

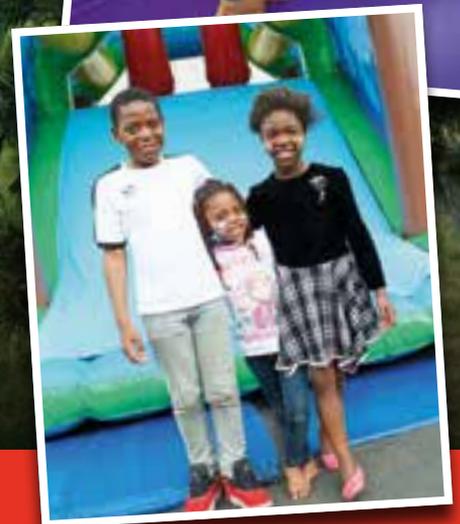


**Don't forget**  
The Darnley Gala Day and Fun Run will  
take place on **Saturday 8th September**.  
See page 3 for more details.

# Fun Day 2018!

Thank you to everyone who came along to our Annual Fun Day on Saturday 2nd June. There was something for everyone including live music, bouncy castles, a petting zoo, tombola and even freshly made Candy Floss.

The weather this year was awesome – if not a little bit warm! Check out pages 8 & 9 for more photos from this year's Fun Day.



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# WELCOME TO OUR SUMMER NEWSLETTER

**What a year it has been so far! I can't believe we are half way to Christmas already. On that note, your next batch of Gold Service Bonus Bonds should be with you shortly, if not already. Gold Service is currently enjoyed by almost half of our residents who, not only receive Bonus Bonds twice a year, but also get an enhanced repairs service and exclusive competitions. Check out page 7 to see what you could be missing out on!**

Glen Oaks has also been in the news recently. The Times newspaper ran an article on 13th June championing our approach to promoting digital inclusion. Not only did we gain this national exposure, but we were also nominated as finalist in the prestigious UK Housing Awards 2018 under the category "outstanding approach to promoting digital inclusion". Unfortunately, we didn't win outright, but just to be recognised as one of the best housing providers in the entire UK for our digital approach is really something to be celebrated.

We're not stopping there however.....

To further build on our commitment to help our residents, our go connect scheme is now fully up and running. go connect

is a government-funded initiative that allows us to establish courses and classes for residents to help build confidence, friendships and even skill sets. Upcoming courses include make-up tutorials, our well-established Knit n Natter club and even a men's club where all the guys come round to our office and, recently anyway, watch the World Cup on our big screen. If you are interested in joining or are just looking for more information, have a look at pages 5 and 6 of this newsletter.

Although we are investing resources in developing local skills, that hasn't stopped us investing in what is our "bread and butter" – your homes. Some of you may have noticed that our appointed contractor, CCG, has started replacing windows in our Arden tenements. The works began in late May and should hopefully run until July next year.

I would like to take this opportunity to wish all our residents a happy, enjoyable summer and if you are away anywhere nice, maybe send us a postcard for us to put up in reception.



*Alasdair McKee*

**Alasdair McKee, Chief Executive**

PS. Don't forget about our annual Glen Oaks sponsored Darnley Fun Run which takes place on 8th September at Darnley Primary School. We have even created a new category this year – the toddler waddle, where some of the youngest runners can take part safely.

## CUSTOMER SERVICE

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

Note: Enquiries about the landscaping contract should be directed to the Technical Department which is option 1. You can also contact Lynne-Anne Ferguson on her direct dial number which is 0141 620 2737.

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

# Annual Return on the Charter (ARC Return)

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance. In August, the Regulator will publish a report on their website about each

Registered Social Landlord with key data from the ARC. In October we will give all our tenants a full report on our performance.

Compared to last year we are delighted to report that many of our satisfaction levels have increased or performance has improved. There are still areas that we

want to improve and we will continue to work with the Service Improvement Group to improve these. They will review our results in more detail and compare them to last year. This will help the group find areas to focus on throughout the year.

