



£7.1M development will deliver 49 new homes in Arden

We are delighted to announce that work has started on the building of 49 new homes in Arden, with tenants expected to move in from mid-2020. This new

development reinforces our commitment to affordable housing - we have spent over £10 million on building new homes over the last five years.

Find out more about our new homes on pages 8 and 9



Simon Gaunt, Vice-Chairperson of Glen Oaks; Humza Yousaf, MSP for Glasgow Pollok; Councillor Susan Aitken, Leader of Glasgow City Council; and Sally Thomas, Chief Executive of the Scottish Federation of Housing Associations.
Picture courtesy of AS Homes and photographer Kieran Chambers.

Glen Oaks' Fun Day!

This year's Fun Day will be held on **Saturday 1 June 2019**, from **12 noon - 3pm**.
Come along and join in the fun!

inside this issue...

Alasdair's Introduction

I hope that you have had a good start to 2019 and that you are keeping well.

At Glen Oaks, 2018 came to a magical end with Santa coming to visit local kids. We were overwhelmed with the positive comments from parents and the reaction from the 120 children when they entered Santa's Grotto. Events like this one really allow the staff at Glen Oaks to get to know our tenants and it allows us to give something back to the local community.

I would like to thank all residents who took the time to complete the recent satisfaction survey, carried out by Research Resource. The information collected is vital in allowing us to make sure our services meet your needs. Over the next couple of months we will be reflecting on the results and looking at what areas we need to change. We were pleased to see that most of our residents are very happy with our service, however, it has also identified some areas that we need to improve upon. I am delighted to announce that we are just about to introduce a separate newsletter for factored owners. This will be sent out with the annual statements, which you may

have already received.

We kicked off the year with our Over 60's party, which again proved to be a great success. This has really become a big community event for our elderly tenants with all of the tickets being snapped up. Thank you to everyone who came along to this year's party.

As you can see from our front page article, we have started the construction of more housing for rent in Arden. It is a testament to the hard work of our staff that we are still able to build new homes at a time when most local house building is by private builders or Associations much larger than Glen Oaks. We hope that the new homes will be ready for tenants by Autumn 2020, but we'll keep you posted on that!

Quick date for your diary - our Annual Fun Day will take place on Saturday 1 June this year and will include all the usual shenanigans that have become a staple in the Glen Oaks calendar. To keep up-to-date with the latest news about the Fun Day and any other events in the local area, make sure you follow us on social media. Check us out on Facebook, Twitter and



Instagram - @GlenOaksHousing.

I look forward to another successful year for Glen Oaks and all of our residents.

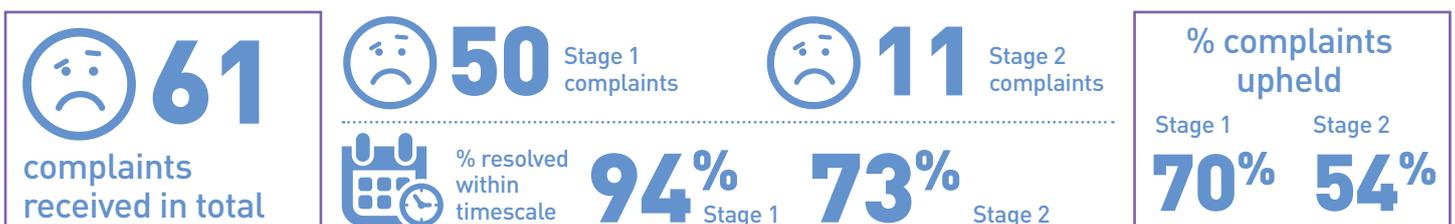
Alasdair McKee, Chief Executive

Performance Report & Complaints Performance

Our performance from April to December 2018:



Complaints Performance



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

Satisfaction Survey



Every 3 years we carry out a large satisfaction survey to get tenants' views on various aspects of our service. Below is a summary of the results.

We are delighted that the majority of our tenants continue to be satisfied with our service. However, there has been a drop in satisfaction levels relating to the management of the neighbourhood.

We are committed to keeping your

community safe, clean and well maintained. We will therefore ensure that adequate resources are allocated to this. In the meantime help us keep our neighbourhoods pleasant places to live in by reporting any issues you see and by keeping your garden clean and tidy.

