

# Inspirational and irreplaceable

**Tributes pour in for Pat McGinlay MBE, founding member of Glen Oaks**



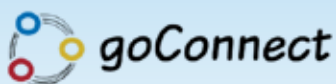
**TRIBUTES have poured in for Pat McGinlay MBE – one of our founding members - who has died. Pat was described as “inspirational and irreplaceable” and passed away after a brief stay in hospital.**

Her enormous contribution to community-based housing was also described as “impossible to measure” after decades championing the cause of good housing. Pat’s hard work, campaigning and determination helped shape Glen Oaks into the successful housing provider it is today.

Paying tribute to Pat, Simon Gaunt, our Chairperson called Pat a “visionary of community-

based housing” who has left an “incomparable legacy”. Simon said: “The loss of Pat is felt very deeply by the Glen Oaks family but we are strengthened by the incredible work Pat undertook over 30 years. “Pat was a founding member of Glen Oaks in 1991 and from the very start knew there was a job to be done. Delivering good housing for our communities while improving the areas where people lived were her overwhelming goal. “Undoubtedly, that has been achieved and it is thanks in no small part to Pat that it happened. We simply couldn’t have done it without her.”

**CONTINUED ON PAGE 2.**



“Nasz projekt goConnect w Glen Oaks ma na celu wspieranie osób, które mogą potrzebować dodatkowej pomocy lub chcą wiedzieć o lokalnych usługach. Możemy pomóc lokatorom uzyskać dostęp do wsparcia w zakresie zatrudnienia, usług dobrego samopoczucia, usług zdrowotnych, usług wsparcia rodziny i wielu innych. Prowadzimy również własne zajęcia w okolicy, które pomagają w poprawie kondycji fizycznej i poprawie

samopoczucia. Organizujemy spotkanie z moderatorem mówiącym po polsku, aby dowiedzieć się, jakie wsparcie możemy zaoferować naszym polskim mieszkańcom: okazja, aby poinformować nas, jak możemy Ci pomóc. Prosimy o podanie preferowanego dnia spotkań: piątek o 19:00, sobota o 12.00 lub środa o 13:00 i odpowiedzieć smsem, podając preferowany dzień i adres na numer 07883 081 933.”

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# Alasdair's Introduction

**Autumn is here and hopefully services at Glen Oaks will continue to get more back to 'normal'. From the end of October onwards, we are hoping to have more face to face appointments in our office and we will update you on our plans as soon as possible.**

Following from the front

page article, we are incredibly sad to share that we have lost one of our founding Board members, Pat McGinlay MBE. She will be deeply missed, but her legacy will forever live on through the incredible work she did for the housing sector and Glen Oaks. I would like to share my condolences with her family and anyone who was lucky

enough to call Pat a friend.

Thank you to everyone who joined our virtual AGM. This time last year we really thought that having to hold it virtually would have been a one off, so we really do appreciate anyone who attended regardless. Next year we hope to see you all face to face!

I hope you enjoy our Autumn Newsletter.



*Alasdair McKee*

**Alasdair McKee,  
Chief Executive**

## Inspirational and irreplaceable

**CONTINUED FROM FRONT PAGE...**

Glen Oaks was created to take ownership of 310 homes from the then Glasgow District Council. Over 30 years it has grown substantially with an unrelenting programme of development work and regeneration activity. Alasdair McKee, our Chief Executive, was appointed to the role by Pat and other founding members when the organisation was created as its first ever Director. Alasdair said: "It is immensely difficult to quantify the sheer scale of the contribution Pat has made to Glen Oaks over so many years. "Pat WAS Glen Oaks but beyond the Association she commanded huge respect from her peers largely because of her experience and determination to get things done. Pat will be greatly missed and I owe her a huge personal debt of gratitude for her wisdom and guidance throughout our long and happy association."

Pat served as Chairperson and Vice Chairperson on a number of occasions and her contribution to Glen Oaks was marked when the Association named a stylish new extension to its Arden offices "The McGinlay Suite." Pat received further recognition when she was made an MBE for services to housing in 1999 by The Queen.

Pat is survived by son Gerard and his wife Liz, daughter Carol-Anne and granddaughter Alana.