Here are a few of the highlights from this year's ARC submission:



2017-18  
**89.57%**

(2016-17 86.49%)

Satisfaction with the quality of your home



2017-18  
**112**

(2016-17 218)

Number of cases of anti-social behaviour reported in the year



2017-18  
**2.02hours**

(2016-17 2.31 hours)

Average time to complete emergency repairs



2017-18  
**3.86days**

(2016-17 3.71 days)

Average time to complete non-emergency repairs



2017-18  
**101**

(2016-17 109)

Number of Stage 1 complaints



2017-18  
**68.3%**

(2016-17 73.4%)

% of Stage 1 complaints upheld



2017-18  
**28**

(2016-17 34)

Number of Stage 2 complaints



2017-18  
**53.6%**

(2016-17 64.7%)

% of Stage 2 complaints upheld

## Darnley Gala Day and Fun Run – 8 September

The annual Darnley Gala Day will take place on 8 September. It will be held in Darnley Primary School and St Angela's Primary School. Glen Oaks is sponsoring the Fun Run which is free for everyone to enter. Registration is at 10am at Darnley Primary and the Fun Run will start at 10.30am. An exciting new event is taking place for the first time this year – a

Toddler Waddle! This will take place at St Angela's Primary School – registration is at 11.45am and the Waddle starts at 12 noon. We are also delighted to sponsor this event and hope lots of toddlers have fun taking part in it. All runners and waddlers will receive a medal and goody bag. Look forward to seeing you there in September!



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

# Universal Credit

## All you need to know about it!



### Rolls out in Glasgow area from September

- **What is it?**
- **Why is everyone talking about it?**
- **Does it affect me?**
- **Is it true your benefit is paid monthly instead of fortnightly?**

#### Find out more:

Come to our Starting Out Project – Universal Credit event on Tuesday 28th August 2.00 – 3.30pm

You can speak to a Welfare Rights Officer, a Digital Inclusion Assistant, a Sustainability Officer or simply just pop in to see our IT suite - all are available at the event.

#### HOW CAN WE HELP YOU?

##### We can

- **Get you online:** our Digital Inclusion Assistant WILL help you set up a personal email address and get you online to make claims. He will also help you set up a Bank Account as UC is paid directly into your bank account and show you how to use a computer with 1:1 tuition if needed.
- **Help you update your online Journal** - This will be your main evidence source that you are seeking work. If it's not completed your benefit may be stopped immediately. You can use our IT suite daily to do this.
- **Manage your money effectively** - UC is paid monthly to you so you must pay all your bills, including rent, via budgeting and effective money management. We can help you do a budget plan, order your monthly shopping online, pay bills monthly and suggest saving you ££'s.

**TELL US AS SOON AS YOU ARE ON U.C. SO WE CAN HELP YOU IMMEDIATELY TO AVOID DELAYS IN YOUR BENEFITS**

## ESSENTIAL GAS MAINS RENEWALS

As you may be aware, SGN manages the network that distributes natural and green gas to 5.9 million homes and businesses across Scotland and the south of England. They also provide the gas emergency service in these areas.

SGN has started to upgrade the gas network in the Carnwadric and Arden areas of Glasgow, where £835,000 will be invested to replace the old gas mains and services with new plastic pipe to ensure a continued safe and reliable gas supply to the local area.

The project started on Monday 4 June 2018 and last for approximately 25 weeks. The works will begin at the junction of Kennishead Avenue and Boydstone Road and continue along Boydstone Road, then Carnwadric Road and other minor roads in the Carnwadric area.

The main disruption in Arden will begin from Monday 1 October and will last for about 8 weeks. This phase will begin in Hopeman Road at its junction with Carnwadric Road. During this phase, SGN also be working in Kilmuir Crescent, Kyleakin Road, Kilmartin Place and Kilberg Terrace.



To ensure everyone's safety, three-way traffic lights will be in place at the junction of Kilmuir Crescent and Kyleakin Road. As the work progresses along Kilmuir Crescent, these traffic lights will be moved nearer the Kilmuir Crescent's junction with Kilmuir Road to keep everyone safe around the work area.

There will be regular updates on <https://www.sgn.co.uk/Roadworks/Scotland-projects/> and using SGN social media and traffic bulletins to keep residents and motorists informed.

