



Cost of Living Crisis



**Wed 5th
October**

Cost-of-Living Information Day

Join us at our **Cost-of-Living Information Day** for advice, freebies & information:

Wednesday 5th October from 2pm – 7pm at Glen Oaks Housing Association's office

Turn to Page 10 & 11 for more information

Together we are facing a cost-of-living crisis and it is predicted that inflation will hit a 40-year high of over 11% in October 2022, according to the Office for National Statistics. Rising energy prices, supply chain disruptions and tax increases have caused financial distress for millions of households in the UK. Although the Government is providing support, we are also working with partner organisations to help financially vulnerable households.

If you are facing hardship, regardless of the issue, please phone our support project goConnect in confidence and we will do everything we can to help you. Tel. 0141 638 0999 Option 3. **Turn to page 10 & 11 for more information.**

We can help you with:

Signposting you to local pantries, community supermarkets & foodbanks

Budgeting – looking at your income and suggesting ways to save you money

Online grocery shopping

One-off Energy Vouchers

Setting up apps to save you money

Creating CV's, job searching & career advice

Daily classes & clubs to keep you busy (and warm)

Debt management

Weekly online deals

*** (we need 48 hours' notice for some referrals, so please don't wait until the last minute to contact us).**

inside this issue...

Alasdair's Introduction

Welcome to our 2022 Autumn Newsletter!

As we head towards the end of 2022, the Winter months will bring with them many challenges. We already know that this time of year can be difficult for some of our tenants, with the added costs of heating their home and Christmas approaching. We appreciate that the



cost of living crisis will only add to these pressures. Our goConnect team is here to provide support via energy advice, money saving tips and much more. Turn to pages 10 & 11 to read more.

We were delighted to hold our 31st AGM on Wednesday 21 September in our office. It was our first face-to-face AGM in three years. Thank you to all of our shareholders who attended. Following the AGM we still have some vacancies on our Board. We currently have several tenant members but we would welcome a few more. Joining a housing association Board is an excellent opportunity for personal development. Our Board is responsible for agreeing the Association's strategic Business Plan

and they work closely with the Corporate Management Team to ensure the aims and objectives are met. Over the past two years most of our meetings were held online but we are now delighted to be meeting face-to-face again. If you are interested in finding out more about joining our Board please contact me on **0141 620 2706** or alasdair.mckee@glenoaks.org.uk. Kind regards

Alasdair McKee, Chief Executive

Housing Associations Join Forces to Take Action to Reduce Carbon Footprint and aim for Net Zero

At Glen Oaks we are proud to be part of the G8 Group. The group consists of 9 separate housing associations that collectively own and manage around 25,000 properties across Scotland. We regularly collaborate and benchmark against each other to share best practice wherever possible.

The G8 group members have been working together to play their part in tackling climate change.

The first collaboration was an innovative Carbon Literacy Training programme where a bespoke course with Keep



Scotland Beautiful was established. This involved the Leadership Teams of each G8 member receiving certificated training which helped each organisation begin to understand how to tackle the climate emergency.

This was followed by a plan with a Climate Change consultancy (Carbon Change Ltd) to help measure their carbon footprint and advise on what actions the group could take collectively and individually to reduce their footprint.

We will be working through our Action Plan to reduce our Carbon Footprint across our communities and will update you on our progress in due course.



Volunteers Wanted – Can you help?

- Mini-Bus Driver – to transport people to classes and clubs in Darnley and Thornliebank daytime or evening
- Knitting and Crochet Instructor – to show people how to knit or crochet at our classes
- Coffee Mornings to help make teas and coffees for participants
- Buddies/Befrienders – to accompany people to a class/club so they're not walking in alone

For further details, please telephone Brenda on **0141 620 2758**

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

Our Performance

Average time to complete emergency repairs



April-June 2022

1.75 hours

Previous year to 31 March
2.16 hours

Average time to complete non-emergency repairs



April-June 2022

4.56 days

Previous year to 31 March
3.87 working days

Repairs completed on time



April-June 2022

96.05%

Previous year to 31 March
97.48%

Number of homes let



April-June 2022

18

Previous (full) year to 31 March
84

Average number of days to re-let homes



April-June 2022

54 days

Previous year to 31 March
56.49 days

Number of anti-social behaviour cases reported



April-June 2022

46

Previous (full) year to 31 March
211

Unacceptable Behaviour Policy



Our staff appreciate that the last few years have been an incredibly stressful and anxious time for our tenants. However, there has been an increase in the need for management to issue tenants with the Unacceptable Behaviour Policy. This is mainly due to the manner our staff are being spoken to or due to unreasonable continuous contact.

