

Vision

SUMMER 2025

OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION



ARDENGLEN



Our new Kitchens are hitting the Mark!

AHA Board Member Mark is one of many tenants who are delighted with their new kitchens



OUR SUMMER OF FUNP3



OUR PLANNED INVESTMENT PROGRAMME..... P5-7



DISABILITY BENEFIT IN DOUBT..... P10-11



OUR NEW HUB IS OPENING SOON 14

Rest Assured

Our Board of Management have held another two meetings since our last newsletter and there are lots of exciting pieces of work underway. In the last month the Board have approved our Annual Return on the Charter and new Business Plan 2025-28. These are critical documents that demonstrate our compliance and financial viability to the Scottish Housing Regulator.

It continues to be a busy time as our Board are gearing up for their Annual Appraisal. This is an annual test of their

effectiveness to serve on the Board and helps us develop training plans as appropriate. It is another key component of being an organisation that is compliant with the standards of Governance and Financial Management.

Our Policy Approval Schedule continues to progress with the following policies now approved by our Board:

- Allocations Policy
- Business Continuity Policy
- Dignity at Work Policy
- Membership Policy
- Environmental Information Policy

- Neo Natal Care Policy
- Regulatory Standard 7 Policy
- Sexual Harassment Policy
- EVH Terms and Conditions Update

We are currently looking for new 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**



AGM Notice 2025

Our AGM will be held on **Tuesday 16 September 2025** in Miller Primary School. Shareholders should look out for information this August.

A vibrant summer-themed graphic featuring a beach scene with a sun, palm leaves, a beach ball, and a star. The text 'Our 2025 Summer of FUN' is prominently displayed in a playful, bubbly font. 'Our 2025' is in blue, 'Summer' is in a rainbow gradient, and 'of FUN' is in white with a red outline.

Our 2025 Summer of FUN

Good news! The Community Committee have decided on the dates for our forthcoming summer events/trips.

They are delighted to again be part of Castlemilk Together Food & Fun for Summer.

These dates are noted below with a description of what will be on offer each session: -

Thursday 3rd July – fun packed day filled with arts/crafts and activities

Thursday 17th July – Retro Week

Thursday 31st July – Castlemilk has Talent

Thursday 7th August – Family Fun Day with a Beach Theme & BBQ to celebrate Ardenglen turning 35 years old!

These events will run from **11am – 3pm** and will be based at the **HUB**. Events are open to all tenants and the wider community.

For tenants only!!

Friday 25th July – Family Trip

we will be taking two coaches down to Clyde Valley Family Theme Park. Tickets are available for families with children from babies to P7 age group. Tickets will cost £3 per person.

To qualify for tickets, you must be an Ardenglen tenant and participants must be tenants' children or grandchildren. (no nieces or nephews unless the child lives in an Ardenglen property).

Friday 29th August – over 40s Trip

we will be taking one coach to Helensburgh for a gander round the shops followed by a fish tea! Tickets will cost £7.50 person.

Now that we are in the **HUB** we are looking to establish a youth committee and through this we hope to identify different activities that are identified by the young people themselves.

If you have any questions, please contact Fiona or Jackie at the office on **0141 634 8016**.

Join us at the next Estate Walkabout

Our next Estate Walkabout will take place on Wednesday 20 August 2025.

All staff will be walking the estate and tenant's are welcome to join us. If you do not wish to take part in the walk, feel free to come out and have a chat with us to highlight any queries/concerns you may have.

My Home available now to all tenants of Ardenglen HA

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



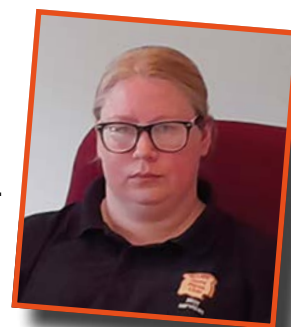
Residents of Ardenglen Scrutiny Panel Update

Our **RASP** Panel have successfully completed their first scrutiny project with Ardenglen. Our panel were keen to review and give feedback on our Allocations Policy and met with our Director of Customer Service, Suzanne Casey, Senior Housing Officer, Angela Mooney, Director of Finance, Digital and Corporate, Karen Fee and Corporate Services Officer, Jacqui Mills to discuss the policy.

