



## FUN IN THE SUN!

We were delighted to take part in the Darnley Gala Day at the start of September. The Gala Day, held at St. Angela's Primary School and Darnley Primary School, has always been a popular event with local residents. Everyone enjoyed the stalls and family-friendly activities, especially the Darnley Fun Run which is sponsored by Glen Oaks and takes place in the grounds of Darnley Primary School. Our new event "Toddler Waddle" which took place at St. Angela's Primary, was even more popular this year than last and we hope to keep building on it!

Over 100 children took part in the Fun Run and around 20 in the Toddler Waddle - they were all brilliant! Every child who took part received a goody bag and a medal to mark their achievement.

Visit our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or find us on Facebook to view more pictures of the event.



**Cleansing  
Issues?**

Read our  
information  
booklet!

## inside this issue...

# Alasdair's Introduction

**We raced into Autumn 2019 with our very popular Fun Run and Toddler Waddle at the Darnley Fun Day held across both schools, Darnley Primary and St. Angela's Primary. It was great to see so many of you come along and enjoy what seemed to be the last of the summer sunshine!**

Our 28th Annual General Meeting, held on 18 September, was really successful with another great turnout from our shareholding members - thank you to everyone who came along (for more about the AGM, please turn to page 4). If you would like to become a Glen Oaks shareholder, please let us know, we're always glad to welcome new members.

The Board elected the Association's Office Bearers after the AGM and I'm delighted to report that Simon Gaunt is our new Chairperson. I'd like to personally thank Elaine McShane who stood down this year after serving 5 years as Chairperson. Elaine has been an excellent Chairperson and we're all pleased that she will be remaining on our Board. I'd also like to take this opportunity to thank Alex Kirkwood who resigned from our Board recently due to work commitments.

In the past year, we have been delighted to welcome 6 new Board members. Ewa Gotowicz joined our Board in January and, following a very successful recruitment campaign earlier this year, a further 5 Board members joined the Board in June - Johnson Ayorinde, Kerry Clayton, Allan Edgar, Fiona Koroma and Mitchell Overthrow.

Each year, we report to The Scottish Housing Regulator on our performance against the Scottish Social Housing Charter. The Charter sets out the standards and outcomes that landlords are expected to achieve. The Regulator then publishes a report on each landlord's performance on its website. I'm pleased to report that our Landlord Report for 2018/19 confirms that we continue to perform very well. To read the full report and see how we compare to other landlords, please visit the Regulator's website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

As you can see below, our Board is now also required to provide the Scottish Housing Regulator with an annual Assurance Statement confirming the Board's confidence in the governance of the Association. We have carried out a



self-assessment of our compliance against the Regulatory Requirements and will share the Board's Assurance Statement with you on our website and in our newsletter.

I wish you all a lovely Autumn (it won't be long until we're starting the countdown to Christmas!)

**Alasdair McKee, Chief Executive**

## Annual Assurance Statement

**From October 2019, the Scottish Housing Regulator requires all Governing Bodies, (the Board) to provide an Assurance Statement. This is to confirm that they are confident with the governance of the Association. It also ensures that they are obtaining accurate and current information about the efficiency and effectiveness of our operation and the status of our compliance with regulatory and statutory requirements.**

A thorough self-assessment of our compliance has been carried out and the Board have had special meetings to review the self-assessment report and all of the relevant evidence.

Our Board will provide a Statement to the SHR confirming their assurance with our compliance. The Assurance Statement will then be shared with our tenants and shareholders on our website and in the Winter newsletter.

### What does Governance mean?

The term **governance** relates to how we handle our business, and how the policies, processes and regulations by which we are controlled and directed are followed. It also involves how we ensure the interests of our tenants are always taken into consideration when we make decisions.

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



# Our Performance

We are just about to publish our annual report for the last year and we are delighted that we performed well in most areas. As you can see from the information below, in the first quarter of this year performance remained strong.

