



Glen Oaks  
HOUSING ASSOCIATION



...ed in the South West of Glasgow,  
...aim is to provide social housing  
...is affordable and aspirational for

# Did you know that workingrite now helps young people between the ages of 16-24?

For more info, check out page 6.



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# WELCOME TO OUR AUTUMN NEWSLETTER

I hope that you have had a good summer, which to be honest, was a bit better weather-wise than normal.

The annual Darnley Community Gala day was held on the 8th of September this year. This event continues to grow in strength, with both schools, St Angela's Primary and Darnley Primary providing a wide array of stalls and activities for everyone. We were proud to sponsor our 25th Fun Run and launched a new run, the Toddler Waddle. Both events proved as popular as always with almost 100 children taking part. The event was free for everyone this year and anyone who completed the race received a medal and a goody bag for their efforts. Turn to Pages 8 & 9 to see some of the photographs from the day.

We also held our 27th AGM in September and were delighted to welcome such a great turn out for this event. The AGM was tinged with sadness however, as just before the AGM, our long serving Secretary, Marisa Mundt sadly passed away. Marisa was well known to our tenants and had lived in Arden and Darnley in recent years. Her sudden passing has shocked the whole Association and our thoughts remain with her family.

On a happier note, I am excited to announce that we are holding our annual Residents Event in Ashpark Primary School on Thursday 15th November. The focus of this event will be "Communication" and will see the launch our new Tenant Handbook, new website and the Glen Oaks mobile app. We will

also present our Good Neighbour awards, so if you haven't already nominated your valued neighbour - be quick! The event will also have a kids disco and entertainment, so all the grown ups can relax and enjoy the evening.

Looking further ahead, one of Santa's elves has emailed me to say that old St Nick himself will be visiting Glen Oaks on Wednesday 12th December, so whether you've been naughty or nice come along and let Santa know what you would like for Christmas. Just in case Santa reads this, a Lamborghini would be quite nice for Christmas!

I hope you enjoy our Autumn Newsletter and look forward to seeing you at our Residents Event on 15th November.



*Alasdair McKee*

Alasdair McKee, Chief Executive

## CUSTOMER SERVICE

We are always looking for ways to improve our service to you. We have noticed that many of our customers were unsure which of our staff they needed to speak to about their enquiry. This meant they were often telling one person about the issue and then had to be transferred to another member of the team. We really want you to get through to the best person to deal with your enquiry as quickly as possible so you can now choose from the following:

### Option 1:

To report a repair, arrange a gas safety check, enquire about factoring or garden maintenance