Over a six month period, the panel were able to query the policy and make suggestions for updating. One of the suggested improvements that was made was incentivised moves, a new section on how the Association incentivises moves from larger properties to smaller ones to ensure there are enough larger properties for families. You can read our newly approved Allocations Policy on our website.

The next moves for the panel are attending the TPAS Tenant Participation Conference and

Dinner at the Golden Jubilee in Clydebank on 21 June. Then they will focus on their next scrutiny project, a review of our Complaints Process.



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 or call 0141 634 8016.

Ardenglen are Investing in your home

Major Repair & Cyclical Works Programme for 2025/2026

Ardenglen Housing Association are committed to undertaking a programme of planned replacement and preventative cyclical repair works to ensure that its properties are maintained to a high standard and to minimise the amount of money that is required to be spent on unplanned repair works, as these are generally more expensive and more inconvenient to tenants.

The annual major repair and cyclical works programme is based on the associations 30-year maintenance programme which is produced using information obtained from a recent stock condition survey undertaken by consulting building surveyors. This allows us to prepare investment plans over the next few years. The surveys also assess compliance with national standards such as the Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing.

The largest area of expenditure this financial year (2025/26) will be on the replacement of one hundred and ten kitchen installations and seventy gas central heating boilers. It is hoped that the installation of the new high efficiency boilers will help towards increasing the energy efficiency of your home and assist in alleviating fuel poverty within the area.

We have also committed part of our investment budget towards the replacement of twenty-five bathrooms including wet wall and the provision of showers.

Both kitchen and boiler contracts are currently ongoing, and it is anticipated that the bathroom replacement contract will commence later in the financial year.

Installation	Property Phases
70 GCH Boilers	SST Block 3 ; 327-385 Tormusk Rd; SST Block 6 ; 3-7 Scarrel Rd.
110 Kitchens	Ballantay Phase 1 ; 1-15 Ballantay Rd; 3 Ballantay Quadrant; 3-17 Ballantay Terrace. Cathkin Braes 4 ; 200-224 Ardenraig Rd
25 bathrooms	Tormusk Island Site ; 5-26 Tormusk Grove, 23-29 Tormusk Drive, 52-62 Tormusk Rd

A detailed programme for all the other main areas of expenditure for this financial year is shown in the table overleaf. If tenants have any questions relating to the programme, they should contact Peter Kelly, the Director of Asset Management.