You can compare our performance with that of other landlords by going to the Regulator's website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



## Rent arrears

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**4.33%** | **3.03%**

Scottish average 2018-19: **5.67%**



## Rent lost as a result of properties being empty

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**0.12%** | **0.15%**

Scottish average 2018-19: **0.88%**



## Number of re-lets

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**24** | **30**



## Average number of days to re-let properties

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**20** | **20.5**

Scottish average 2018-19: **31.89%**



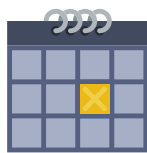
## Average time to complete emergency repairs

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**1.92 hours** | **2.08 hours**

Scottish average 2018-19

**4 hours**



## Average time to complete non-emergency repairs

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**3.9 days** | **3.6 days**

Scottish average 2018-19

**6.4 days**



## Number of repairs completed right first time

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**96.2%** | **96.7%**

Scottish average 2018-19

**92.2%**



## Repair appointments kept

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**96.1%** | **96.2%**

Scottish average 2018-19

**95.5%**



## Number of Stage 1 complaints

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**5** | **9**



## Number of Stage 2 complaints

1.4.18 - 30.6.18 | 1.4.19 - 30.6.19

**5** | **6**

# FREEDOM OF INFORMATION

From 11th November 2019, Housing Associations in Scotland will be subject to Freedom of Information (FOI) legislation. This requires public bodies to publish information about themselves and their activities, and to respond to requests for published information from anyone who requests it.

One of Glen Oaks' objectives is - **Transparent: we will be open and honest about what we do.** In order to meet this objective, we regularly share information and report on our performance in our Annual Report, newsletters and on our website. However, FOI places a range of new duties and responsibilities on the Association, and we are currently working to ensure that we comply with these new responsibilities before November. This work includes reviewing the content of our website to ensure that we are providing as much information about our activities as we can.

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

# 28th Annual General Meeting

**Thanks to everyone who attended our AGM on Wednesday 18 September - once again, we had a fantastic turnout and we really appreciate the attendance of so many of our amazing shareholders!**

Alasdair McKee, our Chief Executive and Secretary, welcomed everyone to the meeting before introducing the Association's Chairperson, Elaine McShane. Elaine and Alasdair then gave their reports on our performance and activities during the past year. Nicola Logan, the Association's Finance Director, presented an overview of the Association's financial performance at 31 March 2019, before the formal business of the AGM concluded with the approval of the financial statements and the appointment of the Association's auditors.

After the formal business had been completed, our Housing Services Director, Jean Murray, gave a brief overview of our successful Starting Out and goConnect projects. This was followed by the screening of a video prepared by our Digital Inclusion Assistant, Ryan Wallace, about the Starting Out project. Brenda Whitelaw, the Association's Community Initiatives Manager, then gave a detailed presentation about the work of the goConnect project.

The meeting ended with the ever-popular prize draw. All shareholders in attendance at the meeting had a chance



to win one of five prizes (£20 shopping vouchers). Congratulations to this year's prize winners - Charles Fox, Marianna Dos, Michael Smith, Fiona Koroma and Timothy Kato - and special thanks to Anne Wright from Workingrite for agreeing to carry out the draw!

As per the Association's Rules, Elaine McShane was required to stand down at the AGM after serving as our Chairperson for 5 years. On behalf of the Association, A. McKee thanked Elaine for her commitment to Glen Oaks. Alasdair commented that Elaine had been a brilliant Chairperson who was very knowledgeable about the work of housing associations and

passionate in her support for Glen Oaks. He was delighted to add that Elaine would be remaining on the Board.

The Board also thanked Alex Kirkwood for his work during his time as a Board member, following his recent resignation from the Board due to work commitments.

At a Special Meeting immediately after the AGM, the Association's Board appointed the following Office Bearers:

Chairperson:	Simon Gaunt
Vice-Chairperson:	Elaine McShane
Treasurer:	Maryrose Flaherty
Secretary:	Kimberley Barker

## MEMBERSHIP



**Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please contact our office or visit our website for an application form.**

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 [alsadair.mckee@glenoaks.org.uk](mailto:alsadair.mckee@glenoaks.org.uk)

**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)**

# Rent Setting

**We're thinking about changing our approach to rent setting and want to take your views into account.**

Glen Oaks Housing Association is committed to providing homes at affordable rents. We have appointed consultants North Star Consulting & Research to help the Association develop a fair and transparent rent system.