What is unacceptable behaviour?

- unreasonable demands - requesting large volumes of information and asking for responses within a short space of time.
- unreasonable persistence - refusing to accept the answer that has been provided and continuously adding to or changing the subject matter of the complaint.
- verbal abuse, aggression, violence - this is not just limited to actual physical or verbal abuse but can include derogatory remarks, rudeness, inflammatory allegations, and threats of violence.
- overload of letters, calls, emails or contact via social media

If, after discussions, the behaviour continues, we may choose to formally advise the tenant to limit their contact or in more serious situations, not to contact our staff but instead use a third party.

We believe that all customers have the right to be heard, understood, and respected. That said, we also consider that Glen Oaks staff have the same rights.

Unacceptable behaviour towards our staff, in any form, will not be tolerated.

Find out how you can become involved in improving services by emailing martha.hutcheson@glenoaks.org.uk

Complaint performance

Over the last year, the total number of complaints recorded has shown a steady increase. Quarter 1 compared to last year's average shows a 121% increase in the number of stage 1 complaints being logged.

Number of complaints received	Q1 2022-23	Average Q1 2021-2022	Trend
Stage 1 complaints	42	23	☹️
Stage 2 complaints	6	3	☹️
Total number of complaints	48	26	☹️

New procedures have been implemented, where any dissatisfaction raised via the survey module is escalated to a complaint. This included the repair survey and now the close cleaning survey. 12.5%, (11.5% last year) of complaints are recorded as a stage 2, showing that the majority of complaints are handled at the frontline and only a small number need a manager's input.

58.3% of all complaints are not upheld, **33.3%** are upheld and **8.4%** are resolved.

Timescales for response

Stage 1 complaint response times have improved and are now 2.85 days – this is below the 5 day target and the sector average of 3.8 days. Majority of stage 1 complaints are being resolved in 1 day. 92.8% are resolved within timescale.

Stage 2 complaint response times have decreased and on average are below the 20 day target, and the SHR average from last year. The percentage resolved in timescale has dropped and could be improved upon.

You said, we did!

This quarter the most common type of complaint related to 'Repair Standard' - 27%. This is a broad description and includes a very varied range of complaints. They mostly related to the tenant's expectations not being met or a poor standard of repair being carried out.

We are continuing to work closely with our contractors, meeting with them regularly and carrying out inspections to ensure works are to an acceptable standard. The SMS survey that you receive after a repair allows us to gain feedback on their service in real time, so please respond if you receive one.

17% of tenants raised dissatisfaction with a policy. These were very varied but included garden maintenance scheme membership, factoring process such as apportion of repair costs, not providing back door keys, and the need for a rent increase.

It is important that you understand why decisions are made and that in some circumstances we have to follow what the relevant policy dictates. These are agreed by our Board and available on our website: <https://www.glenoaks.org.uk/policies/>

If you wish to influence our policies, you can by joining our Board or Service Improvement Group. We will aim to communicate and update you on policies via our quarterly newsletter and encourage you to voice your views on a policy via consultation.

There was also a high number in complaints relating to the void / lettable standard (15%), the condition of the property when tenants moved in. These related to the decoration standard or that remedial repairs were needed after the tenant moved in.

We will continue to work with our contractor and aim to ensure they are meeting the standard that we expect through regular joint inspections. Our void (lettable) standard details what the condition of an empty property should be when it is relet. Unfortunately sometimes this might not meet your expectations in relation to previous tenants' decoration. We aim to compensate tenants with decoration vouchers to assist with redecorating costs. However, due to the related costs and budget restraints we cannot fully redecorate an empty property prior to tenants moving in.



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

Service Improvement Group (SIG) - review of the close cleaning service



Our SIG recently started their review into Value for Money, however the group felt that just now a more pressing area to focus on is the close cleaning service. With a recent re-tender of the contract and some dissatisfaction of the standard of the clean, our members want to carry out a more thorough review into the service.

The SIG are keen to hear your views so it's important you complete the close cleaning survey when you receive it. They will also review the contract and test that the requirements are being met through inspections of the closes. They are excited to get out into the estates and work with our staff team to improve our services.

Join our Service Improvement Group (SIG)!

- Do you want to help us improve our services?
- Do want to be more involved in your local community & meet like-minded people?
- We want you on our SIG!

We are excited to be meeting back in the office. It is now the perfect time to come along to our office, get a cuppa and a catch up with our members and see if joining is for you. If you want to chat about how to join you can call Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

Sharing best practice - Improving and increasing participation

We were delighted to be invited to share the work of our Service Improvement Group (SIG) at a recent Tenant Information Service event on Rent Setting and Consultation.