Ardenglen's programme of Major Re

Addresses	Gas Servicing	Close Cleaning
1-15 Ballantay Rd; 3 Ballantay Quad; 3-17 Ballantay Terrace;	✓	✓
15 Ballantay Quad; 14-20 Scarrel Rd; 22-28 Ballantay Rd	✓	✓
2-16 Ballantay Rd; 264-288 Tormusk Rd	✓	✓
5-26 Tormusk Grove; 23-29 Tormusk drive; 52-62 Tormusk Rd	✓	
1-43 Scarrel Terrace	✓	
2-12 Arden Craig Quad; 2-6 Arden Craig St	✓	✓
16-54 Arden Craig Quad; 33-43 Arden Craig Drive	✓	✓
3-19 Arden Craig St	✓	✓
70-88 Arden Craig Rd	✓	✓
3-7 Arden Craig Drive; 180-198 Arden Craig Rd	✓	
168-178 Arden Craig Rd	✓	
156-166 Arden Craig Rd	✓	
56-86 Tormusk Drive	✓	
3-11 Ballantay Quad; 17-21 Ballantay Rd	✓	✓
26-68 Arden Craig Rd	✓	
1-51 Arden Craig Gardens; 20-40 Arden Craig St; 61-83 Arden Craig Drive	✓	
200-224 Arden Craig Rd	✓	
179-197 Arden Craig Rd	✓	
231-257 Arden Craig Rd	✓	✓
120-175 Arden Craig Rd; 133-147 Arden Craig Drive	✓	✓
6-10 Iris Avenue; 101-137 Arden Craig Rd; 90-94 Arden Craig Rd	✓	✓
327-385 Tormusk Rd	✓	✓
2-26 Hoddam Avenue	✓	✓
3-7 Scarrel Drive; 204-246 Tormusk Rd	✓	✓
3-11 Scarrel Rd	✓	✓
25 Arden Craig St; 176 Ashcroft Drive; 226 Castlemilk Rd; 435 Castlemilk Rd; 439 Castlemilk Rd; 545 Castlemilk Rd; 121 Croftfoot Rd; 6 Croftfoot Crescent; 118 Croftside Avenue; 40 Glencroft Rd; 77 Midcroft Avenue; 12 Scarrel Gardens; 58a Scarrel Gardens	✓	
1-33 Tormusk Place; 320-326 Tormusk Rd	✓	✓
1-11 Mountain Trail View; 225 Arden Craig Rd	✓	✓

The above represents the main contracts in the associations 2025/26 Planned Programme of Major Repairs and Cyclical Works. Tenants involved in any of these proposed works to their property will be contacted prior to commencement of the measures to be undertaken, to advise them and seek

pair & Cyclical Works for 2025-2026

[illegible]

any necessary approvals. If tenants have any questions relating to the forthcoming programme of works they should contact Peter Kelly the associations Director of Asset Management.

5 Year Painting Contract

The Bell Group company have been successful in winning the recent 5-year painting contract for all the properties throughout the estate. They are members of the Scottish Decorators Federation and are very experienced in working on such contracts where access to the close by tenants and visitors must be maintained during the works.

The works they will be carrying out will mainly consist of painting all previously painted surfaces to the following areas.

Common Close

- Ceilings and walls
- Flat entrance doors, frame and facings
- Communal front and rear doors, frame and facings

Externally

- Soffits and fascia boards
- External surfaces of flat windows
- Metal railings clothes poles and

It is anticipated that the works will be starting in mid-August 2025, and shortly we will be contacting those tenants whose properties are on this year's programme shown in the table below.

Property Phase	Addresses
Ballantay Phase 1	1-15 Ballantay Rd; 3-17 Ballantay Terrace; 3 Ballantay Quad
Ballantay Phase 3	4-16 Ballantay Rd; 264-288 Tormusk Rd
Ballantay Quadrant	3-11 Ballantay Quad; 17-21 Ballantay Rd
Cathkin Braes Phase 2	168-178 Arden Craig Rd
Cathkin Braes Phase 5	179-197 Arden Craig Rd
Cathkin Braes Phase 6	231-257 Arden Craig Rd

Tenants will be given the opportunity to choose close colour schemes from a selection of ones prepared by the paint supplier Crown Paints.



Value for Money Working Group

2025-26 Quarter 1 Report

The VFM group staff team membership remains the same for this financial year, lots of great ideas!

The savings identified at the end of June total £6,150. This was achieved by a saving on professional fees and contracts review.

The focus for the coming year will be ensuring our contracts and services are achieving value for money and looking at new ways of working with a focus on insourcing and digitalisation.

STAFF UPDATE

Customer Services

Good Luck & Best Wishes to:

Janice Herriot, (Housing Officer) has departed Ardenglen to take up a promoted position of Housing Manager at another Housing Association. We wish Janice good luck in her new position.

Kerri Hetherington (Housing Assistant) has also departed Ardenglen to take up a promoted position of Housing Officer at another Housing Association. We wish Kerri good luck in her new role.



