

# Vision

SUMMER 2026

ARDENGLLEN

OFFICIAL NEWSLETTER OF ARDENGLLEN HOUSING ASSOCIATION



# Backing Scotland, Backing Our Community



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# Rest Assured

## An overview of our Governance

Since our last update, our Board of Management met in April and May 2026 to discuss and approve our Annual Return on the Charter and an amendment to our Model Rules. The Board agreed to hold a Special General Meeting in April, giving shareholders the opportunity to vote on and approve the proposed rule change.

This amendment allows the Board to appoint additional members throughout the year, strengthening the Association's ability to recruit new Board members when needed. Appointed members will have the same voting rights as elected members and will count towards the quorum for Board meetings.

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

- Unacceptable Actions Policy
- EVH Full Member Terms & Conditions
- Entitlements, Payments and Benefits Policy
- Factoring Policy
- Board Succession Policy



This quarter has also seen the launch of a new Board Portal where the Board can access all their Agendas and meeting papers and training dates and much more.

Our Members also completed Finance and Data Protection Training and are about to start their Annual Board Appraisal Reviews where they will reflect on their year as a Board Member.

As always, we are keen to welcome new tenant Board Members who can help represent the views of our local community. If you would like to find out more about what is involved in joining the Board at Ardenglen, 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](mailto:Jacqui.mills@ardenglen.org.uk).

## Our AGM

This year's AGM will be held on **Tuesday 15 September** in our office Boardroom at 355 Tormusk Road. As always, we want our AGM to be an interactive event for all our members to come along and engage with us.



# Asset Team Update

**F**ollowing Rebecca's departure to take up a promoted post with another organisation, we recently advertised for a new Asset Officer.

We are pleased to confirm that Andrea Orsolya Vegh was successful and joined us on Monday 8 June. Andrea brings strong technical experience from similar roles with other Glasgow-based housing associations, along with a passion for community development and excellent communication skills gained through her work as a translator.

Andrea will work closely with our Housing Officer, Elaine, and we look forward to customers getting to know her as she spends time out in the community.



Andrea Orsolya Vegh

Following a review of our support structure and customer services, we are also recruiting two Customer & Asset Support Assistants within the Asset Management Team.

## Reactive Repairs Service Update

**I**n January, we appointed Consilium as our new reactive maintenance contractor to deliver day-to-day repairs.

As with any major service change, the transition has brought some challenges. We recognise that some customers have experienced delays or service issues while new systems and processes were put in place.

Thank you for your patience and understanding during this time. We are working closely with Consilium to monitor performance, address concerns and improve the service.

We have recently carried out a

customer satisfaction survey with residents who have recently used the repairs service.

Thank you to everyone who completed the survey, your feedback is important and will help us understand how the service is performing and where further improvements are needed. The prize winner will be drawn shortly.

Survey results will be reviewed by our Senior Leadership Team and Board and used to guide future service improvements.

We remain committed to providing a high-quality repairs service and will continue to monitor performance closely to ensure customers receive the standard of service they expect.

# Planned Investment

## 2025/26 Investment Highlights

**£1.145 million**  
investment program

**91 boiler**  
replacements completed

**97 kitchen**  
renewals completed

**29 bathroom**  
renewals completed

## 2026/27 Planned Investment

**£1.33 million**  
investment programme

**107 boiler**  
replacements

**90 kitchen**  
replacements

**26 bathroom**  
replacements

**20 window**  
replacements  
(pilot programme)

**25 external door**  
replacements  
(pilot programme)

We are pleased to report on another successful year of investment in our homes, helping to ensure our properties remain safe, comfortable, energy efficient and fit for the future.

## Boiler Replacement Programme

During 2025/26, we completed boiler replacements to 91 properties. The programme was delivered jointly by City Technical and Saltire, with all installations completed by March 2026.

As part of the programme, we specified the Worcester 4000 range across all properties. These modern, A-rated boilers provide improved energy

efficiency and enhanced hot water performance, helping tenants reduce energy consumption while improving comfort within their homes.

We have received very positive feedback from tenants, particularly regarding the improved reliability and performance of their new heating systems.



# Programme Update

## Kitchen Replacement Programme

We also completed kitchen replacements to 97 properties. The works were carried out by Citygate Construction and have significantly improved the quality and appearance of many of our homes.

While some tenants experienced longer completion times than anticipated and a small number of minor quality issues were identified, overall feedback has been positive and the majority of tenants have been delighted with their new kitchens.

Our kitchens are replaced on a 20-year lifecycle to ensure they remain safe, functional and fit for purpose.

