

Annual Sustainability Report 2025-26



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Introduction

Sustainability has been an important part of Ardenglen's work for some time. This Strategy does not represent a new direction for the Association, but rather the next stage in a journey that is already well underway.

As a community-based housing association, we have always recognised the importance of looking beyond the immediate and making decisions that protect the quality, affordability and long-term sustainability of our homes and communities. Our approach to asset management, investment planning, energy efficiency and the way we use our resources has continued to develop in response to changing needs, expectations and the wider environment in which we operate.

This Strategy brings that work together and provides a clear framework for how we will continue to develop it over the coming years. It builds on the foundations we have already established and provides an opportunity to be more consistent and deliberate in how we consider sustainability across all areas of Ardenglen's business.

Our approach is necessarily broader than reducing carbon emissions or improving the energy efficiency of our homes. Sustainability is about ensuring that Ardenglen remains financially resilient, that our homes continue to provide safe, warm and affordable places to live, that we make responsible use of our resources and that our communities remain vibrant and sustainable into the future.

Our long-term investment planning and Integrated Asset Management Strategy are particularly important in this

regard. We need to make informed decisions about where investment will have the greatest benefit, balancing the environmental performance of our homes with affordability, tenant needs and the financial capacity of the Association. Sustainability therefore needs to be embedded within the way we plan and prioritise investment, rather than treated as something separate from our core business.

We also recognise that sustainability is about people. Our tenants and communities have an important role to play in shaping our approach, and our commitment to meaningful tenant engagement will continue to be central to this work. Where we can improve the energy efficiency and performance of our homes, we want this to deliver tangible benefits for tenants, including warmer and more comfortable homes and, wherever possible, reduced energy costs.

The same principles apply to the way we operate as an organisation. How we use energy and resources, how we procure goods and services, how we work with contractors and partners, and how we make decisions about our own operations all contribute to Ardenglen's overall sustainability. Importantly, this also means investing in our people. Supporting our colleagues and Board through appropriate training, development and wellbeing initiatives will help ensure that we have the knowledge, skills, resilience and capacity needed to meet the challenges ahead and continue to deliver effectively for our tenants and communities.

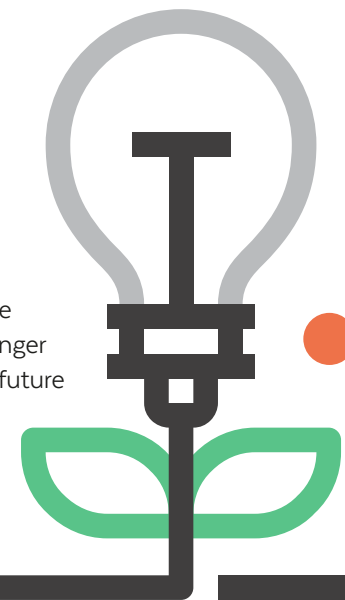
This Strategy therefore represents an evolution rather than a revolution. It builds on the work already undertaken by our Board, staff, tenants and partners and sets out how we will continue to improve, learn and adapt. It recognises

that there will be financial, technological and practical challenges along the way, but also significant opportunities to improve the homes and communities we are responsible for.

As Chair, I am pleased to support the next stage of Ardenglen's sustainability journey. Our ambition is to ensure that sustainability becomes increasingly embedded in our everyday decision-making, helping us to remain a resilient, responsible and forward-looking organisation while continuing to deliver on our fundamental purpose of providing good quality, affordable homes and services to our tenants.

This is about building on what we already do well, identifying where we can improve and ensuring that the decisions we make today help to create a stronger Ardenglen for current and future generations.

Liz McKenzie
Chair of Ardenglen



Overview of Ardenglen

Ardenglen Housing Association is a registered social landlord and charity serving the Castlemilk area of South Glasgow. The Association manages just under 1,000 homes and has positioned sustainability reporting within the wider framework of service quality, customer outcomes and long-term stewardship of assets. This report is structured around the three pillars of environmental, social and governance performance and reflects the Sustainability Reporting Standard for Social Housing as a useful framework for communicating progress and priorities.