If you have any questions about this project, please call SGN Project Manager Craig Ferguson on 07836 511 791 during office hours (8am-4pm), or call the SGN Customer Service team on 0800 912 1700 outside these times.



**The Association has  
2 and 3 bedroom  
tenement flats for  
rent in Arden**  
(4 weekly rent charges  
from £290 - £350)

**For further information please contact  
our Housing Services department on  
0141 638 0999, option 2.**

Application forms are available from our office and can also be downloaded from our website at [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

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



# Photography Course

Recently Glen Oaks has partnered with Glasgow Clyde College to bring a beginner photography course to our tenants. The course was held once a week and was free for any of our tenants to take part. Glasgow Clyde College supplied cameras for all who were involved and a tutor to teach some introductory digital photography techniques and ideas.

The course was an excellent success with many of our tenants taking part! One of our tenants told us, "I have totally loved it, so glad I came. I have discovered my love of photography". The tenants would go over how to use the cameras and techniques in the office with the tutor then venture out in to the surrounding areas to put what they had learned in to practice and people managed to get some great snaps! Overall the course was a great success with everyone involved really enjoying it and learning something new, one tenant telling us that now she will take "photos that have some meaning."



After seeing the success of the course and the quality of pictures we decided that we should showcase some of the work to our staff so we had a very small exhibition to show off some of the work and presented a frame print of their best shot. The above photo is of some of the participants whose photos were shortlisted. Our Housing Director Jean Murray had the tough task of choosing the best overall picture which would make it in to the newsletter and she chose this great shot taken by Ashley Heggie, well done Ashley!

# STARTING OUT PROJECT

Our Starting Out Project aims to support tenants with financial matters, energy advice and help people get online and discover how technology can help you. We have a Digital Inclusion Assistant and a Financial Inclusion Advisor based in Glen Oaks office, who assist our tenants with any money or benefit queries and help with job searching, learning computer skills etc.

## Joan, Financial Inclusion Assistant

Joan can help you with any benefits advice, energy advice (we can help you save money on your gas and electricity and possibly change you to a cheaper supplier or tariff), help make your money go further, help in identifying savings you can make and even help with any debts that you may have. To make an appointment with Joan, please call 0141 638 0999 and press option 2.

## Ryan, Digital Inclusion Assistant

You can visit Ryan in our I.T suite, which is on the ground floor of Glen Oaks' office and has six computers that you can freely use. Ryan is also available to help you develop the basic digital skills needed in this technological world. The computers in our IT Suite can be used for many things including job searching, creating CV's, online price comparisons, completing applications, applying for benefits and more. Many of our tenants use the I.T Suite regularly and are already vastly improving their digital skills.

If you would like a personal appointment with Ryan, you can call him on 0141 620 2751 or visit our office at our "drop-in sessions" on Tuesday afternoons between 2.00pm and 4.00pm or on Thursdays between 10.00am and 1.00pm. You don't need an appointment for these sessions, just come along and make use of this fantastic, free facility.



Would you know what to do in an emergency?

Emergency Life Support is the set of actions needed to keep someone alive until professional help arrives.

It only takes TWO hours to learn the skills which may someday save a life.

Recovery Position  
Cardiac Arrest  
Chest Pain  
Severe Bleeding  
Choking

For further information, or if you would like to book a **FREE** course in emergency first aid, call Erin on 0141 620 2732 to reserve your place.

**Adults:** Tuesday 24th July 10.00am - 12.00pm

**Children and Families:** Thursday 19th July 2.00pm - 4.00pm

All classes will take place in Glen Oaks' office in Arden

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



# 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

## Crafts & Sewing Club

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



## Tea & Blether

1st Monday of the month,  
10.30am - 12 noon



## Men's Club

Our Men's club is now established with the attendees currently enjoying the Fifa World Cup on our big screen TV!  
Every Monday, 2pm - 3.30pm

## ESOL Classes

We are hoping to start English language lessons in our office from September. If you are interested please contact Brenda on 0141 620 2747 for further information.

## Beauty & Make-up Class

8 Week course run by Glasgow Clyde College in September. Spaces limited, call us to book your place ASAP!



1 in 4  
OVER 50s  
WOULD NOT TELL  
ANYONE  
IF THEY NEEDED HELP FOR  
AN ALCOHOL PROBLEM

Erin@GlenOaks can point you in the right direction for help and support if you have an alcohol problem.