Kerri Hetherington

An Update on New Staff:

Elaine Doogan will be joining Ardenglen on a permanent position as Housing Officer. Elaine will replace Janice's position. Elaine brings a wealth of housing experience and has worked in the sector for 30 years. Elaine will take up her new role on 14 July 2025.

Laura McKenzie is our new Housing Assistant replacement for a temporary 6 month period. Laura brings a wealth of housing experience and will be working alongside Elaine.

Asset Management

Alex Gemmell has joined as Senior Asset Officer and will be responsible for managing the Asset Team. Alex will be pushing forward with this year's investment programme which is quite extensive.

Yvonne Sweeney has joined the Asset Team as Asset Administration Assistant. Yvonne has many years' experience in the role and will be taking most of the initial repair enquiries, being a frontline member of staff.

George Andrews Temporary Asset Officer, over a short period for covering staff who has moved on.



Alex Gemmell



Yvonne Sweeney

Disability Benefit in Doubt

Following on from the Public Meeting held at The Birgidale Centre on 29 May 2025 regarding the Government proposals to change the eligibility criteria for some social security benefits.

A second meeting has been arranged on Monday 16 June 2025, 3pm at Castlemilk Shopping Centre. If you can attend, please come along.

Details of the proposed changes are detailed below: -

Changes to disability benefits: what you need to know.

The Government published a Green Paper and a consultation about changes to disability benefits. First things first, it is important to know that Green Papers do not set out final decisions. They are a way for the Government to explore options and get people's views before developing the final changes. The proposals in this Green Paper and the timeline for when they will happen may change.

Organisations are closely following the consultation process.

The Pathways to Work Green Paper includes proposed changes to Universal Credit, Personal Independence Payment (PIP) and Employment and Support Allowance (ESA). Here is everything you need to know about proposed changes which could start from next year.

What changes are the Government proposing to make?

The Green Paper set out lots of proposals to change disability benefits. The major changes include:

- Changing the eligibility for the Daily Living component of PIP. Now, PIP claimants score points against a list of criteria in their assessment. These criteria are called activities. A claimant must score at least 8 points to qualify for PIP. These points can add up to 8 across different



activities. Under the new rules, claimants will still need to score at least 8 points in the assessment. But they must score 4 points in a single activity.

- Freezing the health element of Universal Credit from 2026 / 2027. New claimants from April 2026 will also be given a much lower health element. The timeline for this could change.
- There will also be a Severe Disability Premium for those with severe and lifelong conditions who receive the health element. We do not know much about what the Severe Disability Premium looks like yet.

- Disabled young people will be able to get Disability Living Allowance (DLA) until they are 18. But they will not be eligible for the health element until they are 22.
- Scrapping the WCA in 2028. It will be replaced by the tougher PIP assessment.
- Merging contribution-based ESA and Jobseeker's Allowance into a new benefit called Unemployment Insurance. This will only last for a certain amount of time. It will be paid at a set rate. Disabled people will not get extra money on this benefit.

The Government is consulting on its plans to change disability benefits. But they are not consulting on changes to PIP or scrapping the WCA. These changes will be made through primary legislation.

What do these proposed changes mean for disabled people?

These proposals would mean that access to disability benefits changes for a lot of disabled people. Changes to the PIP eligibility criteria

mean that it will be much harder to get PIP. This may make the assessment more stressful as well.

Scrapping the WCA means that disabled people will only have to go through the PIP assessment for disability benefits. While fewer assessments may be less stressful, this means that disabled people must qualify for the Daily Living component of PIP to get the health element. The restricted eligibility for PIP will mean it is much harder to get any disability benefits at all.

Disabled young people aged between 18 and 21 will be some of the most affected. Many young disabled people aged between 18 and 21 who do not get PIP may not be eligible for any health-related benefits at all. Most young disabled people on Universal Credit aged 18 to 21 will also have to look for work until they are 22.

There is still a lot of detail about these changes that we do not know yet. The Government has yet to publish an Impact Assessment of the proposals. This will tell us more about how disabled people might be affected.

