greenhouse gas emissions. The starting point will be mapping out our emissions sources and ensuring we are collecting data in a way that enables us to monitor progress, this is planned for 2025-26.



Ecology

In 2024 we became a Cycling Friendly Community receiving funding from Cycling Scotland to install cycle sheds within the community. Supporting our community to cycle easily and safely and improve health and wellbeing. The cycle sheds include large planters, creating a small green spaces within the housing estate. These planters have been created with herb gardens planted in them, for anyone to use, these are maintained by our community volunteers.

The Association is committed to working with contractors to reduce waste and recycle where practicable. In this year's investment programme, each kitchen was stripped down and recycled appropriately.

Resource Management

Our Procurement Strategy includes a commitment to "Where appropriate, work with providers to minimise the environmental impacts associated with products and services."

In line with our Procurement Manual, we assess value for money on a whole life cost basis and procure in a way that delivers benefits, not only for the organisation, but for society, the economy and the environment. We will seek to strengthen this in our next review of the Procurement Strategy in 2025, with increased emphasis on responsibly sources materials.

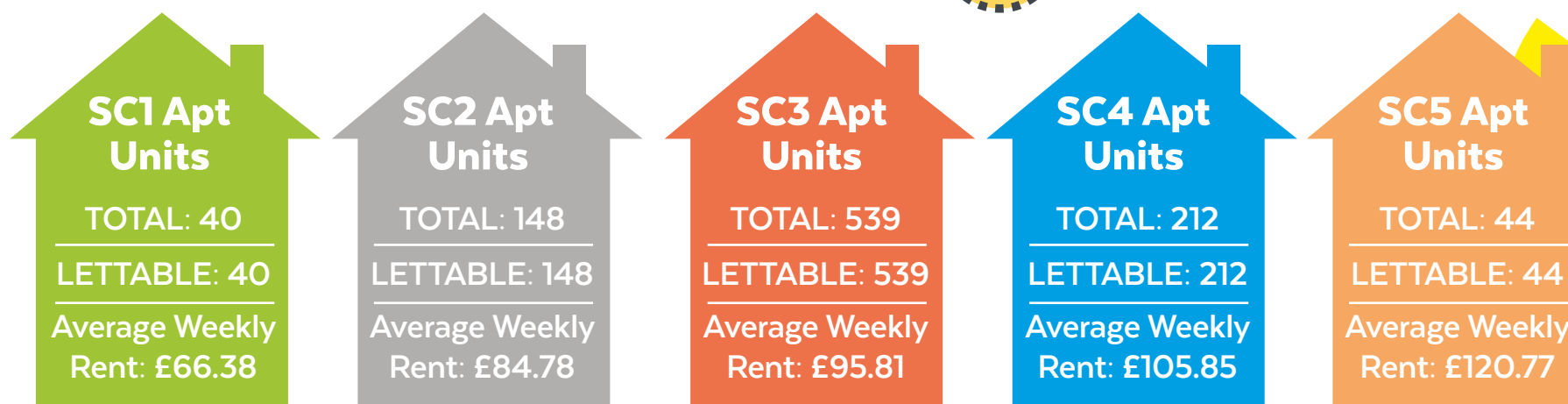


Affordability & Security

Ardenglen HA Rent as % of Greater Glasgow PRS and LHA rents

AptSize	PRS	LHA
1 apt	N/A	58.3%
2 apt	58.8%	74.4%
3 apt	52.2%	64.0%
4 apt	44.1%	57.5%
5 apt	30.8%	37.5%

Stock by Type Apartment size and Average Weekly Rent



Financial inclusion support for Energy Costs

In April 2024 we engaged the services of a full time permanent Financial Inclusion Officer and subsequently another Financial Inclusion Officer and a part time Energy Advisor, both 2 year funded posts. These additional resources have been instrumental in supporting our customers through the cost-of-living crisis. We also support our customers to access financial support through the fuel bank and other funding streams to support this

In 2024-25 the team successfully supported our community:

- 274 Energy Interventions, providing advocacy and prevention of disconnection with 38 referrals accessing top-ups.
- Funding for Energy efficient appliances which benefited 50 of our customers

In addition our Investment programme focussed on energy efficient boiler installation.



