

vision

AUTUMN 2025

OFFICIAL NEWSLETTER OF ARDENGLEN HOUSING ASSOCIATION

A:H
ARDENGLEN



ANNIVERSARY
35
YEARS
CELEBRATION
1990 2025

FALL INTO AUTUMN WITH ARDENGLEN



**MEET THE NEW ASSET
MANAGEMENT TEAM P3**



**ANNUAL RENT INCREASE
CONSULTATION.....P5**



**WATCH YOUR
WASTE! P7**



**WHAT'S ON AT
ADENGLEN.....P11**

Rest Assured

Our Board of Management have held another two meetings and our AGM since our last newsletter. We welcomed five new Co-opted Members and said goodbye to three retiring members at the AGM. We held our AGM in Miller Primary School on Tuesday 16 September and members heard how our Performance and Financial Accounts were in the year.

The Board have now had their Annual Appraisal and will each have a Personal Development Plan and a Collective Board Training Plan for the forthcoming year. Board Appraisal 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.

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

- Capability Policy
- Financial Inclusion Policy
- Whistleblowing Policy
- Probationary Policy

- Board Member Expenses Policy
- ICT Policy
- Severance Policy
- Standing Orders and Delegated Authority Policy
- Value for Money Policy

At our most recent Board meeting in September, the Board reviewed and discussed the evidence supporting our compliance with the Standards of Financial Management and Governance and approved our Annual Assurance report. The next step is the preparation of our Annual Assurance Statement to the Scottish Housing Regulator in October confirming our compliance. If you want to learn more about Annual Assurance, please visit our website **Assurance Statement** or visit the Scottish Housing Regulator's website **Ardenglen Housing Association Ltd | Scottish Housing Regulator**

We are still keen to enlist some new tenant Board Members to represent the local community. If you are keen to know more about what is involved in joining the Board at Ardenglen or have any questions about Regulatory Compliance, please contact Jacqui Mills, Corporate Services Officer on **0141 634 8016** or email **Jacqui.mills@ardenglen.org.uk**

Thank you

Ardenglen would like to extend a massive thank you to our three Board Members who retired after several years of service to the Association. Thank you to:



Alex Warren



Richard Mahon



Karen McDonagh

All change for Ardenglen's Asset Management Team

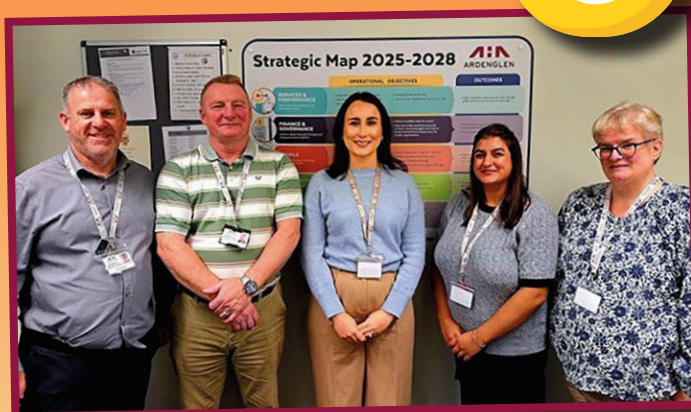
We recently welcomed two new members to the Asset Management team, Rebecca Giffard, Asset Officer and Amra Iqbal, Asset Compliance Assistant. We hope that they will settle into our newly formed team.

They will soon be led by a new Director of Asset Management following the retirement of our Director of Asset Management. We are now seeking a talented, forward-thinking leader to join our Senior Leadership Team as Director of Asset Management. They will also deliver our ambitious Integrated Asset Management Strategy, driving investment in safe, modern, and energy-efficient homes that meet the evolving needs of our tenants. We will keep you posted on the successful candidate.

The new Asset Management Team, bring together a wide range of experience within the public and private sectors, that will benefit the Association. They are here to assist all tenants and ensure that we are accountable for maintaining your property to a good standard and ensure value for money from the Association's appointed contractors.

