

# home

SPRING 2018

**Glen Oaks**  
HOUSING ASSOCIATION



[www.glenoaks.org.uk](http://www.glenoaks.org.uk)

**Glen Oaks' Fun Day!**

This year's Fun Day will be held on Saturday 2 June 2018, from 12 noon - 3pm. Come along and join in the fun!

# A new venture!



We are really excited to tell you that as a result of being successful in obtaining funding from the Scottish Government's Aspiring Communities Fund, we will have the opportunity to work with you to build Community Capacity in each of our areas.

Find out more about our new project on pages 8 and 9.

The funding has allowed us to employ 2 members of staff - Brenda Whitelaw and Erin Woods (who you may already know), who will work to establish community involvement and participation and encourage community spirit.

## We recently introduced our new Handyperson Service!

The service is available to Glen Oaks tenants where all members of the household are aged 65 or over, or have a disability.

Find out more on page 11.



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go connect

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# WELCOME TO OUR SPRING NEWSLETTER!

**It's been a challenging but exciting time for the Association since the start of the year and I'd like to begin my report by thanking our staff team for all of their work during our recent re-assessment for Customer Service Excellence (CSE). I'm delighted to let you know that we passed the assessment and continue to meet the standard required by CSE. This demonstrates our ongoing commitment to improving the service we give to you, our customers.**

We introduced our new Handyperson Service in April this year. The service is **free** and is available to tenants where all members of the household are aged 65 or over, or to tenants who have a disability. The handyperson can provide practical help to tenants by carrying out small tasks around the home. For full details of the service please turn to page 11.

After careful consideration, our Board recently agreed that this year's rent increase would be 4.3%. We used a number of different methods to consult with you during the rent and service charge review process which began at our Residents Conference last November. **Thank you to everyone who responded to the consultation** - your comments and concerns about issues like the effects of Welfare Reform led to our Board reducing

the increase from the original proposal of 4.9%. Unfortunately, although we know that any rent increase at this time would not be popular, the Association must continue to invest in our properties and provide the services that our residents need. Please turn to pages 4 & 5 for full details on the consultation process and the feedback we received from you.

I'm pleased to report on the continuing success of our Starting Out Project. This project, funded by Glen Oaks and the People and Communities Fund, gives our residents the opportunity to access advice from Money Matters and our Digital Inclusion Assistant. Our commitment to helping residents to improve their IT skills has led to the Association being shortlisted for an award at the UK Housing Awards 2018 - I'll let you know the results in our next newsletter, so watch this space!

On the front cover (and also pages 8 & 9) of this newsletter, we have featured our exciting new project - **go connect** - which has been funded by The Scottish Government's Aspiring Communities Fund. The project will encourage and support community involvement and participation.

Glen Oaks continues to work in partnership with WorkingRite to offer training and support for local young people, helping them to find jobs, apprenticeships and college places. For an update on the WorkingRite project, please turn to page 14



We had another very lively Over 60's Party in January (please see page 15 for photos). It's always great to see everyone at our community events - the next date for your diary is **Saturday 2 June** for the **Fun Day**, from **12 noon - 3pm**. The Fun Day is always very popular and I look forward to seeing you there.

I hope you enjoy reading our newsletter!

**Alasdair McKee, Chief Executive**

## Customer Service Excellence

The Customer Service Excellence Standard was developed to offer organisations like us a practical method of introducing and supporting customer-focussed change. We want our customers to have the best possible experience when they contact us. We continue to use what we have learned from the process to introduce improvements to the services we provide, how we provide them, and what we could do better.

We were delighted to be awarded Customer Service Excellence accreditation last year and we were recently re-assessed to check that we still meet the standard. We're very pleased to let you know that we have not only maintained the high level of customer service expected by CSE, but we have also made further improvements to our service since our initial assessment. Our Customer Service Excellence accreditation is a fantastic achievement for everyone at Glen Oaks and confirms the commitment of our staff team to providing excellent customer service.



