



6 WEEKS OF SUMMER FAMILY FUN!

This summer, we're excited to be launching six weeks of family-friendly days out, running right across the school holidays. Designed to bring families together and make the most of the summer break, each week will feature a fun, accessible outing that everyone can enjoy.

To make things as fair as possible, tickets will be offered on a first-come, first-served basis, with places evenly distributed across all interested families throughout the six-week programme. This approach helps give everyone the chance to take part.

More details about each event, including dates, locations and how to get tickets, will be shared closer to the time, so keep an eye out for updates.

We encourage families to register their interest when bookings open, as places are limited.



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Updates to Our Allocations Policy & Reopening of Our Housing Waiting List

We're pleased to let you know that our housing waiting list will reopen in May, with the launch of our new online Housing Application Form.

At the same time, we are introducing our updated Allocations Policy, which replaces our previous points-based approach with a banding system.

A huge thank-you to the almost 250 tenants who took part in our recent consultation. Your feedback played an important role in shaping the final policy.

What You Need to Do

To make sure everyone is assessed fairly under the new system, all applicants must complete a new housing application form. If you reapply within the first month of our

application form opening, we will honour your original application date, so you won't lose any existing waiting time.

Information for Current Applicants

All current applicants have been sent a letter and a copy of the new Allocations Booklet, explaining the changes and what you need to do next.

Need Help? Come and See Us

We know some people prefer to speak with us directly. That's why we'll be hosting an in-person information, details will be confirmed shortly.

Our Allocations Team will be on hand to answer questions and help you complete the new online form.

We're Here to Support You

If you have any questions about the application process, please contact our Allocations Team:

0141 638 0999 (Option 4)

lettings@glenoaks.org.uk

Find Out More

You can read our full **Allocations Policy Booklet** here:

https://www.glenoaks.org.uk/data/16__applying_for_a_home_070426_2026_05_07_13_40_37.pdf

The booklet explains how the new banding system works and guides you through applying online.

Launching Our New Customer Service Strategy

Glen Oaks Housing Association is proud to launch our new Customer Service Strategy, reaffirming our commitment to delivering high-quality, accessible, and inclusive services for all tenants.

This strategy sets out the standards you can expect, how we measure performance, and the vital role tenants play in shaping the services we provide. We actively promote our service standards and complaints procedure, share regular updates through newsletters and reports, and create opportunities for you to get involved in service design and review.

Importantly, this strategy has been shaped by your feedback. Insights from our recent full survey - completed by 40% of our tenants - alongside consultation with our staff, have helped us identify what matters most to you. By embedding tenant feedback and benchmarking against best practice, we aim to continuously improve and deliver services that reflect the needs and expectations of our communities.

We've set 10 measurable objectives to guide us in achieving excellent customer service. Our **Customer Service Strategy information booklet** and our **updated customer service standards** were sent to all tenants recently but you can read it on our website: www.glenoaks.org.uk/customerservicestandards or contact us for a printed copy.

We will continue to update you on our performance in our 'Meeting our Standards' Article in every newsletter.

Our Customer Service Strategy

Putting Customers First

Setting out how we will deliver excellent customer service, meet our service standards, and exceed customer expectations, while ensuring our services are accessible, inclusive, and of consistently high quality.

Glen Oaks 
HOUSING ASSOCIATION



Do we have correct contact information for you? Make sure you update us with any changes to your email address or mobile number

Meeting Our Service Standards: Timeliness of Response

At the heart of our service is a commitment to transparency, accountability, and continuous improvement. Our Service Standards outline how we deliver key services and the level of quality you can expect. In every newsletter, we share how we're performing against these standards. This edition focuses on our timeliness of response.

Timeliness of Response: Our Commitment

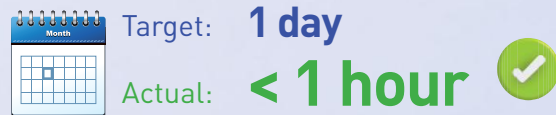
We want every interaction you have with us to be a positive one, consistent, regardless of how you choose to contact us and we aim to respond within set timescales.

