



NEW CHIEF EXECUTIVE APPOINTED

We are delighted to announce the appointment of our new Chief Executive.

Nicola Logan has taken up the role following an extensive and rigorous recruitment process. Prior to her appointment, Nicola served as the Association's Finance Director and has been with Glen Oaks since 1999.

The vacancy arose following the sudden death in November of Alasdair McKee, who had been Chief Executive for over 30 years.

Welcoming Nicola to her new role, Glen Oaks' Chairperson, Simon Gaunt said she was the "ideal person to take the housing association forward

based on her experience, track record and genuine desire to ensure Glen Oaks continues to always put its tenants first."

Commenting on her appointment Nicola emphasised how "proud and privileged" she feels to have been appointed Chief Executive of the Association.

Nicola recognises that, like all associations, Glen Oaks faces many challenges but added: "I know I can count on the support of the exceptional Glen Oaks' team and our dedicated Board to help me successfully meet these challenges"

Simon Gaunt said: "We congratulate Nicola on this appointment and are sure she is the right person to build on Alasdair's legacy. With Nicola in place we face the future with a renewed sense of purpose as we focus on our overwhelming mission to deliver excellence in community-based housing"



inside this issue...

Our office is open

Our office is open Monday, Tuesday, Thursday and Friday, but remains closed on a Wednesday for staff training. Staff can still be contacted by phone on Wednesday mornings.

Staff are doing hybrid working, so split their working week between working at home and attending the office.

We recommend that you continue to make an appointment if there is a particular staff member you would like to meet with.

Please call our office on 0141 638 0999 or speak directly to our repairs and technical team on 0141 620 2711 or our housing services team on 0141 620 2722.



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

Our Performance



Oct - Dec 2022

3.26 hoursPrevious year to 31 March
2.16 hours**Average time to complete
emergency repairs**

Oct - Dec 2022

4.36 daysPrevious year to 31 March
3.87 working days**Average time to complete
non-emergency repairs**

Oct - Dec 2022

95.8%Previous year to 31 March
97.48%**Repairs completed
on time**

Oct - Dec 2022

20Previous year to 31 March
84**Number of homes let**

Oct - Dec 2022

44 daysPrevious year to 31 March
56.49 days**Average number of days
to re-let homes**

Oct - Dec 2022

27Previous year to 31 March
211**Number of anti-social
behaviour cases reported**

Customer Service Excellence



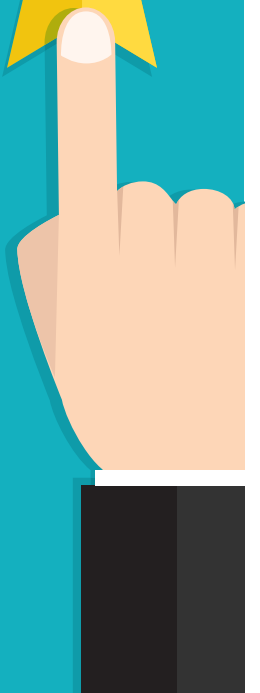
Recently we were assessed against the Customer Service Excellence (CSE) standard. This standard was developed to offer organisations, like ourselves, a practical tool for driving customer-focused change. We want our customers to have the best possible experience when they contact us. We continue to use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

We are pleased to let you know that we achieved the CSE standard with five 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.

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

A partial compliance was highlighted, this is an area we have room to improve on. This related to our contact response times via phone, email or website enquiries. We plan to consult on our customer service standards, set new challenging targets and monitor them to ensure we keep our promises.



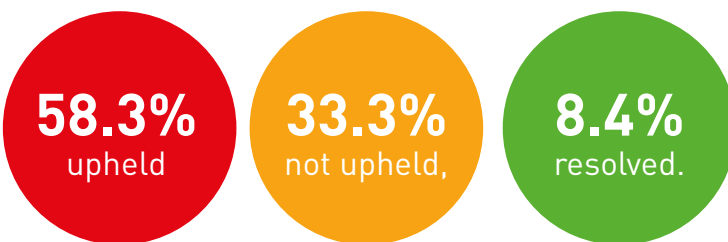
Complaint performance

The total number of complaints recorded shows a decrease this quarter is more in line with and last year's average for Stage 1 and the total received. Stage 2 complaints received remain a little higher than last year but a large majority of complaints continue to be resolved at frontline.

Number of complaints received	Q1 2022-23	Q2 2022-23	Q3 2022-23	Average Q 2021-2022	Trend
Stage 1 complaints	42	56	28	23	😊
Stage 2 complaints	6	6	8	3	😞
Total number of complaints	48	62	36	26	😊

We continue to welcome feedback from our tenants via regular service specific surveys. This quarter the most common nature of complaint was 'Repair delays' and 'Repair Standard', both 16.2%.

Outcome of complaints



Timescales for response

Stage 1

3.1 days (Scottish average 3.8 days)

89.3% are resolved within 5 day target.

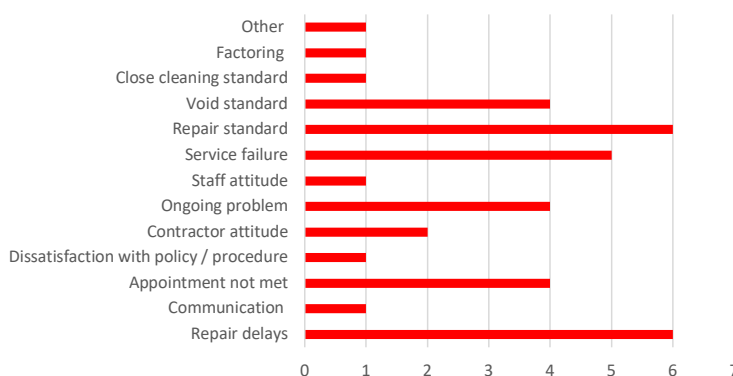
Stage 2

17.7 days (Scottish average 16.7 days)

62.5% are resolved within 20 day target.