Laura Strang, Corporate Services Officer, and Margaret Gibson, a long standing SIG member, attended the event and hosted two learning zones. They carried out a presentation sharing how the work of the SIG improved and increased tenant participation during our Rent Consultation last year.

It was an honour to share with other Associations and Tenant Scrutiny Groups the work of our group and how they positively influence the services for all of our tenants.

Last year they carried out a thorough review into our Rent Consultation process and the information we provide to tenants. They put forward 22 recommendations which resulted in:

- an improvement in the information booklet you receive on proposed rent increases
- a number of options for consideration
- improved & simpler ways of taking part in the consultation.

As a result, 32% of tenants responded to our new digital survey, compared with 11% the year before.

If you would like to join our group and make a difference to our services, contact Laura Strang on **0141 620 2742** or laura.strang@glenoaks.org.uk

Rent Consultation at Glen Oaks: Improving and increasing participation



**Do you want to get involved in any of our local groups?
Contact Brenda on 0141 620 2758 or Erin on 0141 620 2732**

Bulk Uplift



Tenements

As most residents will be aware, Glasgow City Council are no longer providing an uplift of bulk items for tenement properties. As a result, Glen Oaks have introduced a fortnightly bulk uplift service for our tenement properties which is included in the service charge.

If you have bulky items to dispose of, please place them in a tidy pile in the back court beside the bin store.

Remember – don't leave bulk items in the close or on the street. They won't be removed unless they're in the back court. Items placed on the street are classed as fly tipping and can result in a fine of up to £200 as well as making our streets look unkempt (insert photo of Kilbeg).

Don't dump it – stick to the collection arrangements!

If you experience environmental issues such as missed bin collections, please contact Glasgow City Council Cleansing on **0141 287 9700** or online via the MyGlasgow app.

Main door properties

If you live in a main door property, we do not provide a bulk uplift service for you. To arrange an uplift of bulky waste from your property, please contact Glasgow City Council on 0141 287 9700 or visit their website at <https://www.glasgow.gov.uk/bulkywaste>

Please note that there is a charge for this service. Alternatively, you may take your bulky items directly to one of the council's household waste and recycling centres which are open 7 days a week, 8am-6pm

Polmadie Recycling Centre
425 Polmadie Road, Glasgow G42 0PJ

Shieldhall Recycling Centre
Renfrew Road, Glasgow, G51



Visit our website @ www.glenoaks.org.uk
for all the latest news

Having problems with bins?

This is a friendly reminder to tenants that bins must be used correctly for their intended purpose. Using bins correctly will resolve problems in back courts such as litter, contamination, health and hygiene issues.

If bins are not used correctly Glasow City Council consider them to be contaminated and will not empty, for example, where a blue bin contains materials that are non-recyclable or where a grey food waste bin has been filled with general waste items such as household refuse.

What can be recycled?

RECYCLING BIN	GENERAL WASTE BIN
PAPER	HOUSEHOLD REFUSE
CARDBOARD	POLYSTYRENE
PLASTIC	NAPPIES
FOOD CANS AND DRINK CANS	FOOD WASTE
AEROSOLS	PET WASTE

Benefits of using recycling bins

When tenants use recycling bins appropriately, there is more space in the green bins for general waste. Recycling is also great for the environment and eliminates waste on a large scale. Using recycling bins appropriately will ensure that there are no contaminated materials present to attract vermin or other animals to the gardens/back courts.

Recycling help

Recycling starts inside the home. It may be a good idea to have an allocated space or bins for recycling inside your home. This will make it easier to place household refuse into the correct bins. If you are unsure if a product/item can be recycled, please look for the recycling symbol on the packaging.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
 or visit our website at
www.firescotland.gov.uk



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland



Like our Facebook page @GlenOaksHousing

Close Cleaning

We carried out a close cleaning survey in July 2022 and recorded the following results:

Questions	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	% satisfied
How satisfied are you with the standard of close cleaning provided by the contractor?	14 15.6%	26 28.9%	23 24.4%	18 20%	10 11.1%	68.9%
How satisfied are you with the standard of window and wall cleaning provided by the contractor?	8 8.9%	30 33.3%	26 27.8%	16 17.8%	11 12.2%	70%
How satisfied are you with the respect and courtesy from the contractor while working in the close?	32 35.6%	30 33.3%	26 28.9%	2 2.2%	0 0%	97.8%
If you had to contact the Association regarding the close cleaning service, how satisfied were you with how your enquiry was dealt with?	12 20.7%	17 29.3%	27 46.6%	0 0%	2 3.4%	96.6%

Although regular monitoring of the cleaning contract is carried out, it's disappointing that some tenants were unhappy with the service provided. To resolve these issues, staff visited all the closes in Arden and, in some instances, agreed that the standard of cleaning was below that which we would expect. These issues have been raised with the contractor, CAS, and we are holding monthly meetings with them to ensure these problems don't reoccur and that our closes are pleasant, clean places to live in. We will also implement regular walkabouts with our new Contract Manager, specifically targeting problem closes, and we're confident we'll see a huge improvement.

