



# CELEBRATING COMMUNITY:

## Estate Action Week Brings Tenants Together for Scottish Housing Day

Scottish Housing Day sparked something special this year with our first-ever Estate Action Week - a celebration of tenant voices, community spirit, and practical improvements across Arden, Darnley, and Pollok. From litter picks and murals to heartwarming neighbour nominations and the launch of the Glen Oaks Swap Shop, the week was packed with action and kindness.

The inspiring photo on this cover, showcases our **Outstanding Achievement Award winners**, who transformed their backcourt into a beautiful shared space filled with flowers, a vegetable patch, greenhouse, and seating for all to enjoy.

Turn to pages 6 & 7 to read the full story and see how your feedback helped shape the week - and how good neighbours really do build great communities.

## inside this issue...

New phone options.....	Page 2
Estate Action Week.....	Pages 6 & 7
Rent increase update!.....	Pages 11

Customer Service Excellence Success!.....	Page 5
Estate Inspections Feedback .....	Pages 8 & 9
SIG celebrate 10th Birthday! .....	Page 12

# Mobile Community Shop

We are delighted to announce that we will be working in partnership with Good Food Scotland and GCC to have a Mobile Community Shop in Arden.

**Every Thursday from 10am until 11.30am** - it will be parked in the car park across from our office at 3 Kilmuir Drive.

The prices and quality of the items are great, and the van is for everyone to use!



## IMPORTANT UPDATE: Appliance Uplift Service

**Starting in November, Glen Oaks will no longer collect appliances through the bulk uplift service. This change supports our commitment to increasing recycling and reuse in our communities.**

We've already launched the Swap Shop as part of Estate Day, and we're excited to explore more reuse opportunities in the coming year.

### New Appliance Uplift Process

If you need an appliance removed from your home, please contact us

directly. We'll arrange a free uplift within 2-3 days.

#### Please note:

Fridges and freezers must be in working order and plugged in at the time of uplift.

This service is now available to all Glen Oaks residents, not just those in tenement flats.

Appliances left outside for bulk uplift and damaged by weather may result in recharge costs to residents.

**Thank you for helping us build a more sustainable community!**

## You Said, We Did: Out-of-Hours Repairs Made Easier

### You said:

The out-of-hours repairs service wasn't meeting your expectations. It was confusing having different contractors and call processes depending on the type of repair.

### We did:

We've listened and made a change! From now on, James Frew Ltd (GasSure) will handle all out-of-hours repairs—gas and non-gas. That means one contractor, one process, and less hassle for you.

### What stays the same?

Just call us on **0141 638 0999** as usual, and you'll be put through to James Frew who will take care of everything.

## New phone options – 0141 638 0999

We have recently improved our phone options, hopefully making them easier for you to get through to the right team.



### Option 1 – Repairs



### Option 2 – Rent enquiries, benefits advice, tenancy support or to 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 – All other departments** – This option is mainly for people outside of Glen Oaks, like sales teams, contractors sending invoices, or companies with IT or corporate enquiries. If you're a tenant, you won't need to use this one — just pick the option that best matches your enquiry and we'll get you to the right team.

**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.

## Here's how we're doing:

Contact type	Target Response	Actual Performance
If you have an appointment you will be seen on time.	100% on time	 100%
If you have not made an appointment and the member of staff you want to speak to is available, you will not be kept waiting more than 10 minutes.	Seen within 10 minutes	
Answer any calls within <b>30 seconds</b>	30 seconds	 17 seconds
Acknowledge your email by the <b>next working day</b>	Next day	61% responded to within timescale.
Provide a full email reply within <b>3 working days</b> .	3 days	61% responded to within timescale.
Acknowledge your social media comment or direct message within <b>one working day</b>	1 day	 2 hours
Provide you with a full reply within <b>3 working days</b> .	3 days	 < 1 day

While we strive to respond as quickly as possible and meet our service standards, overall we are performing well against our targets. Email handling is currently a key focus area.

We're working to improve and monitor our performance more closely. Our new system will support this, but we also want to ensure that the language used and the information shared in emails is consistent across our teams.

As part of our Customer Service Strategy, we plan to introduce a charter that clearly sets out our expectations.



## 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.

## We Want to Hear From You!

Your feedback helps us improve. We recently used a Mystery Shopping Survey to gather insights about your experiences contacting us via phone, email, or in person. This survey will be issued every six months, but it's also open year-round. We'll be adding the link to our email signatures and sending it to you after appointments. You can also use the link if you call us and wish to leave feedback.

Your responses will help shape our services and will be shared in future newsletters. Turn to Page 11 for more information on the results from the previous Mystery Shopping Survey.



**We need Mystery Shoppers to help us improve our services**  
**- email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) for more information**

# Complaint Performance

As part of the Complaint Handling Procedure (CHP), we are required to share our performance on complaints with you, along with the learning outcomes we have gained from the complaints you have raised.

