



About us

Welcome to our Annual Report for 2024/25.

Our values set the tone for everything we do. Our **dedication** to our tenants and other service users led to our recent staff restructure and the creation of our Customer Services team. Glen Oaks has always been **aspirational** and we continue to look at new innovations that can better support the work we do for you. The Association will be introducing a new housing software programme early next year that we believe will make a real difference to the way we provide our service. We also have a great deal of **respect** for everyone we work for (and with) and we greatly value your input and feedback, not just when we carry out large-scale tenant surveys but also during our day-to-day contact with you. And, last but not least, we are **transparent** in everything we do - there

are some areas of our work where we could be doing better and we are working on them.

Glen Oaks Housing Association is managed by our Board who are all volunteers. Our Board members are responsible for our strategic direction. The Board also ensures that policies and plans are in place to achieve our strategic goals, monitor our performance and identify and control any risks to our business. We are very fortunate to have an experienced and diverse Board consisting of 9 tenant and non-tenant members who have a range of skills and knowledge.

The front cover of this Report features a stunning mural in Arden created by the amazing artist *Rogue One*. The final design was chosen by local tenants.

Customers First

First and foremost, we want our customers to be delighted by our service. We will look at new ways to deliver a service that exceeds our customers' needs. We will offer new forms of engagement and will act on our customer feedback. We will work with partners to increase services in our neighborhoods ensuring our communities thrive.

Desirable places to live

We will continue to invest in our properties and estates to ensure that they are well maintained and attractive places where people want to stay. We will focus on the physical environment to increase their desirability.

Agile Organisation

We will embrace new technologies to enhance the sound governance and finance systems we have in place. We will continue to build on our structure to ensure that we are an adaptable and resilient organisation.

Dedicated Team

We want our team to feel proud of the work they do, to learn, develop and reach their full potential. As a team we will work together to develop a new culture underpinned by updated organisational values that place customers first.

You can make a difference and see real changes in the area you live in by getting involved with Glen Oaks and our work. Take the first step and become a shareholding member for just £1.



Customer Voice

Here at Glen Oaks, we are 100% committed to listening to what you want from us as your landlord. We are passionate about gathering your comments and opinions so that we can make improvements to our services. With us, the customer is always first.

Every 3 years we carry out a survey of all of our tenants to find out the things that really matter to you, what we are doing well, and where we can do better. The results from the recent survey have been included in this report so that you can clearly see how we are performing. We are very grateful to everyone who took part in the survey and gave us their feedback. Our tenants were also invited to our Big Conversation event in June where they were asked to give us their opinions on a number of different areas of our business, including our rent consultation process which we will be starting earlier this year.

Our Service Improvement Group (SIG) is a well-established and award-winning scrutiny group and they recently carried out an extensive review of our damp and mould procedures. The SIG's comprehensive report was welcomed by our Board and staff and we have already put most of their recommendations into practice. The report's recommendations included improving our communication with tenants (especially the information we provide about the potential causes of damp and mould). We are committed to working with tenants who report any damp and mould issues to make sure their concerns have been resolved.

We are committed to listening to what you have to say and finding ways to improve our service but if we can't fix things to your satisfaction, you can follow our formal Complaints process.

83.7%

of tenants were very or fairly satisfied with the overall service provided by us

2023/24 = 94.7% • Scottish Average 86.9%



95.2%

of tenants said we were good at keeping them informed about our services and decisions

2023/24 = 98.2% • Scottish Average 90%



92.6%

of tenants were satisfied with the opportunities to participate in our decision-making process

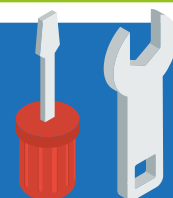
2023/24 = 98.9% • Scottish Average 86.3%



53.9%

of owners were satisfied with our factoring service

2023/24 = 82.9% • Scottish Average 57.9%



Information about how we handle complaints is available on our website, along with our Annual Complaints report. A summary of the complaints figures for last year are shown below.

75

Stage 1 Complaints were received in 2024/25

2023/24 = 77

97.9%

of complaints were responded to in full at Stage 1

2023/24 = 67.5% • Scottish Average 97.1%



64

Stage 2 Complaints were received in 2024/25

2023/24 = 37

86.8%

of complaints were responded to in full at Stage 2

2023/24 = 75% • Scottish Average 90.8%



Safety & Quality

As a highly-rated housing association, we take pride in continuing to invest in the homes we provide, making sure they are of a good quality and are safe to live in.