Tributes have been made from across the housing association movement.

Maureen Cope MBE, former Chair of Ardenglen Housing Association in Castlemilk, described Pat as "inspirational and irreplaceable". Maureen said:

***"The entire housing association movement in Glasgow and beyond owes Pat a huge debt of gratitude thanks to her vision of how good housing can literally transform people's lives. Her wisdom, enthusiasm and tireless campaigning helped shape Glen Oaks from the day it was created. Pat was not only inspirational. She is simply irreplaceable."***

Eamonn Connolly, Director of Employers in Voluntary Housing which had a close association with Pat said:

***"Pat was an EVH stalwart and one of our long serving Executive Committee members. She was a huge supporter of our events and conferences across Scotland. Pat was renowned as a kind, gentle person who always had time for others – hugely well liked and respected by all of us. Many of us at EVH have very fond memories of Pat and we will miss her greatly."***

Pat was also a winner in the then-titled "Scottish Women Achievers on a Housing Committee Award" sponsored by EVH in 1997.

David Bookbinder, Director of the

Glasgow and West of Scotland Forum of Housing Associations, said:

***"Pat was a true pioneer not only for Glen Oaks but for the entire housing association movement."***

Norman Fitzpatrick, Depute Director of New Gorbals Housing Association, said:

***"Pat was a lovely woman and a true legend of the community controlled housing association movement who gave so much to others through her volunteering and achieved so much for Glen Oaks."***

Charles Turner, Chief Executive of Thenue Housing, added:

***"Everyone at Thenue is saddened to hear the news of the passing of Pat. Her enthusiasm and passion for our movement has extended way beyond her community and her family will be rightly proud of the legacy she leaves behind."***

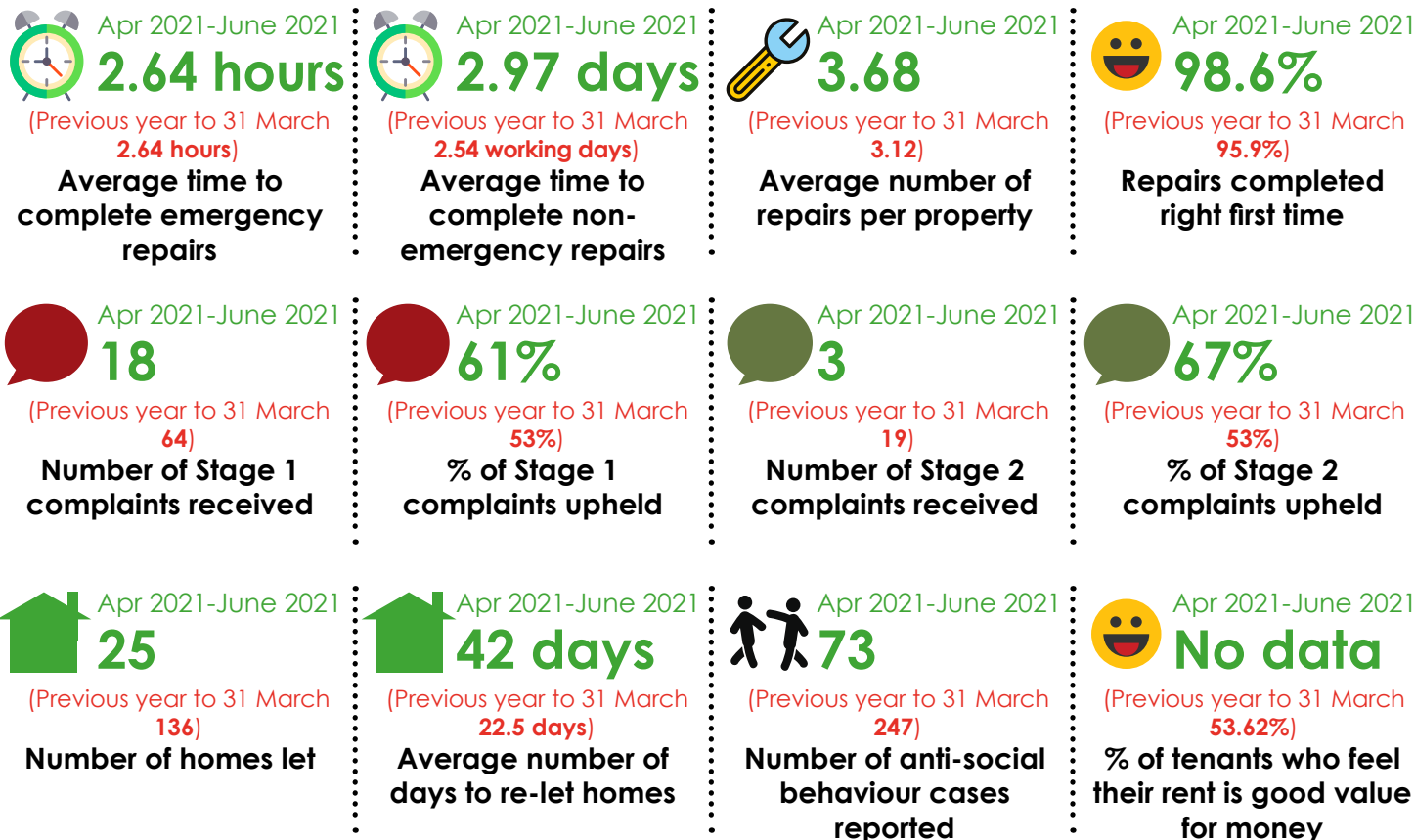
Pat was also on the Executive Committee of SHARE. Rod Hunter, a former Director of SHARE, said:

***"Pat was a stalwart of the second wave of CCHAs and helped transform local areas with strong community leadership in the forefront."***

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

# Our Performance

The first half of this year has been very challenging and 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), focusing on areas where performance has dipped.



Notes

\*Last survey was carried out in January 2020

## Customer Service Standards

**Customer Service Standards are service commitments by an organisation. They confirm how specific services will be delivered and explain to users the quality of service they can expect.**

We are committed to providing the highest standard of customer care for all our customers and understand the importance of delivering a first-class service to you.

We aim to ensure that our services are fair and available to all and always in line with our Equality and Diversity statement.

Our Customer Service Standards are available within your Tenant Handbook or via our website at <https://www.glenoaks.org.uk/customer-service-standards/>

If you are ever dissatisfied and feel we haven't met our customer service standards, please let us know. All of the feedback we receive is logged and investigated through our complaint process and used to monitor our performance. It will also assist our Service Improvement Group (SIG) with their review of our services. Turn to page 4 for information on how to join our SIG.



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

# Complaint Handling Procedure (CHP) – lessons learned

In the Spring Newsletter we updated you on the changes that have been made to the CHP. One of the updates puts more focus onto the lessons learned from complaints and the importance of finding service improvements from them.

This is why it is so important that you let us know of any service failures so we can work to improve. Below is some information on the complaints we received last quarter (April to June).

	Number Received	Housing (H)	Technical (T)	Upheld	Not upheld
Stage 1	18	8	10	8 (T) 3 (H)	2 (T) 5 (H)
Stage 2	3	0	3	2 (T)	1 (T)



## Technical complaints

**Main theme from all technical related complaints relates to communication, either between ourselves and the contractor and/or the tenant, or the contractor to the tenant. Better updates to tenants could be given to prevent dissatisfaction particularly when delays are outwith our control. 82% of all repair complaints are resolved at the frontline.**

Service improvements include using the newsletter to explain or clarify policies or procedures that we have received complaints about to try and prevent them from happening again in the future.

Reason for complaint	
Repair delays	2
Lack of response / communication	5
Appointment not met	4
Dissatisfaction with policy / procedure	4
Contractor attitude	1
Ongoing problem not resolved	4
Staff attitude	2
Service failure	2

## Housing Services complaints

**The most common housing related complaint relates to the allocations policy. 86% of allocation complaints were resolved within timescale.**

One of the themes is dissatisfaction with waiting times for offers and / or lack of communication during this time.