Certain environmental issues are the responsibility of Glasgow City Council and we will continue to raise these matters with GCC officials.

520 interviews

We spoke to 520 Glen Oaks Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.



90% ◆ +1%
satisfied overall with service provided by Glen Oaks Housing Association



96% ◆ 0%
rated the Association as good at keeping you informed



97% ◆ 0%
satisfied with the opportunities to participate



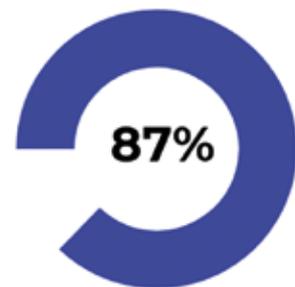
90% ▲ +14%
satisfied with repairs and maintenance



86% ◆ -2%
satisfied with the quality of your home



87% ◆ +1%
rated rent as good value for money



▼ -8%



satisfied with management of the neighbourhood



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.

All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulation.

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

Rent Review Consultation 2019/20

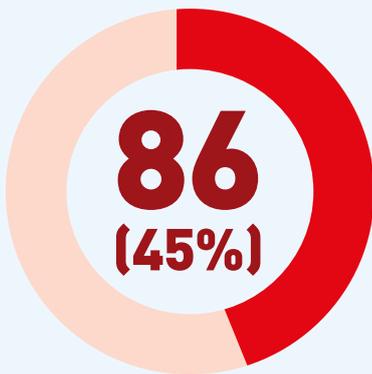
The Association consulted all of our tenants and sharing owners about our proposals for this year's rent and service charge review.

How did we consult with you?

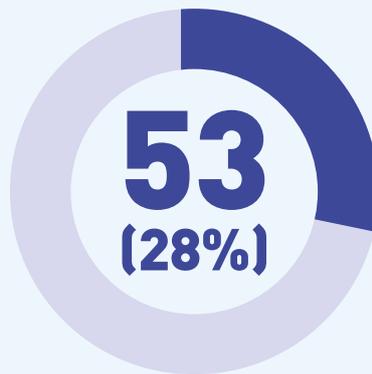
- We started our consultation process at our Residents Event in November with a presentation informing those in attendance about the increasing pressure on rental income. We considered what is an affordable rent, reviewed value for money and discussed with our residents what we have achieved in the past year. We then proposed 2 rent increase scenarios comparing our rent levels with other local landlords.
- We subsequently used e-mail to contact all tenants who have provided e-mail contact details and we used SurveyMonkey to ask those tenants 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 in future please let us know your email address.
- We undertook a full postal survey which included a pre-paid return envelope to maximise opportunities to respond.
- An article was published in our Winter Newsletter and information was also made available on our website and Facebook page.
- We consulted on a 3.8% or 4.3% rent increase and the outcome from this exercise is noted below.

What did you say?

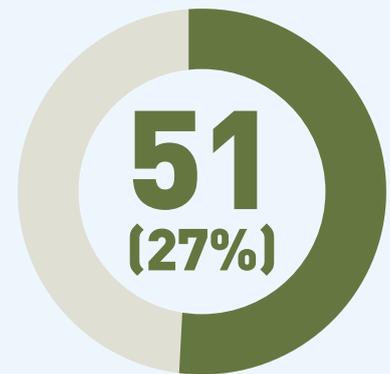
Overall, we had 190 (14.2%) responses, an improvement on last year's response rate of 182 (13.6%).



supported a 3.8% increase



supported a rise of 4.3%

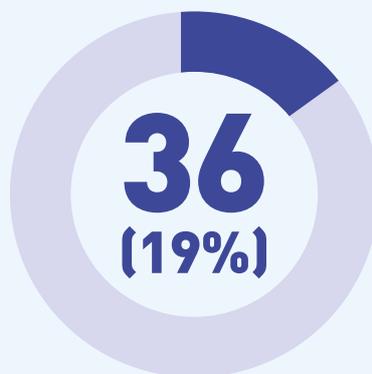


responses were not in favour of either proposal

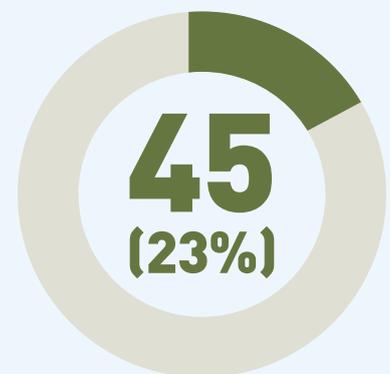
When asked about the rent being good value for money, responses were as follows:



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



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



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

Thank you to everyone who took part in the review and gave

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

Many tenants commented on the good service they receive, noting they are happy with rent charged. One of the comments was:

“I feel we get a lot for our money - I’ve rented privately and paid more than double for no services at all.”

There is also an appreciation of the additional activities and supporting services that can be accessed, increasing financial capacity and creating social connections.

There is acknowledgement that the houses are well-maintained, and tenants are also pleased with the renewal of windows and doors in Arden.

However, some tenants do not feel that the rent is good value for the reasons noted below:

- The most common concern was about environmental services, Glasgow City Council (GCC) services such as cleansing, uplift of bulk, improved street lighting and repair of potholes. **The Association does not have responsibility for the provision of these services and does not have any influence to improve them. This does not fall within the Association’s remit and should be raised with local Councillors**
- There were also some comments about improving our contractor’s performance as regards litter-picking on landscaped areas and improving refuse facilities in our

back courts. Some dissatisfaction was expressed as to the stair cleaning. Tenants would like to see more resources as regards estate management services including CCTV. It is assumed that the Association should be tackling these issues - meeting the shortfall due to reduction of GCC services.

- Comments were made about floor renewal and sound transfer in the Arden flats, rewiring, replacement of external and internal doors, controlled entry systems, external painting and maintenance/cleaning of footpaths.
- Darnley tenants noted some dissatisfaction, particularly in relation to renewal of windows, roofs, rewiring and fencing.
- We received comments about our repair service with some tenants satisfied and others not. There was a request to provide tenants with an update as regards repair responsibilities and to improve repairs completion on first visit. There was also concern as to void standard. Additionally, we were

asked to consider a Polish telephone answering service to report repairs/ make appointments; supply showers in bathroom renewals and consider making better use of balconies.

- A suggestion was given to identify a designated dog-walking area. **This should be raised with local Councillors.**
- Some noted the need for more community activities/facilities with a request to provide more social activities outside office hours.
- Shared ownership feedback highlights owners’ dissatisfaction with this type of tenure - as they feel it is expensive, with no repair services provided. Requests for assistance for major repair replacements via rechargeable/ grants. There was also a request for an approved trades list.
- We received a couple of requests for rent to be paid monthly as opposed to 4 weekly. This will be addressed when the Association carries out a rent harmonisation exercise over the next year.



In conclusion, the feedback showed that a **3.8% rent increase** was most favourable, and many tenants consider their rent to be to be good value for money.

us their comments - we really appreciate your feedback.

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

Allocations Policy Review - consultation and feedback

We have recently revised our Allocations Policy to include the changes required as a result of the Housing (Scotland) Act 2014.

Our consultation on the Allocations Policy was conducted between November 2018 and February 2019. This was initiated by a meeting with the Service Improvement Group in November where the policy was discussed, and their comments were provided for consideration. A follow-up meeting was arranged in February 2019 and amendments to the policy were agreed. Additionally, also during February, we met with the Arden Tenants Association to review the policy. We held an Open Day for our waiting list applicants which had a very good response with 31 applicants attending.

The Allocations Policy was approved by our Board on 13 March 2019 and will come into force from 1 May 2019.

The main changes to the policy are as follows:

The policy has been updated to reflect new legislative requirements regarding reasonable preference in respect of:

- **Homeless persons and persons threatened with homelessness and who have unmet housing needs**
- **People who are living under unsatisfactory housing conditions; and who have unmet housing needs; and**
- **Tenants of houses which are held by a social landlord and which the social landlord selecting its tenants considers to be under-occupied**

The first two of the reasonable preference groups (homelessness and unsatisfactory housing conditions) are subject to the applicant having **unmet housing needs**. People have unmet housing needs where the Association considers them to have housing needs which are not capable of being met by the housing options which are available.

