

Vision

AUTUMN 2026

ARDENGLLEN

OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION



Ghosts, Ghouls & Halloween Fun...

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Four Thursdays, One Fantastic Summer!



A huge thank you to our hard-working Community Committee for bringing four brilliant **Food & Fun** events across the month of July, which were packed with exciting activities, delicious free food and fun for everyone.

And a special shout-out to **Castlemilk Together** for sharing funding secured through the **GCC Holiday Food Programme** and helping make it all possible!

A ROARSOME DAY OUT AT FIVE SISTERS ZOO!

Our annual family summer bus trip returned on Friday 24 July 2026, when families headed off for a fun-packed adventure at Five Sisters Zoo.

Two coaches filled with excited families set off from Tormusk Road at 9:15 am, ready to explore the zoo and make some wonderful summer memories. The photographs say it all—everyone had a fantastic day!



Broomsticks, Boos and Brews: The Witches of the Glen Take Over the Haunted HUB!

Dust off your broomsticks and join our Community Committee on *Monday 26 October 2026, from 6.00pm to 9pm*, for an evening packed with spooky surprises and Halloween fun!

Don't let the tickets vanish into thin air! They cost £3 and go on sale at the office on *Tuesday 20 October*, between *5pm and 6.30pm*. Tickets are for children aged 1 to P7 and are available on a first-come, first-served basis—so creep, crawl or fly there early!

To help cover last-minute cancellations and no shows, we will require a £5 deposit, which will be refunded at the event. If you're unable to attend, we kindly ask for at least 24 hours' notice of cancellation.

Our Community Committee has brewed up a cauldron full of fang-tastic activities, including spine-tingling Spooky Storytelling!

To stop the Haunted HUB becoming too packed with little monsters, ghosts and ghouls, we ask that only one parent or guardian accompanies each child. You'll receive your mysterious arrival timeslot when you buy your tickets.

Tickets are available to tenants' children and grandchildren. Nieces and nephews may also join the spooky fun if they are part of an Ardenglen household.

So put on your creepiest costume, bring your bravest grown-up and come along for a frightfully good time... if you dare!

New Kitchens, Happier Homes!

Our kitchen replacement programme is well underway, and our contractors are making great progress in customers' homes.

More than 20 of the 90 planned new kitchens are now complete, with more installations booked in. We are also carrying out further surveys to help us plan the next stage of the programme.

It is fantastic to see the difference these new kitchens are making. They are giving customers modern, attractive and practical spaces to enjoy every day.

We know that a large programme like this can sometimes cause disruption, and there have been a few communication and snagging issues along the way. Thank you to everyone who has shared feedback with us. We are working closely with our contractors to put things right, keep customers better informed and complete any outstanding work as quickly as possible.

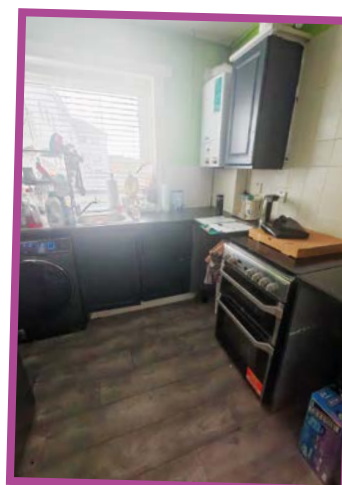
Thank you to all our customers for your patience and cooperation while the work is carried out. We are excited to keep improving our homes and look forward to sharing more progress with you.



Before



After



Before



After

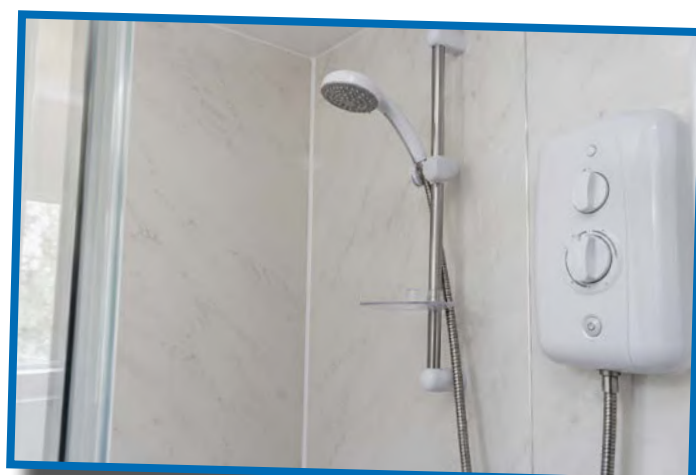
And there's more good news — our bathroom replacement programme will be starting soon!

Help Protect Your Shower – Use the Right Fittings

We want to help you keep your shower working safely and reliably. We've recently had to replace several showers because unsuitable shower heads caused damage. Even if a replacement head appears to fit, it may not be compatible with your shower.