The Sustainability Reporting Standard (SRS) for Social Housing

The Sustainability Reporting Standard has been updated this year. The number of themes has been reduced from 12 to 8, making the report simpler, easier to follow and less repetitive.



Theme #	Theme Name	
T1	Climate	Prevents and mitigates the risk of climate change
T2	Nature	Promotes ecological sustainability
T3	Resource Management	Sustainable management of natural resources and responsible procurement
T4	Affordability	Provides affordable and secure housing
T5	Building Safety and Quality	Resident safety and building quality are well managed
T6	Residents and Community	Listens to and supports residents and local communities
T7	Structure and Board	High-quality organisational leadership, accountability and oversight
T8	Employees	Supports employees

BACKGROUND HISTORY

United Nations Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries – developed and developing – in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.



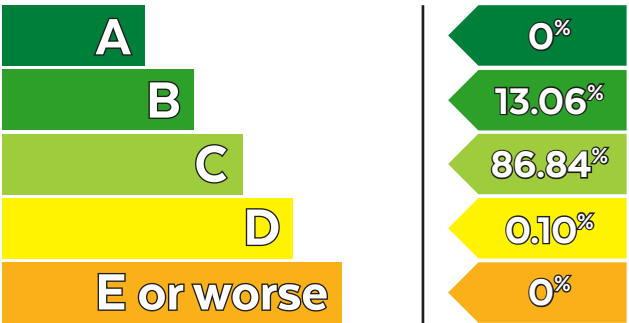
As a second-year adopter of the Sustainability Reporting Standard, Ardenglen's Sustainability Working Group is helping staff and customers embed sustainability in everything we do.



Climate Change

Ardenglen Housing Association has a Net Zero-aligned approach, but it does not publish a standalone organisational Net Zero target date. It aligns its strategy with the Scottish Government’s Net Zero target of 2045 and focuses on improving energy efficiency, reducing carbon emissions, and embedding sustainability into its asset management and long-term investment planning.

EPC Ratings



Energy Consumption

	2025-26 kwh	2024-25 kwh
Mains Gas	62,064	69,631
Electricity	46,190	46,073
	108,254	115,704

Case Study - Working Together to Create a More Sustainable Home

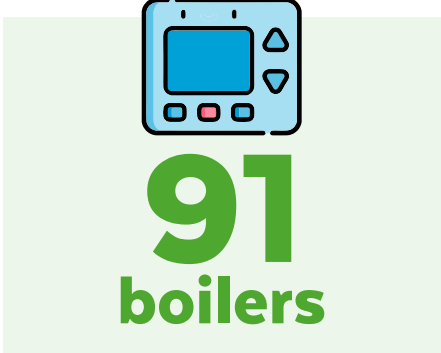
At Ardenglen, sustainability means improving homes in practical ways that reduce environmental impact and support tenants’ long-term needs.

One tenant had been without gas for more than 10 years and relied on an ageing hot water system. When it failed and parts were no longer available, Ardenglen worked with the tenant to identify a more reliable and sustainable solution.

Following a survey, we progressed a quotation for a modern Worcester Bosch Greenstar 4000 combi boiler. This will provide heating and hot water from one efficient unit, improve reliability and make future maintenance easier.

This case shows how Ardenglen balances tenant needs with long-term investment in our homes.

In 2025-26, Ardenglen continued the rolling capital investment programme to improve our customers’ homes.



Enviromental

Mapping our emissions

Staff Survey

We are collating information on staff travel and recycling to support our Environmental, Social and Governance (ESG) reporting.

This will help us:

- Better understand our environmental impact.
- Identify opportunities to reduce carbon emissions and improve recycling practices.
- Provide clearer evidence of the steps we are taking to operate responsibly and sustainably.