### Option 2:

For rent enquiries, housing applications or benefits advice

### Option 3:

For support with your tenancy or information about our clubs and activities

### Option 4:

For invoice enquiries or customer service

**I.T. SUITE**

FREE P.C & WI-FI ACCESS

FREE PRINTING & SCANNING

I.T. TRAINING FOR BEGINNERS

FIND THE BEST XMAS PRESENT DEALS

CALL 0141 620 2751 FOR AN APPOINTMENT OR USE OUR DROP-IN TIMES

**Glen Oaks** HOUSING ASSOCIATION

**THINGS TO DO**

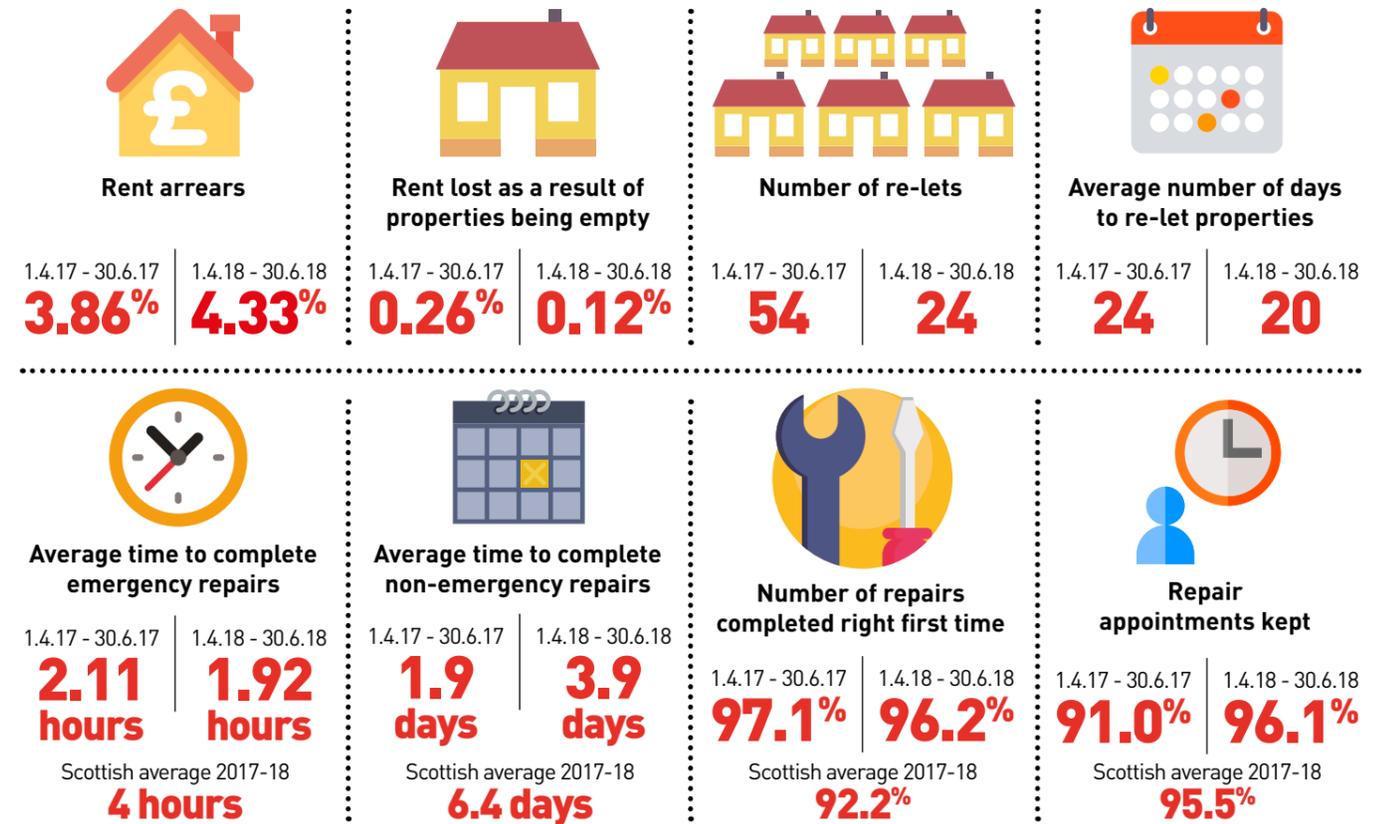
- WORK ON C.V
- PRINT COPIES OF C.V
- JOB SEARCH
- UPDATE U.C JOURNAL

**DROP IN TIMES**

TUESDAY 1.30 - 4 & THURSDAY 10 - 1

# Our Performance

We have just published our annual report for the last year and are delighted that we performed well in most areas. In the first quarter of this year performance remained strong compared to the Scottish average.



You can compare our performance with that of other landlords by going to the Regulator's website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Universal Credit UC Universal Credit

Full Service Universal Credit started in September 2018 in the Glasgow area. Universal Credit will replace income support, income-based job seekers allowance, income related employment and support allowance, housing benefit, child tax credits & working tax credit.

From September all new claims for income related benefit in the Glasgow Area will be a claim for Universal Credit. Existing benefit claims will move to Universal Credit if there is a change in circumstances, such as moving to a new house. Remember we have Welfare Rights advisers in our office who can help you to apply for Universal Credit.

Universal Credit must be claimed on-line. If you need help to do this, please contact Ryan Wallace our Digital Adviser who can assist you with this.

### Universal Credit – Existing Claimants

Some tenants may already be receiving Universal Credit. To transfer your claim onto the Full Service – you must re-declare your Housing Costs. This means the rent and service charge costs. The reason that the DWP ask for this is to make sure that details given previously are still correct and haven't changed since the initial claim for Universal Credit was made. We recently sent you out a Rent Statement and a letter giving you all the information you need to let you make a correct claim.

**Please do not ignore any communication that asks you to do this. You must respond quickly to the request to allow your payments to continue.**

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1!

Find out how you can become involved in improving services by emailing [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk)

# Changes to your Scottish Secure Tenancy Agreement (SST)

The Housing (Scotland) Act 2014 introduced changes to tenancy rights. We sent a letter to all tenants detailing all the changes being made to the tenancy agreement.

Here is a summary of some of the key changes in relation to Subletting, Assignment, Joint Tenancy and Succession to Tenancy.

## Subletting

If you want to sublet all or part of your tenancy, this needs our consent as your landlord and

- you must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home (previously there was no qualifying period), or

- if you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the tenant must have told us that you were living there prior to the start of those 12 months.

This change will come into effect from 1 November 2019. If the tenant has already told us that you are living there then no further notification is needed. As is already the case, before you can sublet your home you must ensure that you apply to us for permission.

## Assignment (Passing your tenancy to someone else)

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord and

- the house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else (previously there was no qualifying period); and
- the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply (previously the qualifying period was 6 months); and the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must

have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to. If we have already been told that the person is living in the property we do not have to be notified again.