Our homes have different makes of shower, including Mira and Triton, so it's important to use a shower head and hose designed for the correct make and model. Using unsuitable fittings can cause internal damage and may invalidate the manufacturer's warranty.

If your shower head or hose is damaged, leaking or not working properly, please contact our Repairs Team. We'll arrange the correct



manufacturer-approved replacement for you. If you've already fitted a different shower head or hose, don't worry—just let us know and we'll help put it right.

RODENT CONTROL

Information and Advice on how to control/prevent rats



To reduce the risk of rats affecting your area take the following steps:

- Keep your garden free of waste and rubbish
- Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin
- If you have waste, you cannot fit in your bin you can take this to one of our Household Waste Recycling Centres (HWRC) free of charge. However, if you use your recycling bins to sort your rubbish, you should have enough space in your residual waste (green) bin
- If you put out seeds or nuts for birds and other wildlife, clear any leftover food away at the end of the day. Rats will leave their nest at night to look for food and will eat any food that falls from wildlife feeders or tables. If you do not clear food away before night fall you will be **feeding the rats rather than the birds**
- Keep bins away from a fence or wall where possible as rats can climb then jump onto a bin to reach food
- Rats only need a gap of 15 mm to get through to gain access, so to prevent any access to your house seal up any gaps in walls or around pipes with cement mortar. **N.B Foam sealant is not rodent proof**

Introduction

Pests such as rats are always present in urban areas, and we know that it can be distressing seeing rats in your neighbourhood.

Rats seek out food, water and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live and shelter in.



Prevention is the best long term solution to get rid of rats. Everyone must work together to help control rats. It is easier to prevent infestations than to remove them. Killing them is not a long term solution as other rats will simply move into the newly available spaces if the food sources and shelter remain.

Treatment

We strongly recommend that residents and businesses get treatment conducted on their property if they have any concerns. The more people who have treatment conducted, the sooner the problem will be resolved.

Please note that Neighbourhoods, Regeneration and Sustainability (NRS) Pest Control **CANNOT** put poison and traps in open spaces such as back lanes and spare ground as this poses a risk to pets and wildlife, and people.

Prevention

Incorrect storage of business and household waste, fly tipping and littering can make pest problems worse by encouraging rats. Waste should be bagged, and placed in a suitable bin and bin lids should be kept closed at all times. Bagged waste should **never** be placed outside the bin.



Who to Contact

If you need to report a pest issue within a residential property, complete the Report a Pest Form on the Glasgow City Council website www.glasgow.gov.uk/pestcontrol or call 0141 287 1059 option 4.

If your bin collection is missed, please report this as soon as possible on the Glasgow City Council website using the online form at www.glasgow.gov.uk/missedbincollection

NRS Public Health may be able to assist in cases where there is a significant amount of waste, rubbish or other food sources at a location that may encourage rats. This might be a backcourt filled with black bags or a large fly tip area. They may also be able to assist if you suspect that a business or shop is encouraging pests/rats by poor waste management. If you have the property address you can email NRS Public Health at LES-PublicHealth@glasgow.gov.uk or by calling 0141 287 1059.

MyGlasgow App

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.

You can download MyGlasgow App
from the App store and Google Play



Scan QR Code to download the document in

- | | | |
|-----------|-------------|----------|
| ■ Arabic | ■ Mandarin | ■ Farsi |
| ■ Urdu | ■ Slovakian | ■ Polish |
| ■ Kurdish | ■ Punjabi | |



Say Hi to our new staff

ASSET TEAM UPDATE

We're delighted to introduce the newest members of our Asset Management Team! Following our recent recruitment exercise, we have now filled both of our Customer & Asset Support Assistant posts, with Scott Linens and Gilbert Nicol joining the team on 10 August.

Welcome, Scott!

We're particularly delighted that, after around 27 months with Ardenglen across two temporary contracts, Scott has been successful in securing one of the permanent Customer & Asset Support Assistant posts.

Scott is already well known to many of our tenants and colleagues, and we're really pleased that he will now be continuing his journey with Ardenglen in a permanent role.



Welcome, Gilbert!

Our second Customer & Asset Support Assistant is Gilbert Nicol, who joins us with a wealth of experience.

Gilbert spent the last six years at Wellhouse as a Repairs and Maintenance Assistant, and prior to that spent 13 years at Wheatley in a variety of roles, including six years as a Customer Service Advisor.

His experience across repairs, maintenance and customer services will be a great addition to the team.



The face of our Asset Management Team

Scott and Gilbert will play an important role in supporting our tenants and colleagues and will be the first point of contact and the face of the Asset Management Team for many of our customers.

We're delighted to have them both on board and look forward to seeing them settle into their new roles.

Welcome to the team, Scott and Gilbert!

CUSTOMER SERVICES TEAM NEWS

We are delighted to share that our Housing Assistant, Lisa Bonner, has welcomed a healthy baby girl. Both are doing well, and Lisa is now on maternity leave.