## Data Protection

**New legislation on data protection will come into effect on 25 May 2018. The General Data Protection Regulation (GDPR) replaces the Data Protection Act 1998.**

One of the key requirements of the new legislation is that we must notify individuals about their personal data that we process. Tenants, applicants, factored owners, Board members and other service users will shortly be issued with a Fair Processing Notice which will contain information on:

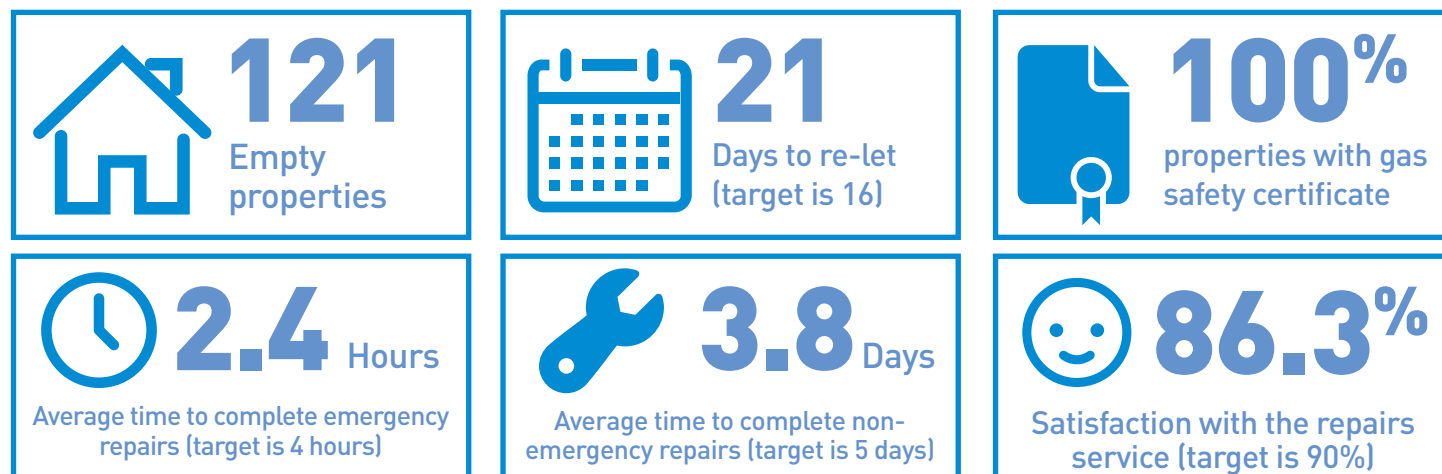
- Data processing purpose
- Recipients of the data
- How long the data will be held
- Whether the data will be processed as part of an automated decision making process
- Data subject rights

For more information on GDPR you can visit the Information Commissioners Office website at [www.ico.org.uk](http://www.ico.org.uk)

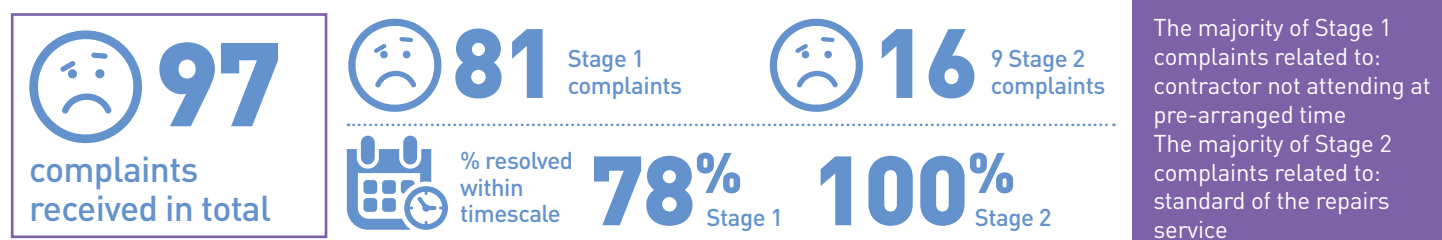
**Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1!**

# Performance Report & Complaints Performance

Our performance from April to December 2017



## Complaints Performance



## COMPLIMENTS

Ms A recently moved to Arden and said that she loves living in the area, adding that her child is out playing constantly and she doesn't have to worry about her safety. She joined one of the clubs run by our Starting Out project and has also attended a Nails Course in our office. Ms A is very happy with our repairs service and said that Glen Oaks carries out repairs much quicker than her previous landlord.