Planned & Cyclical Maintenance

Each year, we carry out a lot of planned and ongoing maintenance work which is designed to improve the quality and condition of our

homes. During 2024/25, we spent £2.8 million on home improvements through our planned programmes, including:

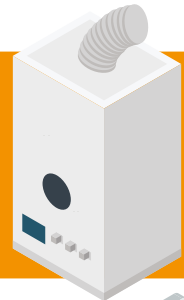
35
alarms



3
bathrooms



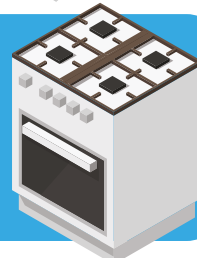
16
boilers



149
house
doors



129
kitchens



149
windows



81.1%

of tenants who had repairs or maintenance carried out in the last 12 months were satisfied with the service they received

2023/24 = 79.3% • Scottish Average 86.7%



83.9%

of our tenants are satisfied with the quality of their home

2023/24 = 78.2%
Scottish Average 84.7%



93%

of our homes met the SHQS (Scottish Housing Quality Standard)

2023/24 = 97.3%
Scottish Average 87.2%



100%

of gas safety checks were carried out in our properties

2023/24 = 99.9%



4.9
hours

the average time taken to complete emergency repairs

2023/24 = 2.8 hours
Scottish Average 3.9 hours



4.3
days

the average time taken to complete non-emergency repairs

2023/24 = 4 days
Scottish Average 9.1 days



77%
of reactive repairs carried out in the last year were completed 'right first time'

2023/24 = 95%
Scottish Average 88%



Neighbourhood & Communities

Results from our recent survey demonstrated high levels of tenant satisfaction with how we manage our neighbourhoods. We recognise our role as landlord is more than focusing on bricks and mortar. It's about creating places 'Where Communities Thrive'.

Your feedback is really important to us and, by embracing a customer-first approach, we have been able to develop our understanding of what matters most to you. Some of the events we organised to engage with our tenants and encourage them to participate in our work included:

- The Big Conversation
- Good Neighbour Awards
- Garden Competition
- Mobile Community Shop
- Community Litter Picks
- Swap Shop

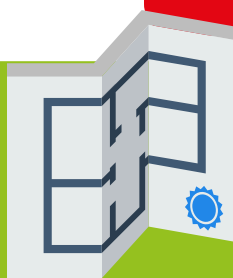


at 31 March 2025,
Glen Oaks owned

1349

homes

31.3.24 = 1348



we factored

98

properties

2023/24 = 98



£177.96

the average
management fee for
our factored properties

2023/24 - £171.12
Scottish Average £118.77

We encourage everyone to show respect to their neighbours and to our staff and contractors. We are aware that this doesn't always happen (for a few reasons) but we are

pleased to note that the number of anti-social behaviour reports has reduced in the past year. Our staff continue to work hard to resolve any issues that are brought to our attention.

140

cases of anti-social
behaviour
were reported

2023/24 = 155



96.4%

of those cases were resolved
within the targets agreed by our
Service Improvement Group

2023/24 = 99.4%
Scottish Average 93.4%



Tenancies

Like other housing associations in Scotland, we are suffering the effects of the housing emergency, but we are proud to support Glasgow City Council in their efforts to alleviate

the crisis. We are still able to offer homes for rent through our general waiting list, although supply for social rented housing continues to outweigh demand.

28.2 days

the average time taken to re-let homes

2023/24 = 44.6 days
Scottish Average 60.6 days



41.6%

of tenancy offers were refused

2023/24 = 29.9%



5

tenancies were allocated during the year to existing tenants

2023/24 = 12



34

tenancies were allocated during the year to waiting list applicants

2023/24 = 33



30

tenancies were allocated during the year to homeless applicants

2023/24 = 37



100%

of existing (transfer) tenants who had accepted a tenancy and were still in their home

2023/24 = 100%
Scottish Average 94.6%



96.7%

of new tenants who had been re-housed via our waiting list and were still in their home

2023/24 = 79%
Scottish Average 91.5%



97.3%

of new tenants who had been re-housed from a homeless referral and were still in their home