We are pleased to welcome Jamie Lee Robertson to the team. Jamie Lee will cover Lisa's role during her maternity leave and will work alongside our Housing Officer, Hayleigh.



Jamie Lee brings a wealth of experience from her Housing Officer role at Wheatley Homes and is already settling well into the team.

Many of you will already know Pauline Boyle from our Customer Services Team. In her expanded role as Customer and Housing Support Assistant, Pauline will continue to be the first point of contact for customers, helping with telephone enquiries and office drop-ins, while also supporting our Housing Team and working alongside Scott and Gilbert.



Keeping Our Community Safe: Serious Tenancy Breaches

Everyone has the right to feel safe in their home and community. We work closely with customers, residents and partner agencies to tackle serious anti-social and criminal behaviour.

We have secured a second eviction following serious tenancy breaches involving the supply of controlled drugs from an Ardenglen property. Eviction is never taken lightly, but we will take firm action when criminal activity puts neighbours and the wider community at risk.

Know your responsibilities: Tenants are responsible for their own behaviour and for the behaviour of household members and visitors. Illegal or anti-social behaviour—including possessing, growing, using, supplying or dealing in controlled drugs—is not permitted in our homes or communities.

Drug-related activity can seriously affect neighbours and communities. We will investigate concerns and work with Police Scotland and other partners. Where the evidence supports it, we may take legal action—including eviction.

See it? Hear it? Report it.

Your information could help keep someone safe. Report concerns anonymously to Crimestoppers on **0800 555 111** or at **crimestoppers-uk.org**. In an emergency, always call **999**.

You can also speak to your Housing Officer or call Police Scotland on **101**. We will treat information sensitively and confidentially.



JOIN US FOR OUR ESTATE WALKABOUT

Our next Estate Walkabout will take place on **Wednesday 11 November 2026 at 1.00 pm**, and we would love you to join us.

Our staff team will be walking around the estate, and all tenants and residents are warmly invited to come along. It is a great opportunity to meet us, share your views and let us know about any questions or concerns you may have. If you would prefer not to join the walk, please feel free to pop out and have a chat with us when you see us.



Damp and Mould – We're Here to Help

Damp and mould can affect any home, particularly during the colder and wetter months. It's important to report any problems to us as soon as you notice them so that we can investigate the cause and take appropriate action.

New rules from 6 October 2026

From 6 October 2026, new legislation known as Awaab's Law will introduce clear timescales for social landlords when dealing with damp and mould.

When you report damp and mould, you can expect us to:



10

working days –
investigate the issue.



3

working days –
provide you with
written information
about the outcome of
our investigation.



5

working days –
where significant
damp and mould is
identified, start the
necessary repair work.

We will keep you informed throughout the process and make sure any action needed is identified and progressed.

Helping to reduce condensation

There are lots of reasons why damp and mould can occur, and condensation is just one of them. There are some simple things you can do to help reduce moisture in your home:

- Use extractor fans when cooking or bathing and leave them running afterwards.
- Keep air vents open and clear.
- Open windows regularly to allow fresh air to circulate.
- Avoid drying clothes directly on radiators. If drying clothes indoors, use a clothes airer and keep the room well ventilated.
- Use lids on pots and pans when cooking.
- Wipe away condensation from windows and other surfaces.
- Keep your home warm where possible, particularly during colder weather.
- Leave a small gap between furniture and external walls to allow air to circulate.

Remember – damp and mould isn't something you should simply put up with. There can be a number of causes, and it is our responsibility to investigate the problem and identify what needs to be done.

See damp or mould? Tell us.

If you notice damp, mould, water staining, persistent condensation or a musty smell in your home, please report it to us as soon as possible.

Don't wait for it to get worse – the sooner you tell us, the sooner we can help.

Staff-Led Progress: Smarter, Greener and Better Ways of Working

Value for Money Working Group

By the end of Quarter 2, the team had already identified savings of £25,548—mainly by bringing work in-house and finding new, more efficient ways of working. We will continue to look for smarter ways to deliver our services, ensuring value for money remains at the heart of everything we do for our community.

9 Day Fortnight Pilot

Following the success of the 9DF pilot, the Board has approved the permanent introduction of an alternate rest day. This positive step reflects our continued commitment to supporting colleagues' health and wellbeing.

Sustainability Working Group

Our second annual Sustainability Report, highlighting the group's work during 2025–26, is now available on our website. Building on this progress, the group is working with local schools on recycling and gardening projects at the Hub, while also developing an ambitious three-year Sustainability Strategy for 2027–30.

<https://pg.aflip.in/14b34ba77c.html>



Refurbishment of the Office – 355 Tormusk Road

Our office refurbishment is almost complete, and we are delighted to welcome staff back to 355 Tormusk Road. Once the finishing touches and final decorating work are complete, we will share photos of the refreshed space in our winter newsletter.

A community garden takes root at the HUB



The HUB's new community garden is set to bloom into a welcoming new garden for the local community. At the heart of the transformation is a brightly muralled container for gardening tools and supplies. Local people chose the mural designs, which were brought to life by local artist Stephen Machin of MACK Colours.