Remember, storing prams, toys and bikes in the close makes it difficult for our contractors to clean properly, as well as being a fire risk. To ensure they can carry out their work to the highest standard, please make sure nothing is stored on the ground floor or landings.

We will be carrying out another close cleaning survey towards the end of the year.



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

Why is my energy bill increasing?

Energy bills are made up of a number of costs. They're not just the gas and electricity you use. They include wholesale costs which make up the majority of a customer's bill. Right now, we're seeing a once in a 30-year event with volatile gas prices affecting everyone around the world. As a result, costs suppliers pay to buy energy on the wholesale market have risen sharply. There was a record rise in global gas prices over in the second half of 2021, with wholesale prices quadrupling in the last year. The government has announced the following immediate, short-term action to support households. **The Energy Price Guarantee will ensure that a typical household in Great Britain pays an average £2,500 a year on their energy bill, for the next 2 years, from 1 October 2022.**

The consumer saving will be based on usage, but a typical household will save at least £1,000 a year (based on current prices from October). Energy suppliers will be fully compensated for the cost of the Energy Price Guarantee. **You do not need to apply, and there's no need to contact your energy supplier.**

£150 of this £1,000 a year saving will be delivered by temporarily suspending green levies. These costs will be transferred to the Exchequer, so customers don't bear the costs, but benefit from the low-carbon electricity generation.

This is in addition to the £400 Energy Bills Support Scheme. This will be paid in 6 instalments from October – March at £67 monthly.

The most vulnerable UK households will also continue to receive £1,200 of support provided in instalments over the year.

An additional discretionary fund will be available for those households who are outside of the schemes. For example, households not on standard gas / electricity contracts.

What is a daily standing charge?

A daily standing charge is a fixed amount that you pay on your energy bill every day, regardless of your usage, and is applied to both electricity and gas tariffs. Standing charges cover the cost to your supplier of delivering the energy to your property. **Standing charges must be paid, which is why you'll receive a bill even if you've not been using gas or electricity.**

Why have I got debt on my meter if I haven't used as much gas or electricity over the summer?

Your meter will add a **daily standing charge** throughout the year. During the summer months when you use less energy, your meter will continue to add the standing charge, so it is important that you stay topped up. If you don't, you could find that the standing charge has accrued. At your next top up, your payment will clear the standing charge first, before giving you any gas or electricity.

Why are standing charges increasing?

The main factors that are driving the increases are:

- **Costs of the failed suppliers** - 29 suppliers have exited the market in recent months.



- **Warm Home Discount Scheme** - which is paid for through energy bills, rather than general taxation. To ensure the schemes are paid for evenly amongst consumers, the costs are added to standing charges on energy bills.
- **Network Charging Reforms** - Previously, a portion of the network costs (the costs for using and maintenance of the network infrastructure), were included in your unit rates, as of April 2022, Ofgem has decided this should move to a fixed charge and collected via standing charges.

Help with your energy bills

If you're struggling to pay for energy or think you may get into difficulty, contact your supplier. Ofgem's (Government Energy Regulator) rules means suppliers must offer payment plans you can afford and you can ask for 'emergency credit' if you use a prepay meter and can't top up. Many energy companies offer schemes or grants to help with home heating and energy costs, talk to your supplier about grants and schemes they run.

- **Agree a repayment plan:**
You can ask for a review of your payments and debt repayments, payment breaks or reductions, more time to pay, access to hardship funds, advice on how to use less energy, priority service registration (a free support service if you're in a vulnerable situation).
- **Check schemes, grants and benefits from the Government**
 - o **Winter Fuel Payment** (a £100 to £300 fuel payment for people born on or before 26 September 1955)
 - o **Cold Weather Payment** (a £25 payment for every 8 days of very cold weather between November & March)
 - o **Warm Home Discount** (a £140 discount for some people in receipt of pension credit or in low-income households)
 - o **Household Support Fund** (a funding package to help vulnerable households this winter)
 - o **Child Winter Heating Assistance** (a £292 annual payment per disabled child and young person under 19 living in Scotland).

If you'd like support, please contact us to book an appointment with our Energy Advisor

**Register online at www.glenoaks.org.uk
to view your latest balance and account transactions**

Cost of Living Crisis – how can we help?