We believe that the rent set for each of our homes is affordable, but we want to be sure that our rent charges reflect tenant priorities. We want to give

tenants the opportunity to influence how future rents will be calculated and for our tenants to tell us what's important to consider when we agree our rent charges.

**You will receive a Survey Form from us and information about how you can complete this.**

**The Survey Form will be sent out along with your half-yearly rent account statement. Please take the time to complete the survey.**

## This can be done by the following methods:



Completing and returning the Survey Form in the pre-paid envelope



Emailing us at [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)



Completing the Survey Form on our website at [www.glenoaks.org.uk/rent-setting](http://www.glenoaks.org.uk/rent-setting)



Private messaging us on **Facebook**



Completing the Survey Form at <https://www.surveymonkey.co.uk/r/GlenOaksRents>

This is not about us making more money for the rental pot. It is about ensuring rents more fairly reflect the property size and type that you live in.

**Any change to the rent structure will not increase the amount of rent we charge overall, although individual tenants' rents may change.**

**Please let us know what you think.**





# GARDEN COMPETITION AWARDS 2019

Our Annual Garden Competition Awards Ceremony took place on Wednesday 25 September. We were delighted to see so many residents taking time and effort to make their gardens and balconies look great!

We'd like to say a huge thank you to all of our sponsors who helped make the night possible. Finally, a massive congratulations to all our 2019 garden competition winners.

## Overall Winner

Ms Bednarz from Arden

## Arden

1st Mr Craig  
2nd Mr & Mrs Pasternak  
3rd Mr Kitson

## Darnley

1st Ms Dyke  
2nd Ms MacDonald  
3rd Mrs Allan

## Pollok

1st Miss McGovern  
2nd Mr Boyle  
3rd Ms Thomson

## Balconies (Arden)

1st Mrs Pajak  
2nd Mrs Qenani  
3rd Ms Puczyńska



Overall Winner - Ms Bednarz





Do you accept our

# CHOCOLATE CHALLENGE?

Come along and meet the members of our Service Improvement Group and take part in a Chocolate Challenge! This will give you a fun taster of the work that the group carries out when they are reviewing our services.

You'll be able to meet the team, hear first-hand how they enjoy being part of improving Glen Oaks' services and also find out how they're getting on with their latest challenge.

**Venue:** Glen Oaks Office  
(The McGinlay Suite)

**Date:** Tuesday 19 November 2019

**Time:** 11 a.m.

The SIG members have decided they want to review our **communication** for their next project. They will look at all aspects of communication from the phone system to our website, publications, letters, emails and more!

## The SIG needs you!

**Are you free for a couple of hours once a month?**

The Group meets up once a month on a Tuesday morning and although the meetings are very productive, they are also informal and are a great opportunity to meet new people, learn new skills and even gain work experience.

Interested? Please contact **Laura** on **0141 620 2742** or email **[laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)**



Service Improvement  
Group  
GLEN OAKS HOUSING ASSOCIATION







The goConnect team are here to make sure you have all the right support in place to help you with your tenancy, as well as offering a range of clubs and classes to improve residents' mental health, physical health and help you into further education or a career. If there is anything you struggle doing, we can support you so that you feel more happy and content with life.

Our goConnect project is very popular with tenants, and we are receiving a lot of positive feedback from people who engage with us. In the past 18 months we have offered support to 500 tenants and signposted/referred 924 onto specialist services.

We are currently working in partnership with Glasgow Life, promoting Active Arden - a new programme to bring health-based activities to the community.

We've also started our Walking Club (see advert), and we are looking into other activities, such as jogging (couch to 5k) and boxing clubs. We are already seeing improvements in participants' physical and mental health.

Fancy getting out of the house and getting involved? Please take a look at our current clubs and classes, or contact Brenda or Erin if you fancy something new on 0141 620 2732.