There's more to come with plans to include a seating area that will be surrounded by our apple, pear and plum trees, plus raised beds for growing vegetables.

The garden's centrepiece is a cherry "**Memory Tree**", where local people can leave tags sharing their own special memories.

Ardenglen's Community Investment Manager, Fiona McGovern, said:

"It's amazing to see this bit of land becoming a place with the potential to be the heart of the local community. The transformation has been incredible. The indoor space at The HUB is now complemented by a wonderful outdoor space for local groups and residents to enjoy."

"Community involvement was central to creating this new garden and outdoor space. It was the drive and determination of our Community Committee and local residents that have made it possible."

Picture shows: Volunteer gardener Ameth Diop (centre) joins mural artist Stephen Machin and garden designer Nikola Bielawska (left) and local tenants at the official opening of Ardenglen's new Community Garden.



More Universal Credit support for families



The two-child limit ended on 6 April 2026. Universal Credit can now include an extra amount for every eligible child who normally lives with you—not only your first two children.

If you have three or more children, this may increase your Universal Credit. The amount you receive will depend on your household circumstances, including earnings and whether the benefit cap applies.



What do I need to do?

If you already claim Universal Credit, check that all children who normally live with you are included in your account. Your award should be reassessed automatically, so check your latest Universal Credit statement to see how your payment has been calculated.

If a child is missing or your circumstances have changed, sign in to your Universal Credit account and select 'Report a change of circumstances'. If you are making a new claim, include details of every child who normally lives with you.

You can find full details in the official Universal Credit guidance. <https://www.gov.uk/guidance/universal-credit-and-families-with-more-than-2-children-information-for-claimants>

Please remember: an increase is not guaranteed. The benefit cap rules have not changed, so your extra Universal Credit may be limited if your household already receives the maximum amount.



Glasgow City Council
Financial Services
PO Box 36
Glasgow G1 1JE
www.glasgow.gov.uk

Dear

Our records show that you currently have a Benefit Cap applied to your award of Universal Credit. Scottish Government has made available additional funding through the Discretionary Housing Payment scheme to mitigate the effects of the Benefit Cap.

To allow us to award a Discretionary Housing Payment to you, please provide your bank details in the section below and send the completed form to hben.central@glasgow.gov.uk. Alternatively, you can return to the above address or complete an online form at www.glasgow.gov.uk/dhpform

You must inform us immediately should the Benefit Cap no longer apply or the amount change.

Your sincerely

Sharon Gillespie

DHP Application

I wish to apply for a Discretionary Housing Payment due to a Benefit Cap deduction from my Universal Credit award.

NAME:

NINO:

ADDRESS:

NAME ON BANK ACCOUNT:

ACCOUNT NO:

SORT CODE:

SIGNATURE:



BADLY BINNED BATTERIES CAN START FIRES

Every day, unseen but essential, batteries and electrical devices keep Glasgow moving. They power our phones, laptops, toys and vapes, helping us stay connected, informed and on the go. Yet when these everyday items reach the end of their life, how we dispose of them can make a significant difference.

What many people do not realise is that a battery thrown into a household waste or recycling bin can become a serious fire hazard. During collection and processing, batteries can be crushed or damaged, causing them to overheat and ignite. These fires can spread rapidly through refuse collection vehicles (RCVs), waste transfer stations and recycling facilities, putting workers, communities and public services at risk.

In recent years, Glasgow has experienced a number of battery-related bin lorry fires. **GCC has recently had to deal with two fires inside RCVs which were likely caused by batteries or electrical items which contain lithium-ion batteries, deposited in domestic general waste or recycling bins.**

These fires occurred on 12 August in the City Centre (<https://www.bbc.co.uk/news/articles/czxq2q0d2w1o>) and 25 August in the Kelvindale area of the west end. These incidents were so severe that waste had to be

unloaded onto the street in order that Scottish Fire and Rescue Service could safely tackle the blazes. Thanks to the swift actions of Council staff and emergency responders, no one was injured, but these incidents highlight the very real dangers of disposing of batteries incorrectly.

Incidents such as these is why Glasgow City Council and the Scottish Fire and Rescue Service have joined forces to launch the 'Take Charge Glasgow' campaign. The campaign aims to raise awareness of the risks and inspire simple actions that can help prevent fires before they start. Its message is clear: batteries, vapes and electrical devices should never be placed in household waste or recycling bins. Instead, they should be taken to designated recycling points where they can be handled safely and responsibly.

Take Charge Today

A small action can have a powerful impact. By recycling batteries and electrical devices correctly, you can help protect refuse collection crews, prevent dangerous fires, safeguard public property and support a safer, more sustainable Glasgow.