Our Asset Team's role and overall function are responsibility for the following areas;

Meet our new Asset Management Team



(The asset team from left to right – Alex Gemmell, Senior Asset Officer, Graham Paul, Asset Officer, Rebecca Giffard, Asset Officer, Amra Iqbal Asset Compliance Assistant and Yvonne Sweeney Asset Administration Assistant)

- Manage Repairs and Void works.
- Planned Cyclical Work Programmes
- Tenants and Residents Health and Safety Compliance
- Managing our Capital 5-Year Investment Programmes
- Maintain SHQS and EESSH Standards for our properties.
- Performance and Contract Management of our services

Estate Walkabouts

We are committed to improving the quality of our estates, including close cleaning, environmental/ground maintenance works and communal area painting programmes. To help keep everything in check, we have a planned programme of quarterly estate walkabouts with our colleagues within the housing management team. So, look out for us 😊

These walkabouts are especially useful for identifying issues that may need action. Look out for our teams when we are on the estate as this is a great opportunity for you to tell us about any issues. You are welcome to discuss common area repairs, environmental works such as grass cutting services, and we will do our best to assist you.

Update on our Planned Cyclical Works Programmes



Grounds Maintenance Contract – Caledonian Maintenance Services

As the grass-cutting season draws to a close, our Autumn and Winter programme is set to begin. This will include trimming shrubs and hedges, undertaking tree works, and removing moss and weeds. Caledonian will also clear leaves from common back courts and paths within our responsibility.

During the winter months, if temperatures fall to -4°C or below, Caledonian will grit back courts and paths in these areas. Please note that public roads and pavements remain the responsibility of the local authority.

External Painting Programme

In September 2025 we began our external painting programme with our approved contractor The Bell Group with the first phase including the internal close painting and external works to windows, fascia, soffits, and railings. The contractor is currently working on even-numbered properties on Ballantay Road and 264-288 Tormusk Road. Once the kitchen replacement programme is complete, work will continue on the odd-numbered properties on Ballantay Road, as well as Ballantay Terrace and Ballantay Quadrant. Tenants will be consulted on paint colour choices for internal closes during each phase of the project.



Closes painted within communal areas

Alterations to Your Home or Garden

Tenants are reminded that written permission must be obtained from the Association before carrying out any alterations or improvements to their home or garden area.

An Application for Alteration/Installation Form must be completed, providing full details of the proposed works, prior to commencing any work.

This form is available from the Association's office, and we can also offer advice and guidance.

The Association will respond to your request within 28 days. Permission will not be unreasonably withheld; however, approval may be granted subject to specific terms & conditions.

Residents of Ardenglen Scrutiny Panel Update

Some of our **RASP** Panel attended the TPAS Tenant Engagement Conference at the Golden Jubilee in Clydebank on 21 June. They got the opportunity to attend workshops and network with other tenant scrutiny panels. It was a great learning experience and now our panel will all attend the TIS Tenant Engagement Summit at Radisson Blu in November.

We have our next Scrutiny meeting on Wednesday 22 October where our focus will be on the Complaints Process. It will be an opportunity for us to meet with two new members who will be joining the panel. Why not join us?

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.



Annual Rent Increase Consultation

Our annual rent increase options will be discussed at our Board Meeting on Tuesday 2 December 2025. We will send consultation documents to all customers which will include an online survey but will also hold in person drop in surgeries at Ardenglen's office on the following dates:

- Tuesday 9 December 2025 10am-12noon
- Wednesday 10 December 2025 4pm-6pm
- Wednesday 7 January 2026 2pm-4pm

Suzanne Casey, Director of Customer Services and Angela Mooney, Senior Housing Officer will be on hand to help answer any questions.

Tenant Satisfaction Survey Results

As part of our regulatory requirements, we are required to carry out an independent tenant satisfaction survey on a 3 yearly basis. We commissioned Research Resource who will be familiar with customers from previous surveys, and they conducted 396 survey's which is around 40% of our customer base.

The Tenant Survey Results will be featured in the Winter edition of Vision

Update on our Capital Works Programme 2025-26

Energy Efficient Gas Boiler Replacement Programme

We have successfully completed our 2025-26 boiler replacement programme in May 2025 with 50 new boilers installed by City Technical. A further 21 boilers have been replaced on an ad-hoc basis through our Gas Servicing and Repairs Contract with Saltire Facilities Management Ltd.

