

home

Glen Oaks
HOUSING ASSOCIATION
www.glenoaks.org.uk

Celebrating our achievements at our 33rd Annual General Meeting



Our 33rd AGM, held on 18 September, was a huge success with shareholders and invited guests celebrating our achievements from 2023/24. Our first inaugural Alasdair McKee awards were held, which highlighted the amazing impact our WorkingRite partnership is having on the lives of the young people in our communities. Jack Findlay was presented with the Most Inspirational Young Person award by Simon Gaunt, Chairperson, and Steven March received the award for "Rising Star of 2024".



Turn to page 12 to read more about the AGM, our successes over the last year and the awards.

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Your priorities for our services



BIG

Conversation

Thank you to everyone who took part in the recent 'Tenant Priorities' survey.

Every year, we consult you on our annual rent increase and consider the feedback you give us on what increase you want us to implement. Balancing the rising costs and maintaining a high standard of services is difficult but we want to make sure our tenants are getting value for money from the rents they pay.

This year we wanted to do things a little differently. We wanted to gain a better understanding on what your priorities are for the future, what services are most important to you and how you want your rent money spent, before we consult on what the increase option(s) might be.

The feedback we received was collated and will be reported to our Board and discussed at their annual strategy day. This feedback will influence the rent levels that will be applied from April 2025.

What happens next?

We will send you a Rent Consultation information booklet and survey in late November. This booklet will explain how we aim to meet our tenants' priorities, what our plans are for our services for the coming year and what the possible rent increase option(s) would need to be to allow for us to achieve this.

We would encourage you to give your views on the Rent Increase as your feedback matters and is taken into account by our Board when making their final decision.

What are your top 3 priorities?

In the Rent Consultation information booklet, we will share more details of the feedback we received from the Tenant Priorities survey but here is a little snapshot of what tenants said were their top 3 priorities.

- **73.4%** of tenants said improving the condition of their home by renewing the main elements like kitchens or bathrooms through planned maintenance was their top priority.
- **59.4** said the provision of a fast repair service was important to them.
- **39.1%** said improving the estates and investing in the neighbourhoods was a top priority.



Physical or verbal abuse towards our staff will not be tolerated!

We will not tolerate abusive or unacceptable behaviour towards our staff.

Swearing or aggressive language, threats in person or on the phone or making unreasonable demands including excessive contact will not be tolerated.

Our staff will terminate the call and your contact with us will be restricted. We may also report the incident to the police. This could also mean the withdrawal of our additional support services, such as our community

events, support classes and Welfare Rights service.

We reviewed our unacceptable behaviour policy in September 2024 to ensure that we follow a clear course of action where unacceptable behaviour towards our staff has been identified. We will start monitoring incidences of unacceptable behaviour and share information with you in future newsletters. You can read the full policy here: <https://www.glenoaks.org.uk/policies/>

Do we have correct contact information for you? Make sure you update us with any changes to your email address or mobile number

Meeting our Service Standards



Our Service Standards confirm how specific services will be delivered and explain the quality of service you can expect.

They were recently reviewed and improved on, after consultation with our staff and customers and they were made more measurable.

	Service Standard	Target	Performance Q1
✓	Answer any calls within 30 seconds	30 Seconds	Average 17 seconds
✓	Acknowledge your social media comment or direct message within one working day	1 working day	3.5 minutes
✓	Provide you with a full reply within 3 working days.	3 working days	1 hour 50 minutes
✓	Provide you with four newsletters a year	Quarterly	Spring, Summer and Autumn issued on time
✓	Provide you with an annual report	Annually	Due October 2024
✓	Consult you on any proposed changes to your rent	Annually	Commenced June 2024 with tenant priorities survey and ongoing. Turn to Page 2 and make sure you have your say!
✓	Provide you with information on SHR performance report	Annually	Autumn 2024 newsletter. Link to SHR website Page 3
✓	Provide you with information on our Annual Assurance Statement	Annually	Winter 2024 newsletter
✓	Consult you before any proposed changes are made to policies that affect you	Ongoing	August 2024 'Managing your neighbourhood and environments' policy consulted on with Armchair Critics, Get involved read more on Page 6

It is important that we monitor our performance against these set standards, share with you how we are achieving them and communicate with you when we fail to meet them.

Going forward this year, we have made a commitment to include an article on our performance against our Service Standards in every newsletter and on our website.

Within this edition, we will share with you our timeliness of response performance and our communication standards. **Read below how you could help give us feedback on some of our response times via email, phone or in the office.**

On Page 7 'Survey in the Spotlight', we have shared information on our repairs service performance.

Can you help us and become a MYSTERY SHOPPER?

We need you to help us gain feedback on how quickly we respond to your communications with us.

All you need to do is complete a short survey to tell us how you contacted us, how quickly we responded and if you were happy with how your enquiry was dealt with. Surveys are anonymous and will take **less than a minute** to complete.

Whether you have contacted us via the phone, email, website or in the office, we want to know more about your experience.

If you are interested in giving your feedback, please email go@glenoaks.org.uk or phone **0141 620 2742** and we can give you more information and send you a form to complete.

Or look out for a message coming soon with a link to the survey.



**We need Mystery Shoppers to help us improve our services
- email go@glenoaks.org.uk for more information**

Annual Report

Every year, by the end of October, you will receive a copy of our Annual Report. This is a regulatory requirement that all Associations must comply with. The Annual Report includes a financial report, an update on our performance and details of our activities during the year.

You will receive this either via an SMS link, email or a postal copy.