We have explained Unsatisfactory Housing Conditions with unmet housing need as follows:

The Association will consider the physical condition of the property and the suitability of the property for the applicant. This will take account of applicants who are occupying houses which do not meet the tolerable standard as defined by your local authority's environmental health department. The tolerable standard sets out the basic requirements for a healthy safe home. Where standards adversely affect the applicant's living conditions due to lacking amenities or property condition, the Association will award points in recognition of the standard.

The policy also explains how **Applicants who are occupying overcrowded houses** will be assessed:

Overcrowding points will be given where it is identified that there is a lack of bedrooms, to meet your household needs. Points will be awarded on the basis that all rooms in a property, except the living room, bathroom, kitchen and toilet are available for use as bedrooms.

We have inserted a new paragraph to explain **Insecure Accommodation**:

The Association will award points to applicants who have insecure housing circumstances but who have not applied through the statutory homeless route. This category will cover situations where the applicant is at risk of losing their home through no fault of their own, or where they do not have a right to occupy and the accommodation is temporary.

We will not consider the age of applicants in the allocation of housing,

unless the house has been designed or substantially adapted for occupation by persons of a particular age group or the persons are to be in receipt of housing support services.

A new **exceptional circumstances** clause has been included as we recognise that there will be situations that (due to exceptional circumstances) may not be covered by this policy. This may be to allow good management of our housing stock or to alleviate severe exceptional difficulties within a household.

And finally, a new category of applicant has been added to reflect the housing need of **Young Care Leavers**. This is for applicants who are leaving care, managed through Glasgow City Council's Care Leavers protocol.

We will be undertaking a review of all applicants on our housing list in the next month to ensure that their applications have been assessed on the new policy requirements.

The Allocations Policy can be obtained from our office or you can access this on our website.

Come along to the Fun Day on Saturday 1 June 2019, from 12 noon until 3pm

UK LEAVES THE EU

APPLY TO THE EU SETTLEMENT SCHEME



The UK may be leaving the European Union. EU exit (also known as Brexit) may have an effect on the way you live in Scotland.

It's still not clear how EU exit will happen, or whether it will happen, but it may include changes to EU citizens' rights.

EU citizens currently living in the UK will have to apply to the EU Settlement Scheme by 30 June 2021 if they want to keep living in the UK after this date.

To be eligible to apply to the Settlement Scheme, EU citizens will need to show they are resident in the UK by December 2020.

This scheme will open fully by 30 March 2019 and is run by the UK Government. The proposed fee for settled status will be removed and applications will be free. Visit the GOV.UK website for more information on the EU Settlement Scheme, including:

- how to apply
- who should apply
- when to apply

- what status you will receive
- your rights
- EU citizens with permanent residence or indefinite leave to remain
- EU citizens under 21

If there's a 'no deal' situation, EU citizens living in the UK will have to apply to the EU Settlement Scheme by December 2020 (instead of the June 2021 deadline there would be if there was a deal).




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

Already a shareholder? - here's a date for your diary!

The Association's 28th Annual General Meeting will take place on **Wednesday 18 September 2019 at 7pm**. All shareholding members will be invited to the meeting.

Service Improvement Group

Our Service Improvement Group (SIG) has been carrying out a review of Glen Oaks' allocation procedures. The aim of this exercise was to identify ways to improve the experience of applying for a house.

Over the past year the SIG members reviewed our policy, guide to the policy, Housing Options form and other documents. They also looked at information provided by other landlords - this included a review of 'How to apply for a house' on various websites. The SIG also met with staff from our Housing Services team who deal with housing applications.

After gathering all of the relevant information, the SIG prepared a detailed report on their findings. This report will shortly be presented to the Association's Corporate Management Team. The final report and recommendations will then be considered by our Board in May.

A big thank you to the SIG for their hard work in this latest review! The SIG would like to recruit more members so if you would like to gain new skills and work together to achieve change just give Martha a call on 0141 620 2705.




Find out how you can become involved in improving services by emailing martha.hutcheson@glenoaks.org.uk

£7.1M development 49 new homes in

We are delighted to announce work has started on the building of 49 new homes in Arden, with tenants expected to move in from mid-2020.