We can refuse permission to assign a tenancy if it is reasonable for us to do that. Two new reasons when we can refuse an application for assignment have been added to the existing list of reasons at section 32 of the Housing (Scotland) Act 2001.

These new reasons are:

- where we would not give the person you wish to pass the tenancy to priority under our allocations policy;
- where, in our opinion, the assignment would result in the home being under occupied.

This change will come into effect from 1 November 2019. As is already the case, before you can assign (pass) your home to someone else you must ensure that you apply to us for permission.

## Joint Tenancy

If you want to add a joint tenant to your tenancy agreement, this needs our consent as your landlord and

- the proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant (previously there was no qualifying period); and
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to become a joint tenant. If we have already been told that the person is living in the property we do not have to be notified again.

This change will come into effect from 1st November 2019. Before you can add a joint tenant to your tenancy agreement, as is already the case you must ensure that you apply to us for permission. The person you wish to add as joint tenant, and any existing joint tenants, must apply along with you.

## Taking Over a Tenancy after the Tenant's Death (known as Succession)

The 2014 Act changes some of the rules around when certain people can succeed to (take over) a Scottish secure tenancy on the death of the tenant. To ensure rights to succession are protected you must have told us that the person wishing to succeed to a tenancy has moved in with you at the time they do so.

## Unmarried Partners

The Act make changes to the rules on succession for unmarried partners:

- the house must have been the unmarried partner's only or principal home for 12 months before they qualify to succeed to the tenancy (previously this was 6 months); and
- the 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

## Family Members

The Act make changes to the rules on succession for family members:

- the house must have been the family member's only or principal home for 12 months before they qualify to succeed to the tenancy (previously there was no qualifying period, the person simply had to be living there at the time of the tenant's death); and

- the 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

## Carers

The Act make changes to the rules on succession for carers:

- the house must have been the carer's only or principal home for 12 months before they qualify to succeed to the tenancy (previously there was no qualifying period, the person simply had to be living there at the time of the tenant's death and have given up a previous home to provide the care); and

- the 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer.
- These changes will come into effect from 1 November 2019. If we have already been told by the appropriate person then we do not have to be notified again.

To ensure that your tenancy rights are protected it is essential that you advise us of any changes to your household. All changes must be given in writing.

NOW THAT SUMMER IS OVER...

*Santa's Grotto*  
COMING DECEMBER 2018



Register online at [www.glenoaks.org.uk](http://www.glenoaks.org.uk) to view your latest rent balance and account transactions

Contact Ryan on 0141 620 2751 for more information about clubs and classes

# workingrite

## GLASGOW

### WorkingRite & Glen Oaks Housing Association provide opportunities for young people aged 16-24 right on your doorstep.

WorkingRite offers a varied employment activity programme equipping young people with the attitude, skills & experience to help you get a job or apprenticeship in something you want to do.

- **Do you want a job or apprenticeship?**
- **Do you want to earn £90 per week plus travel expenses?**

- **Are you unemployed, or have left, or are thinking of leaving, school or college?**

Over 75% of our young people get jobs/ apprenticeships through our programme – this could be you! Meet some of the young people, who through their hard work, have recently secured themselves a decent future. Congratulations to:



Bradley, age 16, started an MA in plumbing with CCG (Scotland) Ltd



Martin, age 17, started his MA in Plumbing & Heating with James Frew Ltd



Emma, age 23, has been offered a job in Administration with Fraser Alarms Ltd



Jason, age 16, offered an MA in Landscaping with John O'Conner Grounds Maintenance Ltd



Jack, age 18, started a job in Manufacturing with the Kitchen Depot Ltd

#### Are you interested? For more information:

Pop in to the Glen Oaks office or speak to your Housing Officer  
Call/text Anne Wright, WorkingRite Project Coordinator on 07921 040611  
or email [anne@workingrite.co.uk](mailto:anne@workingrite.co.uk)

# 27th Annual General Meeting

Thanks to everyone who attended our AGM on Wednesday 19 September 2018. Despite the terrible weather, it was a well-attended meeting with a great turnout of shareholders and invited guests.

Alasdair McKee, our Chief Executive, began by reporting on the sad loss of our Secretary, Marisa Mundt, who passed away recently. Marisa was a very popular member of our Board and had served as the Association's Secretary for a number of years. She was a lovely person and will be greatly missed by her family, friends and everyone else who was lucky enough to know her.

Before moving on to the formal business of the evening, which included the election of the Board, Alasdair explained that it had been agreed that he would act as Secretary until the Board met formally and was able to discuss the appointment of the Association's Office Bearers.

Alasdair introduced the Association's Chairperson, Elaine McShane, who welcomed everyone to the meeting before giving her report on our activities during the past year. This was followed by the Chief

Executive's report. The Chairperson then introduced Nicola Logan, the Association's Finance Director, who presented an overview of the Association's financial performance at 31 March 2018, before the formal business of the AGM concluded with the approval of the financial statements and the appointment of the Association's auditors.