2023/24 = 93.4%
Scottish Average 91%



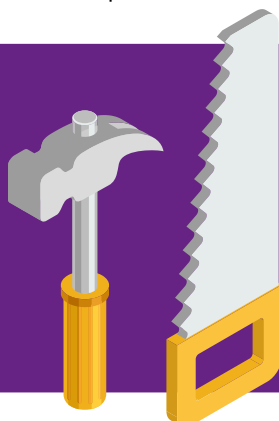
Our staff will do everything they can to help you maintain your tenancy and stay in your home. We can carry out medical adaptations to

properties to make sure that any tenants who need some extra assistance can continue to feel comfortable and safe in their homes.

24

medical adaptations were completed

2023/24 = 33



31.1 days

the average time taken to complete approved medical adaptations

2023/24 = 29.8 days
Scottish Average 44.4 days



Rent

Our Board and Corporate Management Team are very focused on making sure that our rents remain affordable while still allowing us to deliver a high-quality service to you. The rent we collect from our tenants is vital to the future of Glen Oaks and allows us to continue to

improve our houses, enhance our services and be a viable and financially-sound organisation. We will always explain the reasons for any increases to rents and other charges, be clear about the costs we need to meet, and ask for your feedback on the services we offer.



£96.46

(average weekly rent)

2 apartment - 144

2023/24 = £92.44

Scottish Average
£93.27



£102.13

(average weekly rent)

3 apartment - 732

2023/24 = £97.96

Scottish Average
£96.00



£110.98

(average weekly rent)

4 apartment - 390

2023/24 = £106.45

Scottish Average
£104.51



£136.88

(average weekly rent)

5 apartment - 83

2023/24 = £131.42

Scottish Average
£115.58

the total rent due was

£7,314,577

2023/24 = £6,956,351



99.8% of the total
rent due was
collected

2023/24 = 99.9% • Scottish Average £100.2%



0.6% of the total
rent due could
not be collected as a result
of homes being empty

2023/24 = 0.7%

Scottish Average 1.3%



3.6% gross rent
arrears (all
tenants) as at 31 March
2025 as a % of rent due for
the reporting year was

2023/24 = 4.3% • Scottish Average 6.2%



3

court actions were initiated
for non-payment of rent

2023/24 = 6



2

Properties were
recovered from tenants
as a result of court action
for non-payment of rent

2023/24 = 0



We make every effort to work with tenants in arrears to ensure that eviction is a last resort. If you are struggling to pay your rent please reach out to us - we will always try to help. Our in-house welfare rights team can provide benefits, energy and money advice. We also work in partnership with debt charity StepChange who can provide specialist advice.

Last year our
Welfare Rights Team
generated
£1,643,536.57
in additional income
for tenants.

Value for Money

We are sadly only too aware of the financial struggles being experienced by a lot of our tenants and we want to reassure you that we understand the difficulties you face. It's never easy to balance the money coming in to your household with the bills you have to pay. The responsibility to deliver value for money has never been higher. We make sure that everything we do gives value for money and we spend the rent money we collect in a measured and constructive way. Following our recent survey, we were delighted to see an increase in the number of tenants who felt that the rent we charge for their homes represented good value for money.

In this year's report, we thought it would be useful to list our highest items of expenditure so that you can see where the money goes:



81.4%

of tenants felt that the rent we charge for their homes represents good value for money

2023/24 = 48.2%

Scottish Average 81.7%

Window and Door replacements

£2,050,000

Staffing costs

£1,970,000

Loan interest and repayments

£2,000,000

Day to day repairs

£1,030,000

Kitchen Replacements

£710,000

Repairs to empty homes

£260,000

Stair Cleaning and removal of bulk items

£235,000

Paintwork

£220,000

Landscape Maintenance

£160,000

Stair Lighting

£130,000

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

Telephone: **0141 638 0999**

 @GlenOaksHousing

Email: **go@glenoaks.org.uk**

Tenant Portal: **webaccess.glenoaks.org.uk**

Web: **www.glenoaks.org.uk**

(if you are a new user, all you need is your tenancy reference to register - contact us if you need assistance)

SMS: Text us on **07860 055293**

aspirational

we will strive to achieve the best we can for our communities

dedicated

we will give 100% commitment to our work

respectful

we trust and respect our customers and each other

transparent

we will be open and honest about what we do