One service improvement will be the annual review of the waiting list. Unfortunately, this was suspended last year due to Covid restrictions. We also want to ensure we are communicating effectively with our applicants or current tenants so they know what they should expect from the allocation service. As a result, standard letters will be reviewed and we have included in this newsletter information on your customer journey when applying. See Housing Allocation Explained article.

Remember you can log a complaint by speaking to one of our staff on the phone, via private messenger on facebook, our website complaint form or by email or letter.

## Housing allocation explained

**When you make an application for housing, and you have provided us with all relevant information, we will request that you attend a Housing Options interview with us.**

At this interview, we will check your rehousing requirements and your choice of accommodation.

On completion of this interview, and providing we don't need any further information from you, we will assess your application in line with our Allocation Policy and award you points in respect of your housing need. Thereafter you will receive a letter from us telling you how many points you have.

This letter will not tell you when you are likely to be rehoused as unfortunately this depends on housing availability, your specific choices and who has the most need for rehousing as and when a property becomes available. As such, we will only be in contact with you when we are able to make you an offer of accommodation.

**Join our Service Improvement Group today - contact Martha Hutcheson on 0141 620 2705 or email [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk)**



# 30th Annual General Meeting

**Our Chief Executive and Acting Secretary, Alasdair McKee, welcomed everyone to our virtual AGM. The Board had asked Alasdair to stand in for our previous Secretary, Ewa Gotowicz, who recently resigned from our Board for personal reasons. On behalf of the Board, Alasdair thanked Ewa for her work as a Board Member, Office Bearer and former member of our Service Improvement Group.**

Following a tribute to one of the Association's founding members, the late Pat McGinlay MBE who sadly passed away last month, Alasdair introduced our Chairperson, Simon Gaunt. Simon and Alasdair then gave their reports on our performance and activities during the past year. Simon also spoke about the sad loss of Liz Rice who was a founding member of our Service Improvement Group. Our Finance Director, Nicola Logan, presented an overview of our financial performance at 31 March 2021, before the formal business of the AGM concluded with the approval of the financial statements and the appointment of the Association's auditors.

Alasdair and our longest-serving Board Member, Helen Gracie, then marked our 30th Anniversary with a presentation highlighting the Association's achievements over the past 30 years. After our walk down memory lane, we had an Open Session where everyone present had the opportunity to raise any issues about their local area or ask questions about our work. The AGM ended with the popular prize draw where all shareholders in attendance had a chance to win one of five prizes. Thanks to Anne Wright from Workingrite for agreeing to carry out the draw!

At a Special Meeting immediately after the AGM, the Board elected the following Office Bearers:

<b>Chairperson:</b>	Simon Gaunt
<b>Vice-Chairperson:</b>	Kerry Clayton
<b>Treasurer:</b>	Kimberley Barker
<b>Secretary:</b>	Fiona Koroma

Our Board currently has 11 Board members and we have 4 Board vacancies. The Chairperson encouraged anyone interested in becoming a Board member to contact Alasdair McKee on 0141 638 0999 for further information.

## Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1 and you can apply for membership from the age of 16. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please visit our website at <https://www.glenoaks.org.uk/becoming-a-shareholding-member/> to request a membership application form.

**Visit our website @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk)  
for all the latest news**



**FREE**

GET ACTIVE, MEET NEW PEOPLE, FEEL BETTER.

## JOIN TODAY..


Active Arden is a community led organisation that aims to help people get active. We are looking for people to join our activities or give some time to help out. Activities include a Community Walk, Couch to 5k and developing a community garden for the area.

**FOR MORE INFO. ON HOW TO GET INVOLVED, SCAN THE QR CODE HERE**



[www.glasgowlife.sportsuite.co.uk/directory/active-arden](http://www.glasgowlife.sportsuite.co.uk/directory/active-arden)

 [activearden@gmail.com](mailto:activearden@gmail.com)

Supported by    **Glen Oaks** HOUSING ASSOCIATION  

# Community Garden



## We have a number of vacancies for volunteers.

Are you interested in gardening or woodwork and have a few hours to spare to help us transform a strip of land in Arden into a Community Garden?

Good at DIY or handy with a paintbrush? Could you help build or paint benches, planters or tables like these?



