

home

Glen Oaks
HOUSING ASSOCIATION

www.glenoaks.org.uk



A summer of fun for Glen Oaks residents

The association teamed up with charity partner Weekday Wow Factor to make the most of summer with two seaside trips, a trip to an engineering marvel and the acclaimed 'Banksy exhibition' in Glasgow.

Glen Oaks residents enjoyed a number of sunny days out designed to promote activity and community wellbeing.

Turn to page 8 to read more.

WARNING
- PHONE
SCAMMERS
TARGETING OUR
TENANTS!

Beware and don't become a victim! Turn to Page 10 for tips to stay safe.

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Celebrating Scottish Housing Day

This year we took part in Scottish Housing Day on 13 September. The focus this year was to celebrate the work of everyone who has made housing their career of choice and their contributions to the housing sector. It also aimed to raise awareness of the range of careers available and, although challenging at times, promote how rewarding working in social housing can be.

"Choosing the housing sector as a career can be incredibly rewarding. Our great team is made up of many different roles including: Housing, Technical, Sustainability, Welfare Rights, Finance, Corporate and IT. There is such a wide array of roles within the housing sector that many people might not realise. We are incredibly lucky to have many long serving staff members who have dedicated their full working life to providing our tenants with an excellent service and we continue to welcome new staff members from other sectors. Thank you to all my team for their continued commitment and to our SIG volunteers and Board members - their partnership working ensures our services are tenant led."

Nicola Logan, Chief Executive

Our Performance

Average time to complete emergency repairs

April-June 2023
2.04 hours
Previous year to 31 March
3.11 hours

Average time to complete non-emergency repairs

April-June 2023
4.19 days
Previous year to 31 March
4.42 working days

Number of anti-social behaviour cases reported

April-June 2023
36
Previous (full) year to 31 March
142

Number of homes let

April-June 2023
17
Previous (full) year to 31 March
79

Average number of days to re-let homes

April-June 2023
54 days
Previous year to 31 March
47.2 days

Getting to Know You – Tenancy Support Visits

As part of our ambition to improve our customer service to you, the Association is proposing to introduce a bi-annual tenancy visit to each tenant. Your Housing Officer will arrange an appointment to meet you in your home.

During the visit we will check various details including the condition of the property and who lives there. We may need to see their identification.

The visit gives you the chance to talk about any issues you have with your home or neighbourhood. They also give you a chance to:

- get help and advice with your tenancy, for example, you can find out about the range of services we provide.
- let us know about problems such as debt, antisocial behaviour, or properties that are being misused.

The programme of visits will start in the new year. You will be contacted about your visit in due course.

Please remember that any adaptations or changes to your tenancy require permission and authorisation. If you are planning on carrying out any alteration to your property, you must contact us to request an alteration request form. If you have or are planning to move someone into your household, you must contact us for an application to do so.

Our Annual Report is Coming...

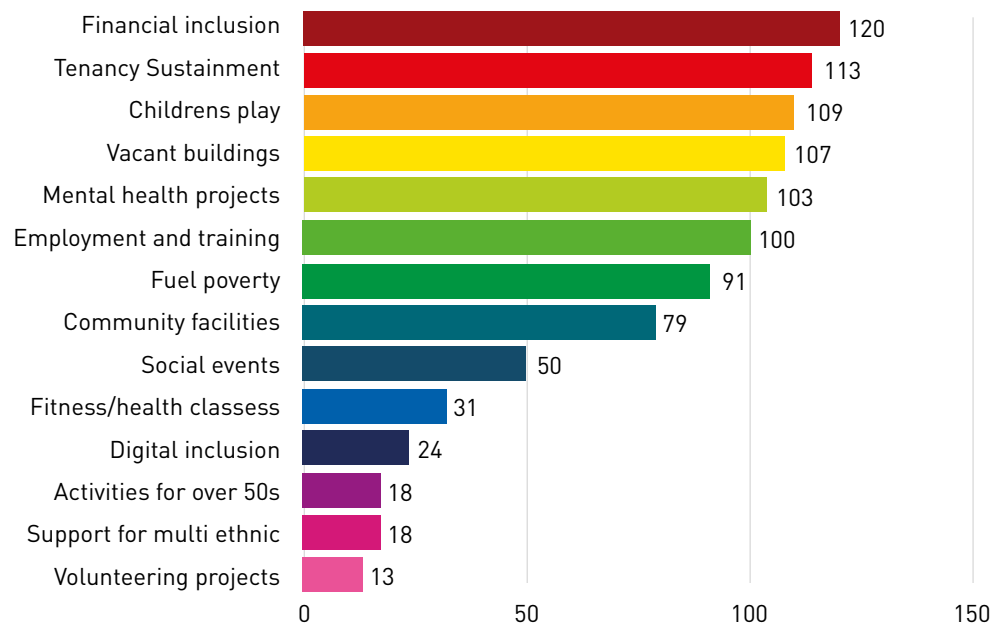
We are required to complete an Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance.