## Bathroom Replacement Programme

Bathroom replacements were completed in 29 properties during the year. The works were successfully delivered by Citygate Construction and included modern white bathroom suites, together with a choice of wet wall finishes and flooring options.

Each bathroom was fitted with either a thermostatic mixer shower or an electric shower above the bath, providing improved comfort, safety and ease of maintenance.

The programme was well received by tenants and continues to form an important part of our investment strategy.

## Looking Ahead to 2026/27

Our investment programme will continue throughout 2026/27, with a planned investment of £1.33 million across our housing stock.

The programme includes:

**107 boiler replacements (£288,000)**

**90 kitchen replacements (£676,000)**

**26 bathroom replacements (£196,000)**

**20 window replacements as part of a pilot programme (£135,000)**

**25 external door replacements as part of a pilot programme (£38,000)**

The new window and external door pilot programmes will help us assess future investment requirements and identify opportunities to further improve the energy efficiency, security and comfort of our homes.

If your property is included within this year's programme, you will receive a letter in advance providing further details about the planned works and the next steps in the process.

We remain committed to investing in our homes and delivering improvements that make a positive difference to our tenants and communities.

# Summer Home Maintenance Tips

**W**ith the warmer weather upon us, summer is a great time to carry out a few simple checks around your home. Taking small steps now can help prevent bigger issues later in the year and keep your home in good condition.

## Report repairs early

If you notice a repair issue, such as a leaking gutter, damaged fence, loose roof tile, or problems with doors and windows, please report it as soon as possible. Early reporting can help prevent minor issues from becoming more serious and costly to repair.

## Test your smoke and heat alarms

Regularly testing your alarms helps ensure they are working correctly and keeps your household safe. If you have any concerns about your alarms, please get in touch.

## Help us maintain your outdoor space

Our grounds maintenance contractors will continue to carry out grass-cutting throughout the summer months. To help them work safely and efficiently, please ensure gardens are free from toys, garden furniture, plant pots and other items on grass cutting days where possible.

## Going away this summer?

If you are planning a holiday, consider asking a trusted friend, family member or neighbour to keep an eye on your property and remove any post that accumulates while you are away.

Thank you for helping us keep our homes and communities safe, attractive and well maintained throughout the summer months.

## Keep drains and gullies clear

Please avoid disposing of grass cuttings, soil or other garden waste into drains and gullies, as this can lead to blockages and flooding during periods of heavy rain.

## Grounds Maintenance Programme

Our grounds maintenance contractors are now carrying out regular grass cutting across our neighbourhoods. We appreciate residents' cooperation in helping keep communal and garden areas accessible so that the service can be carried out safely and efficiently throughout the summer season.

# Get to know me!

**Who you are, what is your job role and how long have you been with Ardenglen?**

My name is Amra and I am the Asset Compliance Assistant and have been with Ardenglen since October 2025.

**What does your day typically look like?**

My day usually starts with updating compliance records and working through my emails. I contact tenants about repair requests and queries, and arrange gas and electrical safety checks via phone, text, email, and letters to ensure appointments are scheduled. I also take repair calls throughout the day and help resolve any related enquiries.

**What do you find most rewarding about your role?**

The most rewarding part of my role is knowing I am helping to ensure tenants and their families are living in safe, compliant homes

**Name something people might be surprised about your role?**

Many people are surprised by how much communication is involved in compliance. A large part of the role is building positive relationships with tenants and working with them to arrange important safety checks and repairs.

**Do you prefer sweet or savoury?**

Savoury, but I definitely develop a sweet tooth when I'm stressed!

**Do you have any pets?**

Yes, I have two cats called Hugo and Mani. They are Bengal x Ragdoll crosses and are 3 years old. They definitely keep me on my toes!



# PUZZLE CORNER

JUST FOR FUN

## SUMMER WORDSEARCH

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

- |             |                 |
|-------------|-----------------|
| AUGUST      | HOT             |
| BEE         | <del>JULY</del> |
| BUTTERFLY   | JUNE            |
| FOLIAGE     | MIDSUMMER       |
| FRESH FRUIT | SUN             |
| GREEN GRASS | VACATION        |
| HOLIDAYS    | WILDFLOWERS     |
| HONEY       |                 |

# Looking for quick and easy support to help with household costs?



**L**ightning Reach is a free, secure online portal that helps you find and apply for financial assistance - all in one place. Whether you need help covering rising energy bills, rent, essential home expenses, or daily necessities, Lightning Reach connects you with the support you need.