After the formal business of the AGM had been completed, Alasdair introduced the evening's guest speakers - Anne Wright, Project Co-ordinator for Workingrite, and the Association's Welfare Rights Assistant, Laura Mandelson.

Speaking about the continuing success of the Workingrite project, Anne Wright highlighted the recent success of Bradley Wilkie who joined the project last January and had now been offered an apprenticeship with one of the Association's contractors (CCG). Laura Mandelson spoke about the introduction of Universal Credit and explained what this will mean for Glen Oaks and its tenants.

Alasdair McKee thanked Anne and Laura for coming along to the meeting to speak to our shareholders.

The meeting ended with the ever-popular

prize draw. All shareholders in attendance at the meeting had a chance to win one of five prizes (£20 shopping vouchers). Congratulations to this year's prize winners and thanks to our guests for their help with picking out the winning raffle tickets!

At a Special Meeting immediately after the AGM, the Association's Board appointed Elaine McShane as Chairperson and Simon Gaunt as Vice-Chairperson. The roles of Secretary and Treasurer will be discussed and agreed at the Board meeting in October.

One of our longest serving Board members, Bill McNamara, retired from the Board recently. To mark the occasion, and thank Bill for his many years of support for Glen Oaks, the Chairperson presented Bill with a bottle of whisky. Bill's wife Frances received flowers from the Association.

Unfortunately, a further two of our Board members, Monica Loughran and Neil Mackinnon, had to resign from the Board during the year due to work commitments. The Chairperson thanked Monica and Neil for their work for Glen Oaks during their time as Board members.

# Annual Residents Event

Thursday 15 November 2018  
6pm - 8.30pm  
Ashpark Primary School, Arden

Our Annual Residents Event is a great opportunity for you to meet other people from the local community and chat to members of our staff team. This year we will be launching our new tenant handbook, website and mobile app. There will also be a buffet and refreshments.

We'll be presenting the popular Good Neighbour Awards – this is the perfect opportunity to recognise someone whose kindness has made your life a bit easier.

We're also having a kids disco at the event so if your children are under 11 years old they can come along with you.

For your FREE tickets please phone Thomas on 0141 620 2745 or email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

## Good Neighbour Awards 2018

there's still time to nominate your neighbour!

Give us a call on  
**0141 638 0999**  
or email  
[go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

Could our Starting Out Project help you save money?  
Contact our office on 0141 638 0999, option 2 to find out more

Visit our website @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) for all the latest news



## Fun in the Sun!

We were delighted to take part in the Darnley Gala Day at the start of September. The Gala Day, held at St. Angela's Primary School and Darnley Primary School, has always been a popular event with local residents. Everyone enjoyed the stalls and family-friendly activities, especially the Darnley Fun Run which is sponsored by Glen Oaks and takes place in the grounds of Darnley Primary School. This year we also sponsored a "Toddler Waddle" which took place at St Angela's Primary.

Over 80 children took part in the Fun Run and around 30 in the Toddler Waddle - they were all brilliant! Every child who took part received a goody bag and a medal to mark their achievement.



# Garden Competition Awards 2018

We were delighted to recently hold our Annual Garden Competition awards ceremony. As you can see from the pictures, the standard of gardens (and balconies) is improving every year. We'd just like to say a huge thank you to all our sponsors and competition entrants.



Overall Winner: Mr & Mrs Pasternak

### Arden

- 1st Mr & Mrs Craig
- 2nd Mr Jan Pelka
- 3rd Miss Irene Boyle

### Darnley

- 1st Mr & Mrs Envis
- 2nd Ms Geraldine Lynch
- 3rd Mr & Mrs Tocher

### Pollok

- 1st Miss Andreena McLean
- 2nd Mr John Ross
- 3rd Mr Duncan Boyle

### Balconies

- 1st Ms Joanna Bednarz
- 2nd Mrs Monika Pajak
- 3rd Mrs Dino Lorenzo Tartaglia



# Reporting your Repairs

Remember if you need to report a repair please telephone us on **0141 638 0999** and select **Option 1** for the **Repairs Team** or you can call into the office to speak to someone in person.

When you are reporting a repair, either by telephone or in person at the office, we will ask you for the following information:

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, although this is not always possible. Please be aware that we will not be able to give you a specific time when the contractor will call at your home.

Please ensure that you also sign the contractor's completion slip. Your signature is the proof that the contractor has completed the job.

**Emergencies can and do arise which will take precedence over standard repairs and we ask for your understanding in this matter.**



# RIGHT TO REPAIR



As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you may be entitled to compensation.