Every October, we send all our customers a copy of our Annual Report. It is a regulatory requirement that we share our performance with you. This includes a financial report, an update on our performance and details of our activities during the year. You will receive a copy via SMS, or email or a postal copy if we don't have a mobile number or email address for you.

If you would prefer a postal copy, just complete the attached survey when you receive it and we will add you to the postal list for this publication. If you wish to receive a digital copy but haven't updated your contact information, just contact us on 0141 638 0999 or go to glenoaks.org.uk

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

Community Regeneration Survey



Thank you to everyone who took part in the recent survey that will help us to develop our Community Regeneration Strategy.

We believe that our priorities must be the priorities of our tenants, in order to really achieve our vision statement of places "Where communities thrive".

228 tenants responded (17%), 74% respondents from Arden, 17% from Darnley and 9% from Pollok.

Our Board used this feedback at their annual strategy day, to develop our Business Plan and main objectives for next year.

The three lucky winners of a £50 voucher are **Kadiatu Koroma, Jade McEnroe and Anne McIntyre.**

workingrite

SOUTH GLASGOW

All Aspects Of Job

Renovations • Conversion • Extensions • Doors & Windows • All Building Undertakings • Fencing & Landscaping

Are you 16-24, not in education, training or employment – but want to get started in the world of work?

WorkingRite offers a varied employment activity 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.

In partnership with

How it works

We'll match you to a business in your community whose work interests you.

You'll get:

- ✓ up to 16 weeks work experience
- ✓ mentored on-the-job training
- ✓ support before, during and after your placement
- ✓ up to £100 per week training allowance (when eligible), plus travel expenses
- ✓ any workwear, special equipment or training you need

www.workingrite.co.uk

To find out more, contact:
Anne Wright
e: anne@workingrite.co.uk
t: 07921 040611

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Funded by

WorkingRite
c/o Glen Oaks Housing Association,
3 Kilmuir Drive,
Glasgow, G46 8BW

We rely on private grants, donations and sponsorship for over 25% of our funding every year. Scan the QR code to donate now.

Scottish Charity Number SC042604.
Company No SC343819.

HOW DO I COMPLAIN?



If you feel dissatisfied with our service, it is important that you let us know. We use the feedback and lessons learned from complaints to improve our service.

Making a complaint is easy. Simply highlight your issues to our staff via any channel that suits you phone, email, survey response, face to face at our office, contact us via our website or complete the form at the back of the Complaint Handling Procedure (CHP) Booklet in your Tenant Handbook. There is no need for a formal letter or a complaint form to be completed only if this is your preference.

We follow the SPSO Complaint Handling Procedure, a 2-stage procedure which helps us to resolve any issues as quickly as possible. Our staff are trained to recognise a complaint without you having to make one formally. Complaints are encouraged and welcomed, so if you feel your issues need to be logged as a complaint speak to one of our staff about your concerns and they will be happy to help.

Getting help to make your complaint

We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from the representative

of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Scottish Independent Advocacy Alliance
Tel: 0131 510 9410 • Website: www.siaa.org.uk

Citizens Advice Scotland
Website: www.cas.org.uk
or check your phone book for your local citizens advice bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on **0141 638 0999** option 5, email us at go@glenoaks.org.uk or text us at **07860 027 496**.

COMPLAINT PERFORMANCE

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 you raising them.

Number of complaints received

20
(39 last years quarterly average)
Stage 1 complaints received

11
(7 last years quarterly average)
Stage 2 complaints received

0
(1 last years quarterly average)
Stage 1 escalated

31
(47 last year quarterly average)
Total number complaints received

Quarter 1 compared to last year's average shows a 48% decrease in the number of stage 1 complaints being logged. 35.5% (14.9% last year) of complaints are recorded as stage 2, showing an increase in the number of complaints that have required a manager's input. No complaints from Stage 1 were escalated to Stage 2.