Lightning Reach matches users to over 2,500 schemes from charities, organizations, and councils across the UK, with successful applicants receiving £1,070 on average.\*

## Here's how it works:

- 1. Fill out a simple profile** - In just 10-15 minutes, answer a few questions on the website, and Lightning Reach will generate a personalized list of financial support options available to you. This includes help with energy bills, rent, home essentials, and more.
- 2. Apply for support** - Apply directly through the portal to multiple programs without having to repeatedly enter your information. From grants to local council funding, you'll find everything in one place.
- 3 Get support quickly** - Lightning Reach streamlines the process, gathering all the information needed for organizations to assess your application, so you can receive help faster.

## Get the support you need today

Don't miss out on help that's available to you. **Sign up for Lightning Reach today** and discover financial support tailored just for you.

Apply here <https://lightningreach.org/application-portal?referral=ADNGLN-website>

If you need assistance please come to see Jo Shand at one of our Digital Drop In Services on **Monday's 10am - 12noon** and **Thursday's 1pm-3pm** at the HUB, 6 Arden Craig Street.



# WORKING SMARTER FOR OUR CUSTOMERS



## Value for Money Working Group

We are pleased to report total savings of £54,343 in 2025–26, achieved through contract reviews, improved credit control and more effective use of technology. In Quarter 1 of the new financial year, the team has already identified further savings of £13,299. We will continue to explore innovative ways to work smarter, ensuring value for money remains central to everything we do for our community.



## Sustainability Working Group

Two new public access defibrillators (PADs) are now available to residents 24/7, thanks to a joint project with St John Scotland and Magnus Electrical. The PADs were generously installed by our contractor Magnus Electrical as a community benefit to the Association.

They are located at our main office, 355 Tormusk Road, and outside our Community HUB at 6 Arden Craig Road. We

are currently arranging training sessions provided by St John Scotland for some of our staff team including members of the community in the coming weeks.

Early access to a defibrillator can dramatically increase the survival rates in case of cardiac arrest, particularly when used alongside CPR before emergency services arrive.

## 9 Day Fortnight Pilot

Our 9 Day Fortnight (9DF) Pilot has now been running for 10 months as part of our Wellbeing Strategy. Staff are split into two groups, with each group receiving an alternate Friday rest day.

In May, the 9DF Working Group issued a Customer Service Survey to ask whether you were aware of the pilot and if you had noticed any change in our service. A small prize was offered for all submissions.

Thank you to everyone who took the time to take part and delighted to report the prize winner is Karen McDonagh.

Our next step is to survey the staff team, and this is now underway.

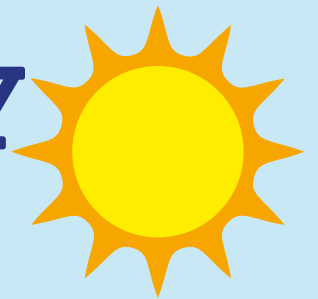
## Refurbishment of the Office – 355 Tormusk Road

We are planning to refurbish the office to make better use of the space, support a positive working environment and provide a more welcoming setting for staff and customers.

The works are expected to take place from 13 July to 31 July. During this time, the office will be closed, with key staff based at our Community HUB and at the Fairdeal Office.

We will provide an update and our contact details once the project dates have been confirmed.

# OUR ANNUAL FAMILY BUS TRIP IS BACK!



**T**his year's Family Summer Bus Trip will take place on **Friday 24<sup>th</sup> July 2026**, with a fun day out to **Five Sisters Zoo**.

with children or grandchildren. Nieces and nephews are only eligible if they are Ardenglen tenants. Children **MUST** be aged 0–12 years.

Two coaches will leave Tormusk Road at 9:15 am. We will depart the park at 3:30 pm and expect to arrive back in Castlemilk at around 4:30 pm. **Tickets will be available to buy from the office on Wednesday 8<sup>th</sup> July, between 5 pm and 6 pm.** Places will be allocated on a first-come, first-served basis and are open to tenants

Tickets cost is **£2** per person. **To help cover last-minute cancellations and no shows, we will require a £10 deposit, which will be refunded on the day. If you're unable to attend, we kindly ask for at least 24 hours' notice of cancellation.**



## Incentives to move to a smaller property

# Do you want a smaller property that better suits your needs?

**Y**ou may be able to take part in the **Housing Transfer Incentive Scheme** which offers a range of incentives to help you move, including:

- Assistance with current rent arrears
- Removal costs, decoration and floor coverings paid for your new home

- Practical assistance with the move
- A location nearer your family member or friends

If you live in a property with 3 bedrooms or larger and want to find out more about a move to a smaller property please **contact your housing officer** and arrange a chat.