Tenants now benefit from A-rated energy-efficient boilers that provide better performance and higher hot water flow rates. Feedback from those included in the programme has been very positive, showing the project's success and the association's commitment to energy efficiency as part of our sustainability agenda (Ardenglen HA)

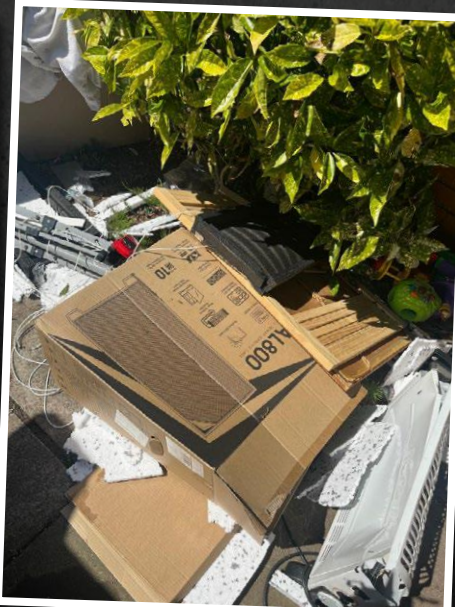


Kitchen Renewal Program



New Kitchens Installed to a high specification

Our kitchen renewal program for 2025-26 is well underway. The installations are being carried out by City Gate Construction, and the program is due to be completed by March 2026. The feedback has been positive with many of our tenants being delighted with the end results.



PLEASE - WATCH YOUR WASTE!

If you are disposing of bulky waste items please ensure that you follow Glasgow City Council process by booking an uplift at a charge of £5 per item. This can be booked via the council website. If you cannot get online call 0141 287 9700 on Tuesday and Wednesday 9am - 3pm.

There are various hotspots affected by persistent fly tipping. Ardenglen Housing Association are spending thousands every month helping to keep our area free of bulky waste that has been dumped in back courts,

bin lanes and our open space areas. This is additional spend for the Association that will be monitored and taken into consideration at next year's rent increase.

You can do your bit by ensuring that you are disposing of your bulky waste correctly and help to look after the area and keep costs down for the Association.

If you see fly tipping in our area please report this directly to the Council who will investigate and take enforcement action where the culprit can be identified.

Lvin's



SUMMER of 2025 was filled with lots of FUN, which proved a BIG hit with our local families.

Firstly, a massive well done has to go out to our hard-working Community Committee for delivering yet another fabulous programme of fun packed activities and day trips over the summer of 2025.

FOOD & FUN FOR SUMMER

Our **Summer of Food & Fun Events** - kicked off at the beginning of July thanks to an allocation of funding from the Castlemilk Together's funding from GCC Holiday Food Programme.

This much needed funding enabled us to deliver four fun packed sessions on 3, 17 31 July & 7 August. Activities included themes that saw all our families having fun.

These included: **Retro Games; Castlemilk's Got Talent; Beach Theme** along with celebrations for **Ardenglen's 35th Anniversary!**



Summer!



This year's annual **SUMMER FAMILY TRIP**, saw us heading over to Clyde Valley Family Park with two packed coaches of excited families on

Friday 25 July 2025. This was the first time we had visited this park, and it was given a thumbs up all round!



Then it was time for our annual **OVER 40s BUS RUN** which took place on **Friday 29 August 2025**. A coachload

head over to Luss for a wander about the picturesque village,

followed by lunch at the Commodore in Helensburgh before a wander down the street to see what bargains and treasures the Charity Shops had on offer!

You can see from the photos that everyone had lots of fun.



WINTER FUEL SCAM

Pensioners have been urged to watch out for winter fuel scams in the run up to the colder months as voice phishing scam attacks become increasingly prevalent.

More than 70 per cent of people have been targeted with a scam in the past, and one in ten have been approached by scammers impersonating the Government or an energy company, contacting them about their energy bills or winter fuel scams.

With winter approaching, these fraudsters are increasingly preying on vulnerable pensioners and low-income households, who may rely on winter fuel payments and be concerned about living costs and paying their energy bills.

In the past month alone, there have been some 15,000 reports relating to fraudulent winter fuel payment activity, according to HMRC.

Scammers are targeting victims using phone calls, emails and text messages

‘Scammers are increasingly exploiting the financial

pressures many households are facing, particularly around rising energy costs.

WARM HOME DISCOUNT

Find out if you are eligible for the £150 Warm Home Discount towards your energy bill.

Contact your electricity supplier or drop-in / contact us for help to submit an application.

**No appointment necessary!
Energy advice drop-ins:**

TUESDAYS 9am-12noon
WEDNSDAYS 9am-12noon

**The Castlemilk Pantry
Birgidale Complex
10 Stravanan Street
Glasgow G45 0ER**

Appointments:

energyadvisor@ardenglen.org.uk
0141 634 8016 / 07572 977 296

**Ardenglen Housing Association
355 Tormusk Road
Glasgow G45 0HF**

Be quick as it is given on a first-come, first-served basis!