Ms B was recently struggling with a mental health illness which was getting worse due to money worries. She was feeling very isolated and lonely and was struggling to cope with household chores. Our Starting Out Project gave Ms B money and benefit advice and helped her to get her debt under control. She has also joined our clubs and is now volunteering. Ms B wanted to thank our staff for all the help they gave her and said that if it wasn't for our help she dreads to think what her life would be like.

Ms C recently split up with her partner and needed accommodation immediately so she applied to us for housing. As well as adding her to our waiting list, we also gave Ms C advice about other landlords and information about the support and help available in her current area. Ms C said she had been to several housing offices and felt that the advice and assistance given by our staff was the best she had received. She said that it was the first time she had felt like smiling in months as she now felt more positive about life.

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



# Rent Review Cons

The Association consulted all of our tenants and sharing owners about our proposals for this year's rent and service charge review.

## How did we consult with you?

- We started our consultation process at our Residents Conference in November with a presentation informing everyone who came along about the options available and what this would mean for levels of investment in homes, and the level of services offered. We agreed to consult on a 4.9% increase.
- We used email to contact 420 tenants.
- We also undertook a full postal survey of our residents (1340) which included a pre-paid return envelope in order to get as many responses as possible.
- An article was published in our Winter Newsletter.
- information was also made available on our Website and Facebook page.
- We used Survey Monkey to ask those tenants who had previously given us their email address what they thought about the proposed rent increase. We were particularly pleased with the number of residents who took part in the survey - if you would like to be consulted via email please let us know your email address for future consultations.

**Thank you to everyone who took part in the review and gave us their comments - we really appreciate your feedback.**

## What did you say?

Overall, we had **182 (13.6%) responses** which was an improvement on last year's response rate of 4.65%. Of those 182 responses:

**67 (37%)**

supported a 4.9% increase.



**115 (63%)**

were not in favour of this proposal.



With regard to the rent being good value for money:

**57%**



of our residents thought that the rent was very good or fairly good value.

**28%**



said that they thought it was fairly poor or poor value for money.

**15%**

thought that it was neither good nor poor, or they didn't have an opinion.

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

# Consultation 2018/19

**Whilst the majority of tenants were not in favour of a 4.9% increase, you do not want us to remove or reduce certain services. It is also essential that we continue with our programme of planned improvements.**

We have noted below some of the feedback you gave us and details of what we are doing to address the points raised.

What you said:	What we are doing:
Many windows in Arden are in poor condition and should be renewed.	We will be spending £3 million over the coming year on window replacements in Arden.
Some of the tenement properties in Arden need a lot of work carried out to make them more comfortable, e.g. internal doors, controlled entry systems, painting of close walls.	<p>We have plans to carry out major improvement works in Arden over the coming 5 years, spending:</p> <ul style="list-style-type: none"> <li>• £1.6 million on further kitchen and bathroom replacements.</li> <li>• £3.5 million on new windows, close doors, door entry systems and close flooring.</li> <li>• £2.0 million on regular maintenance of gas and electrical installations, Common Water Tank Inspections and Common Paintwork.</li> </ul>
The landscape and garden maintenance service could be improved.	A new contractor has been appointed for garden maintenance - the contract specification is higher than it was previously.
Concern about any reduction in the provision of welfare rights service.	Although some of the funding for our Starting Out project has ended, we will continue to fund the same level of welfare rights service.
Additional services such as help with IT and preparing for work are really important. It is also good to have a lot of support available.	As previously mentioned, we are no longer getting the full funding for these services. However, we will continue to employ a Digital Inclusion member of staff. We will also be able to provide support to help our tenants remain in their homes.