## Complaint trends

This quarter the most common nature of complaints were:

- **33%** 'Standard of repair' repair not meeting expectations
- **25%** related to the contractor, such as issues with appointments
- **12.5%** were dissatisfied with the close cleaning services.
- **12.5%** were dissatisfied with policies, this included dissatisfaction with the Disturbance Policy and Anti-social Behaviour Policy.

## How Many Complaints Did We Receive?

**Total complaints:** 21 (down from an average of 33 last year)

**Stage 1 complaints:** 13 (most resolved quickly)

**Stage 2 complaints:** 8 (fewer escalations needed)

Most complaints (80%) came from Arden tenants, which matches the distribution of our properties.

## How Quickly Did We Respond?

We're proud to report that we're resolving complaints faster than before:

**Stage 1 complaints:** Average response time was 2.8 days (well below our 5-day target), with 92% resolved within the target timescale.

**Stage 2 complaints:** Average response time was 13.9 days (below the 20-day target), with 100% resolved on time.

## How Were Complaints Resolved?

**Stage 1:** 7 upheld, 1 partially upheld, 3 not upheld, 2 resolved in other ways.

**Stage 2:** 1 upheld, 3 partially upheld, 4 not upheld.

A higher proportion of Stage 1 complaints were upheld, showing our commitment to resolving issues early.

### You Said:

**Standard of repair service:** Some tenants raised issues about contractor attitude, communication about missed appointments or repairs not meeting their expectations.

### We did:

We discuss complaint trends with our contractors and staff every month to improve the service.

A new appointment process has been introduced see Page 15, which makes sure you know the category of your repair, how quickly we will aim to attend and when your repair should be completed by.

Pre-inspections have been increased

to prevent repeated repairs and to ensure more complex issues are getting the correct trades sent out first time.

### You said:

Close cleaning service: A few tenants were unhappy with the standard of the cleaning service.

### We did:

A new poster has been put up in every close, that highlights the level of clean to expect and has a QR code so that you can give real time feedback.

We have consulted all tenants who live in closes on the their priorities for the close cleaning service and their thoughts on the cost vs level of clean.

SIG scrutiny report recommendations will also be used to improve the cleaning specifications when the contract renews.

Improved close inspections, communications and the introduction of the close care card should help to improve the service too.

### You said:

**Policy dissatisfaction:** A few tenants were unhappy with our disturbance and anti-social behaviour policies.

### We Did:

In every newsletter we will include information on policies, explain them and let you know where you can read them in full. See Page XX to read our Disturbance Allowance Policy Article.

We also consult much more often on our policies when they are being reviewed, so make sure you take part and have your say on policies that impact you.

New surveys will also capture your feedback more regularly on our many different services/policies and we will use this to improve or design policies/procedures in the future. A new ASB survey was introduced recently, and tenants will receive this once a case is closed.

## How do I complain?

**You can complain in person at our office, by phone, in writing, by email, at our reception or via a contact us form on our website.**

Our staff are all trained in good complaint handling and will be happy to resolve any issues you have.

Our Complaints Policy is in line with the Scottish Public Services Ombudsman's (SPSO) recommendations. The link above will take you to their website which includes a video explaining the process clearly.

We are committed to providing high-quality customer services. We encourage and value complaints. If you

are unhappy or dissatisfied with any of our services, we want to know. We have a 2-stage procedure which helps us to resolve any issues as quickly as possible. We use the information from complaints to help us improve our services.

For further details please refer to our Guide to the Complaints Handling Procedure.

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

# SPSO Updates Complaints Handling Principles – What It Means for You

The Scottish Public Services Ombudsman (SPSO) has recently updated its Statement of Complaints Handling Principles, which was approved by the Scottish Parliament in June 2025. These principles apply to all public service organisations under the SPSO's jurisdiction – including housing providers like us.

The updated principles are designed to promote a **person-centred, rights-based approach** to complaints. This means ensuring that anyone who raises a concern feels **heard, respected, and valued** throughout the process. The aim is to build trust, improve transparency, and ensure fair outcomes for everyone involved.

Andrew Crawford, Acting Ombudsman, highlighted that "*learning from complaints is essential to improving public services.*" The new principles set a clear expectation for how complaints should be handled – with **respect, accountability, and timely communication.**

We are committed to embedding these principles into our own complaints process and will continue to ensure that your voice matters and leads to meaningful change.

You can read the full document here: [SPSO Complaints Handling Principles \(PDF\)](#)



## Customer Service Excellence Success!

We're really proud to share some great news — Glen Oaks has once again been awarded the Customer Service Excellence (CSE) accreditation! This national award shows we're doing a great job of putting our tenants and community first.



Even better, we received **Compliance Plus** ratings in **nine** areas — meaning we're not just meeting expectations, we're going above and beyond. That puts us in a very select group of housing associations, less than 10 across Scotland, with this level of recognition.

