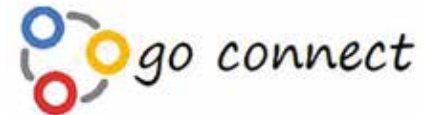




Food Deliveries

Staff from our goConnect Project received some funding from the Scottish Government's Wellbeing Project to enable them to supply food to vulnerable families and elderly residents living in our area. As part of this project, we have partnered with Aberlour and Urban Roots to prepare a meal one day a week and provide 100 residents with a dinner. The photos below show staff packing and distributing the food whilst keeping to social distancing rules.



Brenda and Erin from our goConnect Project have been extremely busy helping support our tenants. In the first month of lockdown, all of our older and vulnerable tenants were contacted to make sure that they had help to get food, prescriptions, top-up cards and to pay bills.

If you need any support please contact us on 0141 638 0999 option 3



Brenda from our goConnect Project giving a dinner to a delighted tenant



Alasdair, our Chief Executive, helping carry boxes of food for distribution

We would also like to thank local volunteers – Carol Stewart, Joan Gray and Joanne Igoli for assisting us in reaching tenants, collecting prescriptions and anything else that was asked of you. We are so grateful for all your help. You are our Heroes! For more details on how we've helped tenants during lockdown go to page 11



Staff and volunteers from Urban Roots, Glen Oaks and Aberlour packing bags with dinners for distribution

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Page 4 Message from the Service Improvement Group

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Page 7 Help to deal with mental health problems

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Alasdair's Introduction

It's been a very challenging time for our tenants due to the Coronavirus pandemic. I hope that you and your family have managed to stay safe during the last few months. Our sympathies go to anyone who has had the Coronavirus. Our sincere condolences go out to anyone who has lost friends or family members to Covid-19. We are also very sorry to hear of the impact that the Coronavirus has had on many of our tenants' jobs and incomes.

Our staff remain available to speak to you about any aspects of your tenancy and provide support and advice. I would like to thank our staff for all the work they have done during the lockdown period in challenging circumstances.

We are making plans to re-open our office on an appointment only basis during Stage 3 of the Scottish Government's route map plans. This is likely to be in late July

2020, however we will advise you once we have a firm date. In the meantime, if you need to contact us please continue to do so by the following means:

- Telephone 0141 638 0999
- Email go@glenoaks.org.uk
- Text message 07860 055293
- Website www.glenoaks.org.uk

We've now submitted our Annual Return on the Charter to the Scottish Housing Regulator and a snippet of our performance results are included on page 3. You will get more details in our Annual Report which should be with you in October. I am pleased to report that our performance remains positive.

Work is continuing at our Phase 5 new build site in Arden and I am pleased that tenants have already moved in to the first of the new homes that are completed.

I hope that we get some decent weather during the summer and that you are able to get out and about to enjoy it.



Alasdair McKee, Chief Executive

Estate Action Plans

You will have received your 2020 Estate Action Plan along with this newsletter. Please take the time to read this document as it provides you with information on any changes to the service such as increases to charges etc. If you have any feedback on this Action Plan or have any ideas on what should be included in the future please let us know!

The collage shows several Estate Action Plan documents for 2020/21. Visible titles include:

- Arden Estate Action Plan 2020/21**: Details area patches 1 and 2, contact info for Kirsty Wilson, Alison Mackenzie, and Daniel Allan.
- Cartloch Estate Action Plan 2020/21**: Details a 7 day bin service and contact info for Kirsty Wilson, Alison Mackenzie, and Daniel Allan.
- Darndley Estate Action Plan 2020/21**: Details bin service and contact info for Kirsty Wilson, Alison Mackenzie, and Daniel Allan.
- Refuse Collection**: Details collection schedules and contact info.
- Bin Uplifts**: Details bin collection services and contact info.
- Getting Involved**: Details how tenants can provide feedback and contact info.

Chance to win £50 – just complete the short survey on our website

Annual Return on the Charter

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC. In October we will give all our tenants a full report on our performance. An extract from the ARC appears below.