Here's how we're doing:

Answer any calls within 30 seconds



Acknowledge your social media comment or direct message within one working day



Provide a full email reply within 3 working days



Provide you with a full reply within 3 working days



Since the launch of our new Customer Service Strategy, alongside the introduction of our new housing management system and phone system, we are already seeing improvements in both call handling and email response times. These changes have strengthened our ability to measure performance accurately and to monitor activity in real time, enabling us to respond quickly and adjust our service to ensure we consistently meet our standards.

Our enhanced systems give us greater visibility and control over performance, allowing us to monitor trends more closely and react quickly where needed.

We want to hear from you!

Your feedback helps us to improve our services. We use a Mystery Shopping Survey to gather insights into your experiences when contacting us by phone, email, or in person.

The survey is open year-round, and during May we will be actively promoting it to encourage more feedback about your recent experiences when getting in touch with us. If you receive the survey, please take a couple of minutes to have your say - your views really do make a difference.

We need Mystery Shoppers to help us improve our services - email go@glenoaks.org.uk for more information



We need you! Join our Service Improvement Group!

Now's a great time to get involved - the group will be deciding what service to review next, so will be part of it from the start.

Meetings are monthly, informal, and fun - just a couple of hours on a Tuesday afternoon.

Whether you're looking to boost your CV, gain work experience, meet new people, or simply help improve our services, we'd love to have you on board. Training and support are provided, and your input really makes a difference.

Interested? Contact us to meet with

Laura, our Customer Experience Lead, and some group members beforehand to chat and ask any questions.

Let's make tenant participation truly tenant-led - we're stronger with you involved!

Review of Our Tenant Participation Strategy - Update

We are proud to have played a key role in shaping the new Tenant Participation, Engagement and Scrutiny Strategy. The collaborative approach with this review has resulted in a stronger, more tenant-focused strategy that reflects what matters most to tenants.

Thanks to all Glen Oaks staff and tenants who supported the review and took part in the consultation. Your views and involvement played a vital role in shaping the final outcome.

Our report will be sent to all tenants in June but you will also be able to read it on the Glen Oaks website: <https://www.glenoaks.org.uk/service-improvement-group/>

Key improvements from the review

It was great to discover that Glen Oaks is already sector-leading in how tenants are involved. Our approach to participation, engagement and scrutiny is innovative and provides real opportunities for tenants to shape services.

- **A stronger strategy name** - The strategy is now called the Tenant Participation, Engagement and Scrutiny Strategy, better reflecting Glen Oaks' proven success and commitment across all three areas.

- **Shared ownership** - A new joint statement confirms that tenants, staff, senior leaders and the Board all share responsibility for delivering the strategy and making it work in practice.
- **10 Key Principles of Successful Tenant Participation** - These principles were developed by SIG and are designed to ensure tenant involvement has a strong and meaningful influence on how services are shaped at Glen Oaks. They also aim to support best practice across the wider housing sector.
- **Tenant Impact Report** - We're introducing a new report that will show how tenants are getting involved and the difference this is making. It will include things like how many people take part in surveys and consultations, how much time tenants volunteer, and the improvements made as a result of your feedback.
- **Shaped by Tenant Voice' Stamp** - You'll start to see this stamp on our publications, policies and other information when tenant feedback has helped shape changes. It makes it easy to see where your voice has made a difference. We'll also track how often we use the stamp each year as part of our performance.



- **GO Get Involved Annual Calendar** - This new calendar sets out opportunities to get involved throughout the year, (see page 5). It's clear about how much time each activity will take and offers a range of ways to take part. It has been designed using tenant feedback to make sure there is something for everyone.
- **18 Best practice examples!** These included our Very high levels of digital engagement (92%) and the high number of regular surveys and consultations giving tenants frequent opportunities to have their say.
- **27 recommendations turned into action!** All 27 recommendations from the review have either already been included in the new strategy or turned into actions that will be delivered over the next year.

Please like and follow our Facebook page for updates
@GlenOaksHousing

Glen Oaks

HOUSING ASSOCIATION

GO Get Involved!