Front page article continued

If you are facing hardship due to the current cost of living crisis, please phone Glen Oaks' support project goConnect in confidence and we will do everything we can to help you. You can also make us aware of anyone in the community, who are struggling and may not know where to go for help. Tel. 0141 638 0999 Option 3

Budgeting and Affordability:

It is important to look at your spending habits. With energy costs doubling, money has to stretch much further. We hope that the tips included in this newsletter and the workshops we will be running will help - see front page. You can also get a copy of our Saving You Money Booklet with tips on lowering costs, cheap recipe ideas and templates for daily, weekly & monthly expenditure. Rewards are available if you complete the templates, and we can offer practical advice to reduce your costs.

Please consider making an appointment with our Financial Inclusion Assistant for a free financial assessment of your income and outgoings, free energy advice and debt advice. 0141638 0999 option 2 or enrol for FREE class: <https://www.lifelink.org.uk/wellbeing-classes/financial-wellbeing/>



Useful Apps

Got a smart phone? Do you need help with monitoring your bank accounts and a way to keep track of your spending? Or just maybe, a nudge in the right direction when it comes to saving a little extra each month? There are free apps available to help!

These free apps can be downloaded from the App Store or Google Play Store. Moneyhub or Emma are worth downloading.



Digital Inclusion (I.T.)

We can help you download useful apps on your phone. We have a digital device lending library for our tenants, so you can get online. Our Digital Inclusion Assistant can provide full tuition. See details of our beginners Classes on Page 16.

Contact Audrey on **0141620 2747** for further information



Money Dashboard

Did you know that most banking apps will have a spending tracker to give you a visual breakdown of where your money is going? Handy to keep on top of your income and expenditure!



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

Cheaper Food Options

There is a Community Supermarket, as well as a number of Larders and Pantries located in our communities, offering affordable food options.

Kennishead Food Pantry: Kennishead High Flats (60 Kennishead Avenue)

10am-1pm on Tuesdays and Wednesdays

Threehills Food Pantry: 18, Block 3, Museum Business Park, 140 Woodhead Rd, G53 7NN

Community supermarket providing low cost shopping. Free membership. Mon & Thurs 10am-5pm. Call 07859186210 for more information & larger shop opening soon under Nitshill High Rise.

Pollok Pantry: 25-27 Brockburn Road, Pollok, G53 5BG

Open Monday, Tuesday and Thursday 10am - 3pm and Saturday 10am-2pm

Pay £1 every month membership to the pantry, and only £2.50 for up to 10 items each time you pop in for a shop.

Carnwadric Church Food Bank, 556 Boydstone Rd, Carnwadric, G46

When: Thursdays 10.30am to 12pm.

Auldhouse Community Food Bank, 51 Nether Auldhouse Rd, G43 2XG

When: Thursdays 11.30am to 2pm.

Call: 0141 637 6077



Online shopping

Online shopping is a great way to save on taxi fares home with bags of shopping.

Audrey can: help you shop the supermarket value ranges; set up shopping apps on your device; and show you how to save shopping lists online, so you can reorder items whenever you like.

If you are 65+, we can make a referral to the Food Train, who will shop and deliver your groceries for you.

If you are in dire straits and require food in an emergency, Glasgow Helps may be able to assist: glasgowhelps.org - For more information, give them a call to discuss the support available for you and your family. Tel **0141 276 1185**



Join us at our Cost-of-Living Information Day for advice, freebies & information: Wednesday 5th October from 2pm – 7pm at Glen Oaks Housing Association's office

Receive Information from: Food Pantries, Community Supermarket, Smoking Cessation, Money Matters (Debt, Budgeting & Energy), Welfare Benefits, as well as information on shopping online, and price comparisons for Christmas presents from our Digital Inclusion Assistant.

In addition to practical advice, we will have some promotional freebies to help you during the Winter. Don't miss it! This event could save you ££££'s.

(Please note we will also have our Polish Facilitator at this event to help with translating.)

Other events not to be missed:

Tips to Cut Your Energy Costs - Date Tuesday 11th October 13:00-14:00 and 18:00-19:00

Understanding Your Smart Meter - Date Friday 4th November 11:30-12:30

Learning How to Shop On-Line & Save £££'s - Tuesday 25th October 12:00-14:00

**Could our goConnect Project help you save money?
Contact our office on 0141 638 0999, option 3, to find out more**

Condensation Advice

At this time of year there is often an increase in the number of calls we receive from tenants concerned about condensation in their homes. Condensation is when water vapour that is trapped within the air condenses onto to a cooler surface, changing from a gas to liquid, causing moisture on the surface. If this continues over a period of time and does not dry out, it encourages mould growth.