Are you a Pensioner?

Glasgow City Council are conducting a review of Housing Benefit claims for pensioners aged up to 80 years of age.

Housing Benefit initially will be trying to call or email customers to arrange a review. If they cannot carry out the review by telephone, then they will issue letters to customers affected by this review.

It is important that you respond to this review as your benefit maybe suspended or cancelled.

If you receive a letter from housing benefit regarding this and are concerned, please contact our Financial Inclusion Team who will be happy to assist.



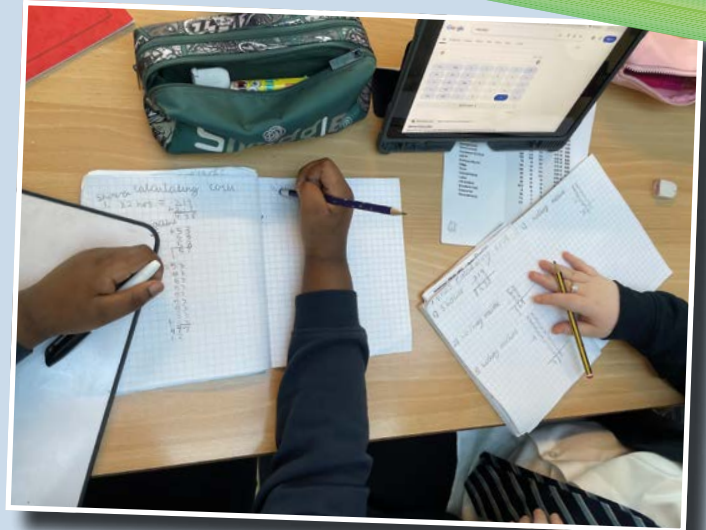
ENERGY AWARENESS WORKSHOPS AT MILLER PRIMARY SCHOOL

In 2025, the energy advisor from Castlemilk Energy Advice Project at Ardenglen Housing Association delivered five energy awareness workshops to pupils at Miller Primary School. A total of 131 pupils, from P3 to P7, participated in the workshops!

The workshops combined knowledge transfer with fun. They consisted of learning how electricity is produced with a help of a lego wind up generator with a diode. Pupils had a hands on task to turn a crank of the generator fast enough to light up the diode.

Pupils then discussed why it is important to think and talk about energy consumption and different sources of energy: non-renewables and renewables.

Lastly, pupils were asked to draw different home appliances and check the average cost of using them. Older pupils turned this part of the workshop into a math class and were given different calculations to solve. They had to count for example, how much it would cost to



use an electric shower for one hour daily for a whole month. Younger pupils focused more on drawing and developing their artistic skills.

At the end of the workshop, pupils were asked to think about ways to save electricity - simple actions they can take themselves to reduce energy consumption and costs. Most of the pupils had good ideas on how to do it and couple have suggested reading a book in the daylight as an energy saving solution!



GARDEN COMPETITION 2025

As you would have seen from our Spring Edition, our Garden Competition 2025 is now open for entries!

There will be 3 prizes on offer

- 1st prize - £75 voucher
- 2nd prize - £50 voucher
- 3rd prize - £25 voucher

The entries can include Front and Rear Gardens, Communal Backcourts and Balconies.

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



**Entries ARE OPEN NOW and the
deadline to apply is 31ST AUGUST 2025**

GOOD LUCK

THE HUB UPDATE



As you know we successfully secured funding to make the former relaxation centre (6 Arden Craig Street) an accessible community space for advice, learning and delivery of our pantry plus project.

The works are almost complete with only one issue outstanding in relation to the access ramp. We are now making the final touches and expect staff to be moved in within the coming weeks.

We will be having a Family Fun Day on Thursday 7th August from 11am – 3pm to celebrate this wonderful new project.