**These repairs include (maximum time in working days from notification shown in brackets):**

- Blocked flue to open fire or boiler (1)
- Blocked or leaking foul drains, soil stacks or
- Toilets where there is no other toilet in the house (1)
- Blocked sink, bath or basin (1)
- Electric power - loss of power (1) and partial loss of electric power (3)
- Insecure external door, window or lock (1)
- Unsafe access to a path or step (1)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1)
- Loss or partial loss of gas supply (1)
- Loss or partial loss of heating, where no other is

- available (1)
- Toilet not flushing where there is no other toilet in the house (1)
- Unsafe electrical fittings (1)
- Water supply - loss of water supply (1) and partial loss of water supply (3)
- Loose or detached banister or handrail (3)
- Unsafe flooring or stair treads (3)

- Extractor fan in internal (i.e. no windows) kitchen or bathroom not working (7)

For further information, please refer to the Government leaflet 'Right to Repair' available from our office or our website - [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

## Check Your Smoke Alarms....



What do you have to lose?



## EMERGENCY REPAIRS

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number (0141 638 0999) and choosing the option which transfers your call to GasSure (for gas and heating) or City Building (for all other repairs).

This means you only ever need to pay for one local call to the office. It also avoids the need to find a pen quickly to note down the number in our recorded message!

Alternatively, in an emergency, you can call the contractors directly on the following numbers:

**Gas Central Heating/Hot Water Emergencies (GasSure) 01294 468113**

**All Other Emergency Repairs (City Building) 0800 595595**

**Please only use the Emergency Repair Service for genuine emergencies**

- if you call out a contractor to carry out a repair that is not an emergency, we will charge you for the cost of the repair.

## Annual Gas Safety Check - please let us in!

Glen Oaks takes gas safety extremely seriously and all properties with a gas supply must have an Annual Gas Safety Check. It is vital that we gain access to your property to carry out this check. You will be contacted by GasSure with an appointment in the first instance and thereafter by Glen Oaks. If we do not get access to your property we will have to force access to disconnect your gas supply. If we need to do this you will be invoiced for the cost. It would be easier and cheaper for you to provide access to us - if you cannot attend the first appointment please contact us to re-arrange a suitable time.



Glen Oaks  
HOUSING ASSOCIATION



## FREE Handyperson Service

Available to Glen Oaks Housing Association tenants where all members of the household are aged 65 & over or have a disability.

Delivered by  
Glasgow Care & Repair

Call us on: **0141 433 2749**

The Handyperson Service is FREE OF CHARGE - payment is only required for materials



## MyGlasgow

MyGlasgow is a mobile phone app that can be downloaded for free from your phone's app store and allows you report issues directly to Glasgow City Council. You can attach photos, video or any other relevant information to your report and pin point the exact location via integration with Google Maps.



The app lets you:

- Submit a report
- Receive information about your report by SMS, push notification or email
- View your submitted reports
- Add notes to existing reports

You can submit reports for issues such as:

- Missed bin collection
- Illegal fly posting
- Broken street light
- Graffiti
- Pot holes
- Illegal dumping of waste
- Dog fouling

If you have any enquiries about the app, please contact the 'MyGlasgow' team at [contact@MyCouncilServices.com](mailto:contact@MyCouncilServices.com) or visit Glasgow City Council's website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

Visit our website @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) for all the latest news

Join our Service Improvement Group today - contact Martha Hutcheson on 0141 620 2705 or email [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk)

# Welcome to the Gold Service page of our newsletter!

Gold Service members can enter our exclusive Gold Service Competitions, giving them the chance to win some fantastic prizes. Recent competition prizes have included iPads, hotel stays and theatre tickets. Membership also allows you to apply for an Education Grant or a Gold Community Fund grant.

**Not a member yet? - please think about applying!** It doesn't cost anything to join Gold Service and you could be enjoying the benefits of Gold Service membership. Full details of the scheme can be found in our Gold Service Policy. Copies of the policy are available from our office or can be downloaded from our website - [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

Gold Service benefits include:

- Bonusbonds issued every 6 months (up to £52 of bonusbonds per year!)
- Exclusive Gold Service competitions
- Faster repairs service
- Gold Community Fund Grants
- Education Grants
- Golden Goodbye Scheme (we'll give you £75 to say thank you for leaving your home in good condition when you move to another property)



## Gold Community Fund/ Education Grants

Gold Service members can apply for an Education Grant or a Gold Community Fund grant. We are keen to support residents and community groups in all of our areas and we encourage our Gold Service members to consider applying for grants. We recently awarded an Education Grant to a Gold Service member who wanted to attend a sign language course. Another member of the scheme used their Education Grant to study a SAGE accounting course. You could be the next person to receive a Grant! Contact our office on 0141 638 0999 for further information or an application form.

# Competition!

## Gold Service Competition

Would you like to win £50 worth of shopping vouchers? You would? Great! ... just answer the following question:

Please write your answer on the entry form below and either post it back to us or hand it in to our office at 3 Kilmuir Drive, Arden, by 4pm on Friday 16 November 2018. Good Luck!