ARDENGLLEN

The Castlemilk
PANTRY

WHAT'S ON

TENANT EVENT'S CALENDAR FOR AUTUMN/WINTER 2025

Our hard-working Community Committee are delighted to announce that they have been busy organising some fun-filled family events which will be delivered from the HUB. First up is.....

The HAUNTED HUB

Join us for a ghoulishly good time at the Haunted HUB on **30 October, 4-7pm!** Expect games, activities and entertainment along with some tasty food and a free goody bag. We will be taking photographs on the night, so be sure to have your children in fancy dress, as there will be a prize for the top 3 best dressed! Winners will be notified after the event.

Tickets will cost £2 per child and will be on sale on from the office on **Wednesday 22 October from 5pm – 7pm** and will be sold on a first-come-first-served basis. *This event is catered for children aged from nursery to primary school age.*



EVENT: THURSDAY 30 OCTOBER, 4-7PM
ON SALE: 22 OCTOBER, 5-7PM



IT'S PANTO TIME AGAIN – OH NO it isn't.....OH YES it is!

This year's Panto Trip will see us visiting the East Kilbride Theatre again to see the Greenhills Panto Crew's performance of "Cinderella" on **Thursday 4 December 2025.**

Tickets will cost £5 for adults & £2.50 for children. *This event is open to all the family. Please note that they must be a member of your household.*

EVENT: THURSDAY 4 DECEMBER
ON SALE: 19 NOVEMBER 5-7PM



SANTA & FRIENDS ARE COMING to the HUB!

On **Wednesday 10 December 2025** Santa & Friends will be taking up residence at the HUB from 4pm – 7pm in our GROTTTO to welcome your little ones with a gift and a photo opportunity. Tickets will cost £2 per child. *This event is catered for children aged from nursery to primary school age.*

Tickets for the Panto & Santa's Grotto will be on sale from the office on **Wednesday 19 November 2025 from 5pm – 7pm.** Please note that tickets will be sold on a first-come-first-served basis.

Please note that an adult must accompany children at our events.

EVENT: WEDNESDAY 10 DECEMBER
ON SALE: 19 NOVEMBER 5-7PM



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.

GARDEN COMPETITION 2025

Ardenglen received 13 entries for our 2025 Garden Competition.

It was visible from all entries that our tenants put a lot of time and effort into their

gardens and they all looked amazing making it a very difficult decision for the winners to be identified. Our 3 winners have given Ardenglen consent for their details to be shared in our Newsletter article.

Congratulations to our winners:



1st Prize – Mr & Mrs McKie



2nd Prize – Mrs Maitland



3rd Prize – Mrs Donnachie

HALLOWEEN

CROSSWORD



Can you solve our Halloween Crossword?

Close Cleaning

We recently sent out a text survey to gauge satisfaction with our close cleaning service which is carried out on our behalf by Tenement Steps.

Overall 71.2% of respondents were either very or fairly satisfied with the service – see opposite.

