



Our 'Safety in the home' booklet is inside this newsletter. It's full of useful information - please read it carefully and keep it handy in case you need it.

Season's Greetings from the Board and Staff of Glen Oaks

Christmas & New Year Office Opening Hours:

Monday 16 December to Thursday 19 December: open as normal

Friday 20 December: 9am - 4pm

Monday 23 December: 9am - 5pm

Tuesday 24 December 2019 to Thursday 2 January 2020 - Closed

Re-open Friday 3 January 2020: 9am - 4pm

St. Andrew's Shindig!

Our sell-out St. Andrew's Day Ceilidh, organised by the goConnect project, was a fantastic event and everyone had a great time. Please turn to page 6 for more photos and comments from the folk who came along and joined in the fun!

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Alasdair's Introduction

We've had a very busy year at Glen Oaks and we've faced new challenges while still working hard to provide an excellent service to our tenants.

Earlier this year we provided the Scottish Housing Regulator with our first Annual Assurance Statement. This is an important part of the Regulatory Framework introduced by the Regulator in February. We carried out a thorough self-assessment of our services and our Board was able to confidently state that Glen Oaks is complying with all regulatory requirements and standards. We also reviewed and updated our website earlier this year, to make sure the information on the website meets the requirements of the Freedom of Information (Scotland) Act 2002.

Our Mission Statement is - 'Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community' ... so how have we been doing in relation to that?

Well, first of all, we are totally committed to providing good quality affordable housing. One of the highlights of our year has been starting work on building 49 high-quality new homes in Arden. We're working in partnership with AS Homes (Scotland) Limited on this new development which was made possible thanks to investment funding from the Scottish Government and Glasgow City Council as well as private finance.

We continue to provide excellent service

and we are always looking at how we can do better. This is demonstrated by our Customer Service Excellence accreditation which we retained following our recent re-assessment. Our Service Improvement Group (SIG) also do an excellent job of scrutinising why we do things and how we do them, and make suggestions about how we could do them better. The independent reviews carried out by the SIG have already led to improvements to our service. They are currently looking at how we communicate with our residents - we'll report on their findings in future newsletters.

Glen Oaks has always encouraged our residents to participate in our work, whether that's joining our Board or Service Improvement Group, taking part in surveys, giving us your views on the rent you pay us, or even just by attending things like our Residents Event or the Fun Days. Every 3 years, we carry out a Tenant Satisfaction Survey which gives us the chance to ask what you think about the services we provide. This year, 97% of tenants were satisfied with the opportunities to participate in our work, and 90% were satisfied with the overall service provided by Glen Oaks.

Our popular goConnect and Starting Out projects support our local communities by offering our residents support with their tenancy and other issues. Both projects also run clubs and classes that can improve residents' mental and physical health, or help them to move into further education or improve their career



prospects. As you can see on page 6, the St. Andrew's Day Ceilidh, organised by the goConnect team, was a success again this year. It was great to see so many residents coming along to celebrate and learn about each other's traditions.

I'd like to thank our Board, Service Improvement Group and staff for their hard work and commitment to Glen Oaks during the past year.

And last, but not least, I'd like to wish every one of you a Merry Christmas and a very Happy New Year!

Alasdair McKee, Chief Executive

New Year IT System Upgrades - Wednesday 15 January 2020

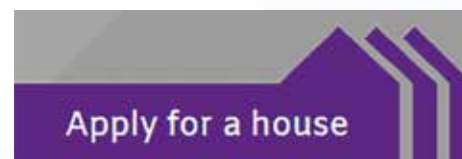
Due to an upgrade of our Housing Management and Finance systems, Glen Oaks' computer systems will be down on this day and possibly the day after.



Please bear in mind when contacting the office on that day that staff **will not** have access to log repairs, or to any information regarding tenancy matters including rent payments, complaints, factoring enquiries or housing allocation matters. We apologise for any inconvenience this may cause.

If you would like us to notify you by text message when these new services are available, please give us a note of your mobile telephone number.

January / February



We are currently developing an online Housing Application Form that will be available on our website in early 2020.



We are also refreshing our Tenant Login area to have the same look and feel as our website which will go live together with the new online application process.

**Visit our website @ www.glenoaks.org.uk
for all the latest news**

Rent Increase Consultation 2020-21

We have a legal duty to consult you about proposed rent increases, and to take account of your opinions before we make a final decision.