## Big Night Out! - Thursday 28 November 2019

St Andrew's Day (or Andrezejki) is a holiday celebrated by Scottish and Polish people alike. Come celebrate with the goConnect team, as we bring different cultures together for one special night.

Last year's event was SOLD OUT. It featured Ceilidh dancing, a bagpiper, popular music, traditional Polish games, Irish dancers and lots of laughs!

This year's event will sell out fast, so please be quick to purchase your ticket! Tickets cost £1.50 each or £3 per family - all money raised will go to further community social events.

Pre-Sale of tickets to goConnect members (those who attend our clubs and events) are on sale now. Join our free membership club now by participating in some of the activities on this page and opposite. General release tickets on sale from 1 October 2019 - sorry this event is for Glen Oaks residents only!



**HOW TO LIKE  
OUR FACEBOOK  
PAGE**



Open the Facebook app  
or visit the website

Type GoConnect Glasgow  
in to the Search Bar




Click the like Button to stay up  
to date with everything going on




**ACTIVE ARDEN  
WALKING GROUP**

EVERY THURSDAY 12PM - 1PM  
GLEN OAKS OFFICE



**ACTIVE ARDEN  
BOXING CLUB**

ARE YOU INTERESTED IN TAKING PART?  
CONTACT RYAN ON 0141 620 2732





 <p><b>Lifeflink Relaxation Course</b> Monday, October 21st 1pm - 2.15pm Glen Oaks Office Limited Spaces</p>	 <p><b>Knit &amp; Natter</b> Fridays 1pm - 3pm Glen Oaks Office</p>
 <p><b>Understanding your Teenager</b> Mondays, 6pm - 7.30pm October 21st - November 11th Glen Oaks Office Spaces for Kids at Aberlour Youth Club</p>	 <p><b>Crafts Club</b> Last Tuesday of the Month 10am - 12pm Glen Oaks Office</p>
 <p><b>Story Telling Café</b> Date to be confirmed 2pm - 3.30pm Glen Oaks Office Chat, Listen, Sing, Laugh, Eat</p>	 <p><b>ESOL Classes</b> Thursdays, 10am - 12pm Glen Oaks Office Open to new Learners</p>

## IT Suite:

Tuesdays 1.30pm - 4pm  
Thursdays 10.30am - 1pm

Use the available equipment with no appointment needed

## People Plus - Employment Support:

Thursdays 2pm - 5pm

Fair Start Scotland will be in the office - come and have a chat to see how we can help and support you to get back into work

## Drink Wise, Age Well

1st Thursday of the month  
12 noon - 2pm

Advice and support on managing your alcohol consumption



# Top Tips to Save Money on your gas and electric bills this winter

1. Close curtains when it gets dark to keep the heat in and the cold out. Keep doors closed to help keep the heat in.
2. Try having a quick shower instead of a bath. Cutting just one minute off your daily shower can save you £7 a year on your energy bills.
3. Keep radiators clear of furniture and wet clothes. Drying clothes on radiators can make your house colder and cause damp.
4. Set your thermostats to the lowest temperature which is comfortable for you (this is usually between 18°C and 21°C). Turning your thermostat down by one degree can save you up to £80 a year.

## Warm Home Discount:

If you are in receipt of the Guarantee Credit element of Pension Credit or are on a low income you could be entitled to £140 off your electricity bill for the winter months with a 'Warm Home Discount'. You can also be eligible for this even if you have a pre-payment meter. Not all suppliers offer the Warm Home Discount and there is only a short window to apply when each scheme opens so check now if you are eligible.

To check if you are eligible for Warm Home Discount, or to save money by switching tariff or supplier, or if you just want some advice on how you could save money on your energy bills, please make an appointment with our Energy Advisor (Nikki) on 0141 638 0999, Option 2.



**cashforkids**

## Christmas Voucher

Cash for Kids is designed to provide a Christmas treat for children whose families are struggling financially. If you have a child who will be under 16 by 24th December 2019 you could receive a voucher for £25 for each child. The voucher is to help pay for Christmas presents, Christmas dinner, winter clothing & shoes or in some circumstances towards gas and electricity; things most of us take for granted but for many children are things which wouldn't happen without this support. Phone our Welfare Officers to complete an application on 0141 638 0999 Option 2. The closing date is 11th October 2019.