You can see more details about the planned improvements over the next couple of years on Page 13 of this newsletter.

**As a result of your feedback and the fact that most people did not want the rent increase to be as high as 4.9%, we agreed to reduce it to 4.3%. This will allow us to continue providing the additional services that you want. We will also be able to continue our work in improving the quality of your homes.**

**You can pay your rent at a Post office, at a PayPoint outlet, or online**



DWP has launched a new website to explain Universal Credit (UC): [www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)  
This was created in response to

requests from customers for more information about UC.

It's for anyone who wants to **make a claim, might make a claim in the future, or has already claimed.**

People should still go to GOV.UK to make a claim, but the new site offers more detail and caters for people who aren't yet ready to make a claim.

## Say hello to Danny!

We're delighted to welcome Danny Allan, our new Housing Services Assistant, who joined our Housing Services team at the start of April. Danny took over from Kirsty Wilson who was recently promoted to Housing Services Officer, following the retirement of David Crawford.



## Items in Common Stairwells

We have noticed an increase in the amount of items being left on common stairwells and landings. These items, including bicycles, prams, furniture and black bags, cause obstruction and there are serious implications for fire safety. As well as the obvious problems of being set on fire by arsonists, these items can also make it difficult for residents to leave safely should there be a fire in the building.

Please be aware of the health and safety risks - do not leave any items on the common stairwells and landings.



# Police and Communities Together Meeting

**PACT**  
Police & Communities Together



**POLICE SCOTLAND**  
Keeping people safe  
POILEAS ALBA

The Association hosts regular PACT meetings at our office at 3 Kilmuir Drive, Arden, G46 8BW. These meetings give residents the opportunity to speak to representatives from Police Scotland, Community Safety Glasgow, your local Councillors and Glen Oaks Housing Association.

Unfortunately, this edition of the newsletter was not issued in time to notify you of the April meeting, although we did send out a text message publicising the meeting to residents who have given us their mobile numbers.

The next PACT meeting will take place in late May/early June - please keep an eye out for our text confirming the exact date. If you haven't given us your mobile number, please call us on 0141 638 0999, give us your contact details, and we'll call you back to let you know when the meeting will take place.

We hope to see you there!



**Come along to the Fun Day on Saturday 2 June 2018, from 12 noon until 3pm**





# Gold Service

## Welcome to the Gold Service page of our newsletter!

Remember you can apply to be a Gold Service Member even if you are an owner or sharing owner. Membership allows you to enter our Gold Service Competitions, which feature in every newsletter and would give you a chance to win some amazing prizes! Recent prizes have included an iPad, overnight stay at

Seamill Hydro and a voucher for the Kings Theatre! You are also eligible to apply for an Education Grant or to the Gold Community Fund. More information is available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or call us on 0141 638 0999 and a member of staff will be happy to help you.

### Gold Community Fund / Education Grants

The Association is keen to support residents and community groups in all of our areas and would therefore encourage our Gold Service members in Arden, Darnley and Pollok to consider applying for funds. For further information please contact us on 0141 638 0999.

# Competition!

## Gold Service Competition

If you are a Gold Service member you could be in with a chance of winning a £50.00 gift card. Just answer the following question correctly:

Write your answer on the entry form and send the form back to us, or hand it in to our office at 3 Kilmuir Drive, Arden, by 5pm on **Monday 30 April 2018**. Good Luck!



**Q. The official mascot of the XXI Commonwealth Games is called Borobi. Borobi is a:**

- (a) Kangaroo
- (b) Koala
- (c) Wombat

**Answer:**

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

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

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 **5pm on Monday 30 April 2018**.