Work Location

- 37% are office based
- 63% hybrid



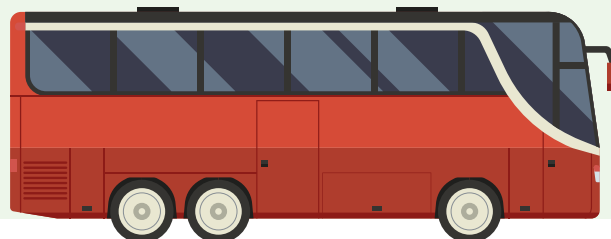
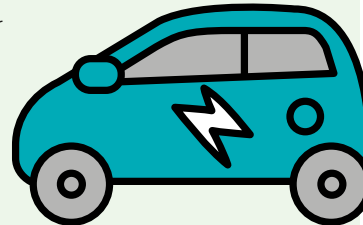
Holidays

- 63% take 1-2 holidays p.a.
- 37% take 3-4 holidays p.a.
- Most holiday travel is by plane, followed by car, train and boat.



Travel to Work

- 90% commute by car
 - 69% Petrol
 - 19% Diesel
 - 6% Electric
 - 6% Hybrid
- 10% bus or walk
- Commuting is under 2 hours a week for most of the team



Home Energy (when wfh)

- 65% Gas
- 24% Electricity
- 11% None

Only a few are on Green tariffs



Recycling

- The majority of the team recycle food, glass, plastics, tin cans and paper.
- Some also recycle clothes & bedding





Nature

This year we have planted trees in our office garden, 14 edible apple trees, 2 plum trees and 1 flowering cherry.

At our newly opened Community Hub we have planted another 14 edible fruit trees including various types of apples and plums along with 1 flowering cherry tree. Raised beds have been installed and we will be growing fresh vegetables. Planting beds are also available with a range of herbs at our community garden's cycle storage and at storage located in one of our residential streets. Programmes include the development of volunteering/intergenerational workshops with the local primary school.



Resource Management

AHA recognises that procurement is a powerful tool for delivering wider economic, environmental and social outcomes. Beyond achieving value for money, procurement decisions have the potential to strengthen communities, support local businesses, reduce environmental impacts and contribute to Scotland's wider sustainability ambitions.

AHA is committed to embedding sustainable procurement principles throughout the procurement lifecycle, ensuring that environmental, social and economic considerations are balanced alongside quality, cost and service performance.

AHA will seek to minimise the environmental impact of its procurement activity and support the transition to a low-carbon future.

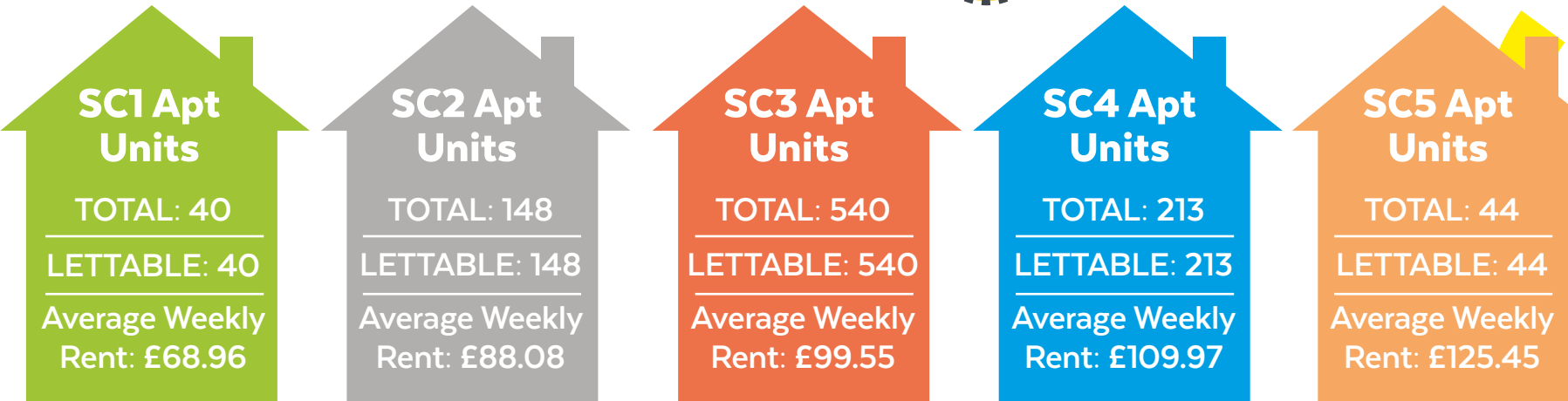
Where appropriate, procurement decisions will consider opportunities to:

- reduce greenhouse gas emissions;
- improve energy efficiency;
- minimise waste and encourage reuse and recycling;
- reduce unnecessary packaging;
- promote the use of sustainable materials;
- encourage efficient use of natural resources;
- support biodiversity and environmental enhancement; and
- improve climate resilience.



Affordability

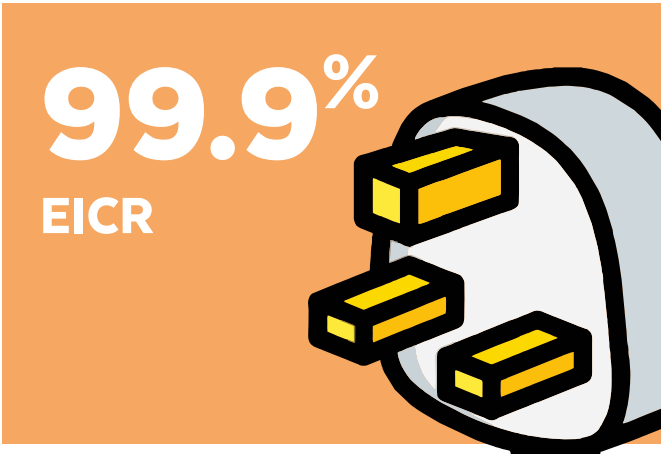
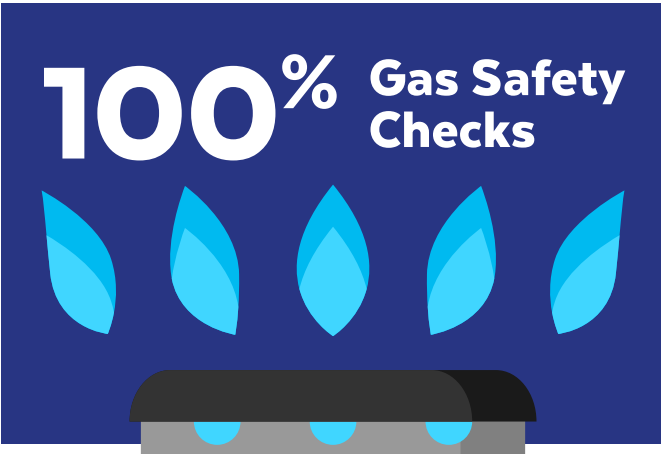
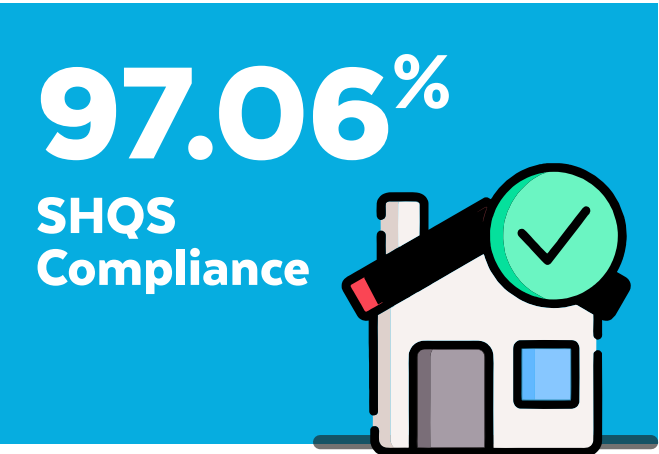
Stock by Type Apartment size and Average Weekly Rent