Whilst we are happy to report that many of our satisfaction levels have increased or performance has improved, there are still areas where we could do better. We will continue to work closely with the Service Improvement Group (SIG). They will review our results in more detail and compare them to last year. This will help the group find areas to focus on later on in the year.



Number of Stage 1 complaints received

2019-20
50
(2018-19 95)



% of Stage 1 complaints upheld

2019-20
68%
(2018-19 61.7%)



Number of Stage 2 complaints received

2019-20
27
(2018-19 21)



% of Stage 2 complaints upheld

2019-20
59%
(2018-19 47.6%)



Number of homes let

2019-20
116
(2018-19 109)



Average number of days to re-let homes

2019-20
22.5
(2018-19 24.4)



Number of anti-social behaviour cases reported

2019-20
247
(2018-19 226)



% of tenants who feel their rent is good value for money

2019-20
70.1%
(2018-19 86.5%)

Changes to Gold Service Bonusbonds

The Association will soon be sending out the summer issue of Bonusbonds. The card you will receive with the amount you are due has changed. From July, the card will look like this. You will no longer receive a letter

from Glen Oaks with the One 4 All card. A leaflet should be sent out with the card giving you all the information you need about how and where you can use it.

Cards should be delivered during the week commencing 13 July.



GOLD SERVICE

To become a Gold Service member contact our Housing Services team on 0141 620 2722

GOLD SERVICE

Message from the Service Improvement Group (SIG)

Service Improvement Group
GLEN OAKS HOUSING ASSOCIATION

Welcome to the summer update from the SIG. Our group is mainly made up of tenants, plus one housing applicant and a former tenant. We look into the way that Glen Oaks delivers its service to you. When a particular area of service is chosen for us to review, we look at all aspects of it from the paperwork to the staff through to the actual delivery of the service to all of you.

We have carried out reviews on:

- the standard of empty homes and how the repair team carry out the work they do
- the allocation of homes
- customer service

You may have noticed some of the improvements we've brought about over the years. Unfortunately, some of the improvements we'd like to see are

outwith our control. These tend to relate to services delivered by other agencies such as Glasgow City Council.

Earlier this year we moved on to a new area for review – we are now looking at the way staff in the Association communicate with you. As a result of the coronavirus pandemic, the office was closed and staff moved to home-working. Staff had no choice but to do certain things differently. Many of you will have received the Spring newsletter digitally, either by email or text. Hopefully you were able to read it in such a different format.

Since the office is currently closed we want to make sure the Association still communicates effectively with you. We would therefore like to hear your thoughts on how we – the SIG – can work with the staff team to improve the way Glen Oaks communicates with you.

We will be looking at all the different methods such as telephone, text, social media (Facebook, Twitter etc), email and the website. We're really keen to hear from you so that we can do our best to take the recommendations to the Glen Oaks Board.

If there is anything in particular that you would like us to look at, please send an email to martha.hutcheson@glenoaks.org.uk and we will happily do this. Please remember, we are here to help improve the service YOU get from Glen Oaks.

If you are interested in joining the SIG or would like a bit more information or an informal chat, please get in touch with Martha Hutcheson at the email address above or by phoning **0141 620 2705**.

We really hope to hear from you soon.

Annual General Meeting 2020

The Association's 29th Annual General Meeting (AGM) will take place in September. All shareholding members will be invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. The main purpose of the AGM is to present the Association's year-end figures and future plans to shareholding members. There is also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. The evening ends with the very popular prize draw.

To ensure the safety of our shareholders and staff, we will be looking very carefully at the arrangements for this year's AGM to make sure we are following the Scottish Government's advice, e.g. putting the appropriate social distancing measures in place. We will write to our shareholding members in August to confirm the final arrangements for the AGM.

Not a shareholding member? It's not too late for you to be invited to the AGM in September - just fill in an application form, pay £1 for your lifetime membership ... and you can have your say at this year's AGM!