We have three shared ownership properties, 50% purchased to manage fully as social rent.



Building Safety & Quality



100%

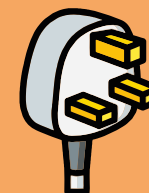
Gas safety checks completed

We have a programme of Fire Risk Assessments where 10% of closes are assessed every 3 years.



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Closes completed last year and actions recorded for completion



EICR

99.89%

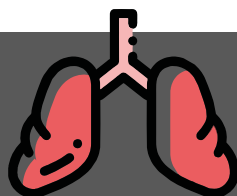
*1 in abeyance due to.
Completed in 2025-26.

Asbestos and Water Management



Water Hygiene

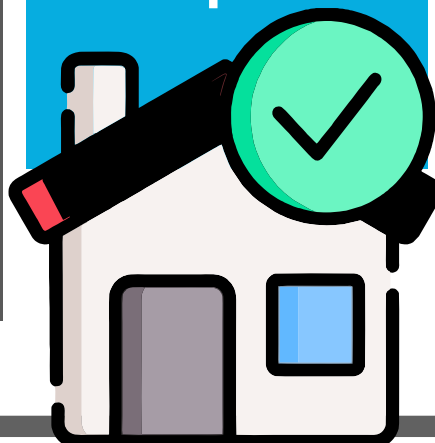
Currently we have assessed **47.76%** of homes, with cloned data for the remainder until full coverage is reached.



Asbestos inspections

100%
common closes
26% dwellings

SHQS
99.8%
compliant



Damp & Mould

Ardenglen recognise that mould and damp can have serious impact on the health and wellbeing of our tenants, as well as on the quality and longevity of the housing stock. We are committed to providing safe good quality homes and we have a robust policy in place to address any issues promptly and effectively. We take a proactive approach by carrying out regular property inspections, reporting quickly to reports from tenants and carry out works to ensure this is addressed properly. We work closely with tenants to identify root cause, provide practical advice and take immediate remedial action to eliminate the problem. In 2024-25, we managed to successfully close 25 cases of mould and damp and 100% of these were satisfied with the approach to tackle mould and damp within their home.





Customer Voice

Tenant Satisfaction Survey

A Customer Satisfaction Survey (CSS) is undertaken every three years by an external agent, with the results creating actions that are set out in our Satisfaction Survey Action Plan.

We have an active **Tenant Scrutiny Panel** of four members who meet every 6-8 weeks to discuss service improvements helping us to make changes to our services, policies and procedures. This year the panel reviewed and contributed to the update to our Allocations Policy approved at Board in April 2025. The panel is open to any customer of Ardenglen who wants to get involved.

Lived Experience Group was established in 2023 by the CEOs of four local registered social landlords (RSLs) to support human rights at the local level. The group aims to identify issues, map residents' rights and public sector duties, and clarify what changes are needed locally and nationally to improve outcomes that align with human rights law and policy.

Castlemilk Pantry, led by Ardenglen, opened in June 2021. The project aims to become its own SCIO. Members pay £2 per year for access to about £18 of food for £3.50. The Pantry supports affordable, healthy eating and reduces food waste, partnering mainly with Fareshare and educating members on the impact of food waste in the UK.

Pantry Plus is a community project supporting Pantry members and the wider public by delivering programmes that promote resilience and help people move beyond food crises. Its activities strengthen the sustainability of the Pantry by fostering positive relationships.