Customer Engagement Survey

We sent out a text / email survey to customers earlier in February/March this year to seek feedback as we would like to have more of our tenants involved and working with us to influence how we deliver our services in the next few years.

We received a total of 166 responses which was fantastic, and we are in the process of taking a draft strategy back out to customers in person in June to explain the results and to seek final feedback before implementing.

Well done to the winner of our prize draw, Mr Rusu, at Wednesday's Customer Engagement Strategy Feedback Event in Miller Primary.



Pantry Update

This is a quick reminder that the Castlemilk Pantry has relocated to the Birgidale Complex, 10 Stravanan Street, G45 9LW. We open Tuesday and Wednesday 10am-3pm.

We also have a new Pantry Co-Ordinator Linda Stuart who joined us in May 2025.



Linda Stuart

Jo and Jolanta continue to offer advice services for financial / digital and energy matters to pantry customers.

Tenant Satisfaction Survey

As part of our regulatory requirements, we must conduct a satisfaction survey at a minimum every 3 years. This will be conducted independently by Research Resource on our behalf – this will form a mix of home visits and telephone calls and the agents will have identification available. We encourage all customers to take part in this survey as it really does help us to improve the services we provide to you.

Managed migration

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.

ANTI-SOCIAL BEHAVIOUR

Ardenglen have been monitoring Anti-Social Behaviour in and around the Arden Craig Drive & Road area which has included acts of vandalism.

We have been working closely with Police Scotland and recently carried out a door chapping exercise which included Officers from Police Scotland and our Housing Officers. Police Scotland will be closely monitoring the area.

We have addressed the behaviour in line with our Anti-Social Behaviour policy.

If you witness any vandalism or indeed any criminality, please report to Police Scotland by dialling **101**. The Community Policing Team can also be contacted directly also. We can provide their e-mail address on request.

Ardenglen will not tolerate Anti-Social Behaviour and if corroborated, it may affect your tenancy. As always, if you have any questions, your Housing Officer is available by appointment.

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.**

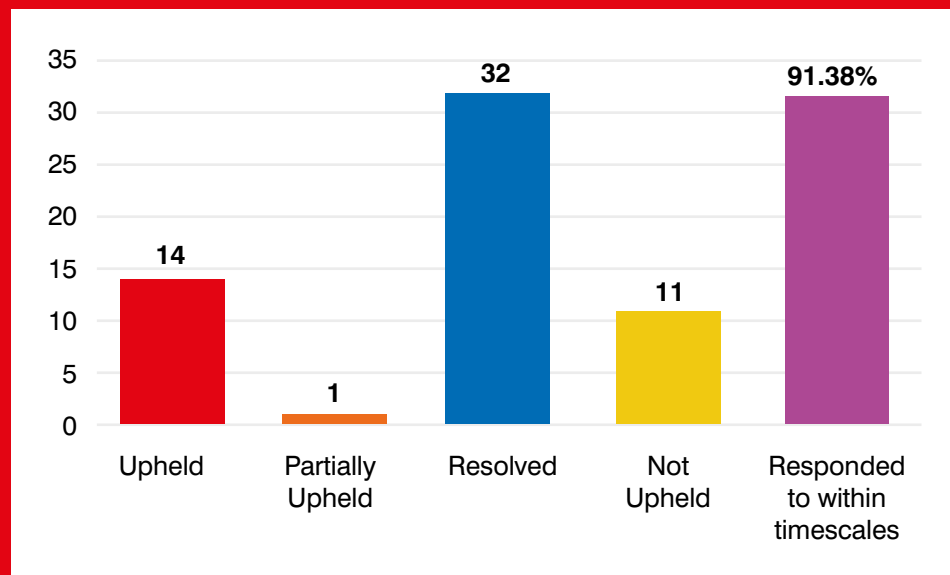
COMPLAINTS RECEIVED

Between 1 January and 31 March 2025, we received 58 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 11 compliments this quarter from customers who wanted to share their appreciation for the following:



Thanks to
our Financial
Inclusion
Service

Thanks for
the new
kitchens

Thanks for
handling my
repairs so
well



Kitchen quotes

we received so many lovely comments about our new kitchens:

'I was happy with
my kitchen, the guys
who put the kitchen
in were fantastic.'