Membership Application forms can be downloaded from our website at www.glenoaks.org.uk



Join our Service Improvement Group today – contact Martha Hutcheson on 0141 620 2705 or email martha.hutcheson@glenoaks.org.uk

Letting our homes

Due to Covid-19, we have been unable to let properties since mid-March. Staff have been working from home for the past few months carrying out allocations interviews. We are pleased that tradesmen are now back at work bringing the empty homes up to our lettable standard. It is anticipated that we can start letting properties again in a couple of weeks' time.

If you wish to apply for a home you can do this online through our website or you can phone to request an application form – the direct line for our Housing Services team is 0141 620 2722.

Should you be sofa surfing or not have a permanent address please call the Homeless Casework Team on 0800 838 502, register as homeless and request that your Section 5 referral be forwarded to ourselves.

Rent Restructure Postponed

As a result of the current situation with the Coronavirus Pandemic, we have been unable to continue with our planned schedule of consultation events, which would have given you the opportunity to discuss the rent restructure in detail with us.

Having reviewed this situation with our Board and our Service Improvement Group, it has been agreed that we should postpone the implementation of the rent restructure until March 2022. We will recommence our consultation programme early next year or when it is safe to do so.

Rent!! Rent!! Rent!! What should I do?

Questions some tenants may be asking or are unsure about when it comes to paying their rent.

Should I still pay?

The answer is yes you should still pay your rent.

Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. The government has a package of financial support available to tenants, and where they can pay the rent as normal, they should. Tenants who are unable to do so should speak to their landlord at the earliest opportunity.

In many cases, the COVID-19 outbreak will not affect tenants' ability to pay rent. If your ability to pay will be affected, it's important to have an early conversation with your landlord. Rent levels agreed in your tenancy agreement remain legally due and you should discuss with your landlord if you are in difficulty.

Is there a payment holiday?

No, sorry, there is no payment holiday.

What can I do about rent arrears?

Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. Tenants who are unable to do so should speak to their Housing Officer at the earliest opportunity.

As part of the national effort to respond to the COVID-19 outbreak, Glen Oaks will offer support and understanding to

tenants who may start to see their income fluctuate.

An early conversation between Housing Officer and tenant can help both parties to agree to a repayment plan if tenants are struggling to pay their rent.

Can my Landlord progress with legal action during the COVID-19 lockdown?

The answer, unfortunately, is yes. If you stop paying your rent and fail to engage with your Housing Officer then your Landlord will follow procedures and progress to legal action.

If you are worried about being unable to pay your rent, specialist advice is available from our Welfare Rights Team at Glen Oaks. Please contact us if you wish to arrange a telephone appointment.

If you fall into financial difficulties due to a change in your employment or earnings, for example, you may qualify for Universal Credit. Find more information about Universal Credit at <https://www.gov.uk/how-to-claim-universal-credit>.

Find information on Government support for employers and employees here <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

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

GARDEN SAFETY

Summer has arrived and lots of us are out enjoying the garden again. Whilst we are all determined to make the most of the good weather, we must remember that during the Summer one in five accidents happen in the garden! Many of these involve children. To make sure that we all remain safe while working in the garden this Summer please take a minute to read these safety tips:

Do ...

- ✓ Wear appropriate footwear, steel toe cap boots, gardening gloves, ear defenders, and goggles when using the lawnmower, strimmer, hedge trimmer or similar.
- ✓ Always place the cable of electrical equipment over your shoulder and keep it behind you at all times. Make sure electrical switches on all garden equipment are switched OFF before plugging them in.
- ✓ Wear a face mask if you are using compost and you have a lowered immune system, chest problems, etc.
- ✓ Work a safe distance away from people and pets when using garden equipment and always watch out for any children in the area.
- ✓ Make sure that any electrical equipment or extension cords are designed for outdoor use and are in good condition.
- ✓ Make sure ladders are placed on a level surface and are held or secured in place.
- ✓ Protect yourself while using electrical equipment outdoors by installing a special socket or a plug-in adaptor if your electricity supply does not have an RCD trip box.
- ✓ Cover up, wear a hat and use sunblock.
- ✓ Watch out when using adhesives, solvents, weedkiller or pesticides when children or pets are around. Always follow the instructions on the label and store carefully.
- ✓ Make sure you know which plants in your garden are poisonous and keep children and pets away from them. To find out more on poisonous plants check the Real Gardeners website www.realgardeners.co.uk
- ✓ Have safety nets and pads fitted to trampolines and keep them away from walls, washing lines and hard surfaces.
- ✓ Empty paddling pools when not in use.