20.8% complaints related to 'Repair standard' and 'Repair delays', 20.8%. This is a broad description and includes a very varied range of complaints. They mostly related to the tenant's expectations not being met, a poor standard of repair being carried out or delays to follow up works.

12.5% of tenants raised dissatisfaction with an appointment not being met. Some of these related to GOHA staff being absent or contractors not turning up or arranging appointments appropriately with tenants.

We are continuing to work with our contractors to ensure repairs are attended at your preferred appointment time, completed right first time and to a high standard. Any issues raised are discussed with them regularly. It is important you continue to report issues to us or complete the repair survey so give us up to date feedback on the service.

32.2% of all complaints are not upheld, 45.2% upheld, 19.3% and 3.2% are resolved.

Timescales for response

Stage 1
2.85 days

• 5 day target
• SHR 3.8 days sector average.
99.5% are resolved within timescale.

Stage 2
15.5 days

• 20 day target
• SHR 16.7 days sector average
90.9% are resolved within timescale.

Consultation feedback on our Customer Service Standards

Thank you to everyone who took part in the recent consultation on our Customer Service Standards in relation to our timeliness of response. 206 tenants took part which is a 18.5% return rate. Your feedback will be used along with the feedback from our staff and Service Improvement Group to update and improve our response times for our customer contact. See below the most popular timescales for our response times.



When you phone the office we will aim to answer

Promptly



If our office is open or closed and you leave a voicemail we will aim to return your call within

1 working day



When you send us an email we will acknowledge it within

By the next working day



And aim to respond to your email in full within

3 working days

The winner of the prize draw was Ms Pinto, Darnley

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

Our SIG have completed their scrutiny review into the close cleaning service.

Our Scrutiny Activities

- Reviewed the current contract specification in place for GOHA and tenants.
- Compared the close cleaning specifications of three other landlords.
- Carried out Tenant Led Inspection (TLI) visits in 2 different closes.
- Carried out a survey of tenants.
- Met with the close cleaning contractor representatives.
- Met with GOHA staff responsible for estate management.
- Reviewed photographs of the close cleaning standard.

23 recommendations

They put forward 23 recommendations on how the Close Cleaning service could be improved. Some examples below.



GOHA endeavours to ensure the current service is Value for Money and delivered and monitored effectively.



Consider adding a 3/5 year program of 'deep cleans' to the specification.



Requests a change of fragrance used from bubble gum to a fresher fragrance such as pine, linen, sea breeze etc. within the specification / amendments.

They met with our Corporate Management Team (CMT) and discussed their recommendations. Our Chief Executive, Nicola Logan, personally thanked the group for all their hard work into this review. The SIG then attended the August Board meeting and presented their key recommendations to the Board.

It has been agreed that an action plan will be created to ensure the recommendations are actioned or considered when the contract is next procured.

The SIG are happy that since their review first started in June 2021, a staff restructure has been put in place and the new role of Estate Co-ordinator was created. The close cleaning contract is a priority and improvements are starting to be seen already.

What's next?

The SIG will now start to consider what their next review should be. If you would be interested in joining the group now is a great time. Come along to their next meeting to meet the group and see if scrutiny is for you. It's a great way of helping us improve the services, meet like minded people and have coffee and a cake. Contact Laura on laura.strang@glenoaks.org.uk or text SIG GROUP to 07860 027 496



32nd Annual General Meeting



Simon Gaunt with our prize draw winners (from left to right): Helen Gracie, Kimberley Barker, Bill McNamara, Charles Fox and Jennie Robertson.

The Association's Chairperson, Simon Gaunt, welcomed shareholders to our 32nd AGM on 20 September 2023. We were delighted that shareholders and guests were able to join us in person.

He firstly paid tribute to our late Chief Executive, Alasdair McKee, and shared photos and some touching tributes we had received since his passing. He praised the whole staff team for all their work and particularly the team's resolve to continue to deliver a service through very difficult times when we were grieving for Alasdair.

Simon introduced our new Chief Executive, Nicola Logan. He then presented his report on the Regulatory Framework and Assurance Statement. He also discussed our four strategic objectives from our Business Plan and celebrated our accreditation achievements in the last year which included Customer Service Excellence, a Silver award for Investors in People and Cyber Essentials Plus. He highlighted the importance of the Board and our Service Improvement Group having members from our local communities and encouraged everyone to consider becoming involved.