We consult with the Service Improvement Group on what information should be included and the layout of the final report to ensure that it is easy to understand and reflects what you, as a customer, want to know about our performance.

If you have any questions regarding our performance, the contents of this report, or you want to update your preferred contact method, please contact us on gof@glenoaks.org.uk or 0141 638 0999.

Our performance against the Scottish Government's Social Housing Charter

The Social Housing Charter sets out the standards and outcomes that:

tenants and homeless applicants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

The Scottish Housing Regulator (SHR) monitors, assesses and reports on landlords' performance against the Charter.

You can visit their website to see our performance against the charter and compare us to other landlords.

<https://www.housingregulator.gov.scot/landlord-performance/landlords/glen-oaks-housing-association-ltd/>

We have performed well this year and will issue our Annual Report by the end of October and will share with you our performance against the national average.



Please like and follow our Facebook page for updates
@GlenOaksHousing

Annual complaints report

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their model complaints handling procedure. This specifies response times of a maximum of 5 working days for frontline complaints and 20 working days for more serious investigations.

A full customer guide to our complaints procedure is available on our website: <https://www.glenoaks.org.uk/complaints/>

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



2023-2024 year end complaint report

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<https://www.glenoaks.org.uk/complaints/>

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

Number of complaints received



Compared to last year the number of Stage 1 complaints has decreased by 49%. Although this is positive that the number of complaints received has went down, we want to ensure that our tenants know how to complain, raise issues when they are unhappy and that our staff continue to welcome feedback in order for us to continually improve. It is so important that tenants are aware of and benefit from the Complaint Handling Process and that they engage with us through other channels such as satisfaction surveys.

Stage 2 increased by 22%. We want to work to reduce the number of stage 2 complaints being received. Currently 33% of our complaints require a managers input and our goal is to have as many of the issues our tenants experience being resolved at frontline, as quickly as possible.

Tenant participation and gaining customer insight is a big focus. There are more opportunities for our customers to provide feedback, such as the development of new surveys to capture our tenants experience and the use of digital communications and surveys. Any negative feedback received on a service has been logged as a complaint and followed up by staff.

Our annual complaint performance report provides you with information on the complaints we receive, how we are performing against the targets set out by the SPSO and what learning outcomes we have gained from them.

Snapshot of the main learning outcomes

- This year the most common nature of complaints was 'Repair Standard', 20.8%. Tenants highlighted dissatisfaction with the standard of the works being carried out or reoccurring repairs. With the new contractors being in place we will closely monitor satisfaction with the repair service and any complaints being received. Already we have seen an increase in tenants complimenting the service or individual operatives. See page 7.
- Close second is dissatisfaction with the close cleaning service, 18.7%. Tenants were surveyed via cx-feedback and any dissatisfaction raised was logged as a complaint to be followed up. Overall tenants complained about the standard of the clean, floors being left wet or areas looking like they had never been touched. We are aware of this being a service we want to improve on but also improve our communication, to set expectations and detail tenant responsibilities. Look out for improvements on how you can provide your feedback to us in the coming months!
- 41 service improvements were put in place or recommended, to prevent re-occurrence of the same complaint. The newsletter has proved to be a great way of communicating with our tenants to improve understanding of issues raised via the Complaint Handling Procedure. Some of the improvements relate to how we could improve our handling of complaints, the language we use, our response time etc.
- Stage 1 complaint response times have increased above the 5 day target. This was due to a staff training issue and system error, going forward next year we hope to see an improvement in our timeliness of response for stage 1 complaints. All staff have also been signed up to an accredited SPSO training course.

Visit our website www.glenoaks.org.uk/our-performance for more information on our performance

Positive customer experience cards – Thumbs up!



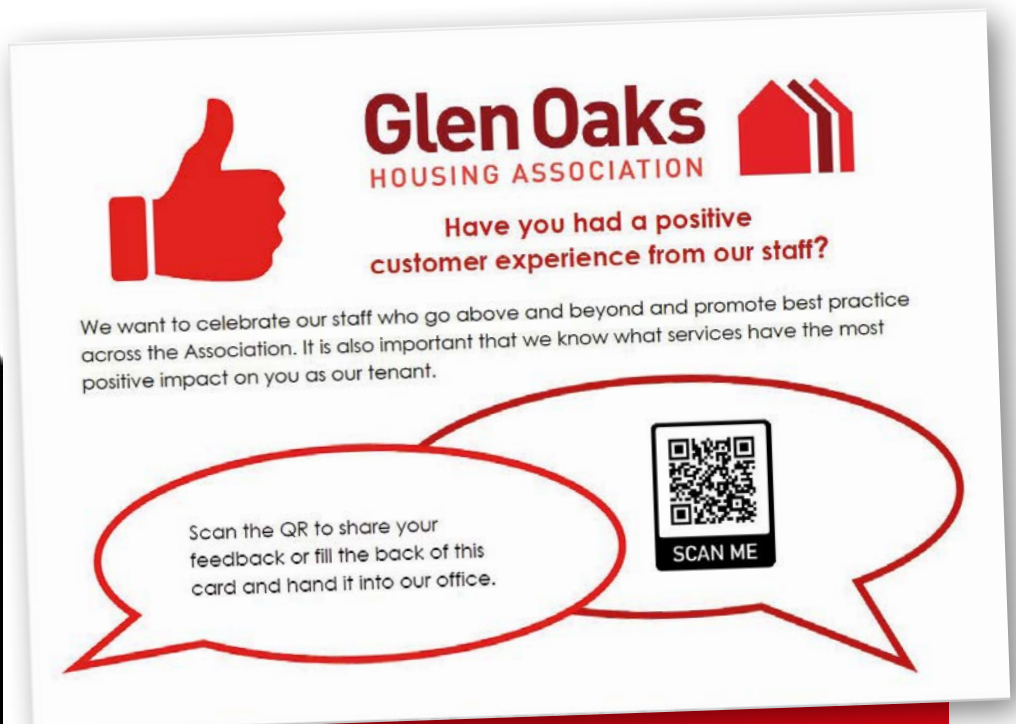
We want to celebrate our staff who go above and beyond and promote best practice across the Association. It is also important that we know what services have the most positive impact on our tenants.