Don't ...

- ✗ Use a barbecue or a fire pit on your veranda. Also make sure you keep barbecues away from trees, buildings, washing lines and fences.
- ✗ Use electrical tools in wet or damp conditions or when you are barefoot or wearing sandals.
- ✗ Set bonfires - these can quickly get out of hand.
- ✗ Leave tools, lawnmowers or other electrical items unattended.
- ✗ Try and fix any faulty electrical equipment yourself.
- ✗ Overreach when on a ladder or while using a hedge-trimmer. You should never work higher than shoulder level.
- ✗ Transfer any substances to alternative containers that could confuse people and lead to poisoning.
- ✗ Leave small children unattended. A child can drown in 4cm of water - that is the same as a puddle or a bucket which has filled with rainwater.

We are always delighted when out and about to see how well a number of gardens and verandas are kept, and the effort that many of you put into your gardens and verandas throughout the year.

DON'T GET STUNG!

It's that time of year when wasps and bees become more noticeable in our gardens and open areas. Most of the time they don't pose any particular concern, but if you discover a wasp or bee nest in your garden this may pose a danger, especially if you have young children.

Glasgow City Council Environmental Health Department usually offers a service for the

removal of any wasp nests which are causing a nuisance within your garden or near your property. At present, the Council is still offering restricted services and may not attend to remove nests quickly. If you have a particularly problematic or dangerous nest please call the Council on 0141 287 1059 and choose option 4 who will be able to confirm the cost and whether or not they can attend.

The presence of bees within a garden can actually be beneficial for the pollination of plants, but if a nest is present and this is causing a nuisance, they can be removed. However, as bees are a protected species, only a qualified beekeeper can remove the nest and transport the bees. Although the Council does not offer a service to remove bees, they



will be able to provide you with the name and contact details for a qualified beekeeper in your area.

Do Not Try To Set Nests on Fire!

This is dangerous for you, your family and neighbours. Please contact the Council for help instead. Should you require a wasps' nest to be removed at any point over the summer, please contact the Council's Environmental Health Department on 0141 287 1059 and choose option 4.

**Contact Glasgow City Council on 0141 287 9700
to report a missed bulk uplift**

Is your Mental Health Suffering?

The recent tragic rise of suicides and attempted suicides in Glasgow's Southside has highlighted the growing impact of lockdown on people's mental health, particularly among young people and men.

Suicide doesn't end your pain, it just passes it on to a loved one!

So many people are under a huge amount of pressure right now. Many are facing financial worries having been furloughed or paid off, feeling isolated, thinking that no-one cares or there's no hope for the future. This is contributing to an increase in anxiety and depression.

Remember we also have 2 Welfare Officers who specialise in debt and budgeting, and who can deal directly with everyone that you owe money

to and re-organise your finances. It's easier than you think!

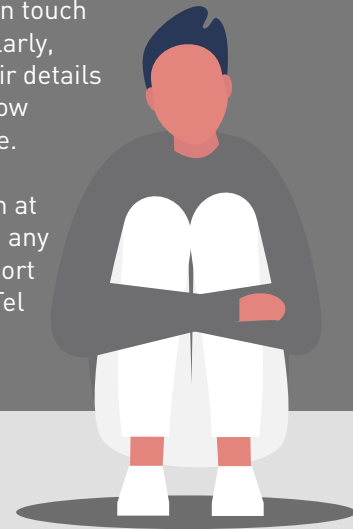
There is help, you can feel happy again but you **NEED** to tell someone and get professional help. Fortunately, there are lots of organisations to help with your mental health. See the list below. If we're ill we see a doctor, but if our mental health deteriorates, why do we think we can cure ourselves? Consult the experts.