Find your nearest recycling point at <https://www.glasgow.gov.uk/batteries>

Meet Ardenglen's new fire safety stars: **Glen the Fox** and **Scorch the Dragon!**

What happens when pupils, local crafters and a little imagination come together? As part of our intergenerational “Sharing is Caring” programme with Miller Primary, we’re delighted to introduce our two new fire safety mascots—and their very own film. Watch Glen and Scorch in action: <https://www.youtube.com/watch?v=Z9yclHHPYu4>

Over four creative sessions at the HUB, pupils teamed

up with members of our Sew Fabulous upcycling sewing group. Together, they designed and made two hand puppets—Scorch the Dragon and Glen the Fox—who went on to become the stars of the film.

The learning continued when two Sew Fabulous participants visited Miller Primary and showed pupils how to bring their ideas to the screen using iMovie.

Now it's your turn: watch the film, meet Glen and Scorch, and see skill sharing in action. Which mascot is your favourite?



Stay safe at home with a free fire safety visit

Would you—or someone you know—benefit from extra help to stay safe at home? Ardenglen is working with the Scottish Fire and Rescue Service to arrange free home fire safety visits for customers who may be at greater risk from fire.

A visit can include practical advice, help to spot potential risks, support to create an escape plan and checks of smoke alarms. Contact the Ardenglen team to find out more. We will talk you through the service and, with your permission, make a secure referral to the Scottish Fire and Rescue Service.



GOOD NEIGHBOUR AWARD 2026

Congratulations to our winner, Niall Porter. Niall has transformed the communal back court where he lives by clearing overgrown grass from the roadside corners and removing litter and debris.

Well done, Niall!



Funding Secures Energy Advice Support for a Further Two Years!



Ardenglen is delighted to have received a further two years funding from the Energy Redress Scheme. The funding will enable Ardenglen to continue employing our Energy Advisor Jola, ensuring that we can continue to provide valuable energy advice and support. Jola is delighted with the news and looks forward to continuing her work.

We would like to thank the Energy Redress Scheme for its continued support.

Our promise to you: friendly, fair and reliable service

Whenever you contact Ardenglen, we want you to feel welcome, listened to and confident that we are here to help. Our Customer & Community Promise explains the friendly, respectful and reliable service you can expect from us.

It sets out the standards we aim to meet—from answering calls and returning messages promptly to putting things right when something goes wrong. It also shows our commitment to keeping you

informed, treating everyone fairly and using your views to improve our services.

Take a moment to read our full Promise using the link below. Whether we have impressed you or fallen short, please tell us—your feedback helps us provide a better service for you and the whole Ardenglen community.

<https://pg.aflip.in/daec95de09.html>



Castlemilk Pantry is changing to a **COMMUNITY SHOP**



On **Thursday 22 October 2026**, Castlemilk Pantry will become Castlemilk Community Shop in partnership with Good Food Scotland.

This change will help keep the shop sustainable for the future, give customers more choice, and continue to provide access to affordable food for the local community.

We know that our members may have questions about what this change means so we have listed some information to explain some questions that have been asked.

Is Castlemilk Pantry closing?

No. Ardenglen is piloting a more sustainable Community Shop model with Good Food Scotland while funding is in place until 31 March 2027.

Why is change being considered?

The current model is increasingly costly and difficult to sustain. The new approach aims to protect affordable food access for the future.

Will I still be able to access affordable food?

Yes. Ardenglen and Good Food Scotland will manage the transition carefully to maintain access and minimise disruption.

What happens when the current funding ends?

Pilot funding ends on 31 March 2027. The partners will seek further funding, but the shop's future beyond that date cannot be confirmed until funding is secured.

Will the shop stay in the same place?

The current premises are secured for the pilot until 31 March 2027. Alternative premises may be considered, but arrangements after March depend on further funding.

Will prices, opening times or membership change?

Existing 2026/27 memberships remain valid until 31 March 2027, and new members will pay £2 to join. The £3.50 weekly shop will end; customers will buy individual items with no limit on quantity.

Will members and volunteers be asked for views?

Yes. Customer and Focus Group feedback has already helped shape the plans, and surveys will continue throughout the pilot.

What support will Ardenglen continue to provide?

Ardenglen will continue to connect customers with money, energy and digital advice, tenancy sustainment support and wider community services.

Can Shop Vouchers (Pay It Forward) still be used?

Yes. we will still accept vouchers issued by partners.