Key activities include:

- 6-week cookery courses focused on practical skills and food waste reduction.
- Creative group sessions (women's, men's, writing, arts/crafts, wellbeing) to connect people and fight isolation.
- Development of community gardens.
- Weekly community lunches/meals with volunteer skill-building.
- Free holiday activities and food for families.
- Accredited learning courses for volunteers and members (Food Hygiene, First Aid, Health & Safety).
- Up-cycle classes in sewing and woodwork using old materials.
- Develop and manage the delivery of a Participatory Budgeting Programme 'Cash for Castlemilk' which enables engagement with members to determine how money is spent to support local need and the local economy.
- Delivery of Intergenerational programmes which enable different age groups to interact, participate in learning and build relationships as well as reducing social isolation.
- Access to digital support/learning; welfare rights advice and free impartial energy advice.



Complaints Data

Ardenglen have adopted and implemented the Scottish Housing Ombudsman's Complaints Handling Policy and Process. We welcome complaints and view them as an opportunity to review our processes and enhance our services.

Customer Engagement & Participation Strategy

Ardenglen have initiated the creation of a bespoke Customer Engagement & Participation Strategy to be tailored to our customer needs. This project is externally supported and in the final quarter of 2024-25 surveyed Customers and Staff to seek their views on engagement. This strategy will include various initiatives to enhance communication channels, gather customer feedback, and ensure that our services are aligned with customer expectations.

Customer Support & Placemaking

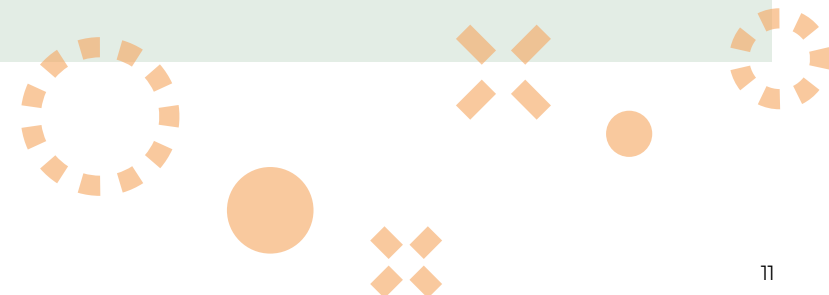
Community HUB – The new HUB #homeiswherethehub is preparing to launch, and will be managed by the Community Committee, which consists of local tenants and residents and operates with its own constitution. The HUB will provide access to various learning opportunities and advice in areas identified by the community. The Pantry Plus programmes will operate from this location, along with other community support and wellbeing projects. For instance, there is a planned partnership with Jobs Business Glasgow to deliver an employability project, as well as plans for a new community growing space.

Financial Inclusion & Energy Advice – In April 2024, we appointed our own Financial Inclusion Officer due to overwhelming demand during the cost-of-living crisis. We expanded our Community Investment Team to provide these services internally. The Financial Inclusion Officer and two funded roles have helped many customers navigate financial challenges. In year there have been 341 referrals made to the service with 391 issues assessed for customers. The key outcomes for the service resulted in £520k of financial gains for our customers. Debt Arrangement Schemes were also set up to help customers manage arrears.

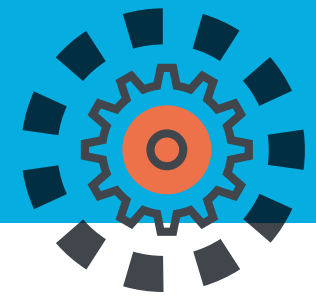
We partner with the Furnishing service and secure funding for white goods to support vulnerable and new tenants, reducing tenancy failures. Charitable funding from organisations like Cash 4 Kids, Arnold Clark, and Fuel Bank provides emergency food/fuel vouchers and supports the Pantry's pay-it-forward scheme. With ongoing cost-of-living pressures, we are pleased to increase support for residents to help sustain tenancies and cover essential costs.