Some of the comments included were

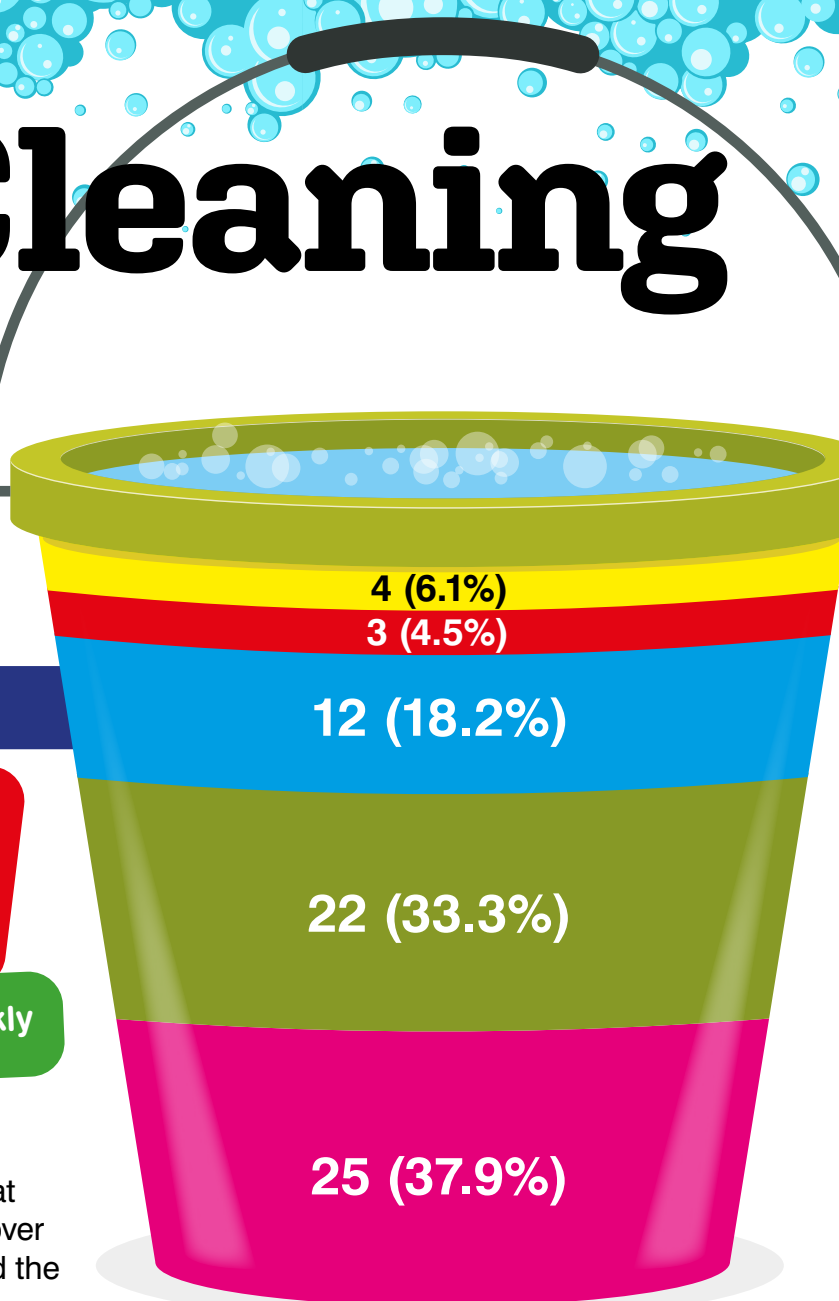
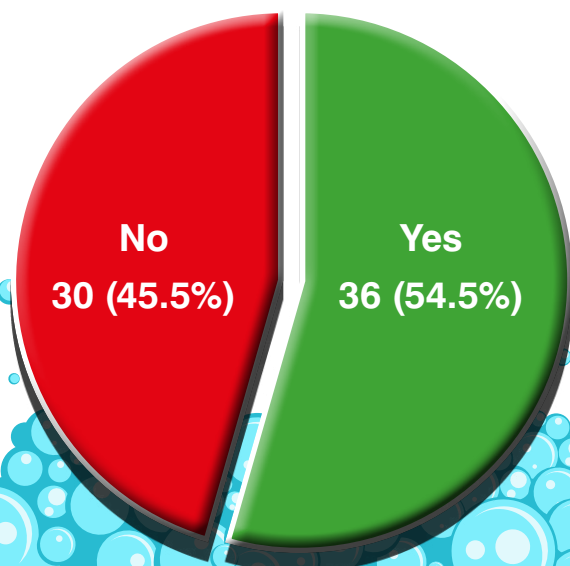
Guys are regular,
quick and efficient.
No complaints

Close windows
upstairs haven't
been cleaned
inside / outside

It's ok, sometimes it's done very quickly

We also asked if customers were aware of what the close cleaning specification was and just over 45% said no. As a reminder we have published the specification on the page opposite.

Clean Specification Awareness



■ Very Satisfied ■ Fairly Dissatisfied
■ Fairly Satisfied ■ Very Dissatisfied
■ Neither Satisfied or Dissatisfied

The survey results were discussed at the recent contractor performance meeting and where you have not been satisfied, we hope you will see some improvement. It is important to get in touch if you are still unhappy. You can do this directly from the tenant online portal.