## We also need a Chairperson to lead the Active Arden Committee.

If you can help in any way please contact Brenda at Glen Oaks Housing Association On 0141 620 2758 or [Brenda.whitelaw@glenoaks.org.uk](mailto:Brenda.whitelaw@glenoaks.org.uk) to discuss further.



## Fair Start Scotland

is here to support you, to find the job that is right for you, no matter your circumstances, background or experience\*.

It is a free, voluntary programme that we deliver, in partnership with the Scottish Government, in Glasgow and the Highlands & Islands, which offers you tailored support for up to 12 months before and after you find work.

### What can the service offer

- Help with creating or updating an existing CV
- Learn interview skills
- Help to find jobs which meet your individual needs
- Online learning to gain qualifications
- Learn new skills and build confidence
- A tailored individual development plan that's personal to you and your circumstances
- Financial help with things such as interview clothes

\*Suitable for people aged 16+ who are unemployed. Other eligibility criteria apply



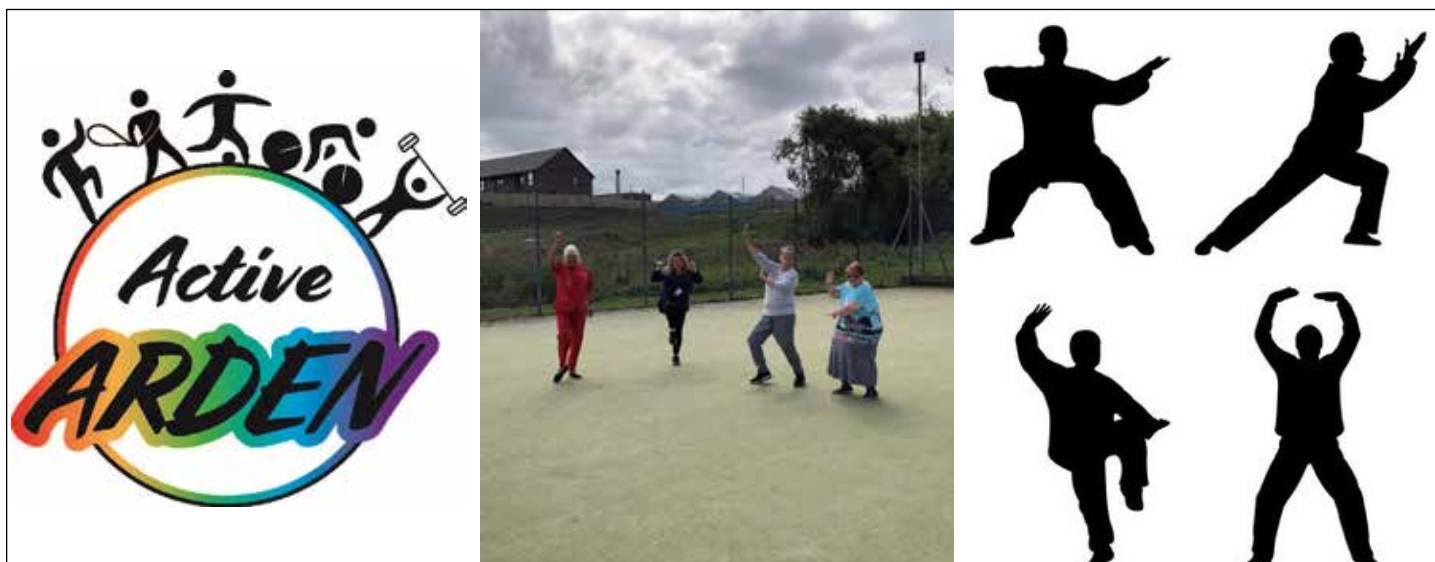
### For further information please contact us

-  [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk)
-  0141 471 5056
-  [www.peopleplus.co.uk/employability/fair-start-scotland](http://www.peopleplus.co.uk/employability/fair-start-scotland)
-  @PeoplePlusScotland



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





## TAI CHI TUESDAYS

11:30 – 12:15 ARDEN COMMUNITY HALL OUTDOOR PITCH (WEATHER PERMITTING)



**Active Arden**

**BEGINNERS JOGGING COURSE**

**COUCH TO 5K**

**FREE!**

- Feel better and move more
- Meet new people and get outdoors
- Learn at your own pace with people of a similar level
- Fully qualified instructor

Every Thursday  
Starting 13th May 2021  
Meet 11.00am  
Outside Glenoaks Housing Association, 2 Kilmuir Drive, Glasgow, G46 8BW  
Participants must be 16+ years

Our FREE Couch to 5K programme helps beginner joggers to build confidence and get you moving more.