Discover STEM at the HUB

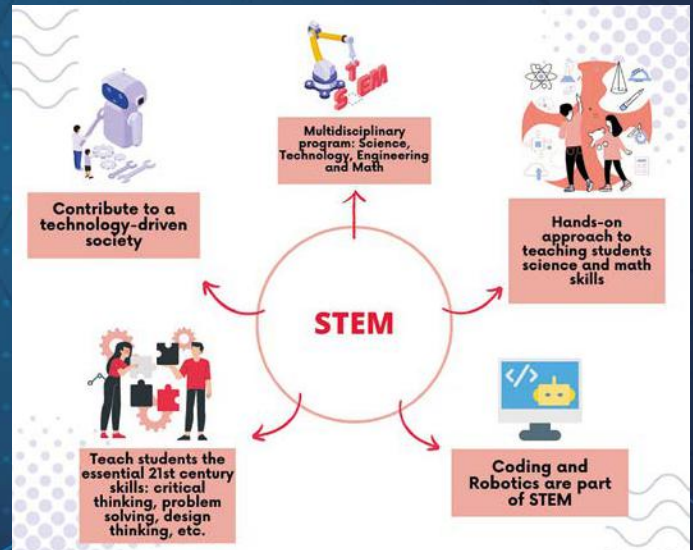


Get ready for eight weeks of discovery, creativity and fun at the **HUB**, starting on **Thursday 22 October 2026** from 4.30pm – 6.30pm.

The **Castlemilk STEM Discovery Programme** invites young people aged 8 and over to explore science, technology, engineering and maths through fun, hands-on activities right here in their local community.

Young people will get to try robotics kits, coding tools and creative workshops, as well as enjoy an inspiring trip. It is a great opportunity to discover new interests, build confidence, learn valuable skills and have fun along the way.

We are delighted that this programme has been made possible through funding awarded by **Cassiltoun HA** from its **Love Castlemilk, Live Castlemilk** Participatory Budgeting programme.



Spaces are limited and children will be enrolled on a first come first served basis.

Join Our Resident Scrutiny Panel

Our Residents of Ardenglen Scrutiny Panel, known as **RASP**, recently helped us review our new **Customer Service Standards** and shape the **Ardenglen Customer & Community Promise**. Their ideas and feedback helped us create a digital booklet that reflects what matters to our customers. Take a look at the booklet here: <https://pg.aflip.in/daec95de09.html>

After helping us review our Complaints Process and Customer Service Standards, the panel took a well-earned summer break. **RASP** returns on 20 October 2026 at 2pm in our Boardroom, and we would love to

welcome some new faces. The panel is open to all Ardenglen customers, so come along, meet the group and share your views. You do not need any previous experience—just an interest in helping us understand what is working well and where we could do better.

If you have views on Ardenglen's services and want to help make a difference, **RASP** could be the group for you. To find out more, contact Jacqui Mills, Corporate Services Officer, at Jacqui.mills@ardenglen.org.uk or call **0141 634 8016** or watch our scrutiny video <https://www.youtube.com/watch?v=tC6RdmxvQe4>.

Have Your Say

Rest Assured Assurance in Action

A great deal has happened over the past few months, including some significant changes to our Board. More than 35 members attended our AGM on 15 September and enjoyed our first fish supper-themed event.



Jacqueline Brown, Chair

After overseeing her final AGM as Chair of Ardenglen, Liz McKenzie has moved into the role of Vice Chair, where she will support and mentor our new Chair, Jacqueline Brown.

Following the AGM, we moved into our September Board meeting, where Annual Assurance was the main focus. The Board carefully reviewed the available compliance evidence and considered assurance provided by an external consultant. Members unanimously agreed that the Association continues to meet its regulatory obligations. In October, we will submit our Annual Assurance Statement to the Scottish Housing Regulator. To learn more about how we approach assurance at Ardenglen, please visit our dedicated Assurance Statement page. <https://ardenglen.co.uk/assurance-statement/>

We have also continued to make good progress with our Policy Approval Schedule this quarter, with the following policies now approved by our Board:

- Domestic Abuse Policy
- Community Benefits Policy
- Damp and Mould Policy

- Probationary Policy
- Tenancy Management Policy
- Procurement Strategy and Manual
- Exceptional Leave Policy
- Customer Service Standards

The Board Members have completed their annual appraisals, demonstrating that they collectively have the skills and experience needed to provide effective challenge at Board meetings. One of the key outcomes was the decision to reintroduce bite-sized training: a 30-minute session on a topical subject held before each in-person Board meeting. A new Board Training Plan will be developed for the start of the new year to support Board Members' continuing personal and professional development.

We are always keen to welcome new tenant Board Members who can help represent the views of our local community. If you are interested in joining Ardenglen's Board and would like to learn more about what the role involves, or if you have any questions about regulatory compliance, please contact Jacqui Mills, Corporate Services Officer, on **0141 634 8016** or email Jacqui.mills@ardenglen.org.uk.



BONFIRE NIGHT

Stay Safe and Help Protect Our Community

Last year, clearing the remains of the bonfire at the foot of Arden Craig Ridge cost Ardenglen £995. This cost was paid from tenants' rent. Clearing bonfire debris is not the landlord's responsibility, and bonfires are not permitted on these sites. We will work closely with Police Scotland, Glasgow City Council and the Scottish Fire and Rescue Service to help prevent unauthorised bonfires.