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

Total Units: 985

Lettable: 985





Damp and Mould

AHA recognises that effectively managing damp and mould requires more than simply responding to individual repair requests. Ardenglen's policy supports a preventative approach that combines proactive property investment, robust inspection processes, effective repairs, customer engagement and continual learning to reduce the occurrence and recurrence of damp and mould across our housing stock.



Customers and Community

Our Financial Inclusion Service supports Castlemilk residents to manage their money, access benefits and improve financial wellbeing. Our inhouse team provide a high demand service, with 316 referrals in year and £1.3m in financial gains secured for customers.

Our Tenancy Sustainment for 2025-26: 91.94%

The 'HUB'

In January 2026, we launched our new Community HUB, titled "Home is Where the Hub Is." Most of the Community Investment team are now based at the HUB, providing a variety of advice services and participation activities through Pantry Plus. The HUB is steadily increasing in activity each week, with 151 participants registered by the end of the year. We have also welcomed three new community committee members and two general volunteers.

One of our Pantry Plus initiatives is called "Sew Fabulous," an upcycling workshop that promotes learning basic sewing skills while boosting participant confidence. Using old fabric—saved from landfill—we support participants in creating new items such as shopping bags, purses, cushion covers, and draft excluders in a friendly, safe, and welcoming environment.

Additionally, we have established a new community garden, designed with input from residents and participants. The garden features fruit trees and shrubs, herbs, flowers, and raised beds for growing vegetables.

Both projects are part of our Intergenerational Programme, which we deliver in partnership with Miller Primary School. This initiative brings together young people from the school with our regular participants over four sessions. Plans for 2026-27 include the planting of more fruit trees/shrubs and another four workshops with Sew Fabulous, who have been given the task to create a Fire Safety Film. We can't wait to see what the group come up with.





Case Study – Energy Advice

In April 2025, the project delivered 2 energy awareness workshops to 45 pupils from Miller Primary School.

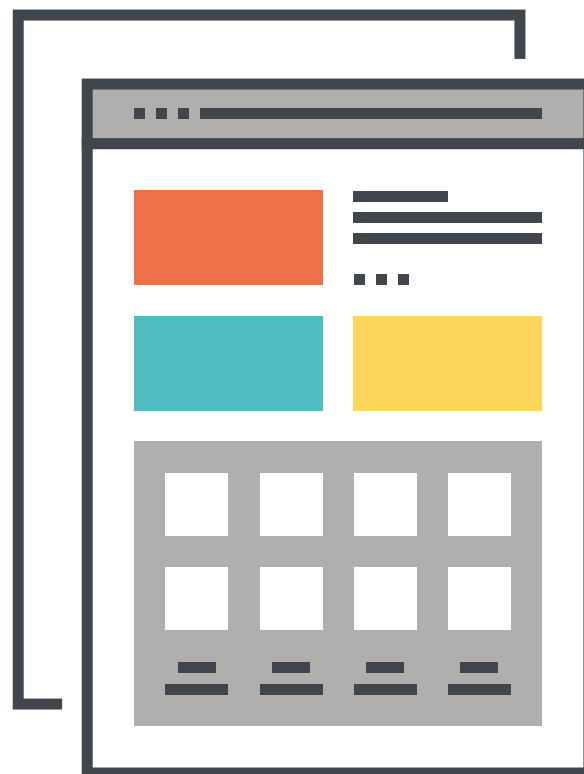
In January 2026, together with the energy advisor at Cassiltoun Housing Association, we delivered three energy awareness workshops to 76 pupils at John Paul 2 Primary School.

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!