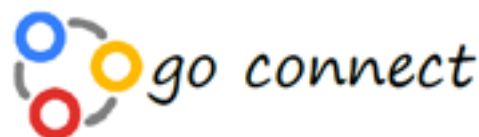
If you are not currently a Gold Service member and would like to be able to enter our Gold Service Competitions, please contact our office on 0141 638 0999 and ask for an application form. As long as you meet the membership criteria you will receive the many benefits of being a Gold Service member, including 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**

# A new venture!



## Our new 'go connect' project was developed from our Starting Out project.

Through our existing work in the Starting Out Project, we know that many tenants:

- need assistance with budgeting & money worries.
- have mental health issues and addictions but don't know where to go to get help
- are 'fed up' and need something to do - to socialise, get a new focus in their lives.

we will:

- identify and work with local projects, organisations and activities in our areas to build capacity to benefit our tenants and also find out what else you would like to see happening in your area.
- set up partnership opportunities to address these needs; this will involve setting up clubs and classes locally so that there are plenty of activities for our tenants to get involved in - to address boredom, anxiety and loneliness and ultimately to improve well-being.
- support tenants who need extra help by sign-posting or referring them to specialist organisations who can help them.
- visit new and vulnerable tenants to offer them practical support - helping to make their house a home.

The next page has details of all the clubs

and classes that are currently being run at our office. Please come along - you will be made very welcome! If you don't see anything that interests you, please tell us what you would like to do and we will do our best to make this happen.

Although our clubs are based in our office in Arden, we are looking at the possibilities and costs of using community halls in our other areas including Darnley and Pollok. In the meantime, we extend a huge welcome to all of our tenants and encourage you to attend our existing classes - we can arrange transport if there is enough interest. Please let Erin or Brenda know what activities you would be interested in and we can possibly source a course or class, depending on demand.

For this project to be a success we need YOU! There's no point in us organising classes or clubs that you don't attend.

We know that in some instances it can be daunting to join a new activity - if you are worried about this, drop in for a coffee for 10 minutes and see if the activity is for you. We can arrange for a 'buddy' to sit with you if you wish - you won't be left on your own.

Please telephone **Brenda or Erin on 0141 620 2732** if you would like to have a chat about this new project. We are also keen to build up a register of local volunteers who may be interested in helping others to develop new skills. Let us know if you would like to come along to any of the clubs and classes or make suggestions about what you would be interested in doing.



Brenda Whitelaw (Community Initiatives Manager), Ryan Wallace (Digital Inclusion Assistant) and Erin Woods (Sustainability Support Officer)

**JOIN US FOR THE LAUNCH OF OUR NEW PROJECT**  
- and tell us your thoughts, suggestions, etc.

**COMMUNITY BIG BREAKFAST**  
(Drop-in Café - free breakfast roll)  
on Monday 30 April 2018 from  
10.30am - 12 noon  
Arden Tenants Hall, Kilmuir Drive

## Starting Out Project

Our Starting Out Project continues to offer support from:

- Our Money Matters Advisor, Joan Brown, on welfare benefits, energy advice, budgeting and debt advice; and
- Ryan Wallace, our new Digital Inclusion Assistant, who joined Glen Oaks in March this year. Ryan will be available to provide one-to-one support to Glen Oaks tenants looking to learn new IT skills. We understand that a lot of everyday tasks are online these days, even though some of us don't have the skills needed to do this. So, whether it's helping you set up an online bank account, search for jobs, update your CV, do some online shopping or set up your own social media accounts, Ryan can help! He can also show you how to get better connected with tablets or smartphones. You don't need to have any previous experience of going online. The digital sessions are in an informal setting - it's not a course and you decide what you want to learn. So, if you need any help to get started - or if you just want to improve on your existing skills - contact Ryan on 0141 620 2751 to make an appointment.



## UK Housing Awards 2018

We're delighted to report that our Starting Out Project has been shortlisted for an award in the 'Outstanding approach to promoting digital inclusion' category of the UK Housing Awards 2018.

The winners will be announced on 2 May 2018 - we'll let you know how we got on in our next newsletter.



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





# go connect activities

All of our clubs are held at our office at 3 Kilmuir Drive, Arden and are free to join - they are a great opportunity to get out of the house and meet new friends while having a cuppa!

So why not have a wee look and see if any of these are right for you (there's no limit to how many clubs you can join and it would be great to see you!)