Please follow these general safety rules and legal requirements for bonfires and fireworks:

- **Age restriction:** It is illegal for anyone under 18 to possess fireworks in a public place.
- **Use in public places:** It is illegal to throw fireworks or set them off in a public place.
- **Bonfires:** It is an offence to light a fire in a public place if it puts people or property at risk.
- **Enforcement:** Police Scotland enforces these rules. Report unauthorised bonfires or firework displays to Police Scotland, or contact Crimestoppers anonymously on **0800 555 111**.
- **Animal welfare:** It is illegal to cause unnecessary suffering to animals through the use of fireworks.
- **Illegal bonfires or firework materials:** Report these to Glasgow City Council through the MyGlasgow app or by calling **0141 287 1058**.



The close/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 close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/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.



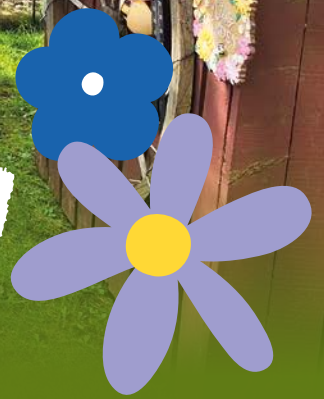
To request a free Home Fire Safety Visit
CALL 0800 0731 999
For more fire safety advice visit:
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Blooming Brilliant!



Meet Our 2026 Garden Competition Winners

Over the summer, our staff enjoyed visiting gardens across the area and seeing the care, time and effort that so many tenants put into their outdoor spaces. We are delighted to announce this year's three winners, who have kindly agreed to have their names and photographs featured in our newsletter.

Congratulations to our 2026 winners.



Mr & Mrs
Chadburn



Mrs McGinley

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.

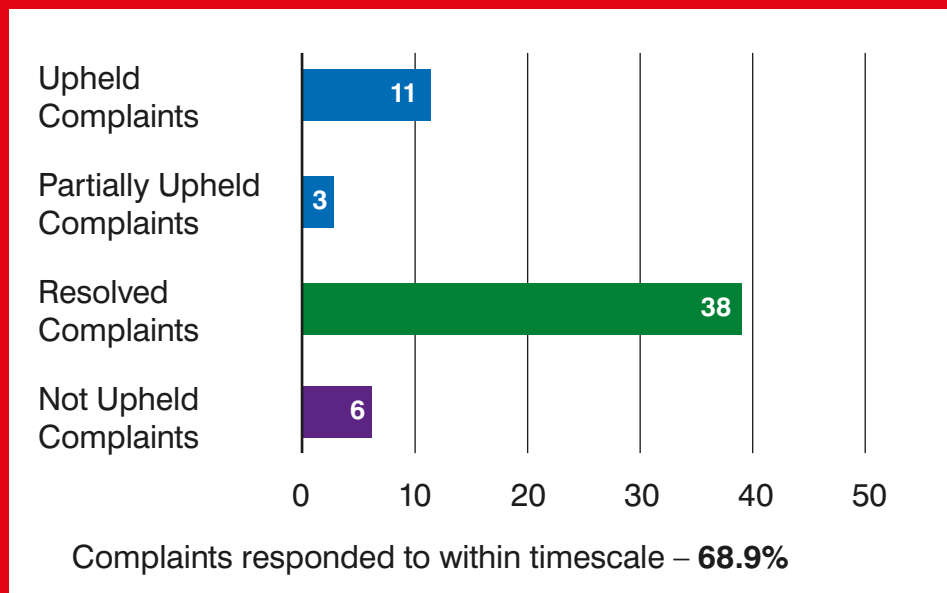
COMPLAINTS RECEIVED

Between 1 April and 30 June 2026, 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.

Our Performance at a Glance

Compliments

The Association received 2 compliments Housing Services Team have been helpful and supportive to customers during settling in visits and in dealing with ASB.



Learning from Complaints

Feedback from complaints has highlighted the importance of reliable appointments, clear communication and timely completion of repairs. We are using this learning to improve how we keep customers informed, respond when delays arise and work towards

resolving issues as quickly as possible.

We will continue to review customer feedback and use it to make our services more responsive, consistent and customer focused.

Performance Quarter 1 (1 April to 30 June 26)

Area of operation	Target	Performance to date	Target achieved	What this means for you
% reactive repairs completed right first time	95% or over	93.8%	No	<i>We need to improve in this area and ensure we are dealing with repairs efficiently the first time. Ultimately, a green target equals better service for you.</i>
% properties with a gas safety check completed by anniversary date	100%	100%	Yes	<i>We are keeping you safe in your home. It is crucial that we gain access once a year to complete a gas service.</i>
Average days taken to relet empty houses	15 days	32.90 days	No	<i>Sometimes properties are handed back to us in a poor state of repair and we need to do a lot of work on them whilst they are empty to get them back up to a lettable standard. You can help us reduce the re-let time by keeping your homes in a good condition by reporting repairs as and when required.</i>
% rent due lost through properties being empty	Below 0.45 %	0.42%	Yes	<i>Improving on last quarter. This performance is affected by the days taken to re-let and when we can't let a property, we lose rental money each day it is empty.</i>
Current tenant rent arrears as a % of rent due	Below 3.6%	1.86%	Yes	<i>Our Housing and Financial Inclusion Team work hard to help tenants in arrears get their rent accounts back on track.</i>