Annual Calendar

We're excited to introduce our new Go Get Involved Annual Programme, developed following a recommendation from our Service Improvement Group as part of their review of our Tenant Participation, Engagement and Scrutiny Strategy. One of the key goals of our strategy is to offer more planned opportunities for tenants to get involved, and to be open and transparent about the time each activity will take. This annual plan sets out all the ways you can take part throughout the year, and we'll share dates and details for each activity as they approach, making sure you always have plenty of time to get involved.

APRIL

- ✦ **Tenant Engagement, Participation & Scrutiny Strategy** - Learn about the new ways tenants can get involved. Event · 2 hours
- ✦ **Spring Clean Action Week** - Join neighbours to tidy shared outdoor areas, litter pick, use the Swap Shop and more! Community Event · 2 hours
- ✦ **Estate Walkabouts** - Join our Estate Co-ordinator for a walkabout and inspection in your area. Community Event · 1 hour
- ✦ **Complaint Policy Review** - Give your feedback on our Complaint Handling Policy - 20 mins

MAY

- ✦ **Anti-Social Behaviour & Abandonment Policy Review** - Share your views on how ASB and abandonment cases should be handled. Digital Consultation · 20 minutes
- ✦ **Waiting List Launch** - Our new online application and banding allocation policy launches! Meet our Team to ask any questions - 30 mins
- ✦ **Shared Ownership Policy Review** - Give your views on how shared ownership is managed. Digital Consultation · 20 minutes

JUNE

- ✦ **Domestic Abuse Policy Review** - Confidential feedback to help us support those affected. Digital Consultation · 20 minutes
- ✦ **Bulk Uplift & Back Court Improvements Review** - Help shape improvements to back courts and outdoor spaces. Digital Consultation · 20 minutes.
- ✦ **Community Champion Nominations** - Nominate a garden, good neighbour, staff star or community champion! Event & Online · 1 hour
- ✦ **Launch of our 6 weeks of Summer Events** - six weeks of family friendly days out, running right across the school holidays.
- ✦ **Tenant Portal Launch** - Sign up to the NEW Tenant Portal and see the benefits of it and how easy it is to use. Digital Event · 10 minutes
- ✦ **BIG Conversation Event on Rent Harmonisation** - Join the conversation on how we make rents fairer across all our properties - 1 hour

JULY

- ✦ **6 weeks of Summer Events** - six weeks of family friendly days out continue! Designed to bring families together and make the most of the summer break, each week will feature a fun, accessible outing that everyone can enjoy.
- ✦ **Full Service Satisfaction Survey** - Tell us how we're doing and where we need to improve. Telephone & Door-to-Door Survey · 30 minutes
- ✦ **Launch of our Estate Action Plans** - See updated Action Plans for your area and tell us what you think. Digital Event · 10 minutes
- ✦ **Damp & Mould Policy Review** - Support the Service Improvement Group and share feedback on our approach. Scrutiny Review · 3 hours/month

Interested in getting involved? Contact Go@glenoaks.org.uk

Visit our website www.glenoaks.org.uk/our-performance
for more information on our performance

Estate Inspections Update: Our 360° Approach

As part of our 360° approach to estate management, we don't just inspect our estates, we listen. Tenants in Arden and Darnley were invited to share feedback ahead of estate inspections, helping us focus on the issues that matter most locally. Thank you to everyone who took the time to respond.

You said... Tenants shared a wide range of views but there was a clear theme this time round with many highlighting issues or concerns about the new bin hubs and parking in the area. Here are some of the things you told us:

"The new bins are a joke for the amount of people who live in the area- they're full all the time and it's going to attract rats."

"As someone with arthritis, I really struggle to open the new bins and get bags inside. Elderly and disabled people are finding this very difficult."

The Bin Hubs were the most common issue raised, particularly around capacity and accessibility. Bin services are provided by **Glasgow City Council**, if you have any issues or concerns please contact them directly. This is easily done using their app. We are trying to support tenants during this transition through advice and working in partnership with GCC. Where possible GCC will provide additional support to tenants with a disability. Please phone them on 0141 287 2000.