There are trained mental health specialists available to help you. It's even easier because you can do it over the phone, or via computer (if you want to talk face to face.) We can even lend you computer devices to take part in face to face chats. See the list of organisations below and contact them for an appointment. If you can't

bear the thought of starting the chat, you can contact either Brenda or Erin in our goConnect Project, who can organise the meetings for you.

If you feel that a tenant may be vulnerable, and you would like us to keep in touch with them regularly, please pass their details on to us and show them this article.

Please contact Brenda and Erin at GoConnect with any queries or support requirements. Tel 0141 620 2732.



There are lots of different ways that you can get help if you need it. Just decide which way is best for you!

Lifeline offers one to one support to young people or adults by telephone, with the option of a video call if you would prefer that. You can talk to trained counsellors about anything. You can contact them yourself or get someone that you trust to refer you. Contact details:

- Online: www.lifeline.org.uk/make-a-referral
- By email: info@lifeline.org.uk
- By telephone: 0141 552 4434

Childline offers free and confidential support for children and young people on the phone, online and from other young people on message boards. You can contact them on the phone between 9am and midnight. Support for children and young people. Calls are free & won't show up on the phone bill.

- Online: www.childline.org.uk
- By telephone: 0800 1111 (between 9am – midnight)
- After midnight text SHOUT on 85258 and someone will text you back to offer you support.

Big White Wall is an online peer-to-peer support community for your mental health. It is accessible 24/7 and is a safe place to talk, share and support others like you. You can live chat with trained professionals and access lots of advice and resources to help you.

- Online: www.bigwhitewall.com

Breathing Space: Free and confidential telephone counselling service. (0800 838 587)

NHS Living Life: Free phone service for those aged 16+ experiencing anxiety, low mood and mild to moderate depression. Guided self-help and cognitive behavioural therapy. (0800 328 9655)

Young Minds Parents Help Line: Offers guidance and support to parents concerned about their child's mental health. (0808 802 5544)

www.samaritans.org A charity that offers mental health support and information online for everyone. Their helpline is free and available to all ages. Call 116 123 or e-mail jo@samaritans.org 24/7.

All of these services are free and totally confidential.

Cabin Fever?

Currently, our activity programmes are suspended. However we hope to start up our outdoor activities as soon as we are allowed to:

Weekly Walking Group and a New **Couch to 5k Jogging Club** under our Active Arden Activity Group. We are also establishing a new **Gardening Club** so are looking for any volunteers who could offer us a few hours of their time to help us get established. Please contact goConnect staff.

To keep up to date with public notices and Activities and Clubs that are going on, join our Facebook page and be notified first of grants, activities etc – [facebook.com/goConnectatglenoaks](https://www.facebook.com/goConnectatglenoaks)

Contact Brenda or Erin on 0141 638 0999 option 3



TV & Entertainment Packages

Glen Oaks provides access to Freeview and Polish services to all residents in flats through communal satellite dishes and aerials in tenement blocks. Many people are now arranging for TV and entertainment packages such as Sky or Virgin to be installed or upgraded in their homes.

In recent months we have had several tenants reporting to us that they cannot get access to Sky Q services without an upgrade to the communal system. Unfortunately, the installation or upgrade to Sky Q is a personal choice for residents and as a result, Glen Oaks will not be carrying out upgrades to communal systems to provide for individual residents to access enhanced TV and entertainment packages. If residents wish to proceed with the installation of such packages then they should contact the repairs team on 0141 620 2711 to make payment for the cost of the communal upgrade. Once a resident has paid the cost of these upgrades Glen Oaks will arrange for this work to take place.

If you live in a tenement flat and are arranging for Sky (or other providers) to install services in your flat please note that they usually require access to the common loft in order to complete the installation. Please check this when making an appointment with the provider and ensure that you make an appointment that can be completed within office hours as the engineer will need to collect and return the key to the Glen Oaks office. **Glen Oaks will not provide keys for common lofts to tenants** and you should take account of this when making an arrangement with Sky engineers as they may charge you for abortive visits.

Want someone other than Sky?