**Q. What Saint's day falls on 30 November**

- (a) St Andrew
- (b) St Mirren
- (c) St Enoch

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Answer: \_\_\_\_\_ Telephone: \_\_\_\_\_

Please return your completed form to:

**Glen Oaks Housing Association Limited, FREEPOST SC04401, Glasgow, G46 8BW**

(please note **NO STAMP** is required)

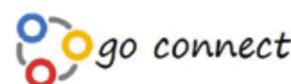
or hand it in to our office at 3 Kilmuir Drive, Arden by 4pm **Friday 16 November 2018.**

*If you are not currently a Gold Service member and would like to be able to enter our Gold Service Competitions, please contact our office on 0141 638 0999 and ask for an application form. As long as you meet the membership criteria you will receive the many benefits of being a Gold Service member, including a faster repair service and the chance to win one of our fabulous competition prizes! For more information about Gold Service go to our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk)*

**GOLD SERVICE**

Are you a member of our Gold Service - or are you missing out?

**GOLD SERVICE**



Aspiring Communities Fund



EUROPE & SCOTLAND European Social Fund Investing in a Smart, Sustainable and Inclusive Future

"Our goConnect project was introduced to support and encourage our residents to become more involved in their local community. Several classes and clubs have been set up and residents are invited to come along to meet new people, feel less isolated and improve their confidence, self-esteem and mental well-being."

## Drop-in Advice Surgery

**WORRIED ABOUT YOUR ALCOHOL INTAKE?**  
DWA will be providing an Advice Surgery in Glen Oaks HA

This is an opportunity for anyone to access confidential, non-judgmental advice & information around alcohol & healthy ageing on a drop in 1:1 basis

**When?** Thursday 1st November, Thursday 6th December (and every 1st Thursday of the month thereafter)

**Time?** 11am - 1pm

Helping people in Glasgow make healthier choices about alcohol as they age. If you live in Glasgow and are over 50 we can offer:

- free, confidential support and advice for you, your family or anyone concerned about how alcohol is affecting them
- advice and support in your community, including visits in your home
- free local activities and social opportunities to meet new people, or develop skills



- free training on starting the conversation, recognising and responding and alcohol's impact as we age
  - free alcohol awareness sessions for local organisations and employers
- Call us today on 0800 304 7690 or telephone Erin for an appt on 01416202732**



(All Go Connect activities take place in the Glen Oaks office in Arden unless otherwise stated)

**Knit & Natter**  
1st & 3rd Friday of every month, 1.00pm - 3.00pm  
Knitting, crochet, making blankets & rugs.

**Crafts Club**  
2nd & 4th Friday of every month, 1.00pm - 3.00pm  
Making cards, glitter glasses, decoupage, decorating jars

**Men's Club**  
Come along, have a cuppa and a chat, watch a video, play card & board games, make air fix models.  
Every Monday 2 - 3.30pm

**ESOL Classes**  
Learn English -Beginners Class  
Where: Glen Oaks Housing Office  
Every Thursday 10-12 am

**Beauty and make up**  
8 Week course run by Glasgow Clyde College in January. Spaces limited, call us to book your place ASAP!

**Tea & Blether**  
1st Monday of the month, 10.30am - 12 noon



**Christmas Fayre**  
Buy reasonably priced, handmade gifts from Glen Oaks tenants, and local organisations and voluntary groups  
Thursday 6th December, 5.00pm - 7.00pm

## Calling all Karaoke Hero's and Tone-Deaf Zero's!

Go Connect Starts New Music Project: goSingalong

Go Connect have secured funding from SALP to work in partnership with SWAMP to bring music to our tenants. The Go Connect Sing-Along group will be starting in November and is open to all ages & all levels of signing talent, it doesn't matter if you sound like Mariah Carrey or a stepped-on cat, we want to hear you! This isn't the X-Factor or a performing choir, it's an opportunity to get together, enjoy some music and most importantly have fun. It has been proven that singing and singing as part of a group has many benefits such as stress



relief, improved mental well-being and can even strengthen your immune system. We will also be offering tenants the opportunity to learn a musical instrument, so come along and find out if you have any hidden musical talents or come along just for the fun: laughter essential!! The group will begin in November, if interested contact Brenda or Erin on 0141 638 0999 and select Option 3 now!