Our performance in the timeliness of response for Stage 2 complaints dipped this quarter. Although the overall number received was small, due to staff absence some complaint responses were delayed. We will work on this for next quarter and look to show an improvement.

Oct-Dec 2022 Complaint Trends



You said, we did!

This quarter the most common nature of complaint was Repair delays (16.2%) and Repair Standard (16.2%) and then 13.5% raised complaints relating to service failure, majority related to the repair service. All of these are a broad description and includes a very varied range of complaints. They mostly related to the tenant's expectations not being met or a poor standard of repair being carried out.

We are continuing to work closely with our contractors, meeting them regularly and carrying out more post inspections to ensure works are to an acceptable standard. The SMS survey that you receive allows us to gain feedback on the service in real time, so please respond if you receive one. Targets for completing repairs on time and right first time are being achieved, see page 3, it is therefore important that we ensure tenants understand our timescales for the different repair categories. Information on this can be found on our website <https://www.glenoaks.org.uk/repair-targets-and-categories/> or within your Tenant Handbook – booklet 12



Tenant Participation Best Practice

In March, we were delighted to be asked to give a keynote presentation at the Tenant Information Service's (TIS) Glasgow Tenant Participation Workers Gathering.

The gathering was designed to connect like-minded housing professionals, who operate across the city of Glasgow to engage, bring knowledge together, communicate ideas, and increase awareness surrounding some of the biggest local and national challenges – specifically focused on tenant participation and wider community engagement.

Laura Strang, Corporate Services Officer, who works closely with our Service Improvement Group, gave a 40-minute presentation on Glen Oaks' Tenant Participation Strategy. The presentation shared the amazing achievements of our scrutiny group since it was established in 2015. It also highlighted the struggle faced when trying to recruit new members and shared the methods we use to overcome this.

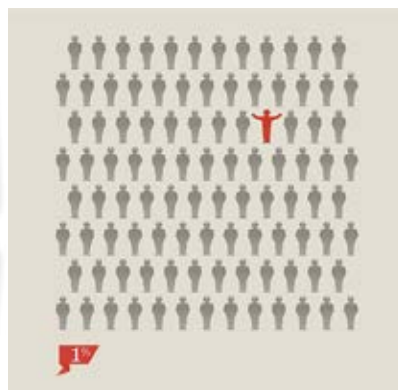


2022 survey showed...

99% of tenants were satisfied with the opportunities they had to participate in the decision-making process at Glen Oaks.

0.9% were interested in taking part consultation exercises on specific issues.

0.6% were interested in participation in occasional focus groups.



and help us shape and improve our services.

We are always on the look out for new SIG members, turn to page 6 to see what they are currently up to, or apply to become a Board member. For more information contact laura.strang@glenoaks.org.uk or phone 0141 638 0999 and select option 4.

Although it is great that such a high percentage of our tenants are satisfied with the opportunities provided, we really want to try and encourage more of you to take part in the decision-making process



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

Our SIG are continuing their review into the close cleaning service. The group would like to thank everyone who returned their satisfaction survey. This feedback will really help with their review into the service.

In February the group interviewed the management from the close cleaning company CAS in order to test their understanding of the contract specification. They discussed the challenges faced in delivering the service and suggestions for future improvements.

It was highlighted to the group that over the next few weeks, CAS will be trialling a new cleaning rota. This will involve more squads of cleaners being on site at one time but over fewer days. Look out for more information on your cleaning schedule within your close.

The SIG also carried out a survey with the staff members who oversee the service for Glen Oaks, to understand how the standard of cleaning is inspected and the current challenges.

The SIG have also carried out a comparison of other Associations' close cleaning specification to see if there is anything additional Glen Oaks should include or if it could be clearer.

All of this feedback will be used to allow the SIG to put forward recommendations on how the service could be improved and highlight what is working well to the Board and Corporate Management Team.

What is a contract specification?

A contract specification details how works should be carried out. For the close cleaning this includes what should be cleaned, how often and what products should be used.

Close cleaning survey feedback:

- 53 responses
- 72% satisfied with overall service
- 43% thinks the service represents value for money
- 59% wouldn't want to pay more for a higher specification of clean.

Join our Service Improvement Group (SIG)!

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

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

Annual Rent Increase – Tenants in receipt of Universal Credit

As you will be aware, your rent increased on Monday 10 April 2023. If you are in receipt of Universal Credit Housing Costs, It is important that you complete the 'Confirm your housing costs' to-do, on your online account.

You should have received your Annual Rent Increase letter in the post detailing your new 4 weekly rent (and service charges, if applicable).

If you require confirmation of your new rent charges, or require any assistance, please contact our office.



Estate Action Plans



You will have received your 2023 Estate Action Plan along with this newsletter. Please take the time to read this document as it identifies how the Association will deliver an excellent and responsive local service in your area. If you have any feedback on this Action Plan or have any ideas on what should be included in the future please let us know!

CAS Close Cleaning Rota Changes

We are making changes to the cleaning rota to improve the service and to make it easier for the closes to be inspected regularly.

Closes will now either be cleaned on a Monday or Tuesday (see below).

Stair cleaning will be carried out once a week.

Walls, railings, front and rear close doors will be cleaned on a 4-weekly basis.

Monday

Kilmartin Place (All)
Kilmuir Crescent (All)
Kyleakin Road 85