# Volunteer and Be Part of Something **BLOOMING BRILLIANT!** Help Our New Community Garden Grow

**T**he Community Committee has created an exciting new garden space at the HUB, 6 Ardencraig Street, Castlemilk, G45 0ER.

Nikola, our gardening tutor, is looking for volunteers to help care for and develop this vibrant green space.

Come along, lend a hand and help create a welcoming place for the community to enjoy nature together.

Your support can make a real difference!

Interested, please contact Jackie Bole on **07498 843556** or email **community@ardenglen.org.uk**



# GARDENGLLEN

## COMPETITION IS BACK FOR 2026



There will be 3 prizes on offer

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

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

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

**Entries ARE OPEN NOW** and the deadline to apply is **31 AUGUST 2026. GOOD LUCK.**

**Gardenglen  
Competition  
2026 is now  
open for  
entries!**

# Celebrating Our Award Successes

We're excited to share some fantastic news!

Over the past few months, our Ardenglen one team has been recognised with award wins and nominations, and we couldn't be prouder. These achievements reflect the passion, hard work, and dedication that everyone brings to Ardenglen every day.

## A Win Worth Celebrating

Ardenglen founded the lived experience group which is led by all the Castlemilk Association's. The group were thrilled to win a SHARE award for Community Impact It's a wonderful achievement and recognition of the effort that goes into delivering great work and making a positive difference for the Castlemilk community as a collective.



## More Reasons to Celebrate

The good news doesn't stop there. We've also been shortlisted for:

- **TPAS Scotland Awards** - Good Practice in Communicating with Tenants and Residents
- **Mobysoft Customer Awards** – Early intervention excellence award & also the Resident Impact Award

Being nominated is an achievement in itself and a reflection of the incredible work happening across our teams. Huge well done to all involved.

## New Tenancy Agreement: What's Changing from August 2026?

**T**he Scottish Government has introduced new tenancy agreements for social housing, including an updated short tenancy agreement. These will apply to all new tenancies that begin on or after 1 August 2026, replacing the current 2019 versions.

Key changes include stronger protections for people experiencing domestic abuse, updated

rules on tenancy succession, changes to how notices are issued, and new legal timescales for inspecting and starting certain repairs under Awaab's Law from 6 October 2026.

Ardenglen will use the new tenancy agreements for all new tenants from 1 August 2026. We will also update our policies, procedures and staff training to make sure the changes are applied consistently and clearly.

# Customer Communications

**D**ue to recent customer feedback we have updated our telephone options and added a voicemail facility should lines be busy.

**OPTION 1 - Repairs**

**OPTION 2 - Housing - Rent & Payment Enquiries**

**OPTION 3 - General Enquiries**

Please select the most appropriate option to ensure you get the right assistance. We aim to respond to voicemails within the same day.

You can also contact us via email at [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk) or log onto your online tenant account by clicking button below to report non-emergency repairs, pay / check rent, update contact info.

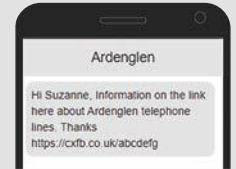
**Our office opening times are -**

Monday, Tuesday & Thursday: 9am - 5pm

Wednesday: 9am - 12noon

Friday: 9am - 4pm

We now use push messages and email to keep customers informed about our services. These messages will look similar to the example above and will include a safe link to open.



For the latest updates, please make sure we have your current phone number and email address. You can also visit our Facebook page for news and information.

If you would prefer to receive updates in writing or by paper newsletter, please let us know so we can update your communication preferences.

## Putting Residents at the Heart of Change

RASP has focused this quarter on drafting the findings from its scrutiny review of the complaints process. The panel identified several recommendations for improvement, including clearer in-office signposting for customers wishing to make a complaint. The complaints section of the website will also be updated to ensure it is clear, practical, and easy to use. The report was approved by the Board in April.

Two RASP members attended the three-day TPAS Scotland Conference at the Golden Jubilee Hotel in Clydebank, where they had the opportunity

to network with other housing association tenants, as well as our Chair, Liz McKenzie, and Vice Chair, Mark Ingram.

On Monday 22 June, members will begin their next scrutiny activity, focusing on our Customer Service Standards.