"Cars parking too far over the pavement so that wheelchair users, people with walkers and parents with buggies have to go onto a busy road to get past."

"Parking is a joke. Paying all this money for rent and needing to park halfway down the next street."

We understand that parking can be a real frustration for many tenants. Our streets, especially around older tenement properties, were never designed for the number of cars people own today. Add to that the introduction of Glasgow City Council bin hubs, which have reduced parking in some areas, and the pressure on space has increased. This was a GCC decision, and unfortunately not something Glen Oaks can change.

What we can ask is that everyone parks considerately. Parking on pavements or across bin hubs can force wheelchair users, people with mobility aids and parents with buggies into the road, which isn't safe for anyone. Parking on public roads is managed by Glasgow City Council, and any issues or concerns can be reported directly to them via their app or website.



What's been happening?

Our Estate Coordinator, Kathryn, has been carrying out estate inspections across **Arden and Darnley**, looking at communal areas, backcourts, car parks, green spaces and footpaths. She reviewed all of the feedback received calling tenants to discuss their concerns and take action where possible.

"There's rubbish lying around the bins and dog dirt not being picked up, especially in the backcourt."

This is something we're aware of and share your concerns. Our Estate Coordinator, Kathryn, has also noted these issues during her inspections and has raised them directly with tenants while on site.



Keeping shared areas clean is a shared responsibility. This includes disposing of rubbish properly and always cleaning up after dogs. When this doesn't happen, it affects everyone who lives nearby.

If you know who is contributing to the mess in your close or backcourt, please let us know. Reporting concerns helps us take the appropriate action and keep shared spaces safe and pleasant for all residents.

"Close hasn't been cleaned in weeks and we are still being charged for the service."



When our new cleaning contractor started last month, we let tenants know there would be a short bedding-in period. During the first few weeks, the focus was on carrying out a deep clean of every close before moving into the regular cleaning schedule. This meant some cleans were less visible at first, but it was done to set a better standard going forward.

We hope tenants will start to see a noticeable improvement now that regular cleans are underway.

What You Told Us About Your Streets

It's great that more tenants took part in our Estate Inspection survey this spring, giving us a clearer picture of how people feel about their neighbourhoods. Encouragingly, more residents rated their street **4 or 5 stars** compared to autumn, and overall scores have improved slightly since then. Many of the lower scores related to frustration with Glasgow City Council services, rather than issues within Glen Oaks' control. We'll continue to help tenants understand who to report different issues to and will keep working in partnership with GCC wherever possible to improve our streets. While we know there's still work to do in some areas, it's positive to see feedback moving in the right direction.



Thank you to everyone who shared feedback, met us on site, or raised concerns. Your involvement helps us prioritise action and work towards cleaner, safer and more welcoming neighbourhoods. If you spot an issue or would like to get involved in future inspections, please get in touch.

**Please like and follow our Facebook page for updates
@GlenOaksHousing**

Spring Action Week!

During the first week of April, residents, staff and partners came together for Spring Action Week, a programme of activities focused on keeping our neighbourhoods clean, supporting environmental improvements and helping residents through local changes.

It was great to see people getting involved across Arden, Darnley and Pollok, showing what can be achieved when communities work together.

Community Litter Picks

Litter picks were held across all three areas and were well supported by residents, staff and contractors. These sessions helped tackle litter, improve shared spaces and gave neighbours a chance to come together.

We were especially pleased to welcome families, with young helpers receiving a small Easter treat as a thank you for taking part.



Spring Cleaning & Decluttering

To support spring cleaning, Our contractor Caledonia provided a caged van, helping residents declutter responsibly and refresh their homes.



Supporting Better Waste Options in Arden

Spring Action Week also included targeted support for Arden tenants during Glasgow City Council's move to bin hubs. We shared practical information to help residents understand the changes and manage waste confidently.

Turn to page 12 to read more about bin hubs and waste disposal options.

Growing Greener Communities

We marked the launch of our new Garden Care Volunteer Scheme, aimed at supporting tenants who need help with their gardens and encouraging community involvement.

Turn to page 11 to read more about garden care support and volunteering.