A card and a survey have been designed to collate the positive feedback we receive and so that you have an opportunity to share positive experiences with us.

Scan the QR code or click on it to complete the short survey.



Paper copies of the card are also available at our reception.



Our 'Thumbs up' positive feedback cards were launched at our BIG Conversation event and we received 13 examples of when staff had gone above and beyond. We have shared a few of them below.

Laura Shields has helped us so much over the time we have been tenants. Not only did she help with benefits but also my mental health. She is an asset to Glen Oaks.

I am very happy with the service from Glen Oaks. All the staff are very helpful. I have been a tenant for a few years and Erin, Laura (goConnect and Welfare) and all the staff are fantastic.

Audrey has helped us with almost everything. She helped order blue/green bins, ordered camera doorbell, put apps on my phone and taught me how to use my phone a lot better. Glen Oaks staff can't do enough for us. Thank you so much.

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

Survey in the SPOTLIGHT!

We regularly carry out surveys when you have received a service from us. These range from repairs, new tenant, close cleaning, complaints and our planned maintenance works.

Gaining this feedback is vital. It allows us to ensure you are

happy with the service, it meets your needs and allows us to improve the service if issues arise.

We want to share with you the feedback we receive via our large selection of different surveys, and so in every newsletter we will put a particular survey/service in the spotlight.

Our Repair Service

For many of our tenants, reporting a repair will be their most common request for a service. From our recent Tenant Priorities survey, a fast repair service is one of your top priorities, so gaining your feedback good or bad is even more important.

Once a repair is completed on our system, you will automatically be sent a survey link via SMS or email. Any dissatisfaction you raise is then logged as complaint, the satisfaction levels are monitored and reported quarterly to our Board.

Feedback from April - June



Return rate – **19%**



Overall satisfaction with the repair service – **81%**



Ease of reporting – **90.5%**



Satisfaction with timescale to complete – **84.5%**



% of emergency repairs completed within 4 hour target – **88.2%**



% of non-emergency repairs completed within 10 day target – **95.6%**



Dissatisfaction raised – **8**

If you raise dissatisfaction or scored us below 50% your feedback is passed to the repair team to investigate and if needed a complaint is raised.

You said – If follow up work is needed, I am not told when it will happen, and I have to chase it up myself.

We did – introduce a process of checking up on repairs that haven't been closed off when expected and ensure our contractors are updating us on the progress for you.

Compliments received – 13

Repair dealt with very quickly, contractors work was good quality.

Workman was professional, polite and efficient. He took the time to explain how things worked.

Can't speak highly enough of the joiner who came to work on my downstairs bathroom, he has done a great job and kept me informed throughout.

Lovely workmen and very informative of what they were doing.

Thank you for your comments, we share them with our contractors at our regular meetings.

REPORT A REPAIR –

Phone - 0141 638 0999 option 1 • Email – repairs@glenoaks.org.uk • Website - www.glenoaks.org.uk/report-a-repair

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

Consulting you on changes to our policies

Managing your neighbourhoods and environments policy

Every three years, we review our 'Managing our neighbourhoods and environments' policy.

This is an important policy as it details how we will provide a responsive service to tenants and owners to ensure the effective and efficient management of all our estates.

Through this policy many different services are put in place to make sure that the neighbourhood you live in is an attractive, well maintained, safe and secure place to live.

This is an important service to our tenants, so we wanted to make sure the policy met your expectations and that changes considered your feedback.

We have a group of interested tenants, our 'Armchair Critics', who are sent information to review and give their feedback. We currently have 55 members. They were sent the existing policy and asked for their feedback on the proposed changes.

Most of the policy has remained the same but there are some changes due to cuts in council services and how we want to manage the service. The changes were:

1. The existing policy says the Housing Services department manages the service and the responsibilities are shared across the team. We wanted to update the policy to show that we now have a dedicated Estate Management Co-ordinator, who is part of the Technical Team. This allows for direct management of our contractors and for better partnership working.
2. We wanted to add some additional responsibilities to the policy. This includes, litter picking in the back courts, removal of all bulk from back court areas and fridge/freezer removal by bulk contractor as a special uplift at an additional charge. Some of these have had to be added due to council services cuts and we wanted to ensure our estates continue to be well maintained.
3. It was proposed that the age criteria for being eligible for joining the scheme would be increased to 66 from 60. This is to be more reflective of retirement age. Anyone with a disability can still join from age 16 and above.

Feedback on this was positive with everyone in agreement it was a good decision to change how the contracts are managed, that additional services would help to improve our estates and that it seemed fair that the eligibility of the garden scheme matched retirement age.

Thank you to everyone who took part in this consultation.



Armchair Critic

Want to give your feedback from the comfort of your own home? Take part in a short survey or share your views on the wording of our documents etc?