Going Digital

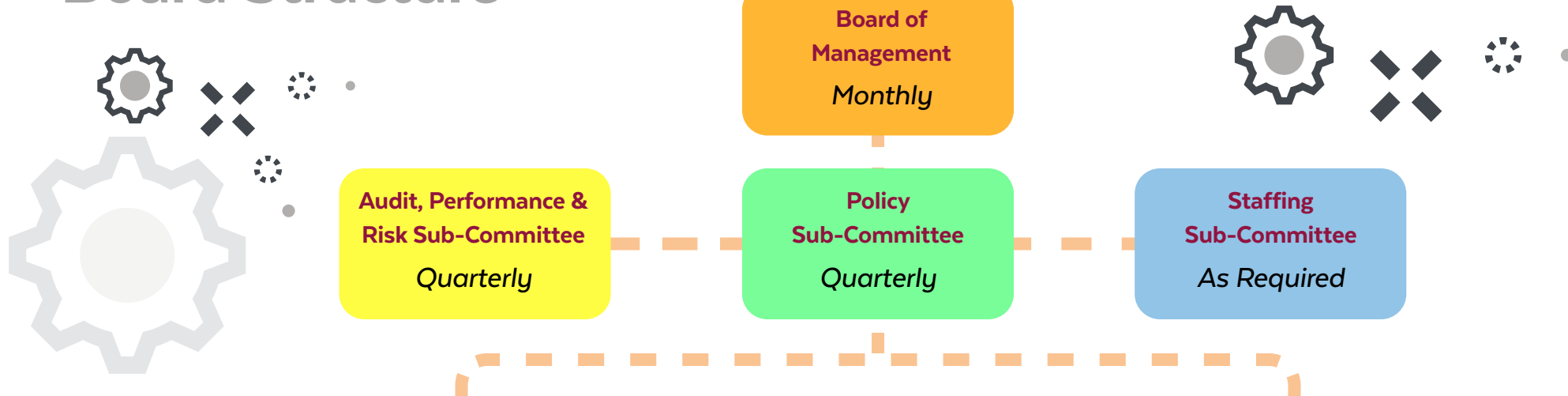
- Digital Newsletters (quarterly)
- Text Messaging Service
- My Home Customer Portal
- Developing Digital library of our Customer Booklets
- Digital Strategy



Governance



Board Structure



The role of the Board

The role of the Board is to lead and direct Ardenglen's work. This includes monitoring our performance and service delivery. The Board oversee and ensure AHA's financial viability and business sustainability whilst maintaining rents at levels that are affordable to tenants.

Training

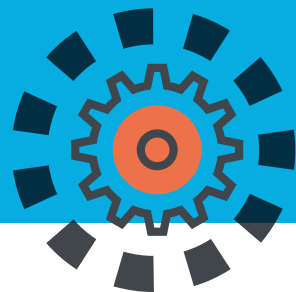
The Board undergo training to help them develop in their role and harness their knowledge to bring to Board meetings. They have an approved Annual Training Plan with topics selected based on a skills and knowledge analysis.

Decision Making

Decision Making is one of the most important duties of the Board. They are called upon to review the information provided to them and ask questions to ensure that the decisions they are making are in the best interests of the Association, our customers and staff. The Board meets nine times a year, overseeing key functions, treasury management, procurement and reviewing budgets, ensuring we comply with the requirements of the Scottish Housing Regulator. In year the Board approved our updated Business Plan for 2025-28.