Our trained, friendly jog leaders will support you to build activity levels over a number of weeks

To book your place email: [activearden@gmail.com](mailto:activearden@gmail.com)

COMMUNITY SPORT HUBS sport Glen Oaks HOUSING ASSOCIATION activeschools GLASGOW

**Active Arden**

**WEEKLY WALKING GROUP**

**All Tenants Welcome!**

**Thursdays, 12pm - 1pm**  
**Meeting at Glen Oaks Office**

**Facebook page for updates.**  
**[www.facebook.com/goConnectatglenoaks](https://www.facebook.com/goConnectatglenoaks)**

## Polish Speaking Befriender

“Przedstawiamy nową bezpłatną usługę przyjaciela telefonicznego (Telefon Zaufania)!

Jeśli kiedykolwiek się martwisz lub potrzebujesz rozmowy, nasz polskojęzyczny przyjaciel telefoniczny Adrian jest pod ręką, aby Ci pomóc. Jeśli jesteś zainteresowany i chcesz otrzymać telefon, wyślij wiadomość o treści „Befriender” na numer 07341 478453, podając swoje imię i nazwisko oraz adres.

Informujemy, że rozmowy będą pochodzić z numeru prywatnego i zazwyczaj realizowane są w środy.”

# Befriending Service – It's Good to Talk

**We now have 3 Telephone Befrienders working part-time at Glen Oaks – two men (one who speaks Polish too) and one lady. They are currently phoning over 100 tenants per week – sometimes just for a chat, sometimes to help reassure people about their worries or anxiety and sometimes to cheer them up and give advice.**

If your mood is low, or you're concerned about a friend or family member text the word 'Befriender' to 07341 478453 or telephone 0141 6202758 and someone will call you back for details. All information discussed with your befriender is confidential. We can also make free referrals for counsellors, mental health support etc. If you are feeling suicidal, please speak to your GP or contact Samaritans on 116 123 (free call).

Feedback about our Befrienders:



**“I get a lot out of our phonecalls - It's good to talk to someone other than family”**

**“I always feel so much better after our calls”**

**“I love my Befriender calls and its definitely improved my mental health, having someone to chat to”**

**“It's reassuring to know that someone is calling me every week and to hear some news”**

**We are planning a Men's Club – men tend to keep worries to themselves until crisis point so we are starting a men's club for men to talk to men, give advice, share their problems, have a chat and a laugh.**

If you are interested in helping out or joining, one evening per week please contact Erin on 0141 6202732.

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



# Get a LIFT onto the property ladder

**The LIFT (Low-cost Initiative for First-Time Buyers) scheme helps first-time buyers, and other priority groups including current social renters, get onto the property ladder with Scottish Government support.**

The Scottish Government contributes between 10% and 40% towards the property price and gets the same percentage back when it is sold. Alternatively, buyers can increase their share if they wish to at any point in future.

You can purchase any size of property as long as you meet the financial criteria and the property is large enough to avoid overcrowding. To be eligible, properties must be:

- Advertised for sale publicly e.g. on a website, and
- Priced within the maximum price threshold for the area.

Visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) for a full list of maximum price thresholds.

## LIFT example

A couple with a household income of £38,000 per annum and savings of £3,000 bought a two-bedroom property in Edinburgh with the help of LIFT.

- Property price: £155,000
- Buyer contribution (deposit plus mortgage): £95,000
- Scottish Government contribution: £60,000

In this example, the Scottish Government contributes 39% of the price and will get the same percentage back when the property is sold, unless the buyer decides to increase their share.