**TXT Glen Oaks on 07860 027496**

# Are you stressed just thinking about Christmas?



## Manage your money sensibly

- If you must borrow, there are some lenders to avoid. Consider High Street banks or Credit Unions who have much lower interest rates. Pick up the Starting Out Project's Money Diary for comparisons on interest rates charged by different lenders.
- Are you stressed by mounting bills that you can't afford to pay? Get professional advice from our Financial Inclusion Advisor Joan, from our Starting Out Project. She will help you to prioritise your debts, freeze your debt and speak to your creditors on your behalf.
- Use the income and expenditure sheets in the Starting Out Project Money Diary to budget what you can afford. You can show your results to our Financial Inclusion Advisor, who will give you professional advice on how to budget effectively & save on your current expenses.
- The best deals and bargains are often found on the internet. Call in to see Ryan, our Digital Inclusion Assistant, who can help you search for the best online deals. Whether you're looking for that special gift, or the perfect Christmas dinner, Ryan can do price comparisons for high street shops and supermarkets, to help you create the best Christmas for your budget. You can book an appointment or come in during drop in times in our IT suite to find your next bargain. Telephone Ryan on 01416202751 now for advice and assistance.

## Our go Connect and Starting Out Sustainability Projects can help

### Only spend what you can afford.

Last year six in ten UK households struggled with debts and credit card bills as a result of Christmas spending. Here are some ways in which we are helping our tenants make the most of their money:

- goConnect's Christmas Fayre & clubs: goConnect are hosting a Christmas Fayre on Thursday 29th November, where you can buy reasonably priced, handmade gifts from Glen Oaks tenants, and local organisations and voluntary groups. [see advert on page 13].
- All tenants are welcome to come along to our weekly Crafts and Knitting Clubs: where you can learn how to make your own Christmas stockings, pom poms and glitter glasses. The best present is a homemade one: something personal and made with 100% love. [see advert on page 13].

## Share in the Christmas Cheer

- Remember, Christmas is not just for the kids: make time for yourself to relax and enjoy the day. Make a plan of action and give everyone in the household a Christmas dinner responsibility, for example setting the table, doing the dishes or preparing the food. The more the responsibility is shared, the less stressed you will be.
- Try to avoid family arguments. Christmas can be a time when tensions run high: don't try to compete with yourself to make this year's Christmas better than last year's, Christmas Day is what you make it, and it should be a time to relax with your family and friends. If you are looking for ways to cope with stress, try some useful on-line apps such as Headspace, or goConnect's Stress Buster Course [see details on page 15].
- It can be easy to drink excessively at Christmas: our alcohol consumption can increase by 41% over the Christmas period. If you would prefer to have an alcohol-free day, don't be afraid to do so. If you would like to learn more about how alcohol consumption affects you, call in to one of goConnect's Drop-in Sessions with Drink Wise Age Well [see advert on page 13].
- If you are struggling with mental health or need help in any aspects of managing your home or life, telephone Erin our goConnect Sustainability Officer on 01416202732 who can help you and refer you to a number of support organisations.

# Andrzejki – St Andrew's Event



Come along and meet your neighbours, share traditions and celebrate our cultures.

Thursday 29th November  
6 – 8.30pm

In Arden Community Hall  
(opposite Glen Oaks Housing in Kilmuir Drive)

St Andrew's Day or Andrzejki is a holiday celebrated by Scottish and Polish people alike. Come celebrate with the go Connect team, as we bring different cultures together for one special night.

- Learn traditional Scottish Ceilidh dancing

- Watch Irish Dancers perform
- Play fortune telling game for clues on who'll you'll marry (Polish Tradition)
- Bring your own traditional snacks & refreshments to share with neighbours on the night

**THIS IS A TICKET ONLY EVENT FOR GLEN OAKS TENANTS ONLY. £1 for Adults. Kids go free.**

We expect it to be busy so please telephone Erin or Brenda on 01416380999 extension 3 as soon as possible for your ticket.

If you have a traditional dance, any other games, songs, that you could share with your Scottish neighbours, we would be delighted if you could participate. Please contact us on above number.

## Seasonal Stress Buster Wellbeing Event



In: Glen Oaks Office

On: Thursday 8th November 11-12am

This is a one-hour Stress Buster session being run by Lifelink, teaching knowledge and skills on how best to manage and avoid stress at this high-pressured time of year. Our expert trainer will guide you through a series of tips and practical exercises to take home and use.

If you're feeling stressed or under pressure or would simply like to take some time out, come along and take one hour to relax. This is not a course, but an opportunity to relax and remove yourself from the chaos, guided by one of our trainers. Telephone 01416380999 Option 3, to book your place now!

Are you eligible for the Warm Home Discount?



Tuesday 30th  
October At 11.00am

Are you on a low income or in receipt of a disability benefit? Do you have health issues? If so, you may be entitled to a Warm Home Discount of £120 for help towards your energy bills this winter.

Come along to our energy event to see if you could benefit from the WHD and get energy tips to save you money on your energy bills this Winter

See our Starting Out Project Team – Joan our Fuel Advisor who can assist you to check your eligibility for the Warm Home Discount

and save you money on your energy costs and Ryan our Digital Inclusion Assistant can do price comparisons with energy companies to ensure you're getting the best deals. Please ensure that you bring along your latest energy bills, proof of your low income or a benefit award letter and our advisers will be happy to help.