### Putting Tenants First

Our motto, "Where Communities Thrive," isn't just words — it's what we aim for every day. Over the past year, we've made some big changes to improve how we work. We've created a new Customer Services team that brings together Tenancy and Property Services, making things smoother and more joined-up for tenants.

We've also introduced Service Champions — staff who focus on improving specific areas of service — and made Tenant Engagement a key part of our Customer Services work. This means your voice is heard and helps shape what we do.

### Listening, Learning, Improving

We earned top marks for how we understand and engage with tenants. Initiatives like The Big Conversation, Armchair Critic, and Tenancy Support Visits have helped us learn more about what matters to you. Our Annual Rent Consultation was also praised for being open and inclusive.

We're always looking for ways to improve, and our Service Improvement Group has done brilliant work — especially around tackling issues like damp and mould.

### A Team that cares

Our staff were recognised for being positive, respectful, and committed — even when times are tough. We've kept our Investors in People Silver accreditation and invested in leadership training to make sure our team stays strong and responsive.

This award is a big thumbs-up for the way we work, and we'll keep listening, learning, and improving to make sure Glen Oaks continues to be a place where communities thrive.

"This recognition is a testament to the dedication of our team and the strength of our tenant relationships. We're proud of the strong communication and engagement practices we've developed, which help us build trust, respond effectively, and shape services that truly reflect the needs of our community."

— Nicola Logan, Chief Executive

Visit our website [www.glenoaks.org.uk/our-performance](http://www.glenoaks.org.uk/our-performance) for more information on our performance

# Successful Estate Action Week for Scottish Housing Day

To celebrate Scottish Housing Day, we proudly launched our first-ever Estate Action Week—a great example of how listening to tenants and working together can make a real difference.

Earlier this year, we introduced tailored Estate Action Plans for Arden, Darnley, and Pollok, shaped directly by tenant feedback from our triannual survey. With a fantastic 40% response rate, we got a clear picture of what matters most to you - things like cleaner streets, safer spaces, and stronger community connections.

We turned that feedback into real, practical actions, giving tenants a say in shaping their neighbourhoods through ongoing conversations and joint projects.

One of the biggest outcomes was the launch of Estate Action Day, which quickly grew into a full Estate Action Week thanks to the amazing energy from tenants, staff, and partners. It all started on 10 September with the launch of the Glen Oaks Swap Shop - a tenant-run Facebook group where people can donate and exchange household items. It's a great way to reduce waste and build community spirit.

At the same time, we ran a Winter Coat Appeal in our office, with generous donations - including children's jackets from contractor Frank Swords - helping families who needed a bit of extra support.



## Estate Action Awards!



That evening, we held a special event to celebrate tenants who go the extra mile in their communities. We handed out awards for our garden competition, including one standout family who transformed their backcourt with flowers, a vegetable patch, greenhouse and seating area - for everyone in their close to enjoy.

We also celebrated nominees from our Good Neighbour Competition, which tied in perfectly with this year's Scottish Housing Day theme: *"Everyone Needs Good Neighbours."* With 46 nominations, it's clear that kindness and community spirit are alive and well across our estates. Here are just a few of the lovely things people said:

"Lisa is not only a wonderful neighbour to me, she goes out of her way to help others too. She's caring, kind and thoughtful – she's one in a million."

"Kelly always keeps the shared path clean and tidy. She's friendly, warm, and always greets me with a smile. Her pride in her home makes our close feel more welcoming."

"Margaret is a great neighbour who's always thinking of others. From the day I moved in, she made sure I knew I could knock on her door if I needed anything."



We also marked a big milestone—the 10-year anniversary of our Service Improvement Group. Since 2015, the group has carried out nine detailed service reviews and helped deliver over 200 improvements in areas like estate management, void standards, allocations, and close cleaning. Even during the pandemic, they kept going remotely. Huge thanks to founding members Eleanor, James, and William for their dedication and teamwork.

# te Action Week ousing Day!

## Highlights from the week!

Throughout the week, we ran loads of activities, including:

- ✓ Litter picks in all three areas
- ✓ A "bring to us" uplift service from Caledonian Services
- ✓ Help for tenants using Glasgow City Council's bulk uplift service
- ✓ Joint work with GCC Streetscene Teams to clean and weed shared areas
- ✓ Hanging basket installations across Arden
- ✓ A stunning new gable end mural at Kilbeg Terrace
- ✓ Introduction of our Landscaping survey – see page 10

Thank you to all of our tenants, staff, partners and contractors who made the week a success! All of these efforts helped spread the message that good neighbours build great communities.