Become an Armchair Critic and make a real difference today!

Email laura.strang@glenoaks.org.uk
or phone 0141 620 2742.

You can read our full policy on our website:
<https://www.glenoaks.org.uk/policies/>

Report estate management issues to our Estate Co-ordinator by calling 0141 620 2728 or by emailing estates@glenoaks.org.uk

Service Improvement Group (SIG)



The SIG are continuing with their review of the Association's approach to dealing with damp and mould.

At their August meeting, they reviewed the procedure for dealing with damp and mould. They wanted to make sure it is clear and easy to implement for staff and provides a high quality service for tenants. They also reviewed what is included within the Board performance report, making sure it matches policy and procedure requirements.

At their next meeting in October, they will look at photographs of example cases of damp and mould in our properties, to gain an understanding of what issues tenants face. Then they will meet with one of our Technical Officers to discuss common issues and our approach to them.

In the next month, a satisfaction survey will be sent to all tenants who have reported damp and mould in the last year. If you receive this survey, the SIG would really appreciate it if you could take the time to complete it. Your experience of the service will really help them to find best practice and recommendations for improvements.

If you have experienced issues with damp and mould in your property and want to help the SIG review and improve the service, contact Laura on laura.strang@glenoaks.org.uk or text **SIG GROUP** to **07860 027496**.

Triannual survey due to commence early next year!

Every three years, we carry out a full survey with all our tenants and owners. We want to gain feedback on your customer experience with our many different services and understand what your preferences are for how we communicate with you. It is important we understand what is going well and what we need to improve on.

This will be carried out in the New Year by an independent company. We aim to achieve a 40% return rate that is representative across our different areas and age groups etc. Surveys are carried out through a selection of different ways such as door to door, phone, email and SMS link.

Can you help us?

If you have any feedback on what questions you think we should ask to ensure we are gaining the most from this comprehensive survey or if you are interested in giving your views at one of our Service Improvement Group meetings, please email or call Laura on **0141 620 2742** or laura.strang@glenoaks.org.uk



ARE YOU ELIGIBLE FOR PENSION CREDIT?

Did you know if you are of state pension age and eligible for Pension Credit, you could receive extra support for heating costs, such as the Winter Fuel Payment, the Warm Home Discount Scheme and Cold Weather Payments?

Find out if you are eligible now <https://ow.ly/REF850ThsN0>

Or contact our Welfare Rights Team for more advice on **0141 638 0999 option 3**.



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

We support Scottish Housing Day – *Homes for Life!*



On the 18 September, we joined other organisations across Scotland to support Scottish Housing Day! The theme for this year was 'Homes for Life,' which aimed to encourage people to think about how we can better support individuals in their homes, as their needs and priorities change.

Our population in Scotland is aging faster than everywhere else in the UK, therefore it is important that we think about how we can address these changes, to allow people to remain independent in their homes.

It is important for us, as a social landlord, that we discuss with our tenants their housing needs and how we plan for the future, as their needs change. Making sure you take part in our Tenant Priorities survey, rent consultation and other satisfaction surveys, ensures we make decisions on our services based on what you want and need.

We also want to make sure you know your options if you do need changes to your home. Examples of these changes might include simple adaptations. In partnership with Health and Social Care in Glasgow City Council, some simple adaptations to your home, as you get older or if your mobility is affected, can make a real difference.

You can speak with your GP or contact them directly to get an Occupational Therapist to assess you. Call **0141 287 0555** or visit their website on <https://www.glasgow.gov.uk/article/3546/Adaptations-for-your-home>

Our staff are here to provide you with housing support, whether that's your Housing Officer, the Welfare Rights team or our additional support activities or clubs via our goConnect project. Contact us on **0141 638 0999** or email housingservices@glenoaks.org.uk if you need more advice.

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

Customer Service Excellence – accreditation success!

CUSTOMER SERVICE EXCELLENCE



The Government Standard

Every year we are re-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 continue to use what we have learned from the process to introduce improvements to the services we provide, how we provide them, and to celebrate what we do well.

We are delighted to have achieved the CSE standard with 7 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. Only a small number of Scottish housing associations hold this prestigious award.

The compliance plus' we achieved this year related to tenant engagement and our communication through our publications.

Compliance Plus is merited for:

- ★

1. Excellent insight into the needs of customer groups
- ★

2. Excellent engagement and involvement of customers, well laid out in the Tenant Participation Strategy
- ★

3. The outstanding efforts to meet the needs of the hard to reach and disadvantaged, including young people and those who have physical disabilities or mental health issues.
- ★

4. The positive use of customer journey mapping.
- ★

5. Excellent information to customers in an attractive and user-friendly way. The quarterly 'home' magazine sent to every tenant is particularly attractive, being presented in a colourful and welcoming way.
- ★

6. Partnership arrangements and Community activities are very strong. The goConnect team supports tenants who struggle with any aspect of their tenancy and creates community capacity.
- ★

7. A new Compliance Plus is merited this year for excellent consultation of customers to improve services, well exemplified in the 'BIG Conversation' at the June Conference and in the Annual Rent Increase Consultation 2024-2025.

Room for improvement

Two partial compliances were highlighted, this is an area we have room to improve on. This related to the monitoring of our contact response times via phone, email, or website enquiries, and that we should share our performance with our customers.

We have already started to put this in place with the recruitment of Mystery Shoppers and our 'Meeting our Service Standards' Article on Page 4.