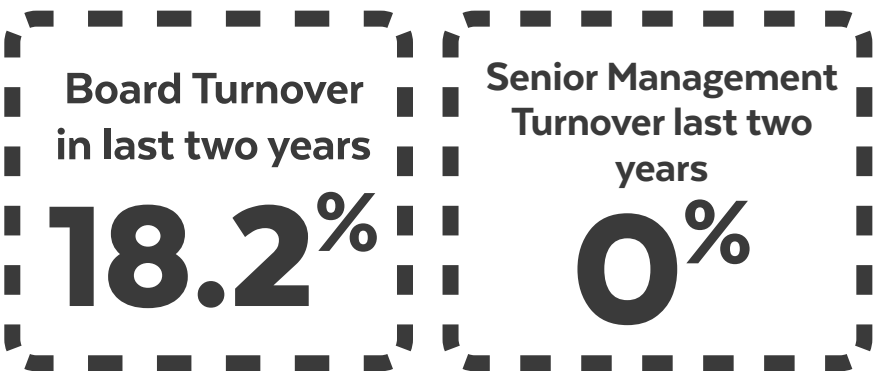
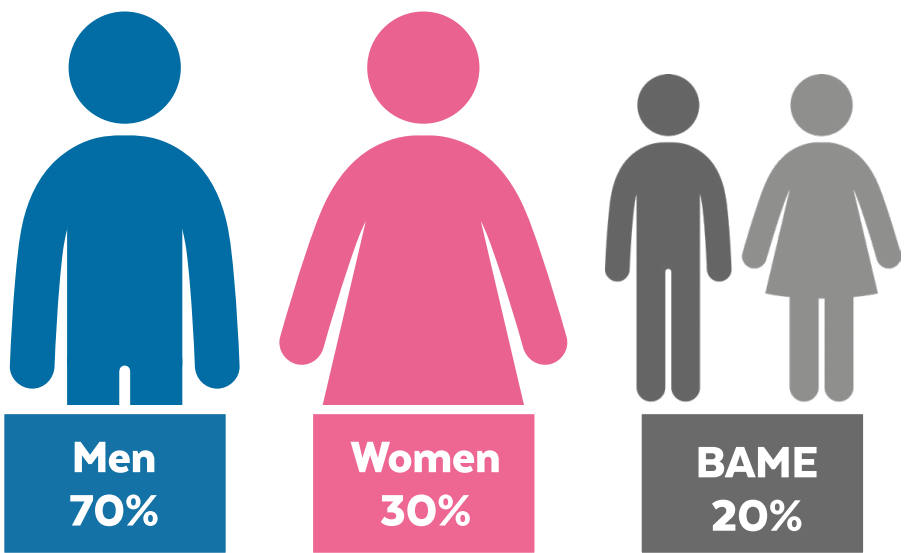
Risk & Audit

Every Housing Association must have an Audit and Risk committee who possess a specific skill set to review our Financials, Risk Register and Performance data to ensure that Ardenglen remain a compliant organisation. Our Audit and Risk Committee report to our Board providing them with assurance that the Association is in good health.



Our Board and Trustees

Board Members



Staff Wellbeing



Equality Diversity Inclusion

Our updated our Equality, Diversity and Human Rights Policy in April 2024, enabling the team to monitor day to day service delivery and be pro-active in fulfilling our regulatory duties to five due regard to equality and human rights in decision-making on housing, homelessness and resident safety.

Health & Wellbeing Strategy

Ardenglen is committed to staff wellbeing which began with a colleague Away Day focussing on the development of our Strategy supported by our External HR consultant. Creating our Health and Wellbeing Strategy with colleague consultation ensures alignment to our organisation goals and enables us to measure initiatives and strive for improvement. The Strategy development focussed on the four Pillars of Wellbeing; Physical, Mental, Social and Financial.

- Our current staff benefits:
- New performance management procedures
 - Social and Wellbeing Committee
 - Mental Health First Aider
 - Team Charters
 - Wellbeing surveys
 - Health Plan with discount programme
 - Cycle to Work



Governance

Supply Chain

Scottish Model of Procurement

Value for money balance of cost, price, quality and sustainability

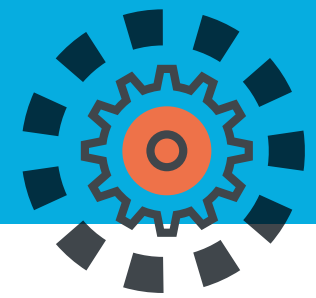
Community Benefits

Within our Procurement Strategy we seek to leverage additional social value and our Investment Tender Documents advise any potential contractor of the requirement to deliver community benefits amounting to a minimum of 2% of the annual contract value for each programme year of the contract. For larger works contracts this benefit can be in the form of apprenticeships and work experience.

We plan to develop this further next year.