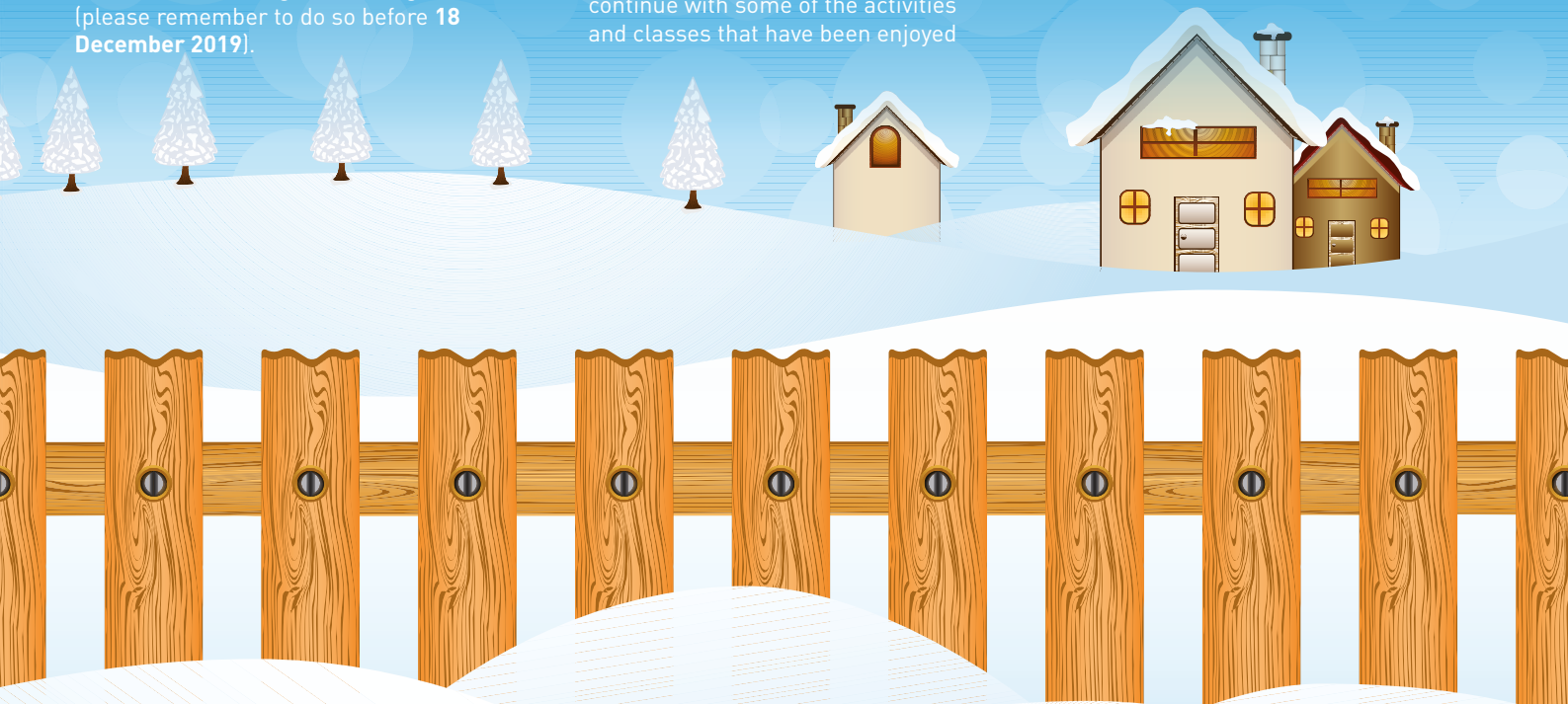
We have recently sent you a letter asking you for your views on our proposal this year. We have also offered the use of SurveyMonkey for those residents who have supplied e-mail addresses and noted that you can also leave us a response on our website - www.glenoaks.org.uk (please remember to do so before **18 December 2019**).

As you may know, we are consulting this year on a 2.6% and a 2.8% increase.

- A 2.6% increase would allow us to deliver our mainstream services to you but **would not** allow us to offer you many of the classes and services provided by our goConnect project which has focussed on delivering numerous community activities in the last couple of years.
- A 2.8% increase would allow us to continue with some of the activities and classes that have been enjoyed

by you, like the craft classes, walking group, English language classes, and community events.

The Board will meet at the end of January 2020 to review your feedback in advance of approving the rent increase. We will inform you of the rent increase by letter during February and will also provide details of your feedback in our Spring newsletter.