Have your say and help shape the services that matter most to you. Our Residents of Ardenglen Scrutiny Panel gives you the opportunity to share your views, review how we're performing, and help influence real improvements across our homes and communities. Whether you can spare a little time or want to get more involved, your voice can make a real difference. Get in touch



Our scrutiny panellist Angela Holmes at the TPAS Conference with AHA Chair, Liz McKenzie

today to find out how to join and be part of positive change at Ardenglen

To find out more, contact Jacqui Mills, Corporate Services Officer, at [Jacqui.mills@ardenglen.org.uk](mailto:mills@ardenglen.org.uk) or call **0141 634 8016**.

# Working for You

## Get to Know Your Housing and Asset Team

**O**ur Housing & Asset Team have moved to a patch based operating model. We have formed two patches which will consist of a Housing Officer, Housing Assistant and an Asset Officer.

This will bring clear benefits to both teams and our customers who will now have clear clarity on their dedicated points of contact. Please see below our patch list which displays all of our addresses and you will see from this who your points of contacts are.

### Patch One

33-43 Arden Craig Drive

61-83 & 111 Arden Craig Drive

1-51, 2-12 Arden Craig Gardens

26-68 Arden Craig Road

70-88b Arden Craig Road

84 Arden Craig Road

90-94 Arden Craig Road

101-137 Arden Craig Road

179-197a Arden Craig Road

200-224a Arden Craig Road

231-257 Arden Craig Road

16-54 Arden Craig Quadrant

20-40 Arden Craig Street

3-19 Arden Craig Street

5-15 Arden Craig Street

15 Ballantay Quadrant

3 Ballantay Quadrant

3a-11b Ballantay Quadrant

1-15 Ballantay Road

17-21a Ballantay Road

22-28 Ballantay Road

23-27 Ballantay Road

3-17 Ballantay Terrace

6-10 Iris Avenue

14-20 Scarrell Road

3-7 Scarrell Drive

3-11 Scarrell Road

204-246 Tormusk Road



Hayleigh



Graham



Lisa

**HAYLEIGH – HOUSING OFFICER**  
(0141 212 3918)

**GRAHAM – ASSET OFFICER**  
(0141 631 5045)

**LISA – HOUSING ASSISTANT**  
(0141 212 3915)

### Patch Two

3,4,6,7 Arden Craig Drive

133-147 Arden Craig Drive

156-166d Arden Craig Road

168-178 Arden Craig Road

171-175 Arden Craig Road

178B Arden Craig Road

180-198a Arden Craig Road

225 Arden Craig Road

2-12 Arden Craig Quadrant

2-6 Arden Craig Street

25 Arden Craig Street

2-16 Ballantay Road

435, 439 & 545 Castlemilk Road

226 Castlemilk Road

6 Croftfoot Crescent 2/2

118 Croftside Avenue

121 Croftside Road

2-26 Hoddam Avenue

77 Midcroft Avenue

1-11 Mountain Trail View

58a Scarrell Gardens

58D Scarrell Gardens

1-43 Scarrell Terrace

23-29 Tormusk Drive

80 Tormusk Drive

5-17, 10-26 Tormusk Grove

1-31, 12-34 Tormusk Place

52-62 Tormusk Road

264-288 Tormusk Road

320-326 Tormusk Road

327-352 Tormusk Road

357-385 Tormusk Road



Colin, Elaine and Andrea

**ELAINE – HOUSING OFFICER**  
(0141 212 3917)

**ANDREA – ASSET OFFICER**  
(0141 631 5046)

**COLIN / NICOLE – HOUSING ASSISTANT**  
(0141 212 3916)

We plan to hold a series of Meet the Team Events at our HUB in 6 Arden Craig Street. These are scheduled to take place during August. We will communicate dates to our customers nearer the time.

# Court Grants Eviction Following Drug-Related Tenancy Breach

**A**t Ardenglen Housing Association, we are committed to providing safe, secure and sustainable communities for all our tenants and residents.

We recently obtained a court decree for eviction against a tenant following serious breaches of their Scottish Secure Tenancy Agreement involving drug related criminal activity. This action demonstrates our commitment to tackling behaviour that causes harm, fear and distress within our communities.

The Scottish Secure Tenancy Agreement clearly states that tenants, members of their household and visitors must not engage in illegal or anti-social behaviour. This includes the possession, use, cultivation, supply or dealing of controlled drugs from a property or within the local neighbourhood.

Drug related activity can have a significant impact on neighbours and communities. It can lead to fear, intimidation, nuisance, criminality and a reduction in residents quality of life. Where evidence of such activity exists, we will work closely with Police Scotland and other partner agencies to investigate concerns and take appropriate action. Tenants should be aware that proven involvement in drug related activity may result in legal action including court proceedings and eviction from the tenancy.