Our Chief Executive, Nicola, then presented her report on our performance and some of our achievements over the last year. She was pleased to highlight many positive indicators in the Annual Return on the Charter (ARC) including the following:

- 97.9% of anti-social behaviour cases were resolved by Glen Oaks within locally agreed targets in 2022/23 (99.1% in 2021/22). The Scottish average was 94.2%.
- It took us an average of 47.4 days to re-let empty homes in 2022/23 (56.5 days in 2021/22) compared to the Scottish average of 55.6 days.
- 93.4% (81% in 2021/22) of our homes met the Scottish Housing Quality Standard, compared to the Scottish average of 79%.
- 77.9% (91.5% in 2021/22) of tenants who had repairs or maintenance carried out in 2022/23 were satisfied with the service received, compared to the Scottish average of 88.0%.
- 92.1% (95.5% in 2021/22) of reactive repairs were carried out right first time. The Scottish average was 87.8%.

Nicola also highlighted the importance of the complaint process and how it can lead to service improvements. An example she shared was how the high number of complaints in close cleaning led to the creation of the new Estate Co-ordinator role and how we are now seeing improvements to the service for our tenants. She shared that staff have taken part in regular litter picking and that we are now a Community Litter Picking Hub.

She highlighted all of the excellent work that the Association has carried out to support our tenants through the cost-of-living crisis and help them sustain their tenancies. She also spoke about the planned and cyclical work that had been carried out. The importance of customer feedback through consultations and surveys on the development and improvement of our service was also discussed.

Kevin Booth from Alexander Sloan Chartered Accountants, then presented an overview of our financial performance as of 31 March 2023, which showed a healthy financial position, before the formal business of the AGM concluded with the approval of the financial statements and the appointment of the Association's auditors.

We then 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. This year's prize winners were Helen Gracie, Kimberley Barker, Bill McNamara, Charles Fox and Jennie Robertson.

Appointment of office bearers will take place at the October Board meeting.

Our Board currently has 11 members and we have 4 Board vacancies. We welcome applications from enthusiastic, community-minded people who are interested in becoming a Board member. Although the role of Board member is unpaid, our Chairperson said he has personally found it to be very interesting and highly rewarding and he encouraged anyone interested in joining our Board to contact the Association to find out more. If you are interested in applying to join our Board, please contact our Chief Executive, Nicola Logan, on 0141 638 0999 for further information.



A summer of fun for Glen Oaks residents

Continued from front page

The association teamed up with charity partner Weekday Wow Factor to make the most of summer with two seaside trips, a trip to an engineering marvel and the acclaimed 'Banksy exhibition' in Glasgow.

It was part of Glen Oaks goConnect project which seeks to support tenants and encourage their participation in community cohesion.

Social activities, clubs and classes are used to engage with residents whilst attempting to alleviate isolation and loneliness, improving mental health and increasing self-esteem and confidence.

The days out for the over 50s included a trip to the seaside favourite of Largs, a visit to the Falkirk Wheel in Stirlingshire and also free tickets to the recent Banksy exhibition at the Gallery of Modern Art which was a sold out attraction.

For one couple the highlight was a trip 'doon the watter' to beautiful Rothesay on Bute.

Residents Mattie and Jackie Wineberg honeymooned at the idyllic Clyde resort 59 years ago and this was their first time back!



Mrs Wineberg said: "The trip was brilliant - we were really lucky with the good weather, too. It brought back so many memories of our honeymoon, and also holidays I had when I was wee. Even at Wemyss Bay, the memories came flooding back and made me emotional. The Rothesay trip was definitely our favourite."

Brenda Whitelaw, Glen Oaks' Community Initiatives Manager, said: "The goConnect project is a much-valued project offering support and a firm focus on community wellbeing. It has been a remarkable success and on this occasion we want to say a big thank you to the Scottish Government's Wellbeing Fund which helped fund the trips."

"Everyone enjoyed themselves but it had a specific appeal for Mr and Mrs Wineberg for whom Rothesay held such special honeymoon memories. For them and others on the trip it was a day to remember."