- **Partial Compliance** – an area that could be improved or needs further development
- **Compliance Plus**– an area that exceeds the requirements of the standard

33rd Annual General Meeting

We held our 33rd AGM on 18 September. The meeting was a huge success with shareholders and invited guests celebrating the achievements from 2023/24. Simon Gaunt, Chairperson, spoke about:

- Retaining Customer Service Excellence accreditation with seven "compliance plus" points, two of which related to tenant participation and consultation
- Maintaining Investors in People Silver and Cyber Essentials Plus
- The excellent work of the Service Improvement Group who are currently reviewing the Association's approach to damp and mould

Nicola Logan, Chief Executive, emphasised how important it was for tenants to give feedback and get involved in shaping future service delivery. She spoke about the recent Big Conversation event that kick-started the rent consultation process for the coming year. She encouraged everyone to take part in the surveys about tenant priorities as the results will directly affect the rent increase.

Special thanks were given to Simon Gaunt as he was standing down from his role as Chairperson. The Association also welcomed a new Board member – Paul Watson.

Following the formal business of the AGM, various awards were presented to people in the community:

- **The inaugural Alasdair McKee award** – this was set up as a tribute to the former Chief Executive who passed away in 2022. The Association has worked in partnership with WorkingRite – the youth employment charity - for over 10 years. Alasdair was an ambassador for the charity, always encouraging local young people to join the programme for a chance of a permanent job or apprenticeship. A judging panel, including Alasdair's wife Diane, considered nominations put forward by WorkingRite and selected two local young people for the awards. Steven March was named Rising Star of 2024 and Jack Findlay was Most Inspirational Young Person.
- **The Good Neighbour award and Garden Competition** prizes were also presented to a number of local residents.



Membership

Would you like to become a member of Glen Oaks Housing Association?



Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please contact our office or visit our website for an application form.

We're looking for people to join our Board - interested?

We are keen to encourage Glen Oaks residents who are passionate about making a difference to the lives of local people to consider joining our Board.

The Association's Rules allow us to have up to 15 Board members. Our current Board members are all volunteers, who are committed to supporting the work of Glen Oaks. Our Board members are responsible for setting the Association's strategic direction and for making important decisions that will affect our tenants, e.g. how much rent we should charge; how we can improve our existing homes; and if we should build new homes.

As a new Board member, you will be fully supported by our comprehensive induction programme and will have the opportunity to learn new skills and gain confidence that could help you find a job, apply for a training course, or enter further or higher education. Positions on our Board are unpaid but we pay reasonable out-of-pocket expenses.

So, if you are interested in giving something back to your local community and want to help us to improve the services we provide, please get in touch.

For an informal chat about Board membership, please call Nicola Logan on **0141 638 0999** or email nicola.logan@glenoaks.org.uk

Interested in joining our Board? Read our 'Getting involved' booklet
<https://www.glenoaks.org.uk/get-involved/>

Mens' Den

Glen Oaks are working with Sports Forever Foundation & Greater Pollok Services to deliver a new weekly mens' club – Mens' Den. Kieran, the co-ordinator, has organised a variety of activities and trips for men, which will be every Thursday from 10am – 2.30pm. He even has a mini-bus available so can collect our tenants from Pollok and Darnley too.

Activities include snooker, paddle boarding, fishing, board games, football, boxing, walking, jogging, bereavement counselling, walking football, kayaking and cold-water swimming.

Trips include the cinema, science centre, canal boat trip, museums, tall ship, mens' sheds, Loch Lomond, Ikea. Something to suit every age group and fitness level, so please register your interest by phoning or texting Kieran on **07908 398081**.

You will then be sent out the trips & activities for each month and you can choose any you wish to attend – no obligation to come every week. All trips and activities are free until March 2025 thanks to funding received from Glasgow's Wellbeing Fund (looking after your mental health) and Glasgow City Council's Area Partnership Fund.

Please tell your friends, family and neighbours and encourage them to get out and socialise. For those working, we may be able to do a monthly evening or weekend trip so please still get in touch to register your interest.

PROGRAMME OF EVENTS:

October 24:

- **10th** - Rangers Survival Course @ Pollok Park
- **17th** - Golf Driving range – Clydebank
- **24th** - Science centre - DNA Lab Workshop, experiments & walkabout
- **31st** - Trip to Luss/Loch Lomond

November 24:

- **7th** - Science Centre Astronomy workshop & visit to planetarium 9.30am, 2nd bus 10.15am if demand
- **14th** - Board games/Wellbeing Talk
- **21st** - Walking football
- **28th** - Badminton

December 24:

- **5th** - Trip to Ikea
- **12th** - Film & Lunch
- **19th** - Christmas Party



SPORTS FOREVER FOUNDATION
Mental & Physical Wellbeing



Weekly Trips & Dips
Football
Badminton
Walking
Peer Support
Bereavement Support



For more information check Facebook or contact
07909398081

workingrite

SOUTH GLASGOW

Are you 16-24 and looking for a paid work experience?

Our partnership with WorkingRite has helped over 250 young adults gain paid work experience and employment.

If you are not in education, training or employment but want to get started in the world of work with a local business whose work interests you, contact Anne Wright today on **07921040611** or email **anne@workingrite.co.uk**

They offer 3 months work placements with up to £110 per week training allowance.

WorkingRite offers a varied employment programme equipping you with the skills, experience and attitude you need to help you get a job or apprenticeship in something you want to do.

Or do you know a young adult who would benefit from this?