"They
included us in
all the works
they did"

"Fabulous"

"Outstanding"

"can't praise Graham,
the workers and the
board enough for all
their work"

"spotless"

"efficient"

"over the
moon with the
kitchen"

"quality and
communication
was amazing"

"they workers
were so clean
and polite"

"they did a
great job"

"all professional
and done a
great job"

Performance Quarter 4 (1 January to 31 March 2025)

Area of operation	Target	Performance to date (1 January to 31 March 2025)	Target achieved
% reactive repairs completed right first time	95% or over	91.94%	No
% properties with a gas safety check completed by anniversary date	100%	100%	Yes
Average days taken to relet empty houses	15 days	26.58 days	No
% rent due lost through properties being empty	Below 0.45 %	0.52%	No
Current tenant rent arrears as a % of rent due	Below 3.6%	2.18%	Yes

FIRE SAFETY

Ardenglen take the responsibility of fire safety very seriously and work hard to reduce the risk of fire to as low a level as reasonably practicable. For us to achieve this, we are required to comply with Fire Safety legislation set out by the Scottish Government. These legislations ensure we are keeping tenants safe and achieve best practice where possible. To comply we have Fire Risk Assessments carried out in our common closes and carry out annual checks of tenant's smoke and heat detectors. These checks will identify any fire risks which we will adequately manage to ensure the safety of all occupants.

You can also help minimise the risk of a fire by adopting the following practices:

- Ensure no items are stored in common areas

We ask that nothing is stored in the common closes and stairwells to remove potential materials which may fuel a fire but also cause a tripping hazard when trying to evacuate the building.

- Not charging electrical items within common areas.
- Carrying out weekly testing of the alarms in your property

We will always test the smoke and heat detectors in your property every year however it is good practice to ensure you are testing these yourself. You can do this by pressing the test button until the alarms sound. If the alarm does not sound, please contact us urgently.

- We also ask that you do **not** remove any of the detectors in your property. If we find that these are missing, we

will need to replace these as urgently as possible and you may be recharged for this. These are in place for your safety so please ensure these are kept in situ.

- Regularly cleaning the alarms by gently Hoovering the inside and outside casing.
- Switching off and unplugging appliances which are not in use such as TV's, computers and chargers.



- If you identify any faults with the fire detection systems then please contact us urgently on **0141 634 8016**.
- Request a free Home Fire Safety by calling 0800 0731 999, visit **www.firescotland.gov.uk** or speak to a member of Ardenglen staff who can do this on your behalf.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