There are many ways to reduce the risk of condensation in your home. These include:

- X Don't** block off any ventilation around the house such as air bricks or trickle vents on windows
- X Don't** use tumble driers unless they are self-condensing or vented with a hose outside
- X Don't** keep the door open when cooking or bathing

- ✓ **Do** keep lids on pans when cooking
- ✓ **Do** use extractor fans in bathrooms and kitchens
- ✓ **Do** try to dry your clothes outside, where possible
- ✓ **Do** open the window after a bath or shower and open the door
- ✓ **Do** try to keep a good level of background heating throughout the property

Legionella Advice – Be Aware – Be Safe!

Legionella are bacteria which cause Legionnaires' Disease. This is an uncommon disease similar to pneumonia. Legionella bacteria can live in hot and cold water systems within domestic properties. Contaminated bacteria can be released into the air in an aerosol form such as from the fine spray from running taps or showers. Some Glen Oaks homes are served by cold water storage tanks and we have engaged a contractor to inspect and test the water in these tanks on a regular basis. We also carry out any works required as a result of these inspections i.e. cleaning and disinfecting tanks, based on recommendations from our contractor.

There are some additional ways that YOU can help to minimise the risk of Legionella bacteria developing in your domestic water supply and we have provided some tips below:

- Prevent the build-up of stagnant water by running all infrequently used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.
- If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower letting the water run for 2-3 minutes. As Legionella can be dispersed as an aerosol through water spray, running the shower under water will lessen the likelihood of infected particles from being released. An alternative to this method if possible, would be to take the showerhead off before flushing the outlet as normal.
- If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. It is very important that you do not turn off your hot water cylinder as this will cause the temperature to drop and bacteria will thrive increasing the risk of Legionella



- If you use any garden hoses in the summer, please ensure that you run the outside tap for at least 5 minutes before using ensure any stagnant water lying in the pipework is cleared.
- The risk of contracting Legionella from cold water storage is low and the bacteria thrive at a temperature above 20°C. If you do have a cold water storage tank within your own house or flat, it is recommended that the temperature of the water in the tank should be less than 20°C.
- Where possible, shower heads and attaching hoses should be dismantled, descaled and disinfected on a quarterly basis, or more regularly if required, using a standard disinfectant cleaning product.

Please be aware that Legionnaires' Disease is extremely rare and the risk of infection is small. This risk can be further reduced, however, if the steps outlined above are followed.

If you have any questions regarding this article or require any advice on preventative measures please contact Kelly Swain on **0141 620 2752**.

**Are you 16-24 and interested in a mentored work placement?
Our workingrite project could help you.**

KEEP YOURSELF SAFE FROM ASBESTOS

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks
- Wall boards / lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos fibres may also be found elsewhere therefore please contact us if you are in any doubt about the presence of asbestos in your home.

When is asbestos dangerous?

The presence of asbestos containing materials (ACMs) in your home does not necessarily pose a risk. If the asbestos containing material is sealed (encapsulated) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos is only dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY. In order to ensure your safety when carrying out any DIY please follow the guidelines below:

- **DO NOT** drill a hole through any asbestos boards
- **DO NOT** cut or break off any parts of asbestos products
- **DO NOT** rub down asbestos panels or Artex with sandpaper
- **DO NOT** use wallpaper scrapers on asbestos products
- **DO NOT** remove asbestos panels to gain access to services
- **DO NOT** cut any asbestos products with power tools or break asbestos products with a hammer.

If you are unsure if a product contains asbestos it is safest not to carry out any works until you have contacted us for further advice.

What Does Glen Oaks Do About Asbestos?

We work closely with Health & Safety specialists to identify and manage the risk of asbestos to ensure that all known asbestos containing materials are effectively managed to reduce the risk to its lowest practical level. We have carried out a high number of asbestos checks on our properties and hold an Asbestos Register of the results. Prior to any repair or major upgrade works this register is checked by our staff and contractors. If no information is held an asbestos check will be carried out before any work is allowed to proceed. If we have a positive sample and works are required to that area then the safe removal of the asbestos will be instructed.

An annual check is carried out to assess the condition of asbestos containing materials in our common areas. If the condition of the asbestos containing material has changed and a risk is posed then the asbestos will be removed.

If you think your home may contain asbestos, particularly damaged asbestos, you should contact us immediately. If necessary we will arrange a survey. If asbestos containing materials are found, they may be removed, however this can be a disruptive process therefore if materials are found to be in good condition and do not pose a danger we would recommend that they are managed rather than removed.