**In addition to first-time buyers, LIFT is open to:**

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces and veterans who have left within the past two years
- Widows, widowers and other partners of those who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need (not required to take a mortgage)

For more information, visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) or text 'LIFT' to 66777. Eligibility criteria apply. Always seek independent financial advice.

BT have just launched their BT Home Essentials package. Aimed specifically for those on benefits.

Fibre broadband from  
**£15** per month

Average speeds up to  
**67Mb**

### Who can get BT Home Essentials?

New or existing BT customers can apply. You'll also need to be receiving one of these benefits to qualify:

- Universal Credit (all claimants)
- Pension Credit (Guarantee Credit)
- Employment and Support Allowance ([Eligibility rules apply](#))
- Jobseeker's Allowance ([Eligibility rules apply](#))
- Income Support

If you would like some help or just want to discuss broadband options suitable for you contact Audrey @ Glen Oaks on 0141 620 2751.

Or check out the offer online from BT at <https://www.bt.com/exp/broadband/home-essentials>

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

# 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 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:

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

## 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 £97.21. 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 £97.21. 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](https://www.glenoaks.org.uk/data/12_repairs_and_maintenance_2018_10_03_21_06_40.pdf)

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



# 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.

**Glasgow City Council have introduced charges for bulk waste – visit <https://www.glasgow.gov.uk/bulkywaste> for more information**



# 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 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](http://www.hse.gov.uk)

**Could our Starting Out Project help you save money?  
Contact our office on 0141 638 0999 to find out more**

# GOOD NEIGHBOUR AWARDS!

**Every year at our Resident Conference the winners of our Good Neighbour Awards are announced. With the lockdowns and restrictions we haven't been able to hold one for a couple of years, and it's looking like it won't go ahead this year again.**

Regardless of this, we feel that it's so important that we celebrate tenants within the community who have gone above and beyond, especially during these difficult times.

Sometimes it's the little things that matter. Has your neighbour done your shopping for you because you weren't well, do they help you with DIY, or are they just there when you need a friend for a chat? No matter

how small the gesture is, if you want to say thank you to your neighbour for something they have done for you or the small things they do all year round, nominate them for a Good Neighbour Award. Winners will receive a £50 voucher.

You can nominate your neighbour by emailing **[laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)** via text message **07860 055293** or phoning **0141 620 2742**.







## Unacceptable Behaviour Policy

Our staff appreciate that the last year has 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

You can read the full policy at [https://www.glenoaks.org.uk/data/C07\\_Unacceptable\\_Behaviour\\_Policy\\_\\_approved\\_17\\_June\\_2020\\_2021\\_04\\_19\\_15\\_01\\_52.pdf](https://www.glenoaks.org.uk/data/C07_Unacceptable_Behaviour_Policy__approved_17_June_2020_2021_04_19_15_01_52.pdf).

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

## Annual Assurance Statement

From October 2019, the Scottish Housing Regulator (SHR) requires all Governing Bodies, (the Board) to provide an Assurance Statement. This is to confirm that they are confident with the governance of the Association. It also ensures that they are obtaining accurate and current information about the efficiency and effectiveness of our operation and the status of our compliance with regulatory and statutory requirements. The regulator has asked all Associations to consider how Covid-19 has affected us meeting our requirements.



Scottish Housing  
Regulator

A thorough self-assessment of our compliance has been carried out and the Board have reviewed the self-assessment report and all of the relevant evidence. An internal audit was also carried out on our self-assessment process, and we were given a clean bill of health.

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

## Join our Service Improvement Group (SIG)!

- **Do you want to help us improve our services?**
- **Are you looking to gain new skills that could benefit you in a work environment?**
- **Do want to be more involved in your local community & meet like-minded people?**
- **We want you on our SIG!**

Our award-winning SIG have been running now for 5 years. They are a group of passionate tenants and applicants that want to encourage continuous improvement and help make Glen Oaks the best it can be for all our tenants. They use their personal experience to influence our services and publications ensuring they have our customers needs at their heart. They want to make sure our customer service is excellent, that we communicate well and so much more.

Currently our meetings are held virtually which we know isn't for everyone, but we give you all the support you need to be comfortable.