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

goConnect **activities**

CLASSES AND EVENTS

goConnect – Getting u involved in your CommUnity



MONDAYS:

11.00 am Craft Class
2.00 pm I.T. Class

TUESDAY:

10.00am Men's Coffee Morning (1st Tuesday of every month)
11.00am Self Defence Class (starts 23rd October for 6 weeks)
1.00pm Exercise/Stretch Class

THURSDAY:

9.15am Mindfulness
1.00pm Knit and Natter
2.30pm Relaxation

FRIDAY:

11.30 Boogie, Brunch, Blether (over 50's)
(3rd Friday of the month)
12.30 – 2.00 Community Lunch/Warm Spaces
(Last Friday of the month)

NB All classes are free. Buddies can be arranged to accompany you to class so you're not walking in alone! All classes are funded from external grants, so free to residents.

♀ WiseWomen PRESENTS:

Personal Safety Workshop for Women

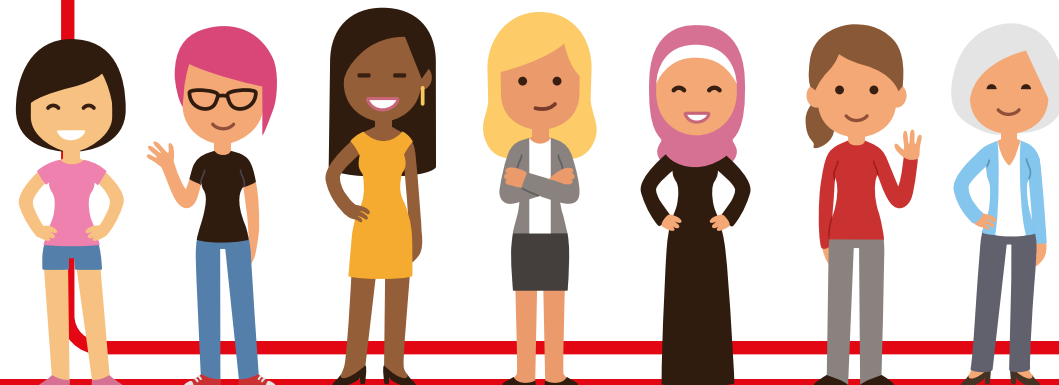
"Every female will benefit from this course"

Thursday 12th October 10.15 – 12.30 pm at Glen Oaks Office.
Limited spaces. Cost £2, includes lunch.

- Learn how to use simple techniques to improve your personal safety and escape potentially dangerous situations
- This will also help improve your confidence & self esteem.

Suitable for Women of all ages and fitness levels.

Numbers are limited so book your place today on **0141 620 2732**



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

Affordable Broadband for Tenants

Did you know that the major broadband suppliers have social tariffs available?

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

They're delivered in the same way as normal packages, just at a lower price. Amid rising living costs, it's worth checking to see if you are eligible.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs#full-list-of-available-tariffs>

FREE SIM cards available!

We are members of the national databank and can help if you are with Vodafone, O2 or Three. These will give you 6 months of calls and texts with limited data.

If you would like help or support to discuss options, then please get in touch with Audrey, from our goConnect Project on 0141 620 2747.

WARNING - PHONE SCAMMERS TARGETING OUR TENANTS!

BEWARE AND DON'T BECOME A VICTIM!

Follow these tips to stay safe from scammers who target you over the phone:

Never disclose the following details over the phone:

- Four-digit card Pin to anyone, even if they say they have your last 4 numbers or that they are the bank, police, social security, amazon etc or that they're refunding you.
- Full password or account number or online banking codes
- Personal details – name, address

What should you do?

End the call immediately or take their name & phone number and tell them you will get your bank to contact them directly to deal with the matter.

Tips:

Register with [tpsonline.org.uk](https://www.tpsonline.org.uk). The Telephone Preference Service (TPS) is the UK's only official 'Do Not Call' register for landlines and Mobile numbers. It allows people and businesses to opt out of unsolicited live sales and marketing calls. It's free and quick to register a telephone number. It is illegal for organisations to phone a number registered.

Be aware that scammers can keep your phone line open even after you've hung up. Use a different phone to call the company back on a trusted number or wait for at least 10 to 15 minutes.

Call 159 a new fraud hotline to check whether a call from your bank is genuine.

StepChange Partnership

StepChange
Debt Charity

The Association is delighted to announce a new partnership with the UK's leading debt advice charity StepChange.

StepChange have a vision to create a society free from problem debt.