If you have concerns about suspected drug related activity in your area, please contact your Housing Officer or report the matter to Police Scotland. All reports will be treated seriously and handled confidentially.



## Estate Walkabout

**Our next Estate Walkabout is scheduled for Wednesday 5 August 2026 at 1.30 pm.**

Our staff team will be out on the estate. Please feel free to join our Team for the walk or if not, pop out for a chat.

A reminder will be sent out closer to the date.



### Tenants Can Get Discounts

With Over 100 Brands  
With A New Free Discount App

Search Housing Perks on your app store and enter your tenancy reference



If you need assistance to register why not pop into the HUB Digital Drop in which is available on Mondays 10-12noon and Thursday's 1pm-3pm where Jo Shand can assist you.



# WHAT'S ON

# AT THE HUB

## #homeiswherethehubis

## & Pantry Plus Programme

### MONDAY

#### **Connected Castlemilk** 10am - 12noon

*Boost Your Digital Skills: Join Our Drop-In Digital Literacy Session!* In today's digital world, being confident with technology is more important than ever. Whether you want to navigate the internet safely, master your smartphone, or improve your online skills, our Digital Drop-In Session is here to help!

#### **Breakfast Bingo at the Birgidale Complex** 10.30am – 12noon

Kick off your Monday morning with fun and friendship at our popular Breakfast Bingo event! Enjoy some delicious hot rolls and a cuppa before settling in for a lively game of Bingo. It's a fantastic way to energise your day and connect with other members of your community.

### TUESDAY

#### **Sew Fabulous** 10am – 12noon

Our sewing/upcycling workshop supports learning around the basics of sewing, whilst building participant confidence. Utilising old fabric, saved from going into landfill, participants are supported to make new items such as shopping bags/purses/cushion covers/draft excluders within the confines of a friendly, safe and welcoming space. **\*school term time only**

### WEDNESDAY

#### **Happy Gardeners** 1pm – 3pm

Join us as a volunteer at the HUB's Community Garden.

Are you passionate about gardening, sustainability, or building stronger community connections? Do you want to make a positive impact while enjoying time outdoors?

If so, then why not become a volunteer at our vibrant community growing space — a place where green thumbs and community spirit come together to thrive.

## WEDNESDAY (continued)

### **Inspirational (women's group)**

**11am – 1pm**

Are you looking for a supportive and safe space to relax, express yourself, and connect with other women? If yes, then our women's group "The Inspirational" is here to inspire you. Combined

with the message of the importance of self-care, you can engage in different activities each week, such as arts/crafts; painting; wellbeing, the sessions offer a welcoming environment to explore your passions, foster mindfulness, and boost your wellbeing.

## THURSDAY

### **Men4Men (men's group)**

**10am – 12noon**

Join our welcoming Men's Group to connect, grow, and share in a supportive environment. It's a place for a chat whilst at the same time engage in different activities each week.

### **Connected Castlemilk**

**1pm – 3pm**

Boost Your Digital Skills: Join Our Drop-In Digital Literacy Session! In today's digital world, being confident with technology is more important than ever. Whether you want to navigate the internet safely, master your smartphone, or improve your online skills, our Digital Drop-In Session is here to help!

### **The 3B's**

**(Bite, Blether & Bingo)**

**1pm – 3pm**

Come together across three generations for some fun, food and connection. Our 3B's workshops made up of younger at heart tenants; volunteers & school pupils and offers participants the opportunity to meet with people from different age groups to connect, share stories, learn from each other, and build stronger community bonds. Enjoy a delicious light lunch followed by a blether then end the session with a wee game of Bingo! **\*Last Thursday of the month \* booking essential**

### **Castlemilk STEM**

**Discovery Programme**

**4pm – 6pm**

The Castlemilk STEM Discovery Programme will give children aged 8 plus access to fun, hands-on science, technology, engineering and maths activities in their own community. The project will provide robotics kits, coding tools, creative workshops and an inspiration trip to spark curiosity and build confidence. By enhancing local youth services with modern, engaging learning opportunities, the programme will help young people develop new skills and feel excited about their future. **\*starts 20<sup>th</sup> August and will run across 8 weeks**

## FRIDAY

### **Morning Mingle (Grub's Up)**

**9.30am – 12noon**

Join us for a welcoming community breakfast/brunch and start your Friday with good company in a welcoming and safe space. Everyone is welcome – families, neighbours

and new faces! Our Financial Inclusion team will also be on hand to offer free, confidential support including budgeting/managing your money; understanding benefits/entitlements; assistance with bills to reduce your household costs and practical energy saving advice.