Pop into our office to meet some people from "Drink Wise, Age Well" on  
**Thursday 23rd August  
between  
1.30 and 3.30pm**

All visits are on your terms and are 100% confidential. If you would prefer a home visit, call Erin on 0141 620 2732

GlenOaks HOUSING ASSOCIATION  
Drink Wise, Age Well  
Aspiring Communities Fund

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 Erin on 0141 620 2732 or email [erin.woods@glenoaks.org.uk](mailto:erin.woods@glenoaks.org.uk)

## go connect Project

Our go connect project keeps on growing. We have now set up partnerships with various organisations to provide even more classes and services to you. These partnerships include working with Glasgow Clyde College and Drink Wise, Age Well.

We continue to look for other opportunities to link up with companies to provide more services that our tenants can access and enjoy.

go connect run classes and courses that suit most people, so why not come down and see what it's all about. Apart from making new friends, you can

also learn new skills ranging from photography classes to make-up tutorials! There really is something for everyone. You can see a list of clubs and classes advertised in this newsletter so get out of the house and come and join in the fun - you'll be made most welcome and don't have to stay for the full duration of the class.

If there are other classes or activities you would be interested in participating in, please suggest them to us. We would particularly like to hear from our Darnley and Pollok residents as we would like to arrange local classes if there is enough demand or we could arrange transport for you to our office in Arden, where the

classes currently take place. Please phone Erin on 0141 620 2732 or Brenda on 0141 620 2747 for further information.

Our next Community Big Breakfast takes place in Darnley - see separate advert. We would be delighted if you could come along and show support for this project - it's only a success if you use it.

Erin, our Sustainability Officer, will do home visits to any of our tenants who need support. Once we have assessed your issue, we have a wealth of partners we can refer you to, who can help you overcome your problems. Peoples' problems range from money worries, depression, anxiety, and addiction issues, to alcohol dependency. If we can't help you, we'll find someone who can, so if you have any worries, contact Erin to arrange a confidential chat on 0141 620 2732.



**Glen Oaks**  
HOUSING ASSOCIATION

people  
and  
communities  
fund

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



# 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 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 Community

Fund. More information is available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or phone 0141 638 0999 and a member of staff will be happy to help you.

Thank you to everyone who entered into the competition from the Spring Newsletter. Our lucky winner of the £50 gift card was Muhammad Kashif of Arden, who correctly answered that Borobi was a Koala.

### 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 4pm on **Friday 20th July 2018**. Good Luck!



**Q. In which football ground will this year's World Cup final be held on the 15 July? Is it the...**

- A. Luzhniki Stadium
- B. Nizhny Novgorod Stadium
- C. Kazan Arena

**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 4pm **Friday 20 July 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?

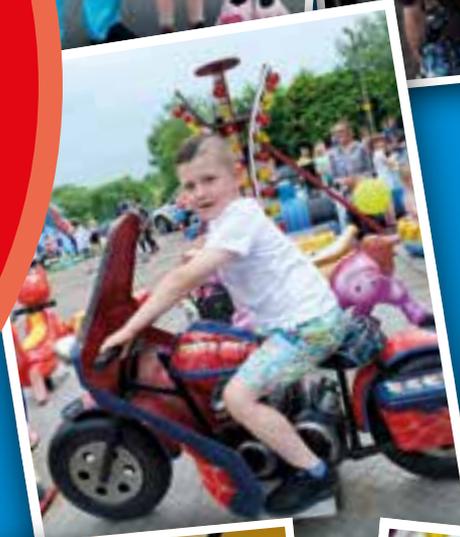
**GOLD SERVICE**



**GLEN  
OAKS  
ANNIVERSARY  
FUN  
SATURDAY  
2ND JUNE**



**OAKS  
ANNUAL  
DAY  
SATURDAY  
JUNE 2018**



# 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.

Application forms are available from our office and can be downloaded from our website. If you would like us to post a form out to you, please call Tricia on 0141 620 2726.