Meet the New Close Cleaning Team

Spring Action Week marked the introduction of our **new Close Cleaning team**, helping residents understand who will be cleaning their closes and what to expect over the coming months.

Turn to page 8 to meet the new Close Cleaning team and find out more about the cleaning arrangements.



Govan Appliance Project

We also promoted the **Govan Appliance Project**, including a **£20 incentive** for tenants who recycled an appliance during April. The project offers a sustainable alternative to bulk uplift, with appliances collected from tenants' homes and repaired or reused where possible.

Turn to page 11 to read more about the Govan Appliance Project and how to take part.

Thank You

A big thank you to everyone who took part and supported Spring Action Week. Your involvement helped make our communities cleaner, greener and more connected.

Join our Service Improvement Group today - contact Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

New close cleaning contractor - Idverde

Our new close cleaners have now been on site for just over a month. You may have noticed that they haven't visited your close yet. To ensure a higher-quality service going forward, the Contractor is currently focusing on carrying out an initial deep clean of all closes during the first weeks of the new contract.

This deep cleaning phase will take approximately 6–8 weeks. By the end of May, the cleaning schedule will return to the normal service pattern. We appreciate your patience in the meantime.



Fire Safety Reminder – Keeping Our Closes Safe

We recently had a fire in one of our closes caused by a lithium battery from an electric scooter. Thankfully, no one was hurt and the fire was quickly contained, but it could have been much more serious. It's an important reminder of how quickly these types of fires can start.

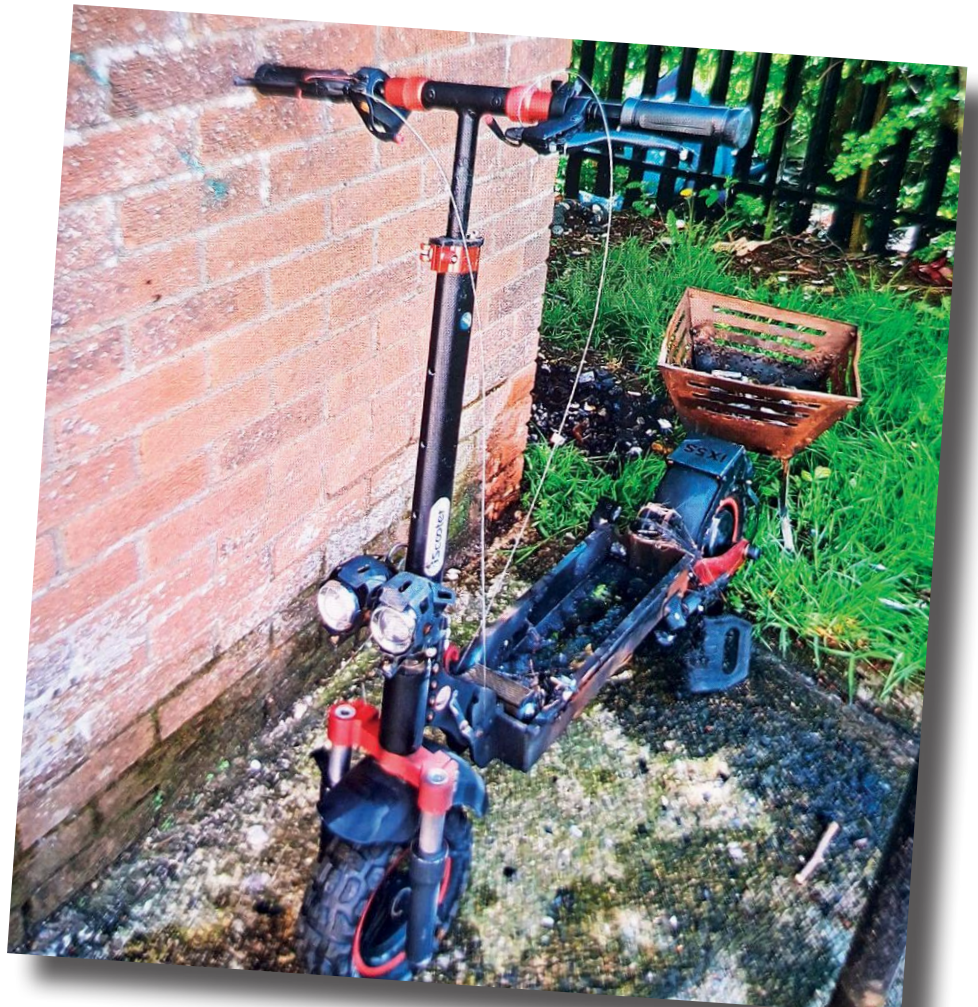
Electric scooters, bikes and similar devices use lithium batteries. If these batteries are damaged, faulty or charged incorrectly, they can catch fire very quickly and produce dangerous smoke.