## Knit & Natter

1st and 3rd Friday of every month, 1pm - 3pm

Please note: the club will not be meeting on Friday 4 May



## Parents Club

Thursdays (26 April, 3 May, 10 May, 17 May), 9.30am - 11.30am

Parenting Support Practitioner proving support with:

- Dealing with disobedience
- Hassle-free shopping
- Managing fighting and aggression
- Bedtime routines


## Crafts & Sewing Club

2nd and 4th Friday of every month, 1pm - 3pm



## Tea & Blether

1st Monday of the month (starting 4 June), 10.30am - 12 noon

## Photography Class

(cameras supplied)

Tuesdays, 10am - 12 noon (starting 1 May)

## Men's Club

We're keen to set up a men's club but we need to hear from you to find out what you'd like to be involved in. We have some ideas already - like a poker group, a film club, a man shed, a darts league and more - but we need feedback from you, our tenants. To get the group started and involve as many of you as possible, we will be holding an information day on Tuesday 24 April from 2pm - 3.30pm.



If you are interested in getting involved in any of our clubs, or if you have any suggestions for new clubs, or even if you just want to find out more about what we do, please contact Ryan on **0141 620 2751** or email **ryan.wallace@glenoaks.org.uk**

# Service Improvement Group



**Towards the end of last year the Service Improvement Group (SIG) completed their review on estate management.**

Here is a summary of the work they did on estate management:

We thought it would be worth looking at how the Association manages its estates as we all want to live in a safe and well-maintained environment. We started off by looking at the Estate Management Policy and relevant aspects of the Scottish Social Housing Charter. We then looked at other documents including the Tenants Handbook, estate action plans and website.

We carried out four estate walkabout inspections with staff and were given copies of standard letters that can be sent to tenants following regular estate inspections. We read through the close cleaning and landscape maintenance contracts that were in place to get an understanding of the standards expected from contractors.

The final aspect of our review was issuing a survey to staff, Board members and some tenants. This allowed us to gather a range of views on the Association's management of the neighbourhoods.

When our review was completed we put



forward many recommendations to the Association. Here are just a few of them:

- Review and update the Estate Management Policy in line with the scrutiny report
- Consider changing the name of the policy to "Managing our Neighbourhoods and Environment"
- Review information about estate management that is currently in the Tenants Handbook and on the website to make it more user friendly
- Review the specifications of the landscaping and close cleaning contracts when next tendered
- Work with Glasgow City Council, tenants and SIG members to ensure improvements to back courts and bin areas in Arden

- Increase staff visibility (particularly those carrying out inspections) in our neighbourhoods by introducing new staff jackets in a brighter colour
- Work with local people to improve the community garden areas



The staff and Board would like to thank the members of the SIG for their commitment and hard work on this project. Most of their recommendations will be taken forward and will help improve the appearance of the area for everyone.

## GOOD NEIGHBOUR AWARDS

You can nominate your neighbour for a Good Neighbour Award at any time throughout the year. Just fill in the form below and return it to our office. The winners will be announced at our annual Residents Event in the autumn.

Your name: .....	Why are you nominating your neighbour for an award?
Your address: .....	.....
.....	.....
Neighbour's name: .....	.....
Neighbour's address: .....	.....
.....	.....

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

# FREE Handyperson Service!

During last year's Rent Review Consultation, some of our tenants suggested that it would be a good idea to introduce a handyperson service for our elderly or disabled tenants.

We have been looking into this and, while we don't have the resources to employ our own in-house handyperson, we have been offered the opportunity to use the Handyperson Service provided by Glasgow Care and Repair which is managed by Southside Housing Association. We're sure this service will be a real benefit to our tenants.