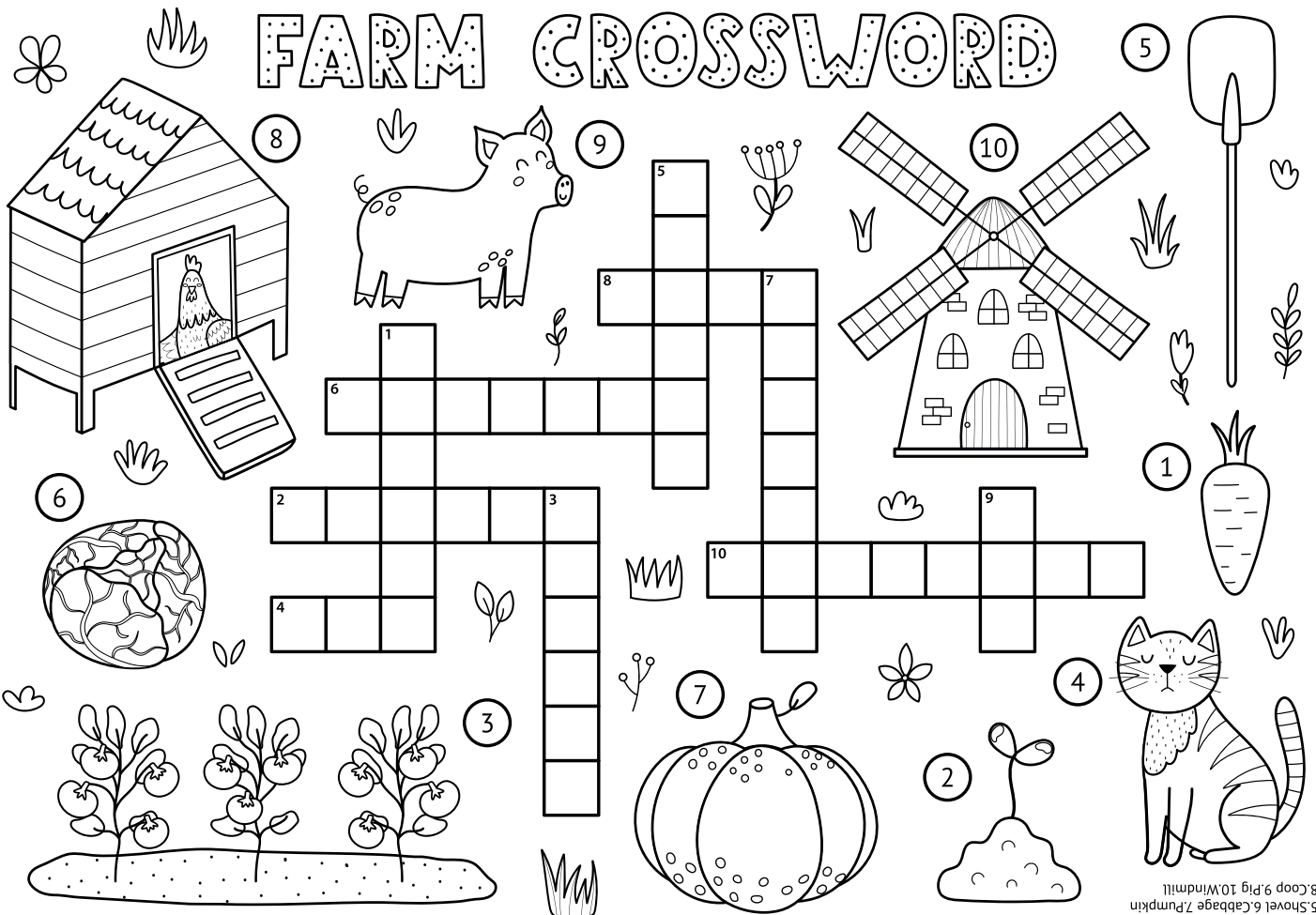
- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Spot 10 Differences



Useful Contacts

Emergency phone numbers when our Office is Closed:

- For all central heating and hot water emergencies please call **03302020444**
- For any other emergency repairs that happen after hours, please call 0141 336 7111
- When reporting a repair please advise the contractor you are a tenant of Ardenglen Housing Association.
- Report a repair free phone line 0300 303 8000 – this number is not available during public holidays.

Please note that the office will be closed on Wednesday afternoons for staff training.

Public Holidays 2025

The office will be closed for Public Holidays on

Glasgow Fair Weekend - Friday 18
and Monday 21 July 2025

September Weekend – Friday 26 and
Monday 29 September 2025



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

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

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

We use facebook to promote our services and to keep tenants up to date with important changes such as the implementation of Universal Credit.

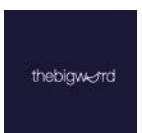
In addition to this we are collating tenant email addresses. Email is a fast, free method of communication and gives you the opportunity to contact us at any given time.

If you have an email address please call us to let us know on **0141 634 8016**, email us at **info@ardenglen.org.uk** or private message us on Facebook.



We are now on X @ardenglen

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



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