This new development reinforces our commitment to affordable housing - we have spent over £10 million on building new homes over the last five years.

The work is being carried out by developer AS Homes (Scotland) Ltd.

Elaine McShane, Chairperson of Glen Oaks said: 'This is just what the community

needs, as we keep our promise to continue building affordable homes. We readily acknowledge the support of the Scottish Government and Glasgow City Council which have contributed £3.9 million towards the cost. This project would not have been possible without them.

"Of great importance is the commitment by AS Homes to work with Glen Oaks, as part of this contract, to deliver benefits in the form of training and employment opportunities for our community."

Councillor Susan Aitken, Leader of Glasgow City Council, said: "These new high-quality homes and flats will be a great addition to Arden and another example of different types of affordable housing being built in Glasgow. We are delighted to support such developments in the city, as they allow more people to access such housing, and I am sure that these homes will prove very popular with their new tenants."

Sally Thomas, Chief Executive of



ment will deliver n Arden



Scottish Government
Riaghaltas na h-Alba
gov.scot



the Scottish Federation of Housing Associations, said: "It is fantastic to visit this site which will see 49 new affordable good quality homes built on it. Glen Oaks is playing an important part in contributing to the Scottish Government's target of delivering 50,000 affordable homes by 2021.

"The development is a great example of partnership working as it has been made possible thanks to investment funding from the Scottish Government and Glasgow City Council as well as private finance.

"Our sector's focus has to be on delivering the Government's affordable housing programme now and planning for the future, beyond 2021. We need the

right homes, in the right places, in order to meet people's needs at every stage in their lives, and Glen Oaks' new homes will help to fulfil this."

Paul Kelly, Managing Director of AS Homes (Scotland) Ltd, said: "This is our first 'design and build' contract for Glen Oaks, and we are delighted to be breaking ground on this brownfield site. The housing is designed to make the most of the elevated position, providing an open outlook for residents, and we look forward to completing the work during the summer of 2020."

The houses are being built on empty land just off Kilmuir Crescent, sitting between the "puggy" and Spiersbridge Industrial Estate, and are a mix of terraced, semi-detached properties, and cottage flats.



Susan Aitken, Leader of Glasgow City Council with Sally Thomas, Chief Executive of the Scottish Federation of Housing Associations.
Picture courtesy of AS Homes and photographer Kieran Chambers

The new homes will have an elevated position with a number of cul-de-sacs centred around a central green space.



Bulk waste - tenements only

We have seen an increase in levels of bulk waste in the back courts recently. You may have noticed that our contractor has not been pulling bulk through from the back court to the front of the properties in recent weeks. Our new landscaping and bulk contractor started on 1 April 2019. We hope that the service you receive will improve; however, we need your help with this too.

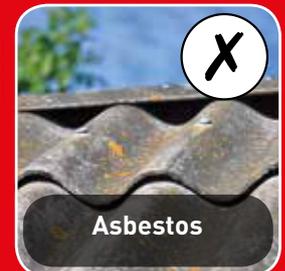
What is bulk waste?

There are a variety of items which fall under the category of bulk waste. Bulk waste is different from general rubbish and needs to be disposed of in a different way. Basically, the term 'bulk waste' is used to describe waste that is **too large** to go in your wheelie bin. **Please note: this is not because your wheelie bin is full, but because the item would not fit in the bin even if it was empty.**

Some of the bulky waste items that we will pull through:



According to Glasgow City Council's website, the following items are NOT bulk and will not be collected:



Have you received your new Tenant Handbook? If you don't have your copy yet just give us a call and we'll get one to you

The following items can be disposed of free of charge at one of the Council's recycling centres:



Car batteries



Gas cylinders



Oil - all types



Paint



Safes



There are recycling centres at Polmadie, Shieldhall, Dawsholm and Queenslie.



Below is an example of bulk that will be collected by the Council:



These are examples of what tenants commonly mistake for bulk and can result in a recharge of up to £40 per tenant:



What is Glen Oaks responsibility regarding bulk uplift?

If you live in a tenement property, Glen Oaks pays a contractor to take all the bulk from the back courts on a Monday morning. It is placed outside the front of the close for the bulk uplift by Glasgow City Council on a Monday afternoon. This service is charged back to tenants and owners in closes as a service charge.