Watch the video below to hear how WorkingRite has made a massive impact on Jack's life! Or visit our YouTube channel @ GlenOaksHousingAssociation
<https://youtu.be/SSHUZjdpd0Y>



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

go connect **Classes**

**All classes start
w/b 28th October**

Monday 2-3pm I.T. Class

Beginners
2.00 – 2.30pm

One off I.T. Queries
2.30-3.00pm

Tuesday 11.30 -12.15 Tai Chi*

Low Energy Exercise to
improve anxiety, sleep,
balance and pain

Thursday 10 – 2.30pm Mens Den

Daily activities and
trips – see separate
advert on page 13

Thursday 1.30 – 3pm Knit and Natter

Friday 12.00 -1.00pm Gratitide & Mindfulness*


relaxation to improve
mental health &
positivity

**Coming in January, book your
place now, limited spaces:**

**Setting goals and intentions for the
New Year
Bereavement Support Group**

*4 week class

For class details or to enrol, please tel. Erin on 01416202732 or email erin.williams@glenoaks.org.uk




KYC
Kennishead youth club

Wednesday
4-5pm Kidz Club (age) 8-12
5-6pm Teen Zone (age) 12-18

**LOCATION: 10 Kennishead Ave,
Thornliebank, Glasgow
G46 8PR**

Contact
Kirsty - 07720 095 785 Johnny - 07738 753 481
Paddy - 07849 084 448



Made with PosterMyWall.com



**CHRISTMAS
PRESENT APPEAL**

Can you donate an adult present to someone
living alone this Christmas and spread the joy?
Either a present or fill a shoebox full of little
things like sweets, toiletries, tea, puzzles,
socks and a Christmas card.

Or could you volunteer to deliver a few
presents to people living near you on
Christmas Eve or Christmas Day?

**FOR FURTHER INFORMATION,
PLEASE CONTACT BRENDA
OR ERIN AT GLEN OAKS TEL
01416202732**

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


Rent arrears – working with us

'I was struggling to pay my rent and started to worry about how I would ever get out of arrears and face eviction. Now a year later, working with my Housing officer Danny, I have cleared over £3000 of rent arrears!'

At Glen Oaks we have a preventative approach to arrears. We will always work with tenants to prevent eviction where possible. Danny, our Housing Officer was able to help this tenant set a manageable payment plan, pay off his arrears and prevent eviction within a year.

Your Housing Officer is here to help. Don't hesitate to phone or email us. We also have an inhouse Welfare Rights team that can make sure you are receiving everything you are entitled too.

 Email: housingservices@glenoaks.org.uk

 Phone: 0141 638 0999 option 3

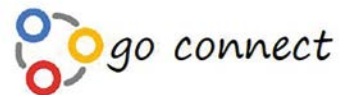
The support I received was life changing!

"I used to work as a nurse but had to stop due to health issues, and my financial situation worsened. I have health issues, and I also faced mental health struggles, which left me unable to leave the house.

My rent arrears were growing, and my benefits were stopped due to an error, so although I was hesitant to reach out for help, when I did my housing officer put me in touch with the goConnect team.

The support I received was life-changing. The adviser who visited me was incredibly compassionate and understanding. They helped reinstate my benefits, assisted me in getting essential items, and provided ongoing support for my mental health.

Thanks to their help, my rent arrears were cleared, and I no longer face the threat of court action. I'm truly grateful for their ongoing support and for giving me the tools I needed to rebuild. Glen Oaks Housing Association's ongoing support has been a lifeline."



Can we help you?

Our staff can help you in lots of ways.

We can provide you with welfare advice, energy saving tips, budgeting, help you get online, mental health support and much more. Reach out to your Housing Services Officer or contact our goConnect project team on **0141 638 0999** option 4 or email goconnect@glenoaks.org.uk



#!\$%*?..!

Help Us Combat ANTI-SOCIAL BEHAVIOUR

We are committed to ensuring a safe and peaceful living environment for all residents. However, we need your cooperation to effectively address anti-social behaviour (ASB) and criminality in our community.

Reporting Incidents: Your Role is Crucial

If you witness or experience any form of anti-social behaviour or criminal activity:

Report it to the police immediately and obtain an incident number from the police to the pass to your housing officer.

Remember: If no one reports these incidents, we cannot take action. Without your reports, it becomes extremely difficult for us to address these issues and maintain a safe living environment.

Why Reporting Matters

It helps us build a case against persistent offenders and allows us to identify patterns of behaviour. It also enables us to provide appropriate support to affected residents.

Your vigilance and cooperation are essential in creating a community where everyone feels safe and respected. Together, we can make a difference.

If you have any questions about reporting ASB or criminality, please don't hesitate to contact your Housing Services Officer housingservice@glenoaks.org.uk or call **0141 638 0999** Option 3.

Thank you for your support in keeping our community safe.

Stay Vigilant: Recent Scams in Our Community

Stay vigilant and protect yourself and your neighbours from scams.

In our ongoing effort to keep our community safe and informed, we want to highlight some recent scams that have been reported in our area. By staying aware and educated, we can protect ourselves and our loved ones from falling victim to these fraudulent activities.

Recently Reported Scams

- **"Hello Mum/Dad" Scams:** Scammers impersonate family members, often claiming to be in distress and urgently needing money.
- **Prize Draw Scams:** False notifications of winning a prize, requiring payment to claim the non-existent reward.
- **Remote Access Scams:** Criminals trick victims into granting remote access to their computers, potentially stealing sensitive information.
- **Oasis Tickets:** Dynamic Pricing: Be cautious of ticket resale platforms using "dynamic pricing" that may lead to inflated prices.