In time, we hope to get back to our face-to-face meetings, where the group always enjoy a coffee, cake, and catch up before they get down to business.

*'Being on the SIG is so rewarding. You feel like you become a part of the Association and have a voice to drive change. Over the years we have got to see first-hand how some of our recommendations have shaped services and even things like the content of the website or annual report. If you want a challenge and a group of local tenants you can have a chat with once a month, give it a go!'*

Mags, Arden tenant.

**If you want to chat about how to join you call Laura on 0141 620 2742 or email [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)**



# workingrite

## SOUTH GLASGOW

Anne, the local WorkingRite Project Coordinator congratulates Glen Oaks on their 30<sup>th</sup> Anniversary Year. She thoroughly enjoyed the 30-year history of Glen Oaks and each year's highlights as told by Alasdair during last month's AGM. *"It was great to see so many familiar faces and be part of this amazing community, Glen Oaks is an amazing place to work in and long may it continue."*

Anne has been the local coordinator since 2013, supporting over 300 young people into work in the community. Since the beginning – the lifeline of the WorkingRite programme has been its' partnerships and funders, the relationships with work placement providers, referral agencies, youth organisations and young people themselves and their families – who have ensured our continued success.

We are proud of what we do and the difference it makes to young people and local communities. Earlier this year, during lockdown, one group of young people held a 'virtual tea party' fundraiser for Guide Dogs for the Blind with all them taking part in a variety of wonderful activities.

WorkingRite South Glasgow currently have a number of young people out in work placements and we are delivering our current induction programme to a group of 12 young people in The Wedge, Pollok.

Declan was given the opportunity as we eased out of lockdown to do a trial in a placement at Cowglen Golf Club to see how he liked working as a trainee Greenkeeper. Declan gave the placement his very best and Anne particularly loved watching him grow and flourish under the amazing mentoring support from Michael – Head Greenkeeper. He enjoyed a great summer learning so many different aspects of this type of job as a result his career has truly tee'd off - as he is now doing his Modern Apprenticeship in Greenkeeping.

WorkingRite also wants to take the opportunity to recognise the incredible contribution made to the programme over the years by Pat McGinlay. Pat truly was a remarkable lady who strongly supported WorkingRite and loved to hear the stories about the young people from our project. She took the time to say hello to young people on many occasions, including the 2019 Glen Oaks Fun Day. The WorkingRite Senior Leadership Team and local staff send their sincere condolences to Pat's family and friends.



### Do you want to "EARN WHILE YOU LEARN"?

Whilst on the programme a young person receives a trainee allowance of up to £100.00 + travel expenses when they have progressed onto a work placement.

**WORKINGRITE** recruit throughout the year. If you are interested and want to find out more, please contact Anne on 07921040611 or email [anne@workingrite.co.uk](mailto:anne@workingrite.co.uk).

[www.workingrite.co.uk/where-we-work/glasgow/glasgow-south/](http://www.workingrite.co.uk/where-we-work/glasgow/glasgow-south/)

# Have your say on our strategies!

We are currently developing a new Communication Strategy in line with the recommendations highlighted by our Service Improvement Group during their review on our communication.

The aim of this Communication Strategy is to outline the approach we will take to ensure our tenants and other customers, staff, stakeholders and the general

public understand our vision, values and objectives and what we are doing to achieve them. This will make certain that we continue to build on our excellent reputation and brand.

It is vitally important that you, our customer has an input into the content of the strategy and fundamentally how we will communicate with you going forward.

Our Customer Engagement Strategy is also due for a review, this happens every three years.

The Customer Engagement Strategy aims to increase customer satisfaction by having more positive interactions with our tenants. It aims to encourage tenants to take part in our events, surveys and consultations. All of these should be tailored to what you (as a tenant) want.

## How can you help?

We are hoping to set up a focus group that would meet virtually for now and we would discuss the content of the strategy and what we could change or improve.

If a meeting isn't for you but you still want to have your say, there will be the option to complete a survey. You would receive a draft copy of the strategy and be given the opportunity to give feedback. This would be collated and discussed at the focus group meetings, so your say would still count!

Contact Laura on [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk) or phone **0141 620 2742** to discuss further.

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](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.