For further advice on asbestos please contact Kelly Swain on 0141 620 2752.

Alternatively information regarding asbestos can be found at: Health & Safety Executive: www.hse.gov.uk

**workingrite offers on-the-job training for young people.
Contact Anne on 07921 040611 / anne@workingrite.co.uk**

Attention - Sharing Owners Smoke & Heat Alarm Installation

New Scottish Government rules for fire and smoke alarms across homes in Scotland came into force back in February 2022. All homes in Scotland must have the following alarms installed on the ceiling and be interlinked with each other.

The alarms can be sealed battery alarms or mains wired.

- A smoke alarm in the living room or most commonly used room
- A smoke alarm in circulation spaces such as hallways or landings
- A heat alarm in every kitchen

All homes where there are fixed combustion appliances such as boilers and wood burners also require a carbon monoxide alarm.

This legislation applies to all homes in Scotland including shared ownership and owner occupied properties. If you have not already had these alarms fitted in your home please make arrangements to do so as soon as possible. You may also wish to discuss implications of non compliance with your insurance company in case this affects the validity of your policy.



Customer Service Excellence

It is that time of year again when we are assessed against the Customer Service Excellence (CSE) standard. This standard was developed to offer organisations, like ourselves, a practical tool for driving customer-focused change. We want our customers to have the best possible experience when they contact us. We continue to use what we have learned from the process to introduce improvements to the services we provide, how we provide them, and what we could do better.

Last year we were pleased to let you know that we had achieved the CSE standard with three compliance plus'. Our Customer Service Excellence accreditation is a fantastic achievement for everyone at Glen Oaks and confirms the commitment of our staff team to providing excellent customer service. We will update you on how we get on in the Winter Newsletter.

And your Housing Officer is...

Noted below are the contact details and areas covered by each Housing officer. Your housing officer can deal with enquiries concerning rent, allocations, anti-social behaviour and tenancy matters.

Please take note of your housing officer's contact details for future reference.

Alison MacKenzie

Direct Line No **0141 620 2703**
Mobile No **07341 478466**
e-mail **alison.mackenzie@glenoaks.org.uk**

Kilmuir Road 2 – 54
Kyleakin Road 4 – 92
Ladymuir Crescent
Linthaug Road
Lochar Crescent
Meiklerigg Crescent
Lunestone Court 1-25
Hopeman Avenue
Kilmaluag Terrace
Kilvaxter Drive 10 – 48

Kathleen Cochrane

Direct Line No **0141 620 2725**
Mobile No **07423 242594**
e-mail **kathleen.cochrane@glenoaks.org.uk**

Kilmuir Crescent 2 – 90
Kilmartin Place 2 – 22
Glen Cona Drive
Glen Esk Place
Glen Esk Crescent
Ben Macdui Gardens
Kylerhea Road
Kilmuir Close 1 – 25
Kilvaxter Drive 1- 7B

Danny Allan

Direct Line No **0141 620 2714**
Mobile No **07938 488963**
e-mail **daniel.allan@glenoaks.org.uk**

Kilmartin Place 1 – 17
Kilmuir Crescent – 15 – 47
Dormanside Road
Dormanside Place
Lunestone Court 26-49
Kilbeg Terrace
Kilvaxter Drive 4-6

Sandra Waterson

Direct Line No **0141 620 2716**
Mobile No **07431 478471**
e-mail **sandra.waterson@glenoaks.org.uk**

Kilmuir Road 1 – 77
Kyleakin Road 7 – 97
Glen Esk Drive
Kilmuir Close 26 – 62
Kylerhea Terrace
Kilvaxter Drive 9A – 21

**Come along to our cost of living information day on
Wednesday 5 October from 2pm – 7pm**

What is a rechargeable repair?

Alongside our general repair service, we offer a rechargeable repairs service to tenants. The rechargeable repair service covers damage caused deliberately or due to neglect by a tenant, members of their household, visitors, pets or contractors hired by you.

Tenants are liable to pay the full cost of recharge repairs prior to the work being carried out. The minimum charge for rechargeable repairs has been set at £111.79. This ensures that rechargeable repairs do not place a burden on our 'normal' repairs budget.

Tenants are welcome to instruct contractors to carry out any repairs in their home, this may be beneficial for jobs that will cost less than £111.79. All repairs must be completed to a high standard using certified trades were applicable.

In the case of emergency repairs that are rechargeable we will complete the repair and the tenant will be recharged.

The most common examples of rechargeable repairs may include:

- Changing locks on property when tenant loses keys.
- Clear blocked sink, drain or bath when

tenant has blocked, e.g. fat poured down sink.