How to Report Scams

If you encounter a scam or suspicious activity, here's where to report it:

- **Scams in Scotland:** Contact Advice Direct Scotland at **0808 164 6000** (Mon-Fri 9am-5pm) or visit www.consumeradvice.scot
- **Fraud:** Report to Police Scotland on 101, or 999 in emergencies
- **Suspicious Emails:** Forward to report@phishing.gov.uk
- **Suspicious Websites:** Report to the National Cyber Security Centre at www.ncsc.gov.uk/section/about-this-website/report-scam-website
- **Suspicious Text Messages:** Forward to 7726 (free service)

Stay Informed

To receive regular updates on local scams and safety information, you can sign up for Neighbourhood Watch using the QR code here.

If you are interested in starting a Neighbourhood



Watch in your area, please contact Kathleen at Glen Oaks Housing Association on **0141 620 2725** who will be able to collate the information and will pass to Neighbourhood Watch who can assist in coordinating this.

By working together and staying informed, we can create a safer community for everyone. Remember, if an offer seems too good to be true, it probably is.



Protecting your home from condensation, damp and mould

With the colder weather coming, it is important you know how to help prevent damp and mould in your property and how to report it if you notice any within your home.

Condensation is when water vapour that is trapped within the air condenses on to a cooler surface. It then changes from a gas to liquid and causes moisture to appear on the surface. If this continues over a period of time and does not dry out, it encourages mould.

There are some simple tips you can follow to prevent condensation in your home that can lead to damp and mould issues.

- Keep your heating on a low background level rather than short bursts of high temperatures.
- Open windows or vents regularly to ventilate rooms
- Close doors when using your kitchen or bathroom to contain any moisture within one room.
- Dry clothes outside where possible. During the winter months, dry them in a closed off and well-ventilated room.
- Ventilate built in wardrobes regularly and make sure they aren't over filled.
- Allow space between all furniture and walls to allow for air circulation.



Watch our information video on '**Protecting your home from condensation**' for more information.



Damp can cause mould growth on walls, furniture and even clothes.

At its worst it can also cause wood to rot. Damp also encourages the development of dust mites, which along with mould growth, can increase the risk of respiratory illness.

What will we do to tackle it?

We will come and investigate the matter. We aim to attend your property within 3 working days. If the damp and mould is caused by an underlying repair issue we will arrange repairs to be done. If damp and mould is caused by condensation, we must repair anything that is causing the problem, for example a broken heating system or faulty extractor fan. We will also provide you with advice on how you can reduce condensation in your home and prevent damp and mould forming or get support if you are experiencing financial difficulty and struggling to heat your home.

Tackling damp and mould together!

We take reports of Damp and Mould very seriously. We are keen to work with our tenants to identify and resolve these issues quickly and effectively and make sure the cause is accurately identified.

Report it to our Technical Team

Ensure that you report any concerns regarding mould, damp or water leaks to our Technical Team as soon as you can. We aim to visit your property within 3 working days.

Contact our repair team on:

- repairs@glenoaks.org.uk
- **0141 638 0999** and select option 1
- Via our online '**Report a repair tool**'.



Planned Maintenance

We have several planned replacement programmes on site or under procurement this year.

BUILDING
FUTURES

CCG

MCN
(Scotland) Limited

Windows and door replacements in Darnley

Our contractor, CCG, is on site replacing windows and external doors to all properties in Darnley and Regents Park. All tenants who have had this work carried out will have received a Tenant Satisfaction Survey on completion. Feedback on the benefits of the new windows and doors has been positive.

Survey results show that, as with any major refurbishment work in your home, it is not without some mess and disruption, so thank you for your patience if you have had them fitted over the last few months. We are happy to hear that our tenants are finding a benefit to getting them fitted.

"My home is a lot warmer and has good sound proofing. The joiner was really good."

"The draughts that came in, I couldn't heat my home. I now have beautiful new windows and not a single draught or sound. They are exceptional and I absolutely love them."

Kitchen replacements in Arden

We have completed 82 kitchens so far this year out of 180 in Arden that are due for replacement. Survey returns show 95% of tenants are satisfied with their new kitchens. You will have received a letter if you are in the programme this year, but if you have any questions please email projects@glenoaks.org.uk or phone 0141 638 0999 option 1 and ask for the Projects Team.

Cyclical Maintenance

Electrical safety - 5 yearly inspection

Our new contractor Magnus Electrical Services Ltd started carrying out 5 year electrical safety visits to those properties due in 2024-25 in July 2024. If your property is due an electrical safety inspection the contractor will have been in contact with you. This visit is in the interests of your own Health and Safety to ensure that the electrical systems are installed and operating in accordance with the manufacturer's instructions and it is vital that we carry this out and have a forced access process if access isn't provided. We really appreciate your cooperation in providing access for this inspection, so please contact us if you aren't able to attend a specified appointment and we can rearrange.

Gutter Cleaning

Ramora Facilities have been onsite since early in the year carrying out gutter cleaning and repairs, however work has taken place in stages and there are some gutters not yet cleaned. The final gutters to be cleaned require machinery for safe access. Foliage growth is becoming an issue in many of these gutters, and we are working with the contractor to get these completed as soon as possible.

There are some areas where the gutters were cleaned earlier in the year and foliage regrowth has occurred. These will be reviewed and re-attended if required.

R **RAMORA**
Facilities Support
Good to know.