Rent Restructure

Thank you to those tenants who took the opportunity to respond to our recent consultation on our proposed rent restructure. Our prize draw of £30 Silverburn vouchers was won by Mrs J. Fox of Arden.

From what you told us, the results showed:

- 78% agreed rent should vary by size of property
- 88% agreed rent should vary by type of property

Popularity of property types highlighted:

1. Detached house
2. 3 storey townhouses
3. Semidetached/ end terrace house
4. Mid terrace house
5. Four in a block
6. Main Door Flat
7. Tenement/ flat

Feedback showed that there were varying views on what amenities tenants should be charged for:

- | | |
|------------------------------|--------------|
| • Driveway | - 59% agreed |
| • Private garden | - 41% agreed |
| • Additional WC/ shower room | - 39% agreed |
| • Kitchen type | - 23% agreed |

OVERALL

- 89% agreed a rent system based on property size and type would be fair
- 81% agreed a rent system based on property size, property type and property elements would be fair

We will be writing to you early in the New Year, to explain the details of our new rent structure. The Association's Board have approved a new rent structure following your feedback. The reason for changing our rent structure is to create a fairer, more transparent rent charge.

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

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).

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**

These numbers should also be used when our offices are closed over the festive holidays. The Association's offices will close at **5pm on Monday 23 December 2019** and will re-open at **9am on Friday 3 January 2020**.

Christmas & New Year Holidays

We appreciate that people like to spend time with their family over the festive period. With this in mind, we would ask tenants who will be away from their home during the holidays to let us know when they will be away and give us details of an emergency contact, such as a friend in the local area. This is to ensure that in the event of any major problem (e.g. burst water pipes) we can deal with the problem swiftly and with the least disruption to all parties.

Święta Bożego Narodzenia i Nowy Rok

Doskonale rozumiemy że w Święta Bożego Narodzenia i Nowy Rok rodzina powinna być razem. W związku z tym, chcielibyśmy poprosić wszystkich najemców odwiedzających rodzinę przyjaciół i znajomych w ten świąteczny czas poza granicami UK o powiadomienie nas o planowanym terminie wyjazdu i powrotu, a także o pozostawienie awaryjnego numeru telefonu np. Do znajomego lub sąsiada z najbliższej okolicy. Pozwól nam to zareagować szybko i sprawnie w przypadku wyjątkowych sytuacji takich jak np. Przeciekanie rury wodnej itp. W ten sposób Możemy zapobiec poważniejszym zakłóceniom i zapewnić spokojne Święta Bożego Narodzenia dla nas wszystkich.

Spokojnych i Wesołych Świąt!

Noël et Jour de L'An

Nous apprécions que les gens aiment passer du temps avec leur famille de la période des fêtes. Dans cet esprit, nous demandons aux locataires qui seront loin de leur domicile pendant les vacances pour nous faire savoir quand ils seront loin et nous donner les détails d'un contact d'urgence, comme un ami dans la région. Ceci est pour s'assurer que dans le cas de tout problème (par exemple les canalisations d'eau en rafale), nous pouvons traiter le problème rapidement et avec le moins de perturbations pour toutes les parties.

FREE home fire safety visit!

As part of their commitment to building a safer Scotland, the Scottish Fire & Rescue Service offer everyone in Scotland a free home fire safety visit. They can also fit smoke alarms free of charge if your home requires them. You can get in touch with the Scottish Fire & Rescue Service to arrange a home visit:

- Call Scottish Fire and Rescue on **0800 0731 999**
- Text **"FIRE"** to **80800** from your mobile phone

- Complete the online form at firescotland.gov.uk/your-safety/hfsv-form.aspx
- Call Pollok Fire station directly on **0141 882 4872**

Don't forget to play your part too! By testing your smoke alarm monthly, you can rest assured that should a fire break out in your home, you may gain vital extra minutes, allowing you and your family more time to reach safety.

In the past 2 years, there have been 4 separate fires in Glen Oaks homes, some



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

having no functioning smoke alarm despite the Association fitting one in every home. Worryingly, the non-working alarms were thought to have been deactivated by someone in the household. **Never remove batteries or disconnect smoke alarms.**

Register online @ www.glenoaks.org.uk to view information about repairs you have reported

Paying your rent over the festive period!

We all want to have as good a time as we can but not go into the New Year worrying about overspending or getting into debt.

