



Your guide to...

Getting involved

Providing you with every opportunity to participate and be involved

This document provides information on how you can participate and be involved with the Association and your local community.

Contents

Getting involved	
Becoming a shareholding member	
Joining our Board	
Sub Committees	1
Arden Tenants Association	
Registration and recognition of groups	
Service Improvement Group	2
Providing your feedback	3
Consultation	
Community events	4

Glen Oaks Housing Association wants to provide you with a range of ways to be involved. This is a great opportunity to influence our services and help you feel part of the wider community.

Getting involved

We want to provide you with every opportunity to engage in the management of our services. It is your legislative right to take part in decision making processes and influence housing policies and our services. This is called tenant participation.

The Association has a tenant participation structure that allows you to be involved in a number of ways. It is up to you how involved you want to be.

Becoming a shareholding member

Anyone with an interest in our work can become a shareholding member and has the right to stand for election to the Board.

We encourage every tenant to become a member of Glen Oaks. If you are over 16 you are eligible to become a member. Lifetime membership costs £1. It is easy, just fill in the form alongside this booklet!

As a member you are entitled to:

- attend the Annual General Meeting (AGM)
- stand for election as a Board Member
- influence the running of the Association

Joining our Board

Our Board is made up of 15 members who are responsible for all governance matters relating to the management of Glen Oaks. The Board is the highest authority in the decision making process within the Association. It is responsible for promoting and supporting the principles and processes that enable tenants to get involved in the management of their homes and in the wider community.

Sub-Committees

Board members also sit on our 2 sub-committees. Each of these has a specific focus:

- Housing Services, Technical and Health & Safety Sub-Committee looks at performance, reactive repairs, planned maintenance, health & safety, tenancy issues, allocations, arrears, estate management etc.
- Audit and Corporate Services Sub-Committee looks at internal audit reports, risk management, staffing, complaints, policies etc.

They have devolved responsibility from the Board for making decisions in accordance with the overall aims and objectives of the Association.

Arden Tenants Association

We work closely with the Arden Tenants Association which is a registered tenants' organisation. Staff members attend meetings where information is shared with tenants and residents. The Tenants Association is an independently constituted body. Glen Oaks consults with the Arden Tenants Association, seeking their views on the services we provide.

Registration and recognition of groups

The Association wishes to support the formation of local groups and considers that this form of activity contributes to a community-based approach, and is central to the tenant participation process.

If you are interested in creating a new community based group with the intention of helping to improve our service, contact our office and we would be happy to discuss how we can support you.

Service Improvement Group

All social landlords must deliver quality services, involve their tenants in assessing the performance of these services and be able to demonstrate value for money. We have therefore set up a Service Improvement Group to listen to the experience and opinions of our customers. This group consists of residents who come together to discuss specific issues and recommend how our services could be improved.

The group carries out a selection of different scrutiny activities to test and understand our services such as mystery shopping, estate walkabouts, tenant-led inspections, staff interviews and much more.

They will propose improvements to service delivery which will subsequently be considered by the Corporate Management Team and Board.

For more information on how to join see **Booklet 7 – Service Improvement Group.**

Providing your feedback

We are pro-active in consulting with our customers through a variety of methods. This form of tenant participation is important in finding out your opinion of the services we provide.

The feedback we receive is analysed and used to make informed decisions that improve our customer service.

We discuss the results and agree relevant action plans with our Board and staff team. The results are published in our newsletters and on the website.

It would really be appreciated if you could take the time to return or complete any satisfaction surveys on our services.

Annual Report

Every year we publish performance information in the form of an Annual Report which is sent to all residents and shareholders.

The feedback that we collect from surveys is included in this report. Our performance results are also submitted every year to the Scottish Housing Regulator, ensuring we are performing well in comparison to other similar housing associations.

Some of the surveys we carry out include:

Residents' satisfaction survey

This is carried out every 3 years and will reflect any requirements set out by the Scottish Housing Regulator. The survey will gather views on many of our services from customers in each of our areas.

Tenant profiling survey

This is carried out to gain a deeper insight into our customers and their needs. It provides crucial information to allow us to better respond to tenants' needs and expectations. It also helps us to tailor our services and identify where resources are most needed.

Service satisfaction surveys

These are used to monitor our customers' experience of our service. The outcomes from the feedback received are discussed in each department on a monthly basis to ensure that we continually review our service delivery. We currently survey the following services on an ongoing basis:

- Standard of home when moving in
- Repairs
- Close cleaning
- Complaints
- Garden maintenance

Consultation

The Association will also consult you on any significant policy changes or matters concerning the standard of service offered to our customers. Our Service Improvement Group and the Arden Tenant Association are frequently used for this purpose. However, we will invite other tenants to participate by creating focus groups or by carrying out surveys when required.

Rent consultation

Something we will always consult our tenants on is a proposed change to rent levels. Before any increase is applied to your rent we will contact you and ask for your views on the proposed increase. We will also tell you how we spend your rent money.

Any feedback you provide is taken into account as part of our decision making process.

Community events

The Association is keen for your involvement in a range of community activities during the year. Just by coming along you are supporting Glen Oaks and taking part in the community. All of our community activities will be promoted via our quarterly newsletter, social media and website. Our main annual events include:

- Residents Event / Conference
- Annual Gala Day for all of our communities
- Darnley Gala Day and Fun Run
- Garden Competitions
- Over 60s Party

We welcome your ideas, so if you have an event in mind that we could support, or you want to be more involved in the community, let us know. We also support other events within the local areas, through sponsorship, advertising and promotion.

Contact Us

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 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

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.



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