To keep everyone safe, electric scooters, bikes or any items with lithium batteries must not be stored or charged in closes, stairwells or other communal areas. These spaces are vital escape routes and must always be kept clear.

Please also remember not to leave personal belongings in communal areas and report any hazards, such as damaged lighting or fire doors, as soon as possible.

Scottish Fire and Rescue Service offers free Home Fire Safety Visits, where they can give advice, check smoke alarms and help identify any risks in your home. You can arrange a visit by calling **0800 0731 999** or visiting their website.

Fire safety is everyone's responsibility. By keeping communal areas clear, you're helping to protect yourself and your neighbours.



Report estate management issues to our Estate Co-ordinator by calling 0141 620 2728 or by emailing estates@glenoaks.org.uk

Dangerous Dogs – What You Need to Know

The Scottish Government has added the XL Bully to the list of banned breeds under the Dangerous Dogs Act 1991. This means:

- You cannot breed, sell, or give away an XL Bully.
 - From 1 August 2024, owning one without an exemption certificate is a criminal offence.
 - Exemptions require: **neutering, microchipping, insurance, and strict control in public (muzzled and on a lead).**
- Other banned breeds include Pit Bull Terrier, Japanese Tosa, Dogo Argentino, and Fila Brasileiro.

Remember: **You must have written permission to keep any pet.**

Permission will **not** be granted for banned breeds. If you already own a dog on the list, you must comply with the law or risk losing your tenancy.



Stay Safe, Stay Legal!

Questions? Contact our Customer Service Team or visit [gov.scot](https://www.gov.scot).

Understanding Anti-Social Behaviour: What We Can and Cannot Act On

At Glen Oaks, we want everyone to feel safe, comfortable and respected in their homes. A big part of this is helping tenants understand what counts as Anti-Social Behaviour (ASB), what we can take action on, and how neighbours can work together to resolve smaller issues before they become bigger problems.

We know that many of the complaints we receive relate to **everyday living noise**. While these sounds can be frustrating, most are not classed as ASB under our policy. By encouraging tolerance and positive communication, we can help keep our communities calm, friendly, and supportive.

What Counts as Anti-Social Behaviour?

Our ASB Policy defines Anti-Social Behaviour as actions that cause harassment, alarm, distress, nuisance or annoyance to others. We **can** investigate and act on issues such as:

- Threatening, intimidating, or violent behaviour
- Harassment or hate-related incidents
- Vandalism or damage to property
- Drug-related or criminal behaviour
- Persistent, unreasonable noise (e.g., very loud music played repeatedly late at night)

These are serious issues and we will always take appropriate action.

What Is Not Anti-Social Behaviour?

Many concerns reported to us involve **normal, day-to-day household noise**, which is not considered ASB unless it is deliberate, ongoing, and unreasonable.

Examples of everyday noise:

- Children playing
- Footsteps or movement around the home
- Toilets flushing and showers running
- Doors closing
- Conversation or TV noise at a reasonable level
- Pets moving around or occasional barking

These are all part of living in a community, especially in flats.

Why tolerance matters

We know that noise can be frustrating, especially if you're tired, working shifts, or just having a stressful day, but often people genuinely don't realise that everyday sounds are being heard next door. A bit of patience and understanding goes a long way, as most neighbours aren't trying to cause upset, they may simply not realise that a sound carries or haven't noticed the time.