It's important to safeguard the things that are important, for example by making sure you pay your rent on time. Your rent is due by **23 December 2019** (sorry about that!) and payments can be made by the following methods:

- Log on to Glen Oaks' website and follow the link for payments.
- Pay at the Post Office or a local PayPoint.
- Call Allpay on 0844 5578321 (**closed 25 & 26, 28 & 29 December and 1 January**) between 9am and 5.30pm, except Christmas Eve when closing time is 4pm.
- Payments can also be taken by contacting our office on 0141 638 0999 to pay by debit or credit card before **19 December 2019**.

If you are having difficulty paying your rent, you should contact us as soon as possible so that advice and assistance can be given before any major problems can develop. Your Housing Services Officer can help and can also refer you to other agencies that offer free advice on debt and budgeting. There is a Welfare Rights Officer available in the office to help with benefit advice and applications.

Anti-social behaviour is unacceptable

We believe that all tenants and residents have a right to live peacefully in their homes and as such we take anti-social behaviour which adversely affects that right very seriously.

Glen Oaks Housing Association works very closely with Glasgow City Council's Neighbourhoods and Sustainability Service to ensure that anti-social behaviour is dealt with appropriately. This partnership working allows us to access a wide range of services and support.

Please report **all incidences** of anti-social behaviour to us, or call Police Scotland directly on 101. It is important that this behaviour is recorded as we may need to instigate legal action against the perpetrators which means that we need to present evidence of their behaviour. Repeat offending could put their tenancy at risk.

During the festive period, we often see increased incidences of anti-social behaviour as people celebrate. Please be mindful of your neighbours and show consideration for others during the season of goodwill.



If you get part of your rent paid by Housing Benefit you might be entitled to a further 'top up' of anything between £5 to £25 per week of Discretionary Benefit and this is something the Welfare Rights Officer can apply for on your behalf.

Please contact us on 0141 638 0999 for further information on any of these matters.

Please be aware that if you are paying by credit or debit card or paying by cash in the Post Office or other payment kiosks, there is a delay between you making the payment and the payment being credited to your rent account. To avoid your rent being credited late, please make sure payments are made before Thursday 19 December 2019.

Police and Community Together Meeting (PACT)



PACT
Police & Communities Together



Please note that the PACT Meetings are under threat of cancellation due to the low numbers of people who attend. We would welcome suggestions as to how we might improve the attendance. Please contact Joyce Slicer, Housing Services Manager, on 0141 620 2702, if you have any ideas.

Register online at www.glenoaks.org.uk to view your latest balance and account transactions

St. Andrew's Night Ceilidh



28 November 2019 -
goConnect Event

Our ceilidh sold out for the second year in a row and everyone enjoyed a night of singing, dancing and laughing. Here's some of the feedback we received:

"Thank you for a great night. I'm not fit to dance but loved watching everyone, especially Brenda & Thomas, trying to ceilidh dance - so funny!"

"We laughed so much at the kids eating the doughnuts at the doughnut eating competition".

"I had a brilliant night, so grateful that you provide taxis for us older tenants who otherwise don't get out much"

"We Polish tenants are so impressed and thankful that Glen Oaks hosted a night (Andrzejki) which we celebrate in Poland. We enjoyed learning the Scottish dancing and meeting new people"



Did you miss out? Search for goConnect at Glen Oaks on Facebook, then press the Like button so you are kept up-to-date on all future events, clubs, classes and activities.



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

P7 and Nursery children get lessons in construction

AS Homes recently invited pupils in P7 at Ashpark Primary School and children from the Jimmy Dunnachie Nursery to visit the new build site in Arden and learn more about construction of houses. The contractor showed the children the same house type at 3 different stages in the building process from foundations to nearly completed internally.

Everyone found the visit very interesting with a lot of great questions asked by several of the visitors challenging the staff on site. The children also learned a lot of the Health & Safety risks of working on and visiting a construction site and what safety measures are required to protect everyone on a construction site.

The visit was arranged as part of Glen Oaks and AS Homes community benefit programme resulting from the new build contract.



Tree planting at Ashpark Primary

We were recently approached by one of the teachers at Ashpark Primary School asking if we could help them out with any aspect of Outdoor Learning. We were delighted to get involved in a tree planting project with P4 pupils at the end of November. A group of Glen Oaks staff went along to the school to help the children plant a selection of trees supplied by the Woodland Trust.