# Meet the Technical Team

We've recently made some changes to our Repairs Team and it's important that you know who you need to speak to when you need to contact us.

**Donald Weir** - Technical Director  
**Louise McNicol** - Technical Manager

## Repairs

**Kirsty McKenzie & Robert McCann** -  
 Technical Officers

**Thomas Keating & Lynn Birrell** -  
 Technical Assistants

The repairs team has now been split into 'patches' which means that you will have one dedicated Technical Officer and Technical Assistant for your property.

The repairs team handles all routine and major common repairs and void inspections. This includes inspections of common areas, pre & post inspections of repairs, and any inspection of your property if you are moving out or have recently moved in. It also includes any insurance claims following damage to your property.

You can contact any member of the repairs team on the numbers below or by emailing [repairs@glenoaks.org.uk](mailto:repairs@glenoaks.org.uk)

If you live in the following areas you should contact Kirsty McKenzie on 0141 620 2741 or Thomas Keating on 0141 620 2759:

Kyleakin Road	Kyleakin Terrace
Kylerhea Road	Kilmuir Crescent
Kilmuir Drive	Kilbeg Terrace

All addresses in Darnley



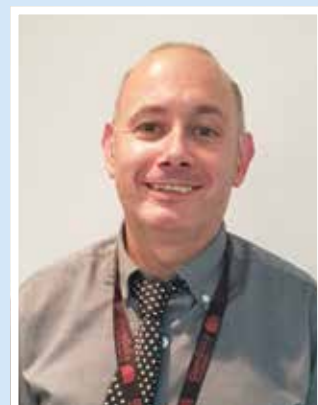
Kirsty McKenzie

If you live in the following areas you should contact Robert McCann on 0141 620 2750 or Lynn Birrell on 0141 620 2740:

Kilmuir Road	Kilmartin Place
Kilvaxter Drive	Kilmaluag Terrace
Hopeman Avenue	Lunestone Court

All addresses in Regents Park

All addresses in Pollok



Robert McCann

## Cyclical and Planned Maintenance

**Lynne-Anne Ferguson** -  
 Project Officer

Cyclical Maintenance includes landscaping, back court maintenance, bulk pull-through, gutter cleaning, tank inspections & cleaning, and our cyclical painting programme.

Planned Maintenance includes contracts to replace components in a property in line with their life cycle and condition such as windows, doors, roofs and door entry systems.

You can contact Lynne-Anne on **0141 620 2737** or [projects@glenoaks.org.uk](mailto:projects@glenoaks.org.uk)

## Factoring & Debt Recovery

**Carol McDonald** -  
 Technical Assistant

Carol is the main contact for our factored owners and also pursues tenants for outstanding rechargeable repairs debt.

Carol can be contacted on **0141 620 2708** or [factoring@glenoaks.org.uk](mailto:factoring@glenoaks.org.uk)

## Health & Safety

**Kelly Swain** -  
 Technical Officer

Kelly is the Health & Safety Administrator for Glen Oaks. She also assists with procurement of planned and cyclical maintenance contracts and with large insurance claims.

Kelly can be contacted on **0141 638 0999, Option 1**

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



# Reporting your Repairs

**Remember if you need to report a repair please telephone us on 0141 638 0999 and select Option 1 for the Repairs Team or you can pop into the office to speak to someone in person.**

When you are reporting a repair, either by telephone or in person at the office, we will ask you for the following information:

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair

- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, although this is not always possible. Please be aware that we will not be able to give you a specific time when the contractor will call at your home.

Please ensure that you also sign the contractor's completion slip. The signature that you provide is the proof that the contractor has completed the job.

Emergencies can and do arise which will take precedence over standard repairs and we ask for your understanding in this matter.

## Emergency Repairs

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number (0141 638 0999) and choosing the option which transfers your call to GasSure (for gas and heating) or City Building (for all other repairs).