Tenant scrutiny and customer voice

Our Tenant Scrutiny Panel completed in year, a review of our Complaints Process. The panel's feedback is helping to shape improvements in how we deliver services, ensuring that customers remain at the heart of our decision-making.

Through the panel, we also aim to engage with a wider tenant audience and encourage involvement in initiatives that support more sustainable lifestyles.



Tenant Satisfaction Survey Results Highlights

Our three yearly Customer Satisfaction Survey (CSS) was undertaken September 2025 by external agent, with 396 interviews carried out.



These results creating actions that are set out in our Satisfaction Survey Action Plan.

We completed our Customer Participation, Engagement and Communication Strategy 2025-28, setting out how we will tailor engagement to customers' needs and apply key participation principles.



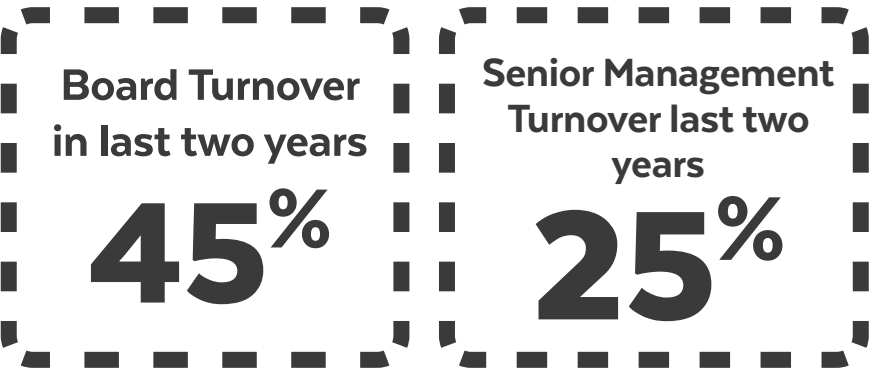
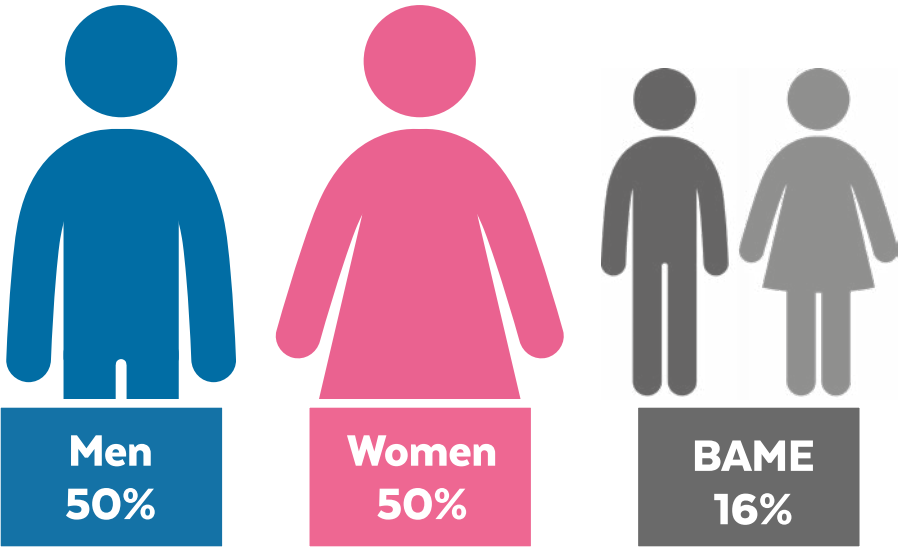
Structure and Board

New Board members and co-optees

During 2025-26, our Board recruitment campaign successfully attracted five new members. Three have joined as Appointed Members, while two will remain as Co-optees until they can be considered for full Board membership at our next AGM.

We have also made further progress towards the digitalisation of Board meetings through the development of a new Board portal. This will help reduce reliance on printed meeting packs and support a more efficient, modern approach to governance.