By giving away hundreds of thousands of trees to schools and communities across the country, the Woodland Trust wants to give everybody in the UK the chance to plant a tree. This meant that each of the pupils from the P4 class had a chance to plant at least one tree. They were excited at the prospect of seeing them grow over the years! The tree planting exercise is just one aspect of sustainable education that the pupils and teachers at Ashpark are involved in. It is linked to their health and wellbeing programme which looks at various initiatives to improve health.



Join our Service Improvement Group today - contact Martha Hutcheson on 0141 620 2705 or email - martha.hutcheson@glenoaks.org.uk

What's on?

Classes & Clubs

IT Class (Beginner)

- Mondays, 1pm - 3pm
- New class starts 20 January



Knit and Natter & Cocoa and Crochet

- Every Friday, 1pm - 3pm



Crafts Club

- Last Tuesday of every month,
- 10am - 12 noon



ESOL (English classes for Beginners)

- Thursdays, 10am - 12 noon
- New members welcome



NEW

Village Storytelling

- Every Tuesday, 1pm - 3pm
- Starts 21 January
- Cuppa, story, upcycling



NEW

Tai Chi

- Every Wednesday,
- 11am - 12 noon
- Starts 11 December



For further information, please contact Erin Williams on 0141 620 2732

NEW

Media Blast Youth Group

Are you aged 14+? A budding DJ, secret rapper, or the next YouTube sensation? Media Blast is coming to Arden!

Join us in creative activities including film-making, radio broadcasting, music production, sound recording and DJ-ing. Learn about

becoming a producer, scriptwriter, director, camera operator, sound producer, presenter, or event running your own radio or TV station!

We expect high demand so contact ryan.wallace@glenoaks.org.uk to reserve your free place.



**Free transport
provided to all
activities**

Drop-in/Advice Clinics

People Plus/Fair Start Scotland employability service:

- Advice with job searching, courses, etc., for unemployed
 - Thursdays, 2pm - 5pm
- Contact **Ryan** on **0141 620 2751** for an appointment

Drink Wise Age Well Drop-in:

- Advice about managing your alcohol intake
 - First Thursday of every month
- Contact **Erin** on **0141 620 2731** for more information

STARTINGOUT
your helping hand

 **goConnect** *activities*

IT Support and Training:

Contact **Ryan** on **0141 620 2751**
for an appointment



Active Arden... we need YOU!



We are currently working with Glasgow Life (Sport) to introduce activities in the area to suit all ages and levels of fitness. Please note that we welcome our tenants from all areas and can provide transport to any of our clubs. We are currently promoting the following activities:

Gardening Club

Low level of fitness needed. Keeps you moving and socialising, so good for both mental and physical health. We have land to create a community garden and need a group of people interested in gardening (no experience necessary).



Walking Club

Our walking club is for all levels of fitness, including toddlers and prams and we walk at the pace of the slowest walker - so no pressure! Great for physical and mental health and we always have a laugh. It takes place every **Thursday from 12 noon until 1pm** and starts again on **9 January 2020**.



Couch to 5K - Beginners Jogging Class

This class is for those of you who have thought about jogging but don't know where to start. We hope to start in **February** if there's enough interest - so register today!



Boxing Club

We are looking for volunteers to train as coaches, so if you have any boxing experience or would be interested in getting involved in a Boxing Club, please register with us.



Aerobics/ Clubbercise

For those who want to get fit/lose weight/tone up! Starting in **January**. For further details on any of the above clubs, please contact **Erin** on **0141 620 2732** as soon as possible so that we can progress with these clubs if there is enough demand.



workingrite

SOUTH GLASGOW

Glen Oaks Housing Association and WorkingRite South Glasgow have been working in partnership in the local area since 2013. Since the beginning, our programme has supported 173 local young people, with 80% of our young people securing jobs/apprenticeships as a result of their hard work and determination to succeed.

WorkingRite offers varied 'employability' activity equipping young people with the right attitude, skills and experience to help you get a job or an apprenticeship in something you want to do.



ARE YOU:

- Aged 16 - 24 years?
- Unemployed or left school?

YOU'LL GET:

- 3 months' work experience
- On-the-job training, matched with a local business whose work interests you
- Support before, during and after your placement
- Up to £90 per week training allowance + travel expenses

WorkingRite is currently doing its utmost to source funding so many, many more young people can benefit from our support - one of our recent partnerships is with the Street Soccer Scotland Project in Glasgow.

In the above photo, WorkingRite's Chief Executive, Dennis Murphy, is pictured picking up a cheque from KFC (we were nominated by their staff as their chosen charity to support).