If the bulk in your back court is not moved to the front of the property by lunchtime on a Monday, then you should contact Lynne-Anne Ferguson on 0141 620 2737 or 0141 638 0999 (option 1) or email us on cyclical@glenoaks.org.uk as our contractor has failed to provide the service that you

pay for.

Please note that only bulk items (as defined by Glasgow City Council and explained above) will be moved as part of the bulk service. General rubbish and items not classed as bulk will not be removed and will remain in the back court. If, following warnings, tenants continue to contaminate bulk with general rubbish, **all residents and owners in a close may receive a charge of up to £40 each to clear the waste.**

If the bulk is not collected by the Council on a Monday afternoon and is still at the front of your property on a Tuesday morning, you should contact Glasgow City Council on 0141 287 9700 to report a missed bulk uplift.

Unfortunately, there is nothing that Glen Oaks can do about a missed collection by Glasgow City Council.

If you live in a main door property, you should contact the council directly on 0141 287 9700 to request a special uplift of bulk items.

If you have any complaints about the service provided by Glasgow City Council's Cleansing Department, please report this to your local Councillor, Bailie Josephine Docherty on 0141 287 5854 or by email at Josephine.docherty@glasgow.gov.uk. Bailie Docherty holds a surgery at the Arden Community Hall at 6pm on the first Wednesday of every month where you can attend and talk to her in person.

Contact Glasgow City Council on 0141 287 9700 to report a missed bulk uplift

Police and Communities Together (PACT) Meeting

PACT meetings are your chance to meet with us, together with the local Community Police and Councillors, to raise any concerns you have about your area. These concerns could range from dog fouling and parking issues, right up to drug dealing and dangerous driving in the estates.



All PACT meetings take place on a Thursday and start at 7pm on the dates shown below. All meetings will take place in our office at 3 Kilmuir Drive.

PACT Meetings 2019:

- Thursday 30 May
- Thursday 12 September
- Thursday 24 October
- Thursday 28 November

Mixed age couples urged to act now on Pension Credit

The Department for Work and Pensions (DWP) is to change the eligibility criteria for Pension Credit in May, which will adversely affect couples whose ages fall either side of the qualifying age.

At present, couples where one member is above and the other member is below the qualifying age, would be entitled to apply for Pension Credit. After 14 May 2019, this changes and they will no longer be eligible for Pension Credit; instead they would have to apply for Universal Credit.

Mixed age couples who are in receipt of Pension Credit on 14 May will continue to receive Pension Credit after that date as long as there is no break in their entitlement.

Details of the changes are outlined in a Government factsheet which is available from www.gov.uk/government/publications/pension-credit.

It's vital that mixed age couples who may be entitled to Pension Credit should apply before 15 May 2019.

Universal Credit - We're here to help!

Glen Oaks is committed to helping tenants affected by the implementation of Universal Credit. It's the most comprehensive and, at times, controversial, change to the benefits system in many years and is now beginning to affect our tenants.

The new system has left many people struggling without any money for weeks. This, combined with the extra stress and confusion of the system, is causing a variety of issues for tenants especially our more vulnerable tenants.

We are here to help and support you every step of the way! If you are affected

by Universal Credit, or someone you know is, the first thing to do is speak to us. We have experienced, professional and friendly Housing Services Officers and Welfare Rights Officers, who are here to help you. If you need to submit a claim for Universal Credit, do it as soon as possible to avoid any unnecessary delays to your first payment.