- Plastering holes in walls caused by tenant/visitor.
- Replacing smashed glass

If your home is damaged or vandalised due to criminal activity, for example windows or doors forced and there is a valid crime reference from the police, the repair will not be recharged.

You will not be recharged for day to day repairs required to your home, we want to ensure your home is kept in good repair and is well maintained. Please refer to the Repairs and Maintenance booklet on our website which provides information on all of the services and the repairs we are responsible for. https://www.glenoaks.org.uk/data/12__repairs_and_maintenance_2018_10_03_21_06_40.pdf



What does my Tenancy Agreement say about rechargeable repairs?

- | | |
|---|--|
| <p>5.1 In line with the Tenancy Agreement, the Association's Repairs and Maintenance Policy and the Tenant Handbook, the tenant will be required to make good any damage, deliberately caused by him/her or any member of the tenant's family or visitor to the tenant's home, to the following items:</p> <ul style="list-style-type: none"> (i) The structure and exterior of the building, including the roof, chimneys and flues, gutters and down pipes and external painter work. (ii) The internal walls, floors, ceilings, doors and staircases. (iii) Baths, wash-hand basins, WC's, showers and kitchen units. (iv) Central heating systems, electrical wiring and door entry systems. <p>5.2 The tenant will be responsible for the items as listed below. Should the tenant wish that a repair be carried out to one of these items it will be on the basis of a rechargeable repair:</p> <ul style="list-style-type: none"> (i) Any tenants' belongings, including lights and fittings, floor coverings, kitchen and bathroom appliances etc. (ii) Clearing of blocked waste or soil pipes where these are caused through negligence or improper disposal of items. (iii) Internal decoration. (iv) House Keys and fobs - if the tenant loses keys and a forced entry is required, the tenant will be liable for making good the damage as well as for the cost of a | <ul style="list-style-type: none"> new lock and keys. (v) Cost of making good damage following forced entry by the Police. (vi) Cost of an Emergency Call Out where no access is provided. <p>5.3 Where a tenant requests a rechargeable repair in advance, he/she will be expected to pay 100% of the cost of the works in advance. Only in circumstances where the repair cannot be delayed without consequent damage to the building or placing the tenant's health and safety at risk should a rechargeable repair be instructed without 100% payment in advance and in these situations staff must seek consent from the Technical Manager or Director prior to instructing the work.</p> <p>5.4 Should any damage discovered through the Association's normal inspection process, or as a result of termination of a tenancy, not be made good by the tenant to a standard acceptable to the Association, within 28 days of the discovery of the damage, the tenant must:</p> <ul style="list-style-type: none"> (i) Allow the Association access for the purpose of repairing such damage. (ii) Pay the Association, upon demand, the expense of the repair. |
|---|--|

Join our cost of living information day on 5 October for lots of useful advice, information and freebies



GoConnect Classes

For further details on current or new classes log in online to:

<https://glasgowlife.sportsuite.co.uk/directory/active-arden> or www.facebook.com/goconnectatglenoaks

Please note: class times/days may be subject to change.

Monday
10 am-12.00pm
Genealogy
Research your Family Tree

Tuesday
10.00 – 11.00
Men's Social Hour

Thursday
1.00pm-2.00pm
Community Walk
Weekly dose of fresh air & chatting - 20 minutes or 1 Hour depending on your ability

Friday
1.00pm – 3.00pm
Knit and Natter

Monday
2pm – 3pm
I.T. for Beginners
Learn how to use a tablet or smart phone - get online, download free apps, books, music, games

Tuesday
1.00pm – 3.00pm
Craft Class

Thursday
12.45pm – 1.30pm
Weigh – In
Lose weight for Christmas followed by

3rd Friday of every Month
12pm – 2pm
Wow Factor Lunchtime Disco
over 50's, lunch & dancing

Tuesday
3.00pm – 4.00pm
Tai Chi
Easy Exercise to Help Balance/stress/stiffness (Can do seated or standing)

Thursday
2.00pm – 3.00pm
Boot Camp
Workout by Coach to tone you up

Coming Soon – All Suitable for Beginners

Day to be confirmed. Restricted Places. Please phone now to confirm your place tel 01416202732 or email Erin.williams@glenoaks.org.uk

Lingo Flamingo – Learn Spanish the easy way – by pictures/ cards – No writing – Can prevent Dementia

Walking Football – Suitable for all ages and abilities

Art Class – Daytime or Evening – Learn how to draw, paint or doodle

Smoking Cessation Classes – Stop Smoking techniques and save £££'s

Gambling and/or Alcohol Anonymous Classes – contact in confidence for details

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.