We always encourage tenants to approach these situations kindly: have a friendly chat with your neighbour first, as a polite conversation often resolves things quickly; think about how your own sound might carry.

Try to remember that everyone has different routines - children, carers, elderly tenants, shift workers, and people with disabilities may all create normal day-to-day sounds at varying times.

Try Our Hello Neighbour Card

Not everyone feels comfortable knocking on a neighbour's door to raise a small concern - and that's completely understandable. To help make these conversations easier, we offer our friendly **Hello Neighbour Card**.

It's a simple, positive way to let your neighbour know about a small issue you'd like to talk about, things like:

- A dog barking late at night
- Doors closing loudly early in the morning
- A TV that might be a bit loud
- General household noise that they may not realise is carrying

You can pick up a card from our office. Just write a short, polite message and pop it through your neighbour's door. This often resolves things quickly, kindly, and without the need for formal action.

**Have you downloaded the Housing Perks App?
Exclusive savings for Glen Oaks tenants! Email go@glenoaks.org.uk**

SURVEY in the SPOTLIGHT!

Rent Consultation

Between November and December, we asked tenants to share their views on the proposed 4.8% rent increase for 2026/27. Thank you to everyone who took the time to take part. Your feedback is incredibly important and helps guide the decisions we make.

How we carried out the consultation

This year, the consultation started earlier than usual, following feedback from tenants at our BIG Conversation event in June. We followed best-practice guidance to make sure the process was clear, fair and accessible.

Who took part

14% of tenants responded, which is in line with previous years.

98%
tenants took part digitally

What tenants told us about the proposed 4.8% rent increase

Views were closely split:

52%
of tenants did not agree

47%
of tenants agreed

One tenant chose not to vote

✓ **Representative feedback** - tenants of different ages and from all our communities took part, meaning the results reflect a broad and representative range of views.

Why some tenants agreed

Many tenants who supported the increase said they understand that costs are rising and felt the additional income could help maintain and improve services. Others were willing to support the increase provided service standards are maintained. Several tenants described the increase as fair in the current economic climate, and some also expressed trust based on their past experiences.

"Cost of living is increasing. I understand rent would be included in this."

"I trust Glen Oaks' judgement and I have always seen the impact of every increment."

Why some tenants did not agree

Tenants who did not agree with the proposed increase most often raised concerns about affordability and financial pressure, particularly in the context of the ongoing cost-of-living crisis. Many highlighted that wages and benefits are not rising at the same rate as rent. Others felt that service quality, repairs and housing conditions have not always improved in line with previous increases. While some tenants accepted the need for a rent increase in principle, they felt the level of the proposed increase was too high.

"Rent money keeps going up wages don't."

"This will put a lot of financial stress onto people."

We understand that any increase on top of the cost of living crisis can be stressful to tenants and we will continue to work hard to make sure that any increase remain as low as possible and that we make sure there is support to tenants who need it. Our Tenancy Support Visits and Welfare Rights Service is there to try and help where we can.

Thank you again to everyone who took part - your voice matters.

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

Shower Over Bath Programme

We're pleased to relaunch our Shower Over Bath Installation Programme.

The programme launched for the first time last year, and as part of our plans for this year, we've committed to installing even more showers. Tenants who do not already have a shower were contacted and invited to opt into the programme.

Places were allocated on a first come, first served basis. Our contractor will contact successful tenants closer to their installation date to arrange access.

This programme will run throughout the year, so please don't worry if you haven't received a date yet.

If you have any questions, please contact our Assets Team on **0141 638 0999** (option 5) or email assets@glenoaks.org.co.uk.



Get your bulk appliances uplifted for free and recycled

We are working in partnership with the Govan Appliance Project, who can collect old appliances free of charge directly from your home. Wherever possible, they will repair, refurbish, and reuse the appliances they collect.

You can contact them by email at govanappliance@gmail.com or message them on Facebook at @GovanApplianceProject.

The team can collect items from inside your home, so you don't need to move heavy appliances downstairs or leave them outside for bulk collection.

To support a greener way of disposing of bulky items, we will no longer collect fridges or other appliances from the back court. Instead, please contact the Govan Appliance Project, they aim to collect within a few days.