Childcare

Warehousing

Administration

Sports & Leisure

Mechanics

Property Maintenance

Retail

Construction Trades

Animal Care

Arts/Creative Industry

Manufacturing

Gardening



Are you interested?

For more information call in to Glen Oaks office, speak to your Housing Services Officer, or Call/Text/Email - **Anne Wright** (WorkingRite Project Co-ordinator) on **07921 040611** or anne@workingrite.co.uk



Gold Service

Gold Service Membership

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! You are also eligible to apply for an Education Grant or a grant from the Gold Community Fund. More information is available on our website www.glenoaks.org.uk or call 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 shopping voucher. Just answer the question below, fill in the entry form and send it back to us (or hand it in to our office at 3 Kilmuir Drive, Arden) by **5pm** on **Thursday 19 December**. You can also enter via Facebook, just comment your answer on the post, or message us. Good Luck!

If you are not currently a member and would like to be able to enter our Gold Service Competition, please contact our office on 0141 638 0999 to apply to be a Gold Service Member. As long as you meet the criteria, you can then be in with a chance of winning and receive the many benefits of being a Gold Service member, including a faster repairs service. For more information go to our website www.glenoaks.org.uk

Q. What is the biggest-selling Christmas song of all time?

- A. - White Christmas**
- B. - Do they know it's Christmas?**
- C. - Last Christmas**

Q. What is the biggest-selling Christmas song of all time?

Name: _____

Address: _____

Answer:

Telephone: _____

Please return your completed form to:

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW
by **5pm** on **Thursday 19 December 2019**

**GOLD
SERVICE**

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

**GOLD
SERVICE**

Bin Collections

Glasgow City Council's Cleansing Department has provided the following details for bin collections over the Christmas and New Year period.

Main door properties:

- Bins due for collection on 25 December 2019 (Christmas Day) will be collected on Friday 27 December 2019
- Bins due for collection on 26 December 2019 (Boxing Day) will be collected on Saturday 28 December 2019
- Bins due for collection on 1 January 2020 (New Year's Day) will be collected on Friday 3 January 2020
- Bins due for collection on 2 January 2020 will be collected on Saturday 4 January 2020

Tenement properties:

- Bins due for collection from tenement properties on Christmas Day and New Year's Day will have their bin collection on an alternative date. Glasgow City Council has advised that bins will be collected weekly during the festive period, however they are unable to give us a specific day for collection.

Festive Home Safety

We wish you a safe and happy Christmas



Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum.



If you're going away for Christmas, keep your home secure. Lock all windows and doors, set your house alarm if you have one, use timers on lights, cancel any deliveries and ask a neighbour or friend you trust to keep an eye out while you're away.



If you're having a house party with lots of guests, it can be all too easy for a thief to slip in unnoticed. Make sure you know everyone who is there. If you're going to a party, don't let anyone tailgate you into a house or through a secured communal entry door who may not be a guest.



Protect any gifts you've bought for your friends and family. Get them to register mobile phones, tablets, laptops and cameras at www.immobilise.com. Don't give them a good quality bike without giving them a good quality lock, and register bikes at www.BikeRegister.com.

Useful Contacts during the Festive Period

- **Homeless Casework Team:**
Rowanpark, Ardlaw Street, Govan, Glasgow, G51 3RX
Call **0141 276 8201**
- **Out of Hours Homelessness Services:**
Between the hours of **4.45pm** and **11pm**:
 - single males/females should attend Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW.
 - women and families with children should call **0800 838 502****After 11pm** and at **weekends**, everyone should call **0800 838 502**
- **Noise Squad:** Call **0141 287 1060**
(between the hours of 5pm and 3am)
- **Police Scotland:** Call **101** or **999** in the event of an emergency
- **National Domestic Violence Helpline:**
Call **0808 802 3333** (24 hours, 7 days per week)
- **Scottish Society for the Prevention of Cruelty to Animals (Scottish SPCA):** Call - **03000 999 999**
- **Childline:** Call - **0800 1111**

Contact Us

Telephone: 0141 638 0999
Email: go@glenoaks.org.uk
Web: www.glenoaks.org.uk
SMS: 07860 055 293
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: HCB241

If you have an **emergency repair** outwith office hours, including weekends and public holidays, please contact the following telephone numbers:-

**Gas Central Heating/
Hot Water Emergencies (GasSure):**
01294 468 113

**All other emergency repairs:
(City Building)**
0800 595 595

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.