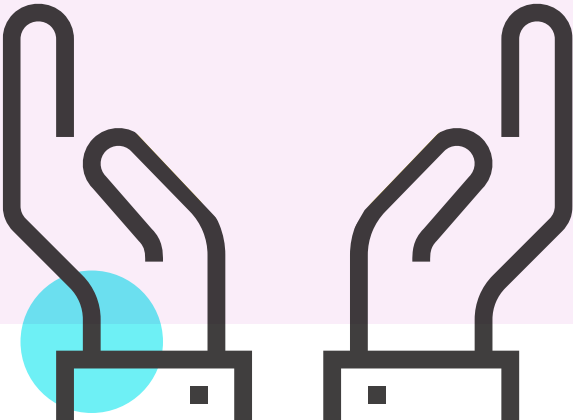
Our Board



Equality, housing and human rights

Our partnership with the Castlemilk Housing and Human Rights Lived Experience Board continues to grow and strengthen. The Board has played an active role in leading workshop discussions at sector events and has also been recognised through award wins for its community work.

The Board continues to champion equality for Castlemilk, highlighting the importance of residents' rights to food, housing, health care and other essential services. This work supports our wider commitment to equality, diversity and inclusion by helping to ensure that local voices and lived experiences inform conversations about fairness, rights and community wellbeing.



Governance

Our Employees

Our commitment to the Living Wage reflects our values of fairness, respect, and supporting our people.

Health and Wellbeing Strategy

Our Health and Wellbeing Strategy for 2025–27 was implemented this year, including a pilot of a nine-day fortnight. The pilot, which began in September 2025 and will run for a full year, splits staff into two teams, with each team taking alternate Fridays as a rest day. Feedback from customer and staff surveys has been very positive, with staff reporting clear wellbeing benefits from having a longer weekend.

Training & Development of our Team

One Team received an update on the Employment Rights Act 2025, including new whistleblowing disclosure requirements.

The Housing Team attended solicitor-led housing management updates. Staff attended a Finance

and Governance conferences to stay up to date with legislation and wider housing sector developments. The Assets Team maintained key knowledge in asbestos, legionella, gas and electrical safety.