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

# Residents Event 2018

Following on from the successful "Residents Events" held in the Crookston Hotel in November, we are pleased to say that we will be holding another event this November. The details such as the date, venue and content are still to be finalised but we will be able to let you know in the next newsletter. If you have any ideas or suggestions regarding this event, please contact Thomas or Martha on 0141 638 0999, option 3.

# Annual General Meeting 2018

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

The main purpose of the AGM is to present the Association's year-end figures and future plans to shareholding members. There is also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. The evening ends with the very popular prize draw.

All shareholding members are invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves.

**Not a shareholding member? It's not too late for you to be invited to the AGM in September - just fill in an application form, pay £1 for your lifetime membership ... and you can have your say at this year's AGM!**



# 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: .....  
 .....

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

# Service Improvement Group

**Welcome to our new, dedicated Service Improvement Group (SIG) update. Hopefully, this section will let you all know about the exciting work that we are doing with Glen Oaks.**

The SIG is a tenant-led scrutiny panel whose aim is to look at the quality of service our landlord provides to us, their tenants. You may actually have noticed some recent changes to the services that Glen Oaks provides! Well you may be surprised to know that the SIG has been responsible for making most of the recommendations to Glen Oaks regarding what changes are needed.

## How do we do this?

We have regular meetings where we go through paperwork, have site visits, or

shadow Glen Oaks staff carrying out their normal daily tasks to find any flaws (or good things) that they do.

We then report our findings to the Glen Oaks' Board to tell them what we found and what we recommend and, hey presto, changes happen.

We can't change everything, but as a result of one of our recent reports, the Board agreed to take on 93 out of 96 recommendations we made.

This is the kind of difference we can make and we need your help!

Do you want to be part of a fun but serious group of individuals who can make a real change to the way their landlord works, then please drop in at a time that suits you and ask to speak to Thomas or Martha about the SIG group or even pop along to our next meeting on Tuesday 17th July at 10.00am to see what it's all about.



Thanks for reading this and hopefully we'll see you at one of our meetings sometime soon!

# UK HOUSING AWARDS 2018



**In the previous edition of our newsletter, we reported that our Starting Out Project was shortlisted for an award recognising its "Outstanding approach to promoting digital inclusion" category of the UK Housing Awards 2018.**

On this occasion we didn't win the award, however to be recognized as

one of the leading promoters of digital inclusion projects in the entire UK, shows what a wonderful project this is.

If you are interested in learning new skills on a computer, tablet or even your smartphone, contact Ryan, our Digital Inclusion Assistant on 0141 620 2751 to make a free appointment.

Fingers crossed that we can go one better and win the award in 2019!



(L to R) Erin Woods (Sustainability Support Officer), Elaine McShane (Chairperson), Jean Murray (Housing Services Director), Pat McGinlay MBE (Vice-Chairperson), Alasdair McKee (Chief Executive) attending the awards ceremony in London.



UK Housing Awards 2018 hosted by comedian Sean Lock.

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

# Window Replacements – Arden

As reported in the previous newsletter, CCG has been appointed to carry out a programme of window replacements in tenement flats in Arden. The work has been split into 3 phases, with Phase 1 beginning in late May.

At the time of going to print, the works are progressing well and are due to take 14 months to complete. Our contractor will also upgrade any communal close doors and door-entry systems as part of the contract.

All properties require a survey before the works can commence, so we would ask for your co-operation when it comes to gaining access for the survey. If a survey is not carried out, then you may miss out on getting the windows replaced.

Noted below is a list of the addresses that are having their windows replaced and also the phase in which they are scheduled. If you require any further information please contact Lynne-Anne Ferguson on

0141 620  
2737.