Kirsty Chalmers, our Customer Services Director, summed it up perfectly:

"This week really captured the spirit of Scottish Housing Day and the idea that 'Everyone Needs Good Neighbours.' From the Swap Shop to our Estate Action Plans, everything was about community, kindness, and working together. It's been amazing to see tenants supporting each other and taking pride in their neighbourhoods. We're also grateful to our contractors and Glasgow City Council for their support. Housing isn't just about buildings—it's about the people who make them feel like home. Thank you to everyone who got involved and helped make this week so special."

Watch the launch day highlight video – <https://youtube.com/shorts/154bWr0d0mQ?feature=share>



Credit: IkonStudio

# Estate Inspections Update: Our 360° Approach

As part of our tailored Estate Action Plans, we're committed to a full 360° approach to improving our estates. This means not just carrying out more inspections, but also inviting you to take part, asking for your feedback, responding to issues you raise, taking action, and then reporting back to you in this newsletter.



## What's Happening?

Over the last month, our Estate Coordinator, Kathryn, has been working hard to carry out inspections in Arden, including:  
Communal Areas:

Corner of Kilmuir Road/  
Kyleakin Road      Kilmuir Road  
car park      Community  
garden      Kilmaluag  
car park      Kilbeg Terrace  
car park      The  
Snakey

The  
Puggy      Glen Oaks  
Office car park      Kilmuir Crescent  
car park      Kilmuir Crescent  
open space      Rear of Nursery/  
Kilmuir Road

A week before each inspection, tenants received an SMS or email inviting them to join the inspection or highlight any concerns, so we can focus on the areas that matter most to you.

### Recent stats:

344 tenants  
contacted

34 responded  
(10% response rate)

5 wanted to meet or chat with  
Kathryn during inspections

## You said . . .

Here's some of the feedback we received:

"The amount of litter being dropped, especially in car park bays—some cars are emptying their contents."

"The bus stop at 31 Kyleakin Rd [steps] gets horrible—empty cans, bottles, cigarette ends dumped on the wall and grass."

"I've never seen so many items being dropped as in the past couple of years."

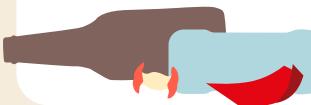
"Pavement parking—someone is going to be seriously injured one day."



## What did inspections highlight?

Kathryn followed up with everyone who raised issues. Key problems identified included:

High levels of litter around the estate



Dog fouling



Items being dumped at certain locations



Many backcourts untidy, with rubbish not disposed of responsibly



Bikes and other personal items being left in closes



Not enough bins throughout the estate



Misunderstanding of what areas Glen Oaks Landscape maintenance service covers.



Dissatisfaction with the close cleaning service.



## What action have we taken?

Our recent Estate Action Week focused on making our communities cleaner, safer, and more welcoming. Here's what we've done so far:

**Litter picks:** We organised two community litter picks in Arden, with help from local tenants. These events are us going above and beyond our duty, as we want to support pride in our neighbourhoods. However, ideally, we wouldn't need litter picks if everyone disposed of rubbish responsibly.

**Recycling and reuse:** We launched the Glen Oaks Swap Shop to encourage tenants to recycle items they no longer need. And we are looking to promote local charity shops or recycling centres in the future. Follow our Facebook page for more info.

**Backcourt issues:** In the last month, 45 closes received a communication about the standard of cleanliness in the backcourt. The most common issue is rubbish being disposed of incorrectly—being dumped next to bins, left in closes, or recycling bins being contaminated with the wrong waste. All closes will be re-inspected, and if there's no improvement, a further letter will be issued informing tenants that a clear-up may be arranged at the cost of all tenants.

**Items being left in closes:** 28 closes were sent a communication about cleanliness and items being left in the close. The most common issue is bikes being left in the close. While we understand there isn't always storage for bikes, leaving them in the close is a fire hazard and prevents our contractors from cleaning or emptying bins. All closes will be re-inspected, and if items are not removed, a further letter will be issued. More information about our new Close Care Card on Page 10.

**Tackling fly-tipping:** We're planning to put up fly-tipping notices in problem areas and promote the number for reporting incidents. Please don't fly-tip—arrange an uplift or speak to your Tenancy Support Officer if you need help. If you see someone fly-tipping, report it!

**Dog fouling:** We'll be putting up more signs in problem areas and promoting the reporting number. Please be a responsible dog owner, and report anyone not picking up after their dog.

**Street Bins:** We know there aren't enough street bins.

Unfortunately, previous bins were vandalised and had to be removed. We meet with GCC quarterly and will discuss the need for more bins in Arden. We'll update you in the next newsletter.

**Communal Bins:** Bins not being used responsibly is a common issue. We now have ability to replace blue bins which are regularly contaminated with green bin waste and we are working through a programme for replacements. We completed the high side of Kilbeg and with plans to do part of Kilmuir Road in mid October. Remember the bins service is provided by Glasgow City Council and any issues e.g. missed uplifts should be reported directly to them online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

**Clearer communication about landscaping service:** We will improve communication about what the landscaping service includes and what you pay for. Some tenants were unhappy about being asked to litter pick when they already pay for this service. To clarify: Glen Oaks is not responsible for litter on the streets – this is a Glasgow City Council service, paid for by your council tax. There are also some communal areas not owned by us that we do not litter pick or maintain. We will include more information alongside our new landscaping survey – more information on Page 10.