Over the past year, Glen Oaks has been working with both Virgin & BT Openreach to install fibre cables to tenement blocks where Glen Oaks has 100% ownership in the block. This will mean that residents have much more choice when choosing to install or upgrade TV and entertainment packages in their homes. It will

also mean that services can be provided without access to, or upgrades to, communal systems.

At present Virgin has gone live with services in Arden and if you are interested in their services you should visit their website <https://www.virginmedia.com/> and enter your postcode to see what services are available to you.

Over the next few months BT Openreach will be installing fibre cables into some of our tenement blocks which will open up access for residents to the following providers.

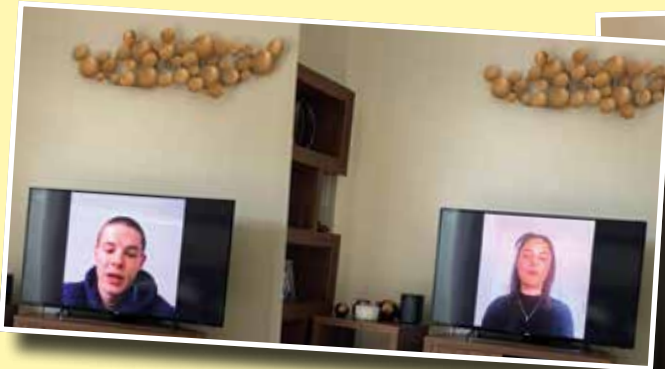
- Andrews & Arnold Ltd www.aa.net.uk
- Aquiss www.aquiss.net
- BT www.bt.com
- Cerberus Networks www.cerberusnetworks.co.uk
- Fibre net www.fibre.net
- Giganet www.giganet.net.uk
- Next Vision www.next-vision.co.uk
- Orbitalnet www.orbital-net
- Spectrum Internet spectruminternet.com
- Structured Communications www.structuredcommunications.co.uk
- Syscomm www.syscomm.co.uk
- TalkTalk www.talktalk.co.uk
- Zen www.zen.co.uk

It is expected that some Sky services will also be available through these fibre cables in the future and therefore if residents wish to choose or upgrade Sky services without paying high costs to upgrade communal systems, it may be beneficial to wait for these services to be available through fibre which will eliminate the need for work on existing satellite systems.

If you live in a block that is not 100% owned by Glen Oaks please continue to register your interest in services as this will prompt suppliers to seek agreement for works from owners in your block which would allow cables to be installed.

Register online @ www.glenoaks.org.uk to view information about repairs you have reported

workingrite



WorkingRite is currently helping local young people develop their workplace skills and experience to help them gain a very decent future.

In this picture, we have Thomas and his mentor Graeme working at The Kitchen Depot. Thomas has been on a placement since January and is looking forward to returning when it's okay to do so. Thomas absolutely loves this placement where he has been learning a variety of different tasks including loading vans, delivering goods to customer houses, checking orders, assembling kitchen units in the workshop, packaging and wrapping. Feedback from Graeme (Thomas's mentor) is excellent and he says Thomas is the best young person they have ever had as he has an amazing can-do attitude.

During the lockdown period Thomas has been continuing his learning. He has completed and passed digital courses including Warehousing & Logistics – an introduction, Health & Safety Awareness, Manual Handling and Social Distancing – Covid – 19. Thomas has also enjoyed participating in group Zoom chats and meetings where he catches up with the other trainees who are currently on the programme. They also have weekly quizzes on a Friday.

The vital importance of this proactive work, completing online learning, securing work placements and employment once lockdown restrictions are lifted was highlighted in an STV News feature when Kain was interviewed by Kaye Nicolson about what he has been doing to keep active and engaged on the programme to give him a better chance of gaining work.



16-24?

Mentored 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

We are currently working within government guidelines – providing online training and work readiness sessions



Delivered in partnership with:



Visit our facebook page for updates on changes to our service

Why do you need contents insurance?

It's important that you know that if your personal belongings, floor coverings or even wallpaper are your responsibility whether or not the reason for the damage was your fault. There are many things that can go wrong in a house or flat that can't be foreseen and will not be your fault. In fact the cause of the damage may be an accident and nobody's fault. It doesn't matter what the cause is or who is at fault YOU are responsible for replacing your own personal belongings or internal decoration to your home.