**The Handyperson Service is available to Glen Oaks tenants where all members of the household are aged 65 or over, or have a disability.**

**The Handyperson can provide practical assistance by carrying out small repairs and tasks around the home. The Handyperson can complete up to 3 tasks per visit and their labour is FREE OF CHARGE - tenants will only be charged for any materials used.**

**Some of the things the Handyperson can help with include:**

- Hanging curtains
- Changing lightbulbs / toilet seats

- Installing wireless door bells / smoke detectors
- Fitting shelves, banisters, towel rails or grab/hand rails
- Fitting thresholds and securing loose flooring to prevent trips and falls.
- Supplying and installing key safes to allow easy access for family members and carers.
- Preparing the home for works such as central heating or medical equipment being delivered

**The Handyperson is not able to help with the following:**

- Gas, plumbing or electrical work
- Cleaning / gardening
- Painting and decorating

**The following safeguards have been put in place to give you peace of mind:**

- All staff and volunteers have been carefully selected and have undergone Disclosure Scotland checks
- All staff and volunteers have photographic ID cards
- You will be advised when to expect a visit to your home
- A password system will be used by the Handyperson

**To book an appointment with the Handyperson Service please call:**

**0141 433 2749**

**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



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



# Technical Update

## 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 pop 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. The signature that you provide 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.

## 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 Gas Sure (for gas and heating) or City Building (for all other repairs).**

This ensures 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, 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.

## 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)

# 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 completed at least once every 12 months, by law. It is vital that we gain access to your property to carry out this check. You will be contacted by our contractor, GasSure, with an appointment in the first instance and thereafter by Glen Oaks.

If you have not provided access to your property by the time the 12 month period is up we will force access to disconnect the gas supply. If we need to do this you will be invoiced for the cost so 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 to a suitable time.

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

# City Building: Apprenticeship Programme



**Glen Oaks' maintenance contractor, City Building, is advertising for its apprenticeships intake in September. The trades advertised at this stage are Joiners, Painters, Plumbers, Electricians and Admin.**

The vacancy reference is **GGA-2018-**

**8645** and the closing date is **29 April 2018**. Candidates must apply through the Glasgow Guarantee website **www.glasgowguarantee.org** and must meet the following criteria:

- All candidates must be aged 16-19
- All candidates must reside in Glasgow or have attended a Glasgow School
- School leavers must be eligible to leave school in Summer 2018
- College candidates must be eligible to leave college in Summer 2018
- Non-school leavers must be currently unemployed or working less than 16 hours per week



## Window Replacement Contract

The Association has recently appointed CCG Limited to carry out a programme of window replacements in tenement flats in Arden. Survey work has already started and work is expected to start on-site in early summer - many of you will have had surveys completed already. Work will be phased as follows:

### Phase 1:

- 42 - 54 Kilmuir Road
- 89 - 97, 90 - 92 Kyleakin Road
- 2, 35 - 47 Kilmuir Crescent
- 19 - 21 Kilvaxter Drive
- 72 - 74 Kyleakin Road

### Phase 2:

- 4 - 6 Kilvaxter Drive
- 15 - 17, 26 - 30 Kilmuir Road

### Phase 3:

- 25 - 45, 34 - 52 Kyleakin Road
- Kilmaluag Terrace
- 1 - 11, 4 - 12 Kilmuir Road
- 1 - 3 Kilvaxter Drive

Work will last approximately 14 months from the site start. Work will also include the upgrading of Close Doors and Door Entry Systems at some properties in the later phases. Your co-operation in allowing the surveys and work to take place will be appreciated. Scaffold will be erected to complete the window replacement works - if we have been unable to survey your property we will be unable to do the work at your property and you will miss out. **If you live in the first phase and you have not had your survey completed, please contact Lynne-Anne Ferguson on 0141 620 2737 to arrange this as a matter of urgency.**

## New Contractors Appointed

Following recent procurement exercises, the Association has appointed the following contractors to carry out maintenance work:

1. Landscape Maintenance: **John O'Conner Ltd.**
2. Stair Cleaning: **CAS Cleaning Services Ltd.**
3. Common Water Storage Tank Maintenance: **Biochemica Ltd.**

The specification for the Landscape Maintenance Contract has been expanded somewhat, taking account of some shortcomings in the previous contract and some recommendations made by the Service Improvement Group (SIG). This has already led to an improvement in the appearance of the estate with a lot less litter apparent. Your contribution in taking litter home or using bins provided will clearly allow this improvement to be maintained.