**Dissatisfaction with the close cleaning service:** We know some tenants are dissatisfied with the close cleaning service. To address this, we've arranged meetings with the Close Cleaning Contractor every two weeks to discuss issues raised and agree on any remedial action needed. Whenever necessary, we're arranging for closes to be re-cleaned. That's why your feedback is so important! Please use the QR code in every close to give us your feedback. We also sent out a survey invite to all tenants in flats, at the end of September, to get more feedback. This feedback alongside the consultation survey carried out about your priorities of the close cleaning, will help us to shape the new contract going forward.

**Thank you to everyone who took part or gave feedback. Your involvement is vital to making our estates better for everyone. If you have any suggestions or want to get involved, please get in touch!**

# Estate Action!

## Arden's New Mural Celebrates Community and Growth

As part of our successful Estate Action Week, the incredibly talented artist Rogue One created a stunning mural in Arden. The project was funded by BT and as part of our community benefits from Kilmuir Close with AS Homes, and the design was chosen by local tenants - with over 200 people taking part in the vote!

What makes this mural even more special is the personal connection the artist has to our community. Both of his parents played key roles in Arden or served on our Board. The artwork carries a deeper meaning too - it tells a story of growth, change, and loss.

It's a tribute to the people who helped shape Arden in the past, and a celebration of those who continue to make it a great place to live.

We're proud to honour our community's roots while looking ahead to a bright future, with plans to grow and improve together.

Turn to pages 6 & 7 to read more about Estate Action Week!



## Introducing the Close Care Card

To help address some of the recurring issues in our closes and to make things easier for our Estate Coordinator, we're introducing a new Close Care Card.

This card will be used during close inspections and delivered to every resident's door. It highlights important reminders, such as the fire risks of leaving items in the close, as well as other common concerns like cleanliness or bin bags left outside doors.

Our goal is to keep our closes cleaner, safer, and more welcoming for everyone. Thank you for helping us make our community a better place to live!



## NEW Landscaping Services Survey!

As part of this year's Estate Action Plan, we want to hear your thoughts on the estate services we provide. We've introduced a new Landscaping Services Survey, which will be sent to all tenants twice a year.

The survey is designed to capture not only your satisfaction with the services, but also what matters most to you.

You will receive the survey via SMS or email in November, but our staff can help you complete it over the phone too.

Your feedback helps us improve, celebrate successes, and ensure that the services meet your needs and priorities.

Report estate management issues to our Estate Co-ordinator by calling 0141 638 0999 or by emailing [estates@glenoaks.org.uk](mailto:estates@glenoaks.org.uk)

# Getting your views on the Rent Increase Earlier!

**At our BIG Conversation Event this year we asked tenants how we could increase the return rate for the Rent Consultation Survey and if starting it earlier in the year would help.**

Tenants said starting the consultation before December would help.

We have listened and this year we will kick off the rent consultation on **Monday 3 November** – a full month earlier than last year.

Like last year we will improve the

process by doing the following:

**Monday 3 November** - Send you out the information booklet first – giving you a week to read over and ask any questions before you complete the survey.

The information booklet will include a summary page – which highlights all the key things you need to know if facts and figures aren't for you, making sure you can still make an informed decision.

**Monday 10 November** - Send you out the survey via your preferred method

of contact, and reminders to make sure everyone gets a chance to take part. Our staff will also remind or help you fill in the survey when you contact us.

**Survey will run until 23 December** – and we will send out a couple of reminders along the way to make sure you get a chance to have your say.

We will also be hosting **two in-person consultation sessions**, giving you the opportunity to discuss the proposal with our team, dates and times to be confirmed.

# SURVEY in the SPOTLIGHT!

## Mystery Shopping Survey Results on Our Customer Service Standards

Earlier this year, we carried out a mystery shopping survey to assess how well we're meeting our Customer Service Standards, particularly around the timeliness of our responses. A big thank you to the 124 tenants who took part – your feedback is helping us improve how we serve you.

## Survey Snapshot

Contact methods used:

- **Phone:** 75%
- **Email:** 14%
- **Office visits:** 11%

## What We're Doing Well

- **79%** of respondents were satisfied or very satisfied with how quickly we responded.
- **Phone service** had the highest satisfaction rate at **81%**.
- **94%** of phone callers said staff were polite and introduced themselves.
- **93%** of office visitors were greeted promptly with a smile.
- **100%** of appointments were seen on time.