#### Phase 1:

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

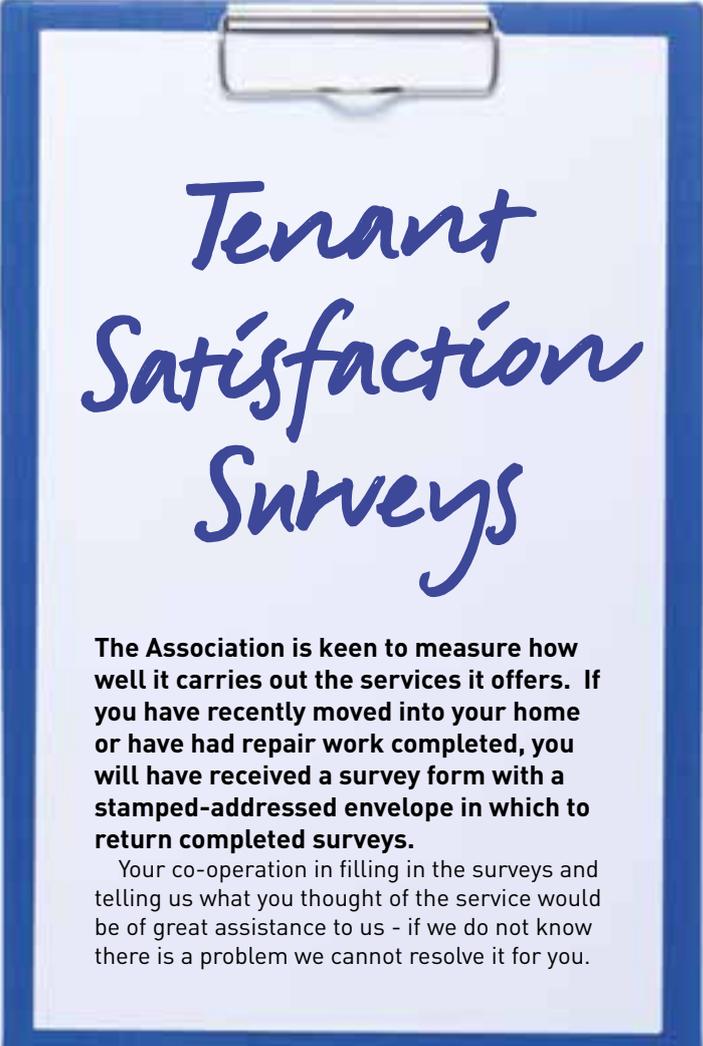
#### Phase 2:

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

#### Phase 3:

- 25 - 45, 34 - 52 Kyleakin Road
- Kilmaluag Terrace (all)
- 1 - 3 Kilvaxter Drive





## Tenant Satisfaction Surveys

**The Association is keen to measure how well it carries out the services it offers. If you have recently moved into your home or have had repair work completed, you will have received a survey form with a stamped-addressed envelope in which to return completed surveys.**

Your co-operation in filling in the surveys and telling us what you thought of the service would be of great assistance to us - if we do not know there is a problem we cannot resolve it for you.

## Back courts

Following on from our article in the last newsletter and recent estate inspections, we have seen that some residents are still not using the wheelie bins provided in the back courts and are instead throwing bin bags directly into bin-stores and around the back court area.

Please be aware that GCC Cleansing Dept. will not remove rubbish disposed of in this way and will only remove rubbish stored in bins. Leaving bags outwith the provided bins also allows foxes and birds to rip open the rubbish bags resulting in rubbish lying all over the back court and also causes an environmental concern. We will continue to contact residents within affected closes directly and may start applying charges to clear up these areas. Please ensure you use the bins provided and if you see anyone leaving rubbish bags lying around the back courts then contact us with information so that we can take appropriate action. This will help ensure that a pleasant environment is maintained by using the bins.

MYGLASGOW

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

#### The app lets you:

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

#### You can submit reports for issues such as:

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

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

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

# 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 (ACMs) 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 therefore 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 Kelly Swain on 0141 620 2741.

Alternatively information regarding asbestos can be found at:

Health & Safety Executive:  
[www.hse.gov.uk](http://www.hse.gov.uk)



## NAPPYSACKS

When carrying out inspections on back courts and bin areas, our Housing Services Assistants have noticed a growing number of soiled nappies lying around these areas. This is obviously extremely unhygienic and unpleasant for residents. Soiled nappies attract flies, maggots and vermin.

These nappies are either from burst bin bags or nappies that have just been placed in the bin. We would like to remind tenants to put soiled nappies in nappy sacks, to stop waste from spilling out the nappy and over the back court area or the bin itself. You can purchase 300 nappy sacks from as little as 35p from local supermarkets.