This ensures you only ever need to pay for one local call to the office. It also avoids the need to find a pen quickly to note down the number in our recorded message!

Alternatively, you can call the contractors directly on the following numbers:

**Gas Central Heating/Hot Water Emergencies (GasSure) 01294 468113**

**All Other Emergency Repairs (City Building) 0800 595595**

Please only use the emergency repair service for genuine emergencies. If you call out a contractor to carry out a repair that is not an emergency, we will charge you for the cost of the repair.

## Right to Repair

**As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you may be entitled to compensation.**

These repairs include (maximum time in working days from notification shown in brackets).

- Blocked flue to open fire or boiler (1)
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house (1)
- Blocked sink, bath or basin (1)
- Electric power - loss of power (1) and partial loss of electric power (3)
- Insecure external door, window or lock (1)
- Unsafe access to a path or step (1)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1)
- Loss or partial loss of gas supply (1)
- Loss or partial loss of heating, where no other is available (1)
- Toilet not flushing where there is no other toilet in the house (1)
- Unsafe electrical fittings (1)
- Water supply - loss of water supply (1) and partial loss of water supply (3)
- Loose or detached banister or handrail (3)
- Unsafe flooring or stair treads (3)
- Extractor fan in internal (i.e. no windows) kitchen or bathroom not working (7)

**For further information, please refer to the Government leaflet 'Right to Repair' available from our office or our website - [www.glenoaks.org.uk](http://www.glenoaks.org.uk)**



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

# Handyperson Service *Don't miss out!*

This service is **FREE** and available to any tenant over the age of 65 years old or, irrespective of age, anyone who has a disability or long-term health condition.

The type of jobs which can be carried out include:

- Fitting shelves
- Fitting blinds
- Hanging mirrors

- Fitting light bulbs
- Fitting plugs
- Hanging curtains
- Fitting key safes
- ... and much more!

The labour is **FREE** with tenants paying only for materials.

Contact the Handyperson Service on: **0141 433 2749** or [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)

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

# Smoke & Heat Detectors

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

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

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

At your next annual gas safety check and service we will fit the required number of alarms for your home and, if necessary, we will replace any existing detectors. After this work is complete, all of the smoke and heat alarms in your property will be linked to each other. This means that if an alarm goes off in the kitchen the alarms in the hall and living room will also activate. The CO Alarm will not be linked to the other alarms which will allow you to identify the cause of the alarm quicker so that you can take the necessary action.

As we will be carrying out this work at the time of your gas check and service, it will mean the appointment may last longer

than usual and there may be more than one engineer present. This will only happen once, therefore we ask that you are patient and allow the engineers to complete this work.

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

We appreciate your patience as we undertake this work.



## Maintenance of Smoke & Carbon Monoxide Detectors

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

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

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





# Gold Service

## Gold Service Membership

Remember you can apply to be a Gold Service Member even if you are an owner or sharing owner. Membership allows you to enter our Gold Service Competitions, which feature in every newsletter and would give you a chance to win some amazing prizes! Recent prizes have included an iPad, overnight stay at Seamill Hydro and a voucher for the Kings Theatre! You are also eligible to apply for an Education Grant or a grant from the Gold Community Fund. More information is available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or call 0141 638 0999 and a member of staff will be happy to help you.

### Gold Community Fund / Education Grants

The Association is keen to support residents and community groups in all of our areas and would therefore encourage our Gold Service members in Arden, Darnley and Pollok to consider applying for funds. For further information please contact us on 0141 638 0999.

# Competition!

## Gold Service Competition

If you are a Gold Service member you could be in with a chance of winning a £50.00 shopping voucher. Just answer the question below, fill in the entry form and send it back to us (or hand it in to our office at 3 Kilmuir Drive, Arden) by **4pm** on **Friday 1 November 2019**. You can also enter via Facebook, just comment your answer on the post, or message us. Good Luck!