What's On at THE HUB

6 ARDENGRAIG STREET, GLASGOW, G45 0ER

YOUR COMMUNITY SPACE

SUPPORTING OUR COMMUNITY TOGETHER
— CONNECTING PEOPLE, BUILDING COMMUNITY —

the Castlemilk
PANTRY

ARDENGLLEN
HOUSING ASSOCIATION



WHAT'S ON THIS WEEK

MONDAY



CONNECTED CASTLEMILK
Digital support & advice
10am – 12pm



BREAKFAST BINGO

Birgisdale Complex
11.30am – 12.30pm
Enjoy a breakfast roll,
a cuppa and a game of bingo!

TUESDAY



SEW FABULOUS

10am – 12pm
Come along and enjoy
sewing, crafts, a cuppa
and good company!

WEDNESDAY



**INSPIRATIONALS
WOMEN'S GROUP**
10am – 12pm

HAPPY GARDENERS GROUP

10am – 12pm
Grow together, learn together,
enjoy our community garden.

THURSDAY



**MEN4MEN
MEN'S GROUP**
10am – 12pm

A space to chat, support
each other and build
connections.



**CONNECTED
CASTLEMILK**
Digital support & advice
1pm – 4pm



**GLASGOW LIFE
FAMILY FINANCE SUPPORT**
1pm – 4pm
Practical advice and support
for families.

FRIDAY



MORNING MINGLE

9.30am – 12pm
Come along for a breakfast roll,
a friendly chat and good company!

YOUR COMMUNITY HUB



The Ardenglen Hub is a welcoming space for everyone
to connect, access support and take part in activities
that bring our community together.



CONNECT
with others



ACCESS
support
and advice



TAKE PART
in activities
and groups



BUILD
a stronger
community

CONNECTED CASTLEMILK



Support, advice and activities to help you feel
connected in your community.

DROP-IN SESSIONS AT THE HUB:



MONDAYS

Digital support & advice
10am – 12pm



THURSDAYS

Digital support & advice
1pm – 4pm

FIND THE CASTLEMILK PANTRY ON FACEBOOK!



Keep up to date with opening
times, news, and special offers
at the Castlemilk Pantry
by following us on Facebook.

*Stronger
Together* ♥



Over 6 weekly sessions, you'll learn how to make tasty,
healthy meals that won't break the bank. Even better,
you'll get to take home what you've cooked each week
to enjoy with your family.

Whether you're looking to pick up a few new recipes, gain confidence
in the kitchen, or just fancy meeting new people for a chat while cooking,
everyone is welcome.



Healthy, affordable meals



Take your meals home
each week



Friendly, relaxed
atmosphere



Ardenglen Hub



If interested in the upcoming course,
please get in touch via Facebook or
email community@ardenglen.org.uk

EVERYONE WELCOME!

Pop in, get involved, and be part
of our amazing community.



Email:
community@ardenglen.org.uk



Phone:
0141 634 8016
or 07969 182330

*Stronger Together,
Better Community*



HALLOWEEN WORDSEARCH



A	R	P	B	V	X	B	O	N	E	S	W	S	G
E	B	R	R	G	H	O	S	T	P	N	I	Y	P
U	Q	D	P	A	R	T	Y	S	E	N	T	U	V
Q	C	O	F	F	I	N	M	O	P	G	C	D	I
J	L	T	A	P	Y	E	D	F	F	O	H	J	P
M	R	Q	B	D	U	H	T	L	E	O	O	Z	X
O	Q	A	N	A	S	J	O	Y	F	J	G	K	Z
O	Z	A	I	T	X	W	H	G	I	P	B	W	Y
N	C	F	Q	I	E	H	W	Z	T	O	X	I	P
B	Y	E	Z	R	C	A	N	D	L	E	J	Z	O
A	J	N	E	C	A	S	T	L	E	J	F	A	T
T	V	W	Z	T	F	D	H	O	U	D	K	R	I
M	O	R	A	N	G	E	K	D	H	P	U	D	O
A	B	S	E	P	U	M	P	K	I	N	B	D	N

ORANGE
WITCH
BONES
WEREWOLF

WIZARD
GHOST
PARTY
BAT

COFFIN
MOON
CASTLE
CANDLE

CANDY
PUMPKIN
SPOOKY
POTION

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 **0800 689 1462**
- 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.

Your views could make a real difference—and win a prize!

Look out for our surveys by text or email. They only take a few minutes, and your answers help us understand what is working well, where we can improve and what matters most to you.

As a thank-you for taking part, we also hold prize draws after our surveys. Congratulations to our latest winner:

Repairs Survey:
Janet Adams

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
- **Baillie 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.



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.



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