Painting



We will shortly be commencing a new programme of cyclical painting which is carried out on a 7 year cycle to all properties. The contract is with Trident Maintenance Services Ltd, who we have worked with in the past, and includes all external timber to houses and flats and internal paint work to common closes. We will contact residents included in the first phase of the programme in the coming weeks.

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

Close cleaning update

We are always looking for ways to make it as easy as possible for you to give us your feedback or report any issues you have with the close cleaning service. Instead of a 6 monthly survey, we are going to trial a survey that is open all year round, available as a poster with a QR code and survey link and provides you with contact information for our estate team, within your close.

This means you can give us feedback whenever it suits you, or when you want to highlight issues to us quickly.

Look out for the poster in your close in the next couple of months.

Consultation on changes to the close cleaning service

The close cleaning contract is due to be retendered and we want to get your views on ways we can improve the service, improve tenants understanding of what level of service to expect and make sure everyone plays their part in keeping our closes and common areas clean and tidy.

If you are interested in being part of a short term focus group or want to give your feedback digitally as an 'Armchair Critic', from the comfort of your own home, please contact go@glenoaks.org.uk, or complete the survey attached to this newsletter message.



Did you know an annual gas safety check is a legal requirement?

We take gas safety seriously. Badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning.

As such, it is vitally important for your safety that we carry out an annual gas safety check and that you allow us access to do so in a timely fashion. We are required by law to inspect all pipe work and any appliances provided once every 12 months and to issue tenants with a landlord's gas safety record. At this time, we will also service any gas fires or central heating boilers and check any smoke detectors in your house. It is essential that you allow the engineers access to do this work.

It is important to know, that continued no access for your gas safety check will result in us forcing access and recharging you the cost.

If you have any gas appliances of your own, for example, a gas cooker, you should have them repaired and serviced regularly by an approved tradesperson. You must check that any tradesperson work for a company registered with a gas safe register, operated by Capita, a body which approves only properly qualified and trained gas installers.

If you want to install any gas appliance, you must contact us first for permission. It is dangerous and can be illegal to let an unqualified person fit, repair or service a gas appliance.

If you smell gas in your home or if your carbon monoxide alarm is sounding, you should:

- Put out all cigarettes and other naked lights.
- Switch off all gas appliances.
- Turn the gas off at the mains.
- The main tap is usually beside your gas meter.
- Make sure you do not turn on any lights or other electrical switches. This could cause a spark.

- Phone the National Gas Emergency Service on the emergency number 0800 treble 1 treble 9.
- Open all doors and windows to let the gas out. Vacate the property until assistance arrives.

Visit our YouTube channel <https://www.youtube.com/@GlenOaksHousingAssociation> and watch our new information video on gas safety and more!



Like our Facebook page @GlenOaksHousing

HOUSING PERKS

Exclusive money saving app for our tenants!

Over 70 tenants have signed up and saved nearly £1000!

We have recently launched Housing Perks, giving you access to discounts of up to 10% with over 100 brands and stores, to help you save money with everyday spending.

The free app will help you to save money on the essentials such as:

- Groceries
- Car fuel
- Clothing
- School uniforms and equipment
- Home furnishings & DIY
- Family days out

With some of your favourite brands and stores including: Asda, Sainsburys, B&M, Argos, Primark, B&Q, Sports Direct and much more. It's free, quick and easy to sign up and available to all Glen Oaks tenants.

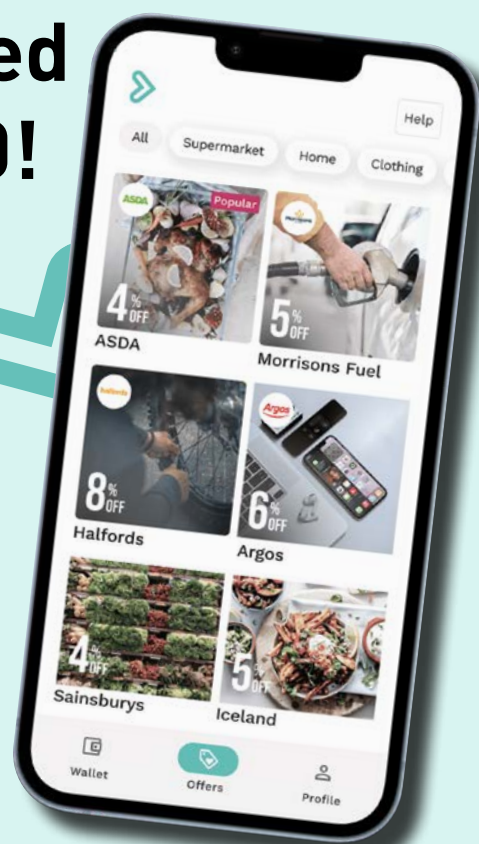
How to sign up

- Go to your app store and search "Housing Perks"
- Download the app
- Enter your mobile phone number
- Select your housing association or council from the list
- Enter your tenancy reference. You'll find this on your rent statements.

Get saving!

Need help signing up?

If you need help getting online or downloading the app to start saving just contact our goConnect Team and our Digital Inclusion Assistant can help. Email goconnect@glenoaks.org.uk or phone 0141 638 0999 (option 4).



You can contact us in any way that suits you. Our staff can call you back if you are low on credit or data, just let us know.



Option 1: Repairs
Option 2: Housing applications
Option 3: Other housing enquiries
Option 4: goConnect (tenancy support issues)
Option 5: General enquiries
Text: 07860 055293



Email: go@glenoaks.org.uk
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.