Close Cleaning Specification

Weekly

- ✓ Brush all common floors, landings & stairs (inc. external entrance)
- ✓ Mop all common floors, landings & stairs (inc. external entrance)
- ✓ Clean handrails, balustrades & banisters
- ✓ Polish front and rear entrance door glass, control panels, hand plates and handles internally
- ✓ Wipe window ledges, sills, deadlight sills and frame head of doors
- ✓ Shake dirt loose from matting and return mats to position
- ✓ Dust light fittings
- ✓ Remove cobwebs from ceilings and light fittings
- ✓ Remove junk mail from close
- ✓ Dust small items of furniture and return to position

4-weekly

- ✓ Clean front and rear close landing windows internally & externally
- ✓ Clean front and rear entrance door glass, control panels, hand plates and handles externally
- ✓ Clean close lighting at front and rear entrances externally

3-monthly

- ✓ Clean down lower close walls, wall tiles and dados

Annual

- ✓ Deep clean to hard floors

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

BONFIRE NIGHT

5 November 2025

Last year's clear up of the bonfire located at the foot of Arden Craig Ridge, cost Ardenglen in excess of £2,500, this cost is subsidised from rent payer's money. It is not the responsibility of the landlord to clear up the debris left over from the bonfire. Bonfires are not permitted on these sites and we will be working closely with Police Scotland, Glasgow City Council & Scottish Fire & Rescue.

Please see general safety rules and the law on Bonfires.

- **Age restriction:** It is illegal for anyone under the age of 18 to possess fire-works in a public place.
- **Public use:** It is illegal to throw fireworks or set them off in a public place.

- **Bonfires:** It is an offense to light a fire in a public place if it endangers others or property.
- **Enforcement:** Police Scotland enforces these rules. You can report unauthorized bonfires or firework displays to Police Scotland or anonymously to Crimestoppers at **0800 555 111**.
- **Animal welfare:** It is illegal to cause unnecessary suffering to animals with fireworks.

How to report potential issues

- **Illegal bonfires or firework material:** Report to the council using the MyGlasgow app or by calling **0141 287 1058**.
- **Unauthorized bonfires or displays:** Report to Police Scotland or Crimestoppers at **0800 555 111**.



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.**

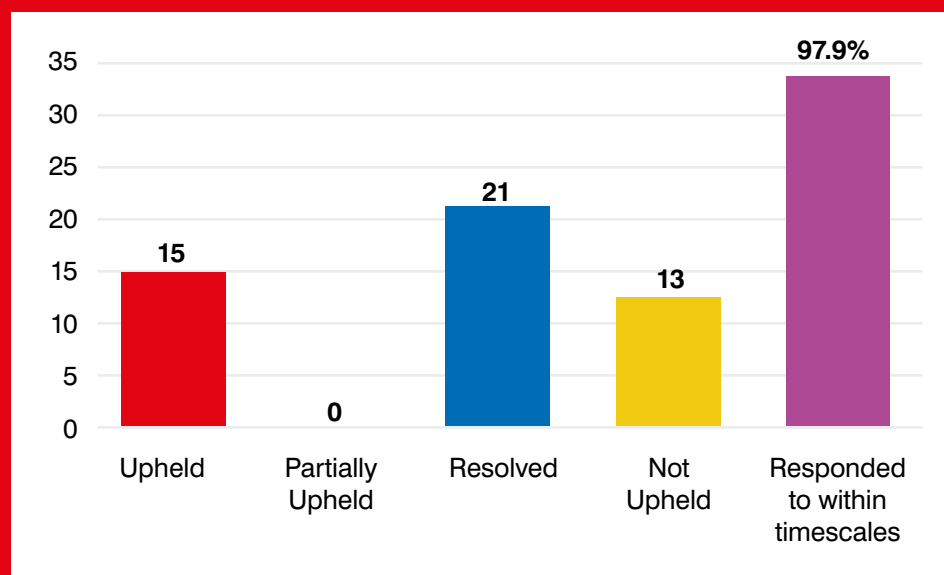
COMPLAINTS RECEIVED

Between 1 April and 30 June 2025, we received 49 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 9 compliments this quarter from customers who wanted to share their appreciation for the following:



Performance Quarter 1 (1 April to June 2025)

Area of operation	Target	Performance to date (1 April to June 2025)	Target achieved
% reactive repairs completed right first time	95% or over	99.3%	Ye
% properties with a gas safety check completed by anniversary date	100%	100%	Yes
Average days taken to relet empty houses	15 days	16.08 days	No
% rent due lost through properties being empty	Below 0.45 %	0.17%	Yes
Current tenant rent arrears as a % of rent due	Below 3.6%	2.06%	Yes

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.

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.

Public Holidays 2025

The office will be closed for Public Holidays on

Christmas – Thursday 25, Friday 26 and Monday 29 December 2025.

New Year – Thursday 1, Friday 2 and Monday 5 January 2026.



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.