**TXT Glen Oaks on 07860 027496**

# 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 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.

## ESTATE ACTION PLANS

You will have received your 2018 Estate Action Plan along with this newsletter. Please take the time to read this document as it provides you with information on any changes to the service such as increases to charges etc. If you have any feedback on this Action Plan and have any ideas on what should be included in the future please let us know!

## Garden Competition

*You have to be in it to win it!*

**We changed the way our Garden Competition works last year. In order for your garden to be considered for a prize, you must put your garden forward to be judged or you can nominate a neighbour's garden.**

We award prizes for the best gardens in each of our three areas - Arden, Darnley and Pollok - and prizes for the best balconies in Arden. This year we have also introduced an "Excellence Award", where the winners from the previous year will be judged. Judging will be taking place soon - we can't tell you the exact date of the judging ... that would be cheating!

Remember to let us know if you want your front or back garden judged (as long as access is available).



2017 Overall Achievement Award - Mr Stuart, Kilmuir Crescent

You can enter by calling us on 0141 638 0999, option 2 or text Garden Comp to 07860 027 496 and someone from our team will contact you.

You can also send a private message to us via facebook or twitter.

**Don't forget to enter your garden into our competition as soon as possible!**

# GARDEN SAFETY

Summer has arrived and lots of us are out enjoying the garden again. Whilst we are all determined to make the most of the good weather, we must remember that during the Summer one in five accidents happen in the garden! Many of these involve children. To make sure that we all remain safe while working in the garden this Summer please take a minute to read these safety tips:



## Do...

- ✓ Wear appropriate footwear, steel toe cap boots, gardening gloves, ear defenders and goggles when using the lawnmower, strimmer, hedge trimmer or similar.
- ✓ Always place the cable of electrical equipment over your shoulder and keep it behind you at all times. Make sure electrical switches on all garden equipment are switched OFF before plugging them in.
- ✓ Wear a face mask if you are using compost and you have a lowered immune system, chest problems etc.
- ✓ Work a safe distance away from people and pets when using garden equipment and always watch out for any children in the area.
- ✓ Make sure that any electrical equipment or extension cords are designed for outdoor use and are in good condition.
- ✓ Make sure ladders are placed on a level surface and are held or secured in place.
- ✓ Protect yourself while using electrical equipment outdoors by installing a special socket or a plug-in adaptor if your electricity supply does not have an RCD trip box.
- ✓ Cover up, wear a hat and use sunblock.
- ✓ Watch out when using adhesives, solvents, weedkiller or pesticides when children or pets are around. Always follow the instructions on the label and store carefully.
- ✓ Make sure you know which plants in your garden are poisonous and keep children and pets away from them. To find out more on poisonous plants check the Real Gardeners website [www.realgardeners.co.uk](http://www.realgardeners.co.uk)
- ✓ Have safety nets and pads fitted to trampolines and keep them away from walls, washing lines and hard surfaces.
- ✓ Empty paddling pools when not in use.

## Don't...

- ✗ Use a barbecue on your veranda. Also make sure you keep barbecues away from trees, buildings, washing lines and fences.
- ✗ Use electrical tools in wet or damp conditions or when you are barefoot or wearing sandals.
- ✗ Set bonfires - these can quickly get out of hand.
- ✗ Leave tools, lawnmowers or other electrical items unattended.
- ✗ Try and fix any faulty electrical equipment yourself.
- ✗ Overreach when on a ladder or while using a hedge-trimmer. You should never work higher than shoulder level.
- ✗ Transfer any substances to alternative containers that could confuse people and lead to poisoning.
- ✗ Leave small children unattended. A child can drown in 4cm of water - that is the same as a puddle or a bucket which has filled with rainwater.

**We are always delighted when out and about to see how well a number of gardens and verandas are kept, and the effort that many of you put into your gardens and verandas throughout the year.**

## DON'T GET STUNG!

**It's that time of year when wasps and bees become more noticeable in our gardens and open areas. Most of the time they don't pose any particular concern, but if you discover a wasp or bee nest in your garden this may pose a danger, especially if you have young children.**

Glasgow City Council Environmental Health Department offers a service for the removal of any wasp nests which are causing a nuisance within your garden or near your property. On reporting the

need for a wasp nest to be removed to the Council, this will be tended to as soon as possible and will cost £56.40 including VAT.