## Where We Can Improve

Your feedback highlighted areas we need to work on:

- **Voicemail handling:** Only 31% were offered to leave a message when staff were unavailable.
- **Email communication:** 100% of email respondents said they weren't informed when more time was needed to respond.
- **Call transfers:** Just 44% were successfully transferred when the first contact couldn't help.

## Our Action Plan

We've already taken steps to improve your experience and our new Customer Service Strategy which is being developed just now will bring focus to our plans to improve :

### New Phone System Implemented

We've introduced a new phone system that:

- ✓ Shares calls equally across available staff.
- ✓ Avoids sending calls to staff who are unavailable.
- ✓ Allows for better monitoring and reporting to ensure service standards are met.

### Centralised Email Handling

Emails are now filtered centrally by our **Customer Service Advisors**, who:

**Thank you - We're proud of the positive experiences you've shared and are committed to making every interaction even better.**

- ✓ Signposts each enquiry to the correct team or staff member.
- ✓ Assigns a 'to-do' task with a clear deadline.
- ✓ Enables managers to monitor progress, reassign tasks if staff are off sick, and ensure responses meet our standards.
- We're also committed to:
  - ✓ Responding to voicemails within **one working day**.
  - ✓ Acknowledging and replying to emails **within target timescales**.
  - ✓ Clearly communicating if more time is needed for email replies.
  - ✓ Improving consistency in **call transfers** and providing contact names.
  - ✓ Offering **direct contact options** and clearer communication.

## What You Said

We received **19 compliments** praising our staff for being helpful, polite, and efficient. Here are just a few of your kind words:

"A staff member that answered my call was brilliant... I was given a satisfying answer and a timescale for my request."

"I am very happy with the service I receive any time I contact the office."

"All staff are very polite and helpful when speaking with anyone on the phone."

"The person I spoke to was very polite and helpful... even the person who came out was cheerful and polite. Keep up the good work Glen Oaks!"

# Glen Oaks and Service improvement Group Tackle Damp and Mould Together!

**Glen Oaks Housing Association's dedicated Service Improvement Group (SIG) has just completed a major review of how we deal with damp and mould—and it's already making a big impact.**

Over the past year, the SIG worked closely with the Tenant Information Service (TIS) to explore what's working well and what could be improved. Their review identified 13 examples of best practice and made 39 recommendations—most of which have already been put into action!

The group chose to focus on damp and mould in response to upcoming changes in housing regulations. Their personal experiences and strong commitment to tenant wellbeing made this review especially meaningful. It also came at the perfect time, as Glen Oaks had just launched a new Dampness, Mould and Condensation Policy.

This was the first tenant-led review of damp and mould in Scotland, and it's already driving real change. The SIG challenged outdated ideas that placed blame on tenants and helped improve services across the board. Staff shared their insights, and Glen Oaks acted quickly to make improvements. It's a great example of collaborative working.

The review was hands-on and involved comparing policies and inspection sheets from five other housing associations, speaking to staff and tenants affected by damp and mould, and reviewing the information we provide to tenants. Improvements were made along the way, showing Glen Oaks' commitment to listening and acting quickly.

The SIG played a vital role in making sure tenants feel supported—not blamed—when dealing with damp and mould. Their work led to better survey questions and more honest feedback. Their ideas around communication, setting expectations, and gathering feedback have helped shape a more responsive and tenant-led service.

Thanks to the SIG's input, we've improved how we communicate about damp and mould. There's now a clearer procedure, updated standard letters, and a new leaflet called *Tackling Damp and Mould Together*, which the group helped create. We're also working on a short video to help raise awareness about causes and solutions.

We've added new questions to our Triannual Survey and introduced a follow-up survey for tenants who've experienced damp and mould—so we can keep learning and improving.

The SIG's success comes from strong relationships with staff, senior managers, and the Board. They understand the challenges staff face but are always focused on making things better for tenants. Their full-circle approach means they're involved from start to finish—working with staff, presenting findings to managers, and securing Board approval.

The Board is proud to support the SIG and recognises the group's role in driving service excellence. Their reviews and benchmarking have led to major improvements over the years, and their recent work on damp and mould is already making a



difference. New ARC indicators will help us measure the impact of these changes.

A recent staff restructure means all tenant engagement—including the SIG—is now part of our new Customer Service Department. This helps make sure tenant feedback is truly embedded in our frontline services. The SIG's recent review has led to meaningful improvements not only for tenants, but also for staff. Many SIG members have been involved since the group was first created over 10 years ago, and their long-standing commitment continues to make a lasting impact. At Glen Oaks, we're passionate about putting tenants at the heart of everything we do—and this review shows just how powerful that can be.

## Read the full report!

You can find it on our website: [glenoaks.org.uk/sig-scrutiny](http://glenoaks.org.uk/sig-scrutiny)

### Interested in Joining the SIG?

We're always looking for new members to join our Service Improvement Group! It's a great way to:

- ✓ Learn new skills
- ✓ Meet new people
- ✓ Make a real difference to the services we provide

Full training is provided, and you'll be supported every step of the way. If you're passionate about helping improve services for everyone, we'd love to hear from you!