Please note that all energy providers open their Warm Home Discount at different times, so don't delay in getting along to Glen Oaks – we wouldn't want you to miss out!

## Community Big Breakfasts

Our Community Big Breakfasts started in April when we launched our new go connect Project in Arden Tenants Hall. This was a great success so it was followed by a breakfast in Darnley in August and our next one will be in Pollok in October. This is a great opportunity for us to socially interact with our tenants and hear your views on what you would like us to do in the Community. Suggestions to date were Mens Clubs, more social events and a Singing Group.

We are alternating our Breakfast events in our areas of operation – Darnley, Pollok and Arden but everyone is welcome to attend any of the Big Breakfasts and transport can be arranged on request. We are keen to start clubs and classes in the 3 local community centres but need to know you would be

interested in attending.

Our next Community Big Breakfast will take place on Friday 26th October in Pollok Community Centre, 134 Langton Rd, Glasgow G53 5DP

From 10am – 11.30

Please join us for your free Breakfast roll and a cuppa and tell us what you would be interested in - classes, clubs etc. and gave us some great suggestions about what you would like to see happening in your area.



# CHRISTMAS FAYRE

Arden Community Hall, 7 Kilmuir Drive  
(Opposite Glen Oaks office)

THURSDAY 6TH DECEMBER • 5.00 - 7.00 PM

Stalls by:  
Glen Oaks Housing Association, Go Connect, Aberlour Youth Club, The WIN Project, Jimmy Dunnachie Family Learning Centre, Butterfly Nursery, St. Vincent's Primary, Early Learning Scotland, Arden Community Hall.

Aspiring  
Communities  
Fund

Glen Oaks  
HOUSING ASSOCIATION



Register online @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) to view information about repairs you have reported

Coming soon – our brand new tenant handbook!

# Tree & Woodlands Policy Introduction - We want your feedback!

Glen Oaks is responsible for several landscaped areas which contain many mature trees. We are keen to protect these trees so that all tenants and residents in Glen Oaks homes can continue to benefit from the positive social and environmental impact that trees have on a residential environment. We are also however aware that trees often cause problems for residents and can, if not managed properly, cause safety concerns especially in high winds.

The introduction of a Tree and Woodland Policy will set out Glen Oaks

approach to the management of trees in the area and will provide information regarding tree issues. This includes aspects such as -

- What Glen Oaks will do in relation to inspection and survey of the trees
- When Glen Oaks will or will not prune / remove trees.
- What Glen Oaks will or will not do to maintain trees.
- What are your responsibilities as a tenant in relation to trees within your garden.
- Information on how we will make decisions in relation to complaints regarding trees.

We have prepared a draft policy and we would be very interested to hear your comments on the policy and / or how we can improve our service. If you would like a copy of the full policy so that you can give us your feedback please contact Lynne-Anne Ferguson on 0141 620 2737, text us on 07860 027 496, or email [lynne-Anne.Ferguson@glenoaks.org.uk](mailto:lynne-Anne.Ferguson@glenoaks.org.uk) or pop into reception and pick one up.

Any feedback we receive will be taken on board in the review and details of changes to the policy will be reported in the Spring Newsletter 2019.

## Allocations Policy Review

**The Housing (Scotland) Act 2014 makes significant changes to the allocations process which means that we need to review and amend our Allocations policy.**

We need to look at changes to the following:

### **Reasonable Preference**

The Act changes the categories of applicants who are to be given reasonable

preference for housing in the allocations process.

### **Suspension**

The Act also introduces statutory grounds that social landlords will be able to use to suspend applicants from receiving offers of housing.

### **Home Ownership**

The Act allows Social Landlords to take account of home ownership in the Allocations Policy

The changes will come into force from 1 May 2019 and we are looking for tenants who would be interested in getting involved with the review of this policy. If you are interested in getting involved, we would ask you to attend a few focus group meetings, starting from October 2018 through to March 2019. Please contact Jean Murray or Joyce Slicer at this office if you would like to take part.

## Contact Us

**Telephone:** 0141 638 0999  
**Email:** [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)  
**Web:** [www.glenoaks.org.uk](http://www.glenoaks.org.uk)  
**SMS:** 07860 027 496  
**Facebook & Twitter:** @GlenOaksHousing

**Glen Oaks Housing Association Limited,  
3 Kilmuir Drive, Arden,  
Glasgow, G46 8BW**

### **Our office opening hours are:**

Monday, Tuesday & Thursday: 9am - 5pm  
Wednesday: 9am - 1pm  
Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24

This document, and any others produced by Glen Oaks Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 638 0999 or call in to our office.