Electric Failure

Sometimes electrical system become damaged. This could be by water from a leak or by someone accidentally cutting a cable. Usually these problems can be fixed quickly however occasionally the repair takes longer and you may be without power for many hours or even days. In these circumstances we would make arrangements for you and your family to stay somewhere else however any items in your fridge / freezer may be wasted. Home contents insurance can cover the cost of replacing these items but if you don't have insurance you would be required to meet the cost of more shopping to replace those items.

Fire Damage

There are many activities which pose a fire risk in your home. Your kitchen is a vital area to be careful in. There are a large number of electrical appliances in the kitchen, as well as the presence of flammable oils, naked flames and other heat sources. It is important you take care when cooking by following these key rules –

- never leave cooking unattended
- never wearing loose clothing whilst cooking with open flames
- keep your hobs and cookers clean

Open flames, Candles and careless disposal of cigarettes is one of the biggest causes of fire starting in the home and it is important to take extra care when burning candles and extinguishing cigarettes –

- Don't smoke or burn candles near flammable materials such as curtains, upholstered furniture and bedding. NEVER smoke in bed.
- Extinguish cigarettes fully before disposing of them. Consider extinguishing cigarettes under running water before disposing.
- Never leave candles burning when you are out of the room or with children

Electrical devices and appliances pose a high risk of fire in your home. You can limit the risk by following these simple rules –

- Don't overload sockets and extension cables
- Keeping electrical appliances clean and away from water. Never use electrical appliances or phones in your bathroom.
- Don't cover electric, oil or gas heaters
- Never leave a washing machine, dishwasher or tumble dryer on overnight.

Of course there is also the risk of a fire in your neighbours property which affects your home and personal items through fire, smoke or water damage.

If there was a fire in your home and all or some of your personal items were damaged or destroyed. **Could you afford to replace all the items?**

Water Damage

From floods to leaking pipes, known as 'escape of water', it's important to consider the risks of water damage and how you can

protect yourself from having to pay to replace carpets, flooring coverings or the need to re-decorate.

Water damage be caused by a water tank in your property is suffering from wear and tear, or a pipe develops a small hole? Water damage can be sudden, but it can also occur slowly over time, and it can be far more than a soggy carpet or hard floor that needs a wipe down. Often the first signs of water damage are not large pools of standing water. The first signs might be discolouration on the ceiling or walls, the odd smell or occasional dripping. Though it's easy to see when a house has been flooded, the signs of water damage in your property may be a lot more subtle.

Any home can be at risk of water damage and there's a very good chance that the damage will become serious if not spotted quickly. Glen Oaks will most likely be responsible for fixing the leak and any structural damage but YOU are responsible for replacing damaged items or damage to your decoration and flooring. **Could you afford to replace all the items?**

THISTLE
TENANT RISKS

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions. However we are able to offer all our tenants the chance to insure their home contents and belongings.

CONTACT US AT
WWW.THISTLETENANTS-SCOTLAND.CO.UK 0345 450 7286

Visit our website for updates on changes to our service

STARTING OUT

your helping hand

Nikki is continuing to provide telephone appointments to help tenants with Welfare Benefits, Energy Advice, Budgeting and Debt, please contact her on 0141 638 0999 option 2 for an appointment.

Saving Money On Your Gas & Electric

Spending more time at home due to Covid-19 means many of us have been relying on technology for entertainment, to communicate with others and even children's schooling, so you may have noticed an increase in your energy costs. This can leave many households struggling

to top up their prepayment meters and pay their energy bills. Contact Nikki at Glen Oaks for advice on how to save money on your gas and electricity, and assistance to deal with energy debts. If you have been affected by Covid-19, see if you could be eligible for a fuel voucher.

Beware of Scams

STOP - CHECK - ASK

It is important to be more aware of scams that may be circulating at this time and be cautious of opening links on emails, texts and phone calls as these may not be genuine. If in doubt, contact the company in question directly.