Contact **Laura Strang, Customer Service Lead**

Phone: 0141 620 2742

Email: [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)

**Want to help us improve services? Get involved! Contact Laura on 0141 620 2742 or [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)**

# Annual Tenancy Visits

## – Supporting You Every Step of the Way

**At Glen Oaks, your wellbeing is our priority. That's why we're rolling out Annual Tenancy Visits—a simple, friendly check-in to make sure you feel safe, supported, and at home.**

Whether you're new or long settled, these visits are designed around you—your needs, your questions, and your peace of mind.

**What to Expect** - Our Tenancy Services Officer, Erin, will contact you with an appointment for a relaxed, informal visit. It's not an inspection—just a friendly chat to:

- ✓ Listen to any concerns
- ✓ Help you access Glen Oaks services
- ✓ Connect you with external support
- ✓ Offer guidance on rent, repairs, and community events



## When Will We Visit?

We're working through a rolling programme and aim to visit all tenants over the next year. You'll receive your appointment details in advance, with the option to reschedule if needed.

## Our successes so far!

### 1 Mobility Support Identified

Tenant referred to Occupational Therapy and received an external handrail—benefiting multiple households in the close.



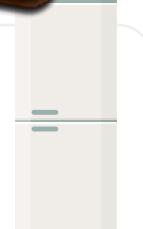
### 2 Mental Health Connections

Two tenants linked with Community Links Practitioners for mental health support via their GPs.



### 2 Essential Home Items Secured

Two tenants received white goods/furniture following their annual visit needs assessment.



### 1 Gardening Scheme Support

One tenant joined the gardening scheme, promoting wellbeing and community engagement.



### 8 Energy Support Accessed

Eight tenants referred to the Wise Group for help with energy costs and advice.



### 10 Occupational Therapy Referrals

A total of 10 tenants referred to OT services for mobility and daily living support.



## Your feedback

- ✓ 100% of tenants said the visit was helpful, informative and did it address any concerns you had.
- ✓ 100% of tenants said they would recommend the visit to others.

“Very nice and helpful!”

“My few concerns were dealt with promptly”

Once your visit is complete, you'll receive a short survey via SMS or email. We'd really appreciate you taking a moment to share your thoughts — your feedback helps us improve our service and celebrate when visits have made a real difference.

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

# 34th Annual General Meeting

**Glen Oaks' 34th AGM was held on Wednesday 17 September and attendance was excellent. Thanks to everyone who came along, especially our shareholders - the AGM is such a success due your continuing support.**

Our Chairperson, Michael Smith, spoke about the work we've been doing during the past year, including:

The retention of our Customer Service Excellence accreditation. Glen Oaks exceeded the high standard set by CSE, achieving 9 Compliance Plus awards.

Our Service Improvement Group has recently been nominated in the Excellence in Tenant Scrutiny category in the Scotland Housing Awards 2025 in recognition of the Group's excellent review of the Association's damp and mould service.

Tenants were encouraged to consider joining Glen Oaks - it costs just £1 for lifetime membership!

The Association's Chief Executive Officer, Nicola Logan, updated shareholders and guests on other areas of our work, including:

- This year's Big Conversation event was held in June. The purpose of the event was to find out what you think about our communities and what we need to do to improve them. After hearing about our work, visiting information stands and collecting

free giveaways, tenants used a digital voting system to give us their views in real time. This included asking everyone for their thoughts on the timing of the rent consultation process and as a result of their feedback, we will be starting the consultation process earlier this year. We're very grateful for the feedback which will help us to shape our services and focus on the things that are most important to you.

- The new look Estate Action Plans have been issued and Nicola stressed the importance of tenants reporting any issues to us or Glasgow City Council.
- Our commitment to working for the benefit of our tenants and residents led us to carry out a restructure of our staff team and create our new Customer Service team, led by Kirsty Chalmers. The team will keep you up to date with new initiatives and improvements to our services via our newsletter and social media.

Following the formal business of the AGM which included the presentation of the Financial Statements and the appointment of our auditors, Nicola spoke about the Alasdair McKee Awards. We introduced the awards last year as a tribute to

Alasdair, our former Chief Executive. Glen Oaks has worked in partnership with the Workingrite youth employment programme since 2013, and Alasdair was a keen supporter of their commitment to helping local young people to achieve their full potential and find permanent jobs or apprenticeships. Alasdair's wife Diane helped to select the winner and we are so grateful for her ongoing support for the awards. This year's winner of the Rising Star Award 2025 is Becca Craig. Unfortunately, Becca was on holiday and couldn't come along to the AGM to collect her award but we'll make sure it's delivered to her.

After the question and answer session, we finished with the ever-popular prize draw which saw 5 of our shareholders winning shopping vouchers.