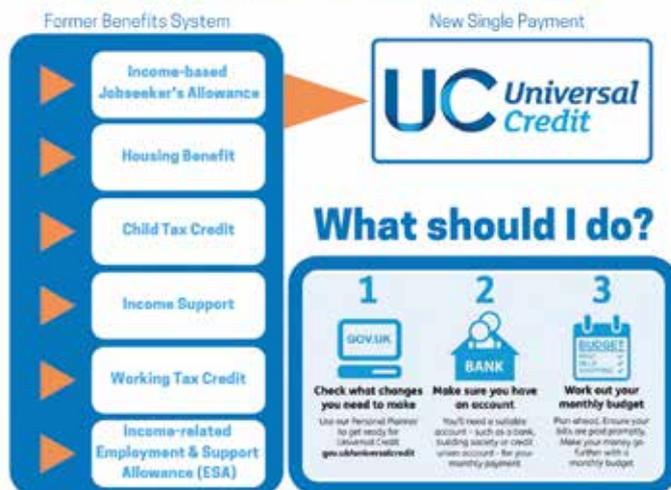
One (of many!) of the main issues with Universal Credit, is the necessity to make and process claims online. As much as we like to think of the modern world being a digital world, where everyone has access to the internet; it's easy to forget that for a lot of people, the ability to go online is a luxury they don't have or

can afford. To help with this, we have an IT suite in our office, where you can get online and set up an email address, which we can help you make a claim and offer lots of support till your first payment comes in.

Most people wait five or six weeks for their first payment (although some people have had to wait up to three months) and if you don't have an email address or the documents and ID needed, it can actually delay your first payment even more.

All of these reasons mean that it's vitally important for you to talk to us straight away. Please remember - we are here to help!

Six Benefits - One Payment



Your Universal Credit "to do" list

- Don't worry alone. Get in touch with us & we will help you.
- If your circumstances change and you need to claim UC, do it quickly so your first payment isn't delayed. We can help you make a claim and offer lots of support till your first payment comes in.
- You'll need to get online & have your own email address. We can help you get online with our IT suite.
- Your UC payment will go directly into your bank account unless you say otherwise. It is therefore essential that you have a valid UK bank account.
- Your UC money will now have to last you the full month. We can help you with budgeting advice.

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



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! 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 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 £50.00 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 Tuesday 23 April 2019**. 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 repair service. For more information go to our website www.glenoaks.org.uk

Q. Why is Easter considered a 'moveable feast'?

- Is it:
- (a) because people usually celebrate Easter with a buffet
 - (b) because the date changes every year
 - (c) because sometimes it's celebrated at your own house and other times it's celebrated at your granny's house

Q. Why is Easter considered a 'moveable feast'?

Name: _____

Address: _____

Telephone: _____

Answer:

Please return your completed form to:
 Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW
 by **5pm on Tuesday 23 April 2019**

KEEP YOURSELF SAFE FROM ASBESTOS

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks
- Wall boards / lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos fibres may also be found elsewhere therefore please contact us if you are in any doubt about the presence of asbestos in your home.

When is asbestos dangerous?

The presence of asbestos containing materials in your home does not necessarily pose a risk. If the asbestos containing material is sealed (encapsulated) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos is only dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY. In order to ensure your safety when carrying out any DIY please follow the guidelines below:

- **DO NOT** drill a hole through any asbestos boards
- **DO NOT** cut or break off any parts of asbestos products
- **DO NOT** rub down asbestos panels or Artex with sandpaper
- **DO NOT** use wallpaper scrapers on asbestos products
- **DO NOT** remove asbestos panels to gain access to services
- **DO NOT** cut any asbestos products with power tools or break asbestos products with a hammer.

If you are unsure if a product contains asbestos it is safest not to carry out any works until you have contacted us for further advice.

What Does Glen Oaks Do About Asbestos?

We work closely with Health & Safety specialists to identify and manage the risk of asbestos to ensure that all known asbestos containing materials are effectively managed to reduce the risk to its lowest practical level. We have carried out a high number of asbestos checks on our properties and hold an Asbestos Register of the results. Prior to any repair or major upgrade works this register is checked by our staff and contractors. If no information is held an asbestos check will be carried out before any work is allowed to proceed. If we have a positive sample and works are required to that area then the safe removal of the asbestos will be instructed.

An annual check is carried out to assess the condition of asbestos containing materials in our common areas. If the condition of the asbestos containing material has changed and a risk is posed then the asbestos will be removed.

If you think your home may contain asbestos, particularly damaged asbestos, you should contact us immediately. If necessary we will arrange a survey. If asbestos containing materials are found, they may be removed, however this can be a disruptive process. If materials are found to be in good condition and do not pose a danger we would recommend that they are managed rather than removed.