Problem debt is not just an issue for individuals but goes much further - it damages families and communities and costs in excess of £8 billion a year.

What they do:

- Provide free debt advice and information services to people who are facing debt problems and want to resolve them
- Offer wide range of solutions to debt problems, offering a truly tailored approach for every client

StepChange are authorised and regulated by the Financial Conduct Authority.

If you have lots of debt and are struggling to pay, there are things you can do to help you get out of debt. To receive more information, please contact us to request a referral to StepChange for specialised debt advice and support.

PUTTING PENNIES IN YOUR POCKET!

We are pleased to report that our inhouse Welfare Rights Service remains popular, with over 500 new cases created in 2022/23 where over £1MILLION in financial gains were achieved for our tenants!

Given the demand for this service the Association is pleased to announce an enhancement to our inhouse services. As of September 2023, we now have two Welfare Rights Officers – Laura Mandelson (who you may already know!) and Laura Shields who will both be developing our services to provide debt, energy, and

budgeting advice to complement our existing Welfare Rights services.

Please note that some of these service enhancements such as debt advice will not be available right away as they require additional FCA licences and training for staff. However, we are currently working in partnership with specialist debt charity – StepChange who we can refer you to meantime for this type of advice. See page 10.



WELFARE BENEFIT UPDATES

Universal Credit is now in its main phase of managed migration where those currently on the legacy benefit system i.e. ESA, JSA, IS, Tax credits will be asked by DWP in writing to apply for this benefit. There are two ways you can apply for UC which is mostly done online or in some cases a telephone claim can be completed.

People who currently get top ups in their legacy benefits should get a 'transitional protection' meaning they should get the same amount that they were receiving in the old system. However, this isn't always the case and Transitional Protection can be stopped by certain changes. To ensure you are getting the correct amounts and navigating UC please seek advice from our Welfare Benefits team.

All tenants that still receive DLA or PIP will receive a letter of transfer from the Social Security Scotland as their disability entitlement will be switching to ADP (Adult Disability Payment). There will be a form you have to complete to advise whether your conditions have remained the same or if you have changes to report about your conditions, symptoms, treatments or medication. If you receive these papers and need assistance, please do not hesitate to contact us.



FUNDING SUCCESS

We are pleased to report that the Association successfully applied for and received almost £78k in funding for our Welfare Rights Services through the Scottish Government Debt Levy Advice Fund.

This funding allows us to cover the salary costs of both Welfare Rights Officer posts until March 2024.

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

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

KEEP YOURSELF SAFE FROM ASBESTOS

What is asbestos?

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

Where is asbestos found?

Asbestos fibres may be found in the following materials:

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

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

When is asbestos dangerous?

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

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

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

What Does Glen Oaks Do About Asbestos?

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

An annual check is carried out to assess the condition of asbestos containing materials in our common areas.

If the condition of the asbestos containing material has changed and a risk is posed then the asbestos will be removed.

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

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

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

Legionella Advice – Be Aware – Be Safe!

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

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

- Prevent the build-up of stagnant water by running all infrequently used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.
- If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower letting the water run for 2-3 minutes. As Legionella can be dispersed as an aerosol through water spray, running the shower under water will lessen the likelihood of infected

particles from being released. An alternative to this method if possible, would be to take the showerhead off before flushing the outlet as normal.

- If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. It is very important that you do not turn off your hot water cylinder as this will cause the temperature to drop and bacteria will thrive increasing the risk of Legionella
- If you use any garden hoses in the summer, please ensure that you run the outside tap for at least 5 minutes before using ensure any stagnant water lying in the pipework is cleared.
- The risk of contracting Legionella from cold water storage is low and the bacteria thrive at a temperature above 20°C. If you do have a cold water storage tank within your own house or flat, it is recommended that the temperature of the water in the tank should be less than 20°C.
- Where possible, shower heads and attaching hoses should be dismantled, descaled and disinfected on a quarterly basis, or more regularly if required, using a standard disinfectant cleaning product.

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

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

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



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

Keep it clear

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

If fire does start

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



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



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

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

What is a rechargeable repair?

Alongside our general repair service, we offer a rechargeable repairs service to tenants.

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

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

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

The most common examples of rechargeable repairs may include:

- Changing locks on property when tenant loses keys.
- Clear blocked sink, drain or bath when tenant has blocked, e.g. fat poured down sink.
- Plastering holes in walls caused by tenant/visitor.
- Replacing smashed glass.