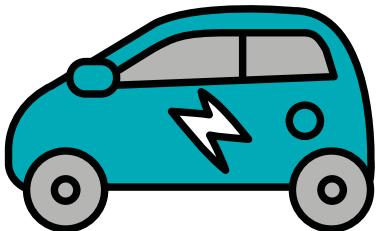
Local Businesses

Developing consciousness of our suppliers carbon footprint and sustainability reporting to ensure that we are utilising suppliers with the same commitment to sustainability as ourselves. We strive to engage with local RSL's for collaborative procurement and funding opportunities.

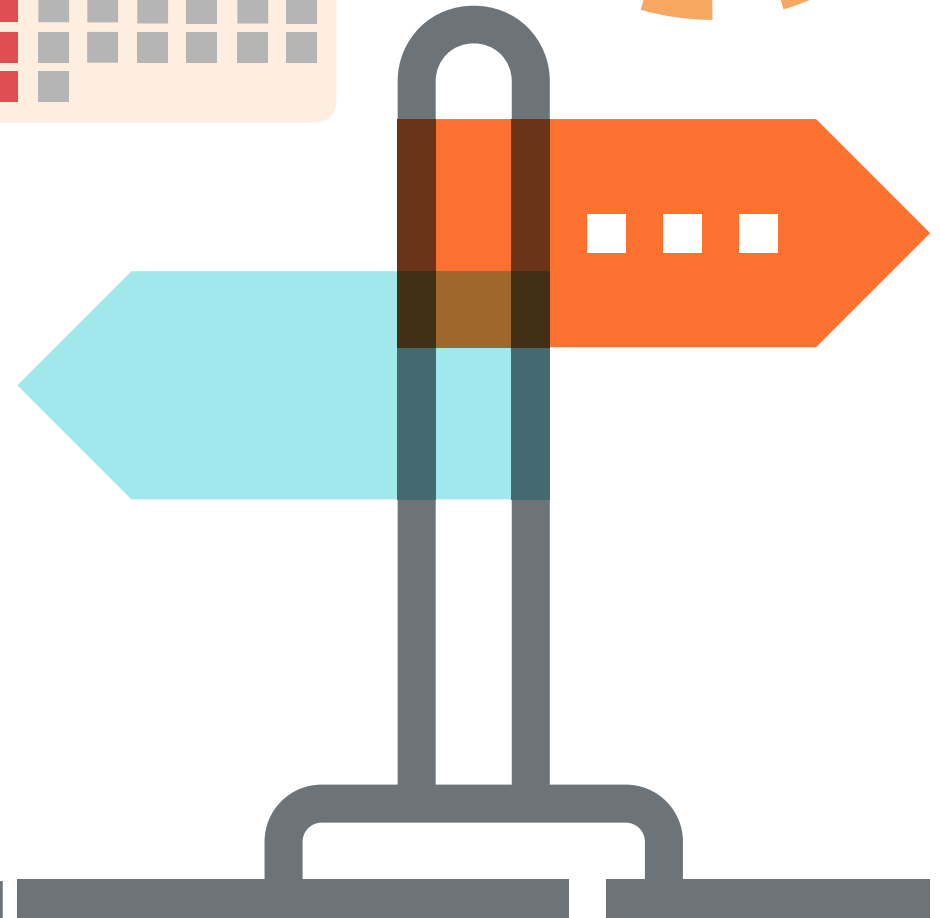


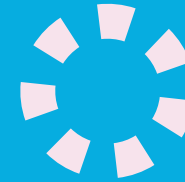
What are our next steps for 2026-27

- Create a 3-year Sustainability Strategy
- Engagement with our Customers on ECG
- Learn and Develop the Environmental theme
- Further Embed Community Benefits
- Refurbishment of our Office Space
- Creation of garden space at the HUB
- New ways of working
- Working with other RSL's



We are at the beginning of our ESG journey, however we aim to embed the ESG values into all the work that we do here at Ardenglen.





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
X @ardenglen

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