For further advice on asbestos please contact Kirsty McKenzie on 0141 620 2741. Alternatively information regarding asbestos can be found at: Health & Safety Executive: www.hse.gov.uk

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

Legionella Advice – Be Aware – Be Safe!

Legionella are bacteria which cause Legionnaires' Disease. This is an uncommon disease similar to pneumonia. Legionella bacteria can live in hot and cold water systems within domestic properties. Contaminated bacteria can be released into the air in an aerosol form such as from the fine spray from running taps or showers.

Some Glen Oaks homes are served by cold water storage tanks and we have engaged a contractor to inspect and test the water in these tanks on a regular basis. We also carry out any works required as a result of these inspections i.e. cleaning and disinfecting tanks, based on recommendations from our contractor.

There are some additional ways that YOU can help to minimise the risk of Legionella bacteria developing in your domestic water supply and we have provided some tips below:

Prevent the build up of stagnant water

by running all infrequently used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.

If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower letting the water run for 2-3 minutes. As Legionella can be dispersed as an aerosol through water spray, running the shower under water will lessen the likelihood of infected particles from being released. An alternative to this method if possible, would be to take the showerhead off before flushing the outlet as normal.

If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. It is very important that you do not turn off your hot water cylinder as this will cause the temperature to drop and bacteria will thrive increasing the risk of Legionella

If you use any garden hoses in the

summer, please ensure that you run the outside tap for at least 5 minutes before using to ensure any stagnant water lying in the pipework is cleared.

The risk of contracting Legionella from cold water storage is low and the bacteria thrive at a temperature above 20°C. If you do have a cold water storage tank within your own house or flat, it is recommended that the temperature of the water in the tank should be less than 20°C.

Where possible, shower heads and attaching hoses should be dismantled, descaled and disinfected on a quarterly basis, or more regularly if required, using a standard disinfectant cleaning product.

Please be aware that Legionnaires' Disease is extremely rare and the risk of infection is small. This risk can be further reduced, however, if the steps outlined above are followed.

If you have any questions regarding this article or require any advice on preventative measures please contact Louise McNicol on 0141 620 2749.

Smoke & Heat Detectors

The Scottish Government has recently passed legislation making it mandatory for Housing Associations to fit linked smoke and heat detectors in all properties. We have been given a timeframe of 2 calendar years to carry out this work to all Glen Oaks properties meaning the work will need to be completed by February 2021.

This means that you will now need to have the following detectors in your home:

Alarm	Location	Number of Alarms Required
Heat Detector	Kitchen	1
Smoke Alarm	Hall	1 or 2 (depending on size of hall)
Smoke Alarm	Upper floor landing (if applicable)	1
Smoke Alarm	Living room	1
CO Alarm	Near gas boiler (if applicable)	1

At your next annual gas safety check and service we will fit the required number of alarms for your home and, if necessary, we will replace any existing detectors. After this work is complete, all of the smoke and heat alarms in your property will be linked to each other. This means that if an alarm goes off in the kitchen the alarms in the hall and living room will also activate. The CO

Alarm will not be linked to the other alarms which will allow you to identify the cause of the alarm quicker so that you can take the necessary action.

As we will be carrying out this work at the time of your gas check and service, it will mean the appointment may last longer than usual and there may be more than one engineer present. This will only happen once, therefore we ask that you are patient and allow the engineers to complete this work.

As this is Scottish Government legislation, there is no choice as to whether or not you need to accept these additional alarms. If we have to force access to your property for the gas safety check, we will carry out the work to install new alarms and cap your gas supply (as we normally would).

We appreciate your patience as we undertake this work.

Maintenance of Smoke & Carbon Monoxide Detectors

It is important that you continue to test your alarms (before you receive the new alarms and after they are fitted). This should be done once a week by pressing the test button until the alarm sounds. You should do this on every alarm. In addition, you should also gently vacuum the detector, twice a year, using the soft-brush attachment to remove dust from the sensors.

All alarms in Glen Oaks properties will now be either mains-wired or battery alarms, each with a 10 year life. We will continue to replace your alarms every 8-10 years when they are due for replacement.

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

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.

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

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 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

Contact Us

Telephone: 0141 638 0999
Email: go@glenoaks.org.uk
Web: 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.