## Important Update: Changes to Housing Benefit and Universal Credit



**You may have recently received – or may soon receive – a Managed Migration Notice from the Department for Work and Pensions (DWP). This process is in its final phases and is part of a nationwide transition where older benefits, including Housing Benefit, are being phased out and replaced by Universal Credit.**

### What's Changing in terms of Housing?

As part of this change, Glasgow City Council will no longer provide Housing Benefit to help with your rent. If you've recently received a Migration Notice, it's important to act quickly. You may still be eligible for financial support through Universal Credit, including help with housing costs.

### What You Need to Do

We're here to support you through this transition. If you receive a Migration Notice, or if you are still in receipt of Housing Benefit, please contact your Tenancy Officer to discuss your next steps.

If you do not intend to claim Universal Credit, it's still important to get in touch so we can help you keep your rent account up to date and avoid any issues.

**Become a shareholder – lifetime membership only £1!**

# Standing Together for Respect: Supporting the ICS Campaign

We're proud to announce our support for the Institute of Customer Service's Service with Respect campaign. This initiative champions the safety, wellbeing, and dignity of customer-facing staff across the UK — values that align closely with our own commitment to creating a respectful and inclusive environment.

In line with our [Unacceptable Behaviour](#)

Policy, we are reinforcing our stance that abuse, aggression, or disrespect towards our colleagues will not be tolerated. Everyone deserves to be treated with kindness and professionalism, and we're joining this national movement to ensure that respect remains at the heart of every interaction.

Let's continue to support each other and stand up for respect — together.

Read our full policy here: <https://www.glenoaks.org.uk/policies/>



# You Said... We Listened!

## We're Changing How You Report Repairs

Over the past couple of months, we've took action based on the feedback we received from our Triannual Survey. We're committed to listening to you and improving our services to better meet your expectations. From your comments, part of the issue was how we were booking appointments.

So, here's what will happen from now on when you report a repair:

### Initial Contact

Our Customer Service Advisors will handle all initial repair calls and ask for details about the issue.

### Ongoing Repairs

If the repair is ongoing and previous attempts haven't resolved the problem, they'll arrange for one of our Property Services Officers to carry out a pre-inspection. This helps reduce repeat visits and ensures the right tradespeople are assigned.

### New Repairs

If you're reporting a new issue, the advisor will:

- Let you know the repair category and target timescale for completion.
- Tell you which contractor will be handling the repair.
- Ask you if there are any days or times that you aren't available



### Repair appointments!

We will no longer book appointments directly, as we don't have access to our contractors' schedules. Appointments are based on priority, so they may change if emergency or urgent repairs come up.

Our contractors will contact you to schedule your appointment. If you don't hear from them within 3 days, please call us and we'll make sure it gets booked.



Repairs are carried out based on **priority and urgency**.

**Routine repairs can take up to 2 weeks to complete**, so your appointment may not be booked in the same week you report it. Here's a reminder of the repair categories:

- Emergency – within 4 hours**  
Threat to life or serious damage to the building (e.g. flooding).
- Urgent – within 3 working days**  
Affects your daily living (e.g. faulty tap).
- Routine – within 10 working days**  
Non-urgent issues (e.g. repair to skirting boards).
- Right to Repair – within 1 working day**  
Specific issues covered by legislation (e.g. loss of heating, blocked drain).

For more information, please read our **Repairs and Maintenance Booklet**:

<https://www.glenoaks.org.uk/repairs-maintenance/>

**Have you downloaded the Housing Perks App?  
Exclusive savings for Glen Oaks tenants!**

# DARMOWE LEKCJE ANGIELSKIEGO DLA POCZĄTKUJĄCYCH

Od 20 maja, w każdy wtorek  
Biuro Glen Oaks, 3 Kilmuir Drive,  
Arden, G46 8BW  
Godziny: 10:00 – 12:00

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هل تتحدث العربية؟

你会说中文吗？



Glen Oaks  
HOUSING ASSOCIATION



All languages are welcome – everyone is invited to join!

## 16-24? Looking for paid work experience?

If you are not in education, training or employment but want to get started in the world of work with a local business whose work interests you, WorkingRite can help!

They offer 3 months work placements with up to £110.00 per week training allowance.

Contact Anne via 07921040611  
or [anne@workingrite.co.uk](mailto:anne@workingrite.co.uk)



**workingrite**  
SOUTH GLASGOW

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: Housing applications  
Option 3: Other housing enquiries  
Option 4: goConnect (tenancy support issues)  
Option 5: General enquiries  
Text: 07860 055293



Email: [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)  
Facebook: [@glenoakshousing](https://www.facebook.com/glenoakshousing)  
Website: [www.glenoaks.org.uk](http://www.glenoaks.org.uk)



Tenant Portal:  
[webaccess.glenoaks.org.uk](http://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.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB241

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.