Check out Ardenglen's facebook page for details, dates and times for our popular 6-week Grub's Up Cookery Classes. We also offer free training/classes for Personal Development; Health & Safety; First Aid; Food Hygiene. To enquire or find out more about what's on, please contact Jackie Bole on **07498 843556** or email **community@ardenglen.org.uk**

# Easter Fun at the HUB

## *A Success!*

**O**ur *Easter Treats and Bunny Eats*, event got a thumbs up from the little ones and their parents who attended yesterday's event at the HUB.

All who attended enjoyed a delicious afternoon tea which was served and joined by the Easter Bunny and the Easter Fairy.

Despite the event, which offered four slots being full, we were disappointed on the day, due to some families, failing to turn up. This is not only disappointing for our Community Committee, who work hard to organise their events, but for the families with children, who were unable to secure a ticket. We understand that things can happen, but we would kindly ask that you notify us to let us know, that way we can distribute spaces to those on the waiting list.

You can see from the photos that everyone had an amazing time, which was filled with delicious food, fun and laughter.

Thanks again to Castlemilk Together for their allocation of funding from the GCC Holiday Food programme and to Consilium Contracting Services for their kind donation of easter eggs.



the Home is where the HUB is  
**the HUB**  
ARDENGLLEN



# Castlemilk STEM Discovery Programme at the HUB



**T**his new and exciting programme is coming to the HUB starting on **Thursday 20<sup>th</sup> August 2026 for a period of 8 weeks.**

The **Castlemilk STEM Discovery Programme** will give young people aged 8 plus access to fun, hands-on science, technology, engineering and maths activities in their own community.

The project will provide robotics kits, coding tools, creative workshops and an inspiration trip to spark curiosity and build confidence. By enhancing local youth services with

modern, engaging learning opportunities, the programme will help young people develop new skills and feel excited about their future.

Interested, why not join us on the **Thursday 16<sup>th</sup> July from 11am – 3pm** at our **HUB-TASTIC SUMMER OF 2026 - Food & Fun Festival** for a taster of what will be on offer and if your young people enjoy it, they can sign up to participate across the 8 weeks.

*Thanks to Cassiltoun HA for the award of funding from their Love Castlemilk, Live Castlemilk (Participatory Budgeting) programme.*

## Summer Fun

**Free Food, Family Fun and Festival Vibes**

Save the dates and join our Community Committee at the HUB on **Thursday 2/7; 9/7; 16/7 & 23/7 from 11am – 3pm.** Join them to celebrate summer with exciting activities, delicious **FREE** food, and fun-filled experiences for children and their families.

We look forward to welcoming you and your family—see you there!



The HUB is located at  
6 Arden Craig Street, Castlemilk, G45 0ER

A shout out to Castlemilk Together for providing us with another share of funding secured via GCC Holiday Food Programme.

**All welcome!**

# 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](mailto:info@ardenglen.org.uk).

## Getting help to make your complaint

We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. If you have trouble putting your complaint in writing, please tell us.

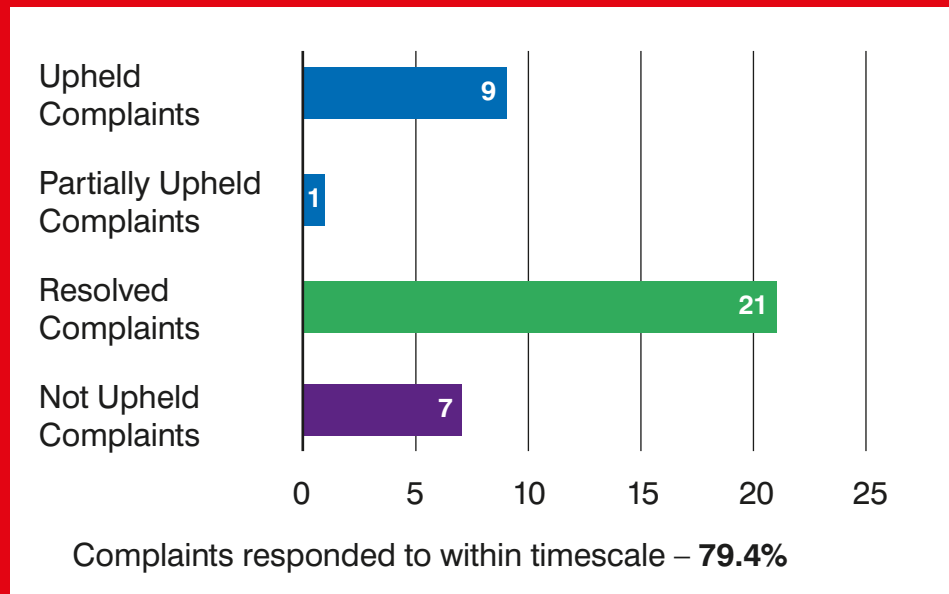
## COMPLAINTS RECEIVED

Between 1 January and 31 March 2026, we received 39 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 this quarter from customers who wanted to share their appreciation for the following:

Asset Team

Customer Services Team



### Learning from Complaints

We like to use complaints as an opportunity to learn and improve our services. Our Tenant Scrutiny Panel reviewed our Complaints Process and Policy and made recommendations to the Board which were approved, these included:

- Improving recording of complaints
- Improved Communication between customer and AHA on complaints
- Responding in writing at stage one to confirm actions taken when appropriate
- Publicising the Complaints Process in the office and website

## Performance Quarter 4 (1 January to March 2026)

Area of operation	Target	Performance to date	Target achieved	What this means for you
% reactive repairs completed right first time	95% or over	98.8%	Yes	<b>We are dealing with repairs efficiently the first time. Better service for you</b>
% properties with a gas safety check completed by anniversary date	100%	100%	Yes	<b>We are keeping you safe in your home. It is crucial that we gain access once a year to complete a gas service.</b>
Average days taken to relet empty houses	15 days	31.2 days	No	<b>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.</b>
% rent due lost through properties being empty	Below 0.45 %	0.61%	No	<b>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.</b>
Current tenant rent arrears as a % of rent due	Below 3.6%	1.34%	Yes	<b>Our Housing and Financial Inclusion Team work hard to help tenants in arrears get their rent accounts back on track.</b>

# SUNSHINE, SURPRISES & SEASIDE SMILES!

**Over-40s Annual Summer Bus Run Mystery Tour  
Friday 12 June 2026**



**O**ur 2026 Annual Over-40s Summer Bus Run was a day to remember, with blue skies, great company and plenty of smiles along the way.

This year's Mystery Tour proved a real hit, taking everyone on a surprise trip to St Andrews before heading on to Anstruther for delicious fish and chips by the coast.

The feedback has been fantastic, and many of those who came along are already looking forward to seeing where next year's Mystery Tour will take them.



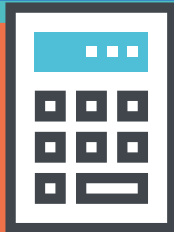
## Financial Support at Ardenglen

Our vision is to transform communities by providing aspirational homes and services, to enhance the quality of life of our customers. Here's an overview of what we did in 25/26:

Arrears case completion's rentsense average - **93%**



Current tenant rent arrears - **1.34%**



Evictions - **0**

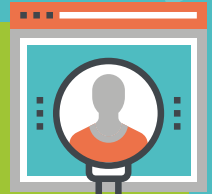


Free Financial Inclusion Service - also covers energy / digital assistance and in

25/26 there were **316** referrals and service achieved **£1.3 million** in financial gains for customers



**91.94%** tenancies were sustained over a 12 month period



**151** participants taking part across pantry plus groups in 25/26



**343** food pantry members

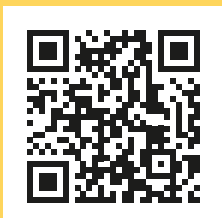


The Ardenglen Financial Inclusion Service supports Castlemilk residents to manage their money, access benefits, and improve financial wellbeing. Our team provides advice, guidance, and practical support tailored to your needs.

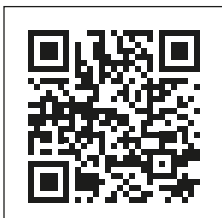
**Drop-In Sessions:** Every Thursday, 2:00pm - 4:00pm at Ardenglen Housing Association, 355 Tormusk Road, Glasgow, G45 0HF. Alternatively, contact us on **0141 634 8016** to make a suitable appointment time.

Scan the QR codes below with your phone for more information:

**Lightning Reach** - digital self-service portal for additional financial support



**Sign up to Housing perks** - tenant discount app



**My Home Customer Portal** to access tenancy information.



Our housing services team are also on hand to discuss difficulty with rent payments, making personal repayment agreements that are sustainable. A member of the team is on duty every day, no appointment needed.

# 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.

# Public Holidays 2026

The office will be closed for Public Holidays on:  
Glasgow Fair – Friday 17 and Monday 20 July 2026



# Councillors

**C**ouncillors 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.



Like us on  
**Facebook**

## 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.