Scammers will try to trick you into giving them your personal or bank details. Watch out for letters, emails, texts or phone calls that promise you money or a refund.

Keeping in touch using Digital Technology

Technology is so important while so many people are isolated in their homes. Ryan is available to help with all IT matters. Ryan is offering assistance to anyone who would like to get online using their phone, tablet or computer to do online shopping, set up apps on your phone, and use social media to keep in touch with family and friends. Our goConnect Project is providing their clubs and activities digitally so you can still see and talk to friends through your tablet or phone. We are hoping to be able to set up a lending library of tablets, particularly for people who are isolated.

Please telephone Ryan on **0141 620 2717** for further information or assistance.



WHAT IS ZOOM?

- An app that allows you to video chat with others using the internet.
- It's free and easy to use!
- You can access Zoom using a laptop, tablet or smart phone.



DUE TO SOCIAL DISTANCING RULES, MOST CLASSES ARE NOW ONLINE, SO YOU CAN SEE EVERYONE, CHAT AND KEEP IN TOUCH. WE CAN RUN THE CLASSES BELOW IF THERE IS ENOUGH INTEREST SO REGISTER ASAP:

YOGA	30 MINUTE ARTS	CRAFT CLASS
CLUBERCISE	COPING WITH STRESS & ANXIETY	COOKING CLASS
TAI CHI	IT SKILLS	SPORT MEMORIES
MENS CHAT		STORYTELLING

WE CAN HELP YOU ACCESS ZOOM, PROVIDE SUPPORT & HAVE TABLETS TO LEND TO TENANTS

CONTACT ERIN ON 0141 620 2732 TO TAKE PART OR FOR MORE INFO

Since the beginning of lockdown we have:

- Identified **697** elderly or vulnerable tenants ✓
- Contacted **245** vulnerable tenants at least once a month ✓
- Contacted **41** extremely vulnerable tenants at least once a week ✓
- Organised **45** emergency food parcels ✓
- Made **40** referrals for help with food & delivery services ✓
- Made **20** referral for social work & mental health agencies ✓
- Organised **21** befrienders ✓
- Obtained **134** Cash 4 Kids applications at £35 per child ✓
- Obtained **35** kitchen white goods & appliances through re-Connect ✓
- Provided **100** weekly cooked meals to vulnerable tenants through the Wellbeing Fund ✓

**Could our Starting Out Project help you save money?
Contact our office on 0141 638 0999 option 3**



Newsletter Survey
Your chance to win £50!

Due to the success of our Spring Newsletter which was sent out to mobile phones, you can now choose how you would prefer to receive our regular Home Magazine. Every completed survey will be entered in a prize draw to win a £50 shopping voucher.

To enter, go onto www.glenoaks.org.uk and follow the link on our Noticeboard.

Thank you for taking part and good luck!

New Mailing System

Since the lockdown on 23 March we have been unable to send letters from the office. Some of our staff have been able to print documents from home and post them. However, we have now registered in a new mailing system to allow all staff to send letters without the need to print and post from home.

We are using UK Mail so you might have received letters from us with their logo on the front instead of the Glen Oaks logo. You will probably be familiar with the UK Mail logo as many companies throughout the country use this for sending information to their customers.

When the office opens again we will continue to use UK Mail for most of the letters we send to you.

Update on our services

We hope to be able to open the office later this month when the Scottish Government eases the lockdown restrictions. We are not yet able to carry out a full repairs service but this situation is likely to change in the coming weeks. Please check our

website and facebook page regularly for updates.

When the office does open again, it will be for pre-arranged appointments only. There will also be reduced opening hours for a temporary period. If you need to contact a member of staff please contact

us by one of the means below. If your enquiry then requires you to meet a member of staff, an appointment will be made for you. We would like to thank you for your co-operation in this and look forward to returning to a "near normal" service at some point in the future.


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.



Phone: 0141 638 0999
 Option 1 – Repairs
 Option 2 – Housing
 Option 3 – goConnect (tenancy support issues)
 Option 4 – General enquiries
Text: 07860 055 293



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



Tenant Portal:
webaccess.glenoaks.org.uk
 If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

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.