## Backcourts

It has been pointed out that some residents are not using the wheelie bins provided in the backcourts and are instead throwing bin bags directly into bin-stores. Please be aware that Glasgow City Council's Cleansing Department will **not** remove rubbish disposed of in this way and will only move rubbish stored in bins. Please therefore desist from this practice and help ensure that a pleasant environment is maintained by using the bins.

**TXT Glen Oaks on 07860 027496**

**workingrite**  
the youth employment charity

# NEWS UPDATE

**WorkingRite has been working in partnership with Glen Oaks Housing Association for the past 5 years, supporting many young people to change their lives and give them a real, decent start in life - we are currently awaiting funding confirmation to enable us to continue this project.**

The WorkingRite programme is all about learning on-the-job, on a one-to-one basis. Our aim is to get young people on to the right path and into jobs, apprenticeships and college places, securing them a better future and making them feel part (and proud) of their community.

To date 130 young people have been involved and benefitted from the programme.

If funding is successful, WorkingRite will follow up with recruitment for new young people aged between 16 and 18 years, holding regular information events throughout the year. (Details are usually sent via text to households in the community and via posters.)

Please checkout WorkingRite's website/Facebook/Twitter to hear the latest news.

## AMAZING RESULTS - for 2 local young people

**Huge CONGRATULATIONS to Steven & Reece from WorkingRite/Glen Oaks**



To Steven who got 'man of the match' every week in his placement, really impressing his employer (Thomas McMaster & Sons) so much so he was offered an Apprenticeship in Roofing in January 2018.



To Reece who worked really hard in his 3 month placement at Rocca showing he had real potential to learn this specialist trade and be offered a Job/Apprenticeship in January 2018 to train as a Stonemason.

**Are you interested? Please call into Glen Oaks' office and complete an Enquiry Form, call Anne Wright (Project Co-ordinator) on 07921 040611, or email [anne@workingrite.co.uk](mailto:anne@workingrite.co.uk)**



# Over 60's Party!

**Thank you for coming along!**

Our Over 60's Party, held on 24 January 2018, was a great success and everyone who came along had a great day. Thank you again to everyone who attended and we look forward to seeing you all again next year!



**Would you like to join any of our free clubs?  
Contact Ryan on 0141 620 2751 for details**

# Customer Service



We are always looking for ways to improve our service to you. We 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 we've reduced the number of options you hear when you call us.

**Please choose from the following:**

- Option 1:** To report a repair, arrange a gas safety check, enquire about factoring, or to join the Garden Care scheme
- Option 2:** To speak to your Housing Officer, Money Matters or the Housing Services team
- Option 3:** To speak to the Corporate Services team

## Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please contact our office or visit our website for an application form.

For an informal chat about Board membership, please call Alasdair McKee on 0141 638 0999 or email [alsadair.mckee@glenoaks.org.uk](mailto:alsadair.mckee@glenoaks.org.uk)

### SHAREHOLDING MEMBERS - A DATE FOR YOUR DIARY!

The Association's 27th Annual General Meeting will take place on **Wednesday 19 September 2018 at 7pm.**

All shareholding members will be invited to the AGM.

## Office Closures

Please note that our office will be closed on the following dates:

**May Bank Holidays:**

Monday 7, Friday 25  
and Monday 28 May 2018

**Glasgow Fair Weekend:**

Friday 13 and Monday 16 July 2018

## Polish Event

**Drodzy mieszkańcy Glen Oaks Housing Association, Planujemy zorganizować kursy języka angielskiego na Ardenie.**

Zapraszamy na różne zajęcia/ kluby, o których informacja podana jest na tablicach informacyjnych.

Jezeli chcieliby Państwo więcej informacji, proszę o kontakt z Panią Brenda.

Jej email to : [brenda.whitelaw@glenoaks.org.uk](mailto:brenda.whitelaw@glenoaks.org.uk) I numer telefonu: 0141 620 2747;

badz prosze napisac własne pomysły na inicjatywy na Ardenie I wrzucić do pudełka z sugestiami.

## 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.