*If you are not currently a member and would like to be able to enter our Gold Service Competition, please contact our office on 0141 638 0999 to apply to be a Gold Service Member. As long as you meet the criteria, you can then be in with a chance of winning and receive the many benefits of being a Gold Service member, including a faster repair service. For more information go to our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk)*

**Q. Which spooky event is celebrated in October?**

- A. - Easter**
- B. - Christmas**
- C. - Halloween**

**Q. Which spooky event is celebrated in October?**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Answer:**

\_\_\_\_\_

Telephone: \_\_\_\_\_

**Please return your completed form to:**

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW  
by **4pm** on **Friday 1 November 2019**

**GOLD  
SERVICE**

**Are you a member of our Gold Service  
- or are you missing out?**

**GOLD  
SERVICE**

# Police and Communities Together (PACT) Meetings

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

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

## PACT Meetings 2019:

- Thursday 24 October
- Thursday 28 November



IF YOU'RE AN  
EU CITIZEN  
LIVING IN THE UK  
APPLY TO THE  
EU SETTLEMENT  
SCHEME ONLINE



EU Nationals and their family members are encouraged to apply for settled or pre-settled status through the EU Settlement Scheme before 31st October 2019. The online application takes around twenty minutes. If you have a chipped passport you can complete the application on an Android phone. The online application can also be done via iPhone, PC or laptop, if you are able to go to an ID checking office or send your proof of ID to the Home Office.

If you need help to complete the forms, please email [home@positiveactionh.org](mailto:home@positiveactionh.org) and one of the members of the New Migrants Action Project will be glad to help.

## GOOD NEIGHBOUR AWARDS

**Has your neighbour gone above and beyond for you or the local community. We are keen to make sure any act of kindness is recognised through our Good Neighbour Awards.**

You can nominate your neighbour for a Good Neighbour Award at any time throughout the year. Contact us via facebook, our website, email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) or tear off the slip below and hand it into our office.

The winners for 2019 will be announced at our Residents Event which will take place early next year.

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**



**workingrite**  
SOUTH GLASGOW

# 16-24?



**Work  
placements  
with on the job  
training (trainee  
allowance & travel  
expenses  
covered)**

**If you're not in education,  
training or employment but  
want to get started in the  
world of work with a local  
business whose work  
interests you, contact:**

**anne@workingrite.co.uk  
t: 07921 040611**

**Delivered in partnership with:**

**Glen Oaks**  
HOUSING ASSOCIATION 

# Warning Over Universal Credit

# SCAM

**A warning has been issued after reports of fraudsters targeting people with offers of 'low cost' loans or 'free' Government grants.**

Action Fraud has said that what the victims aren't told is that the money they'll receive is actually an advance payment for Universal Credit.

The criminals use the personal information they've obtained under false pretences to make an application in the victim's name.

After the fraudsters have taken their "fee" from the advance payment, the victim is then left to pay back the total amount once their repayments begin.

## How you can protect yourself:

- Never share your personal or financial information with someone you don't know and trust, especially if it's in response to an offer of "free money" or a "free grant".
- Department for Work & Pensions (DWP) staff will never approach you in the street or ask for your personal/financial details over social media.
- If you have concerns about your benefits, you should visit [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)
- If you suspect your identity may have been stolen, you can check your credit rating quickly and easily online. You should do this every few months anyway, using a reputable service provider and following up on any unexpected or suspicious results.

# Bonfire Night Safety

**It will be Bonfire Night soon and many people decide to have a firework display at home. Organised displays are always much safer, however if you do hold your own display, make sure you follow the Firework Code.**

## Firework Code

- Only buy fireworks marked BS 7114
- Don't drink alcohol if setting off fireworks
- Keep fireworks in a closed box
- Follow instructions on each firework
- Light them at arm's length, using a taper
- Stand well back
- Never go near a firework that has been lit
- Even if it hasn't gone off, it could still explode
- Never put fireworks in your pocket or throw them
- Always supervise children around fireworks
- Light sparklers one at a time and wear gloves
- Never give sparklers to children under five
- Keep pets indoors
- Don't let off fireworks after 11pm (midnight on Bonfire Night)
- Let your neighbours know in advance if you are planning your own display

# 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.