The presence of bees within a garden can actually be beneficial for the pollination of plants, but if a nest is present and this is causing a nuisance they can be removed. However, as bees are a protected species only a qualified beekeeper can remove the nest and transport the bees. Although the Council do not offer a service to remove bees, they will be able to provide you with the name and contact details for a qualified beekeeper in your area.



### Do Not Try To Set Nests on Fire!

This is dangerous for you, your family and neighbours. Please contact the Council for help instead. Should you require a wasps nest to be removed at any point over the summer, please contact the Council's Environmental Health Department on 0141 287 1059 and choose option 4.

**Be safe this Summer and enjoy your garden responsibly**

# USEFUL CONTACTS

## POLICE SCOTLAND

[www.scotland.police.uk](http://www.scotland.police.uk)

Pollok Police Station 101 Giffnock Police Station 101  
Govan Police Station 101

## SCOTTISH FIRE & RESCUE

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

Pollok Fire Station 0141 882 4872

## HEALTH

[www.nhs24.com](http://www.nhs24.com)

Pollok Health Centre 0141 531 6800 Arden Surgery (Dr Bhatti) 0141 638 1464  
Thornliebank H. C. 0141 531 6999 NHS24 08454 242 424

**These contact details are for non-emergency contact only.  
If you require emergency assistance from the Police or Fire service, or if you  
have a medical emergency you **must call 999 straight away.****

## LOCAL SCHOOLS

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

St Vincent's RC Primary 0141 638 8718 Crookston Castle Prim. 0141 892 0593  
Ashpark Primary 0141 638 6135 Woodfarm High School 0141 577 2600  
St Angela's RC Primary 0141 638 9646 St Paul's RC High School 0141 582 0040  
Darnley Primary 0141 638 8009 Rosshall Academy 0141 582 0200  
St Monica's RC Primary 0141 882 6569

## GLASGOW CITY COUNCIL

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

Main Switchboard 0141 287 2000 Roads & Lighting Faults 0800 37 36 35  
Cleansing & Recycling 0141 287 9700 Council Tax Enquiries 0141 287 5050  
Environmental Health 0141 287 2000 Housing Benefit 0141 287 5050  
Anti-Social Behaviour 0800 0273 901

## LOCAL COUNCILLORS

### Arden Councillors (Newland/Auldburn Ward)

Bailie Kyle Thornton (CON) 0141 287 5644 [kyle.thornton@glasgow.gov.uk](mailto:kyle.thornton@glasgow.gov.uk)  
Cllr Stephen Curran (LAB) 0141 287 4382 [stephen.curran@glasgow.gov.uk](mailto:stephen.curran@glasgow.gov.uk)  
Bailie Josephine Docherty (SNP) 0141 287 5854 [josephine.docherty@glasgow.gov.uk](mailto:josephine.docherty@glasgow.gov.uk)

### Darnley & Pollok Councillors (Greater Pollok Ward)

Cllr Saqib Ahmed (LAB) 0141 287 7018 [saqib.ahmed@glasgow.gov.uk](mailto:saqib.ahmed@glasgow.gov.uk)  
Cllr David McDonald (SNP) 0141 287 4616 [david.mcdonald@glasgow.gov.uk](mailto:david.mcdonald@glasgow.gov.uk)  
Cllr Rhiannon Spear (SNP) 0141 287 4379 [rhiannon.spear@glasgow.gov.uk](mailto:rhiannon.spear@glasgow.gov.uk)  
Cllr Rashid Hussain (LAB) 0141 287 4014 [rashid.hussain@glasgow.gov.uk](mailto:rashid.hussain@glasgow.gov.uk)

## OTHER

Newlands Job Centre 0800 169 0190  
Citizens Advice Bureau 0141 876 4401  
Traveline Scotland 0871 200 2233

### Councillors can also be contacted at:

Glasgow City Council, City Chambers,  
George Square, Glasgow, G2 1DU.

Telephone 0141 287 2000

Website [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

## 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.



**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