Calling all green-thumbed tenants - Join our Gardening Support Group!

Do you enjoy gardening? Would you like to help make your neighbourhood look greener and more welcoming? Could you support tenants who may be struggling to maintain their own gardens?

We're setting up a new group for local tenants who enjoy getting stuck into gardening and want to help others in their community who might need a hand.

Our landscaping contractor, **John O'Connor**, has kindly donated equipment for the Gardening Support Group and provided staff with training on how to use it. We'll provide everything you need to get started.

If you're interested in joining the group or would like to find out more, please get in touch:

Email: go@glenoaks.org.uk

Phone: 0141 638 0999 (option 1)



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

New Bin Hubs in Our Area – How to Use Them Responsibly

New Bin Hubs have been installed in Arden by Glasgow City Council. These hubs are part of a council-led service designed to improve waste collection, keep shared spaces cleaner, and make recycling easier for everyone.

All tenants should now have received an information booklet from the Council explaining how the bin hubs work and how to use them correctly. We'd really encourage you to have a look through it if you haven't already, as it contains helpful guidance to make sure the hubs work well for the whole community.

For more information visit: <https://www.glasgow.gov.uk/binhubs>

Please recycle where possible

Recycling plays a big part in keeping the bin hubs working effectively. By using the recycling bins for suitable items, we can help ensure there is enough space in the general waste bins for everyone, including your neighbours. When non-recyclable waste fills the bins too quickly, it can lead to overflow and missed collections –

something we all want to avoid.

Glasgow City Council has also created a useful online guide, including a short video showing exactly how to dispose of waste responsibly at the bin hubs. You can watch it here:

<https://youtu.be/-Fdsrk2qQQs>

Bulk waste – what to do for now

For the time being, bulk waste items (such as furniture or large household items) should continue to be placed in the designated area of your back court, as normal.

Please remember that this area is for bulk waste only. Items such as cardboard boxes should not be left here and should instead be flattened and recycled at your bin hub.

We will be carrying out consultation with tenants over the next few months to understand how best to provide a bulk waste service going forward.

Keeping access clear

It's really important that access to the bin hubs is not obstructed. Council collection vehicles need clear access to empty the bins safely and efficiently. Parking in front of, or too close to, the hubs can prevent collections from taking place and may result in a fine.

We understand that parking is limited in the area, and this can be challenging at times. We kindly ask tenants to be mindful of where they park and to make sure vehicles are not blocking bin hubs or causing difficulties for pedestrians, wheelchair users, or parents with buggies.

Thank you for your support

By using the bin hubs correctly, recycling where possible, managing bulk waste appropriately, and parking considerately, we can all help keep our neighbourhood clean, safe, and pleasant for everyone. Thank you for doing your part and for continuing to look out for your community.



Making sure our publications are Accessible!

We've added a new feedback link to all of our policy and strategy documents, and publications like this newsletter, making it easier than ever for tenants to share their views.

We want our publications to be clear, easy to understand, and accessible for everyone. That's why each document now includes a short survey where you can tell us what works well, what could be improved, and if anything

feels confusing or unclear. You can also use the survey to ask questions about the content.

Tenant Voice is important to us, and the feedback you share helps us improve our services and informs how we review and update our policies and strategies.

Next time you're reading one of our publications, look out for the feedback link on the back page.

<https://cxfb.co.uk/cx/a2b-x7r>



You can contact us in any way that suits you. Our staff can call you back if you are low on credit or data, just let us know.



Option 1 – Repairs

Option 2 – Rent enquiries, benefits advice, tenancy support, report anti-social behaviour

Option 3 - Garden or estate issues

Option 4 - Housing applications or information on when your new home will be ready

Option 5 – Arrange gas/electrical checks. Factoring and home upgrades

Option 6 – All other departments



Email: go@glenoaks.org.uk

Facebook: [@glenoakshousing](https://www.facebook.com/glenoakshousing)

Website: www.glenoaks.org.uk



Tenant Portal:

webaccess.glenoaks.org.uk

If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

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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.