The Community Investment Team attended training on

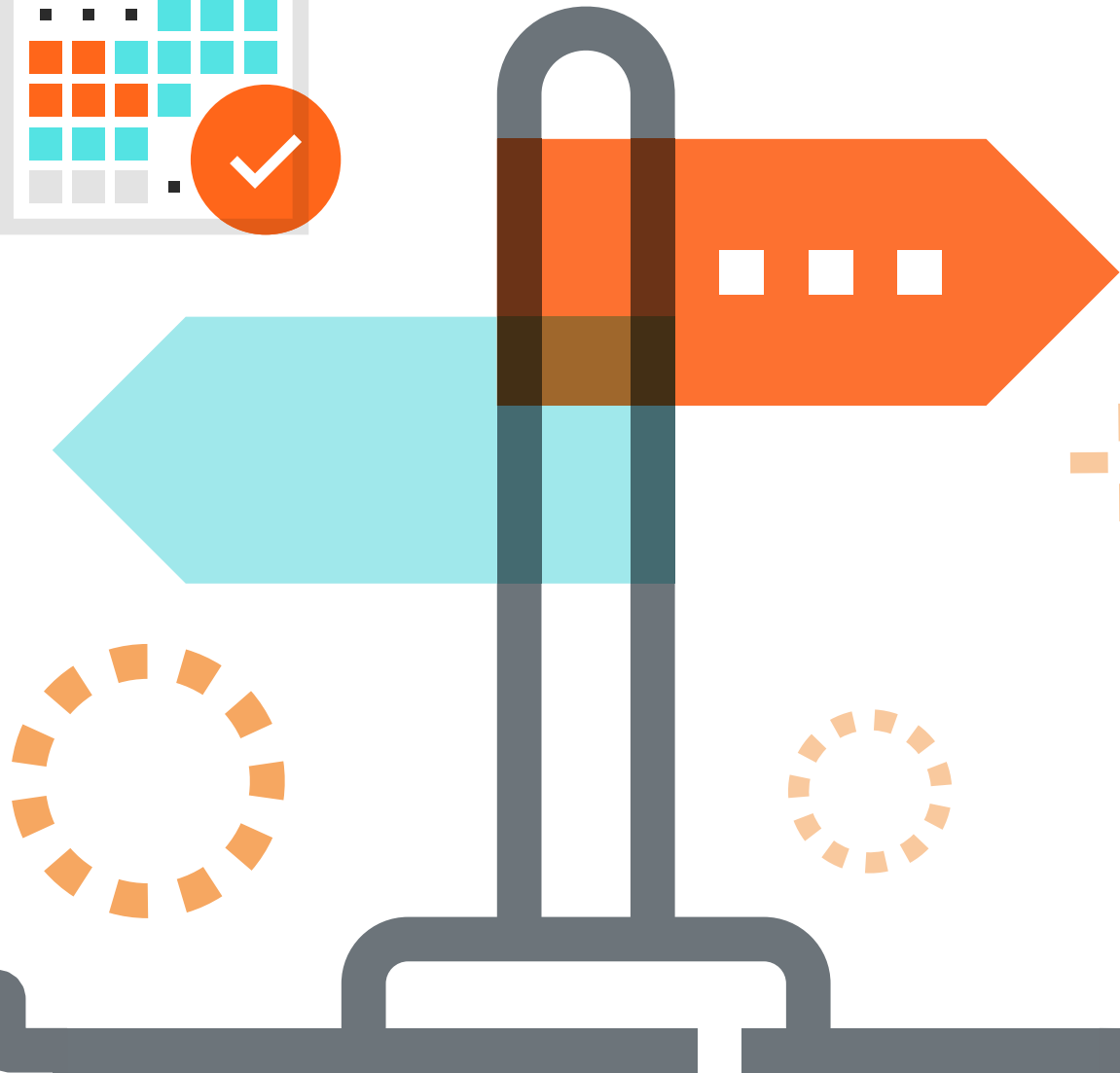
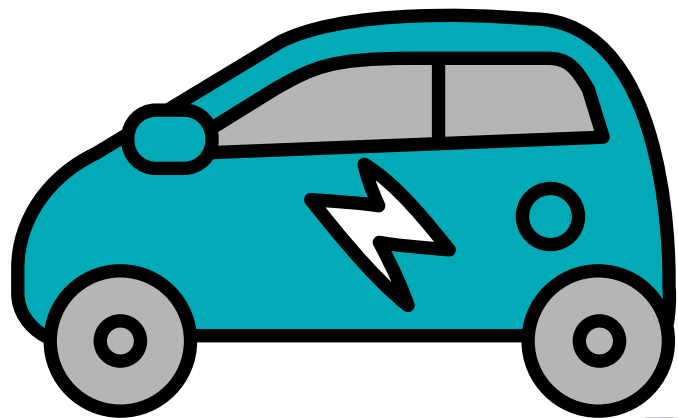
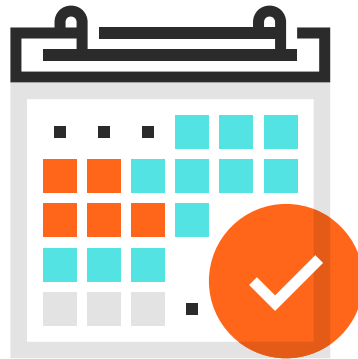
EDI in energy, energy markets, Universal Credit challenges and community health to better support customers.

Together, this training helped strengthen staff knowledge, maintain compliance and improve support for customers across key service areas.



Our Next Steps for 2026-27

- Create a 3 year Sustainability Strategy
- Implement an updated Community Benefit Policy
- Refurbishment of our Office Space
- Gardening and allotments at the Community HUB
- Working in partnership with other RSL's





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)