- Cost of an emergency call out if no access is provided.
- 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



Condensation Advice

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

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

- ✗ **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

Update from your Area Commander



POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

I am delighted to have been given the opportunity to include a message to residents of Glen Oaks Housing Association from Police Scotland. My name is Derrick Johnston and I am the Local Area Commander for Glasgow South West, which as you know includes your local area.

I understand that some of you may be concerned regarding recent news articles surrounding police budgets and reduction in officer numbers across the

force. Policing's funding allocation for 2023-24 represents a real terms reduction, meaning more than £50m of savings are required to ensure a balanced budget. Police Scotland has been clear hard choices are necessary and we have been required to reduce our budgeted officer establishment from 17,234 to 16,600.

However, let me reassure you that frontline policing will remain a priority but how we do things may have to change. As you would expect, as a service we cannot do what we have always done with less officers. Despite these challenging times, community policing remains very positive in your area with Constable's Gary Nelson and Lewis Webster providing regular visible patrols and attendance at community meetings.

One area of concern that is replicated across parts of Glasgow South West



is under reporting with information regarding anti-social behaviour or crime being reported through your housing association or elected members. I would urge anyone with information of ongoing crime or concerns to call 101 or 999 for an emergency which will in turn allow us to assess the threat, risk and harm and take appropriate action.

Pest Control

We are aware of an increased reporting of rat/mice sightings in all the areas that we cover. This is a Glasgow wide issue and Glasgow City Council are responsible for attending reported sites and treating the problem when:

- MICE are reported indoors, and when
- RATS are reported indoors or outdoors.

If you and your neighbours are experiencing this issue, you each must report this to them separately for investigation. You can do this via the Glasgow City Council's "Report It" form on their website or by calling 0141 287 1059.

All residents should ensure that household waste is being disposed of correctly and responsibly and you should avoid feeding wildlife as this will attract vermin.

iStock™
Credit: Pierre Aden



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



Like our Facebook page @GlenOaksHousing

BONFIRE SAFETY

Sunday 5th November 2023

It is the advice of the Scottish Fire and Rescue Service that only officially organised bonfire and firework displays are attended however, if you are planning a display at home you should:

ENSURE THAT:

- bonfires/fireworks are lit well away from buildings, vehicles, trees, hedges, fences, power lines, telecommunications equipment and sheds.
- that smoke does not pose a public nuisance, affect visibility on roads or otherwise inconvenience vehicles.
- sparks, flying embers or burning debris does not damage or endanger nearby property.
- pets and animals are kept accompanied at home.

NEVER:

- be under the influence of alcohol if you are supervising a bonfire or setting off fireworks.
- throw fireworks (lit or unlit) on bonfires or use flammable liquids as an ignitor.
- leave a burning/smouldering bonfire unsupervised – make sure it is completely extinguished.
- keep a firework in your pocket
- throw a firework
- go back to a firework that has been lit

GUIDANCE AND THE LAW:

Remember that it is illegal for anyone under the age of 18 years old to be in possession of fireworks and it is illegal for any adult to buy or supply any Category F2+ fireworks to anyone under the age of 18.

Legally purchased fireworks will display a Category level and this will indicate the minimum safe distance that you and all members of your party should keep:

- **F2 fireworks** – 8 meters, 26ft OR the length of two family cars parked end to end.
- **F3 fireworks** – 25 meters, 82ft OR the length of an olympic sized swimming pool.
- **F4 fireworks** – SHOULD NEVER BE USED FOR PRIVATE PURPOSE

It is also illegal for the general public to use fireworks before 6pm or after 11pm – extending to midnight on 5th November.

FLY TIPPING

Fly tipping is a major cause of fire and it is also a criminal offence. In the coming months, the dangers of arson and collection of hazardous objects to use as firewood is heightened. If you see fly tipping or know of an area where there is a build-up of refuse or combustible material, please contact Glasgow City Council (or other local authority if outwith Glasgow) to arrange uplift via their website or on the MyGlasgow App.



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



Phone: 0141 638 0999

Option 1 – Repairs

Option 2 - Housing

Option 3 – goConnect (tenancy support issues)

Option 4 – General enquiries

Text: 07860 055 293



Email: go@glenoaks.org.uk

Facebook: @qlenoakshousing

Website: www.glenoaks.org.uk



Tenant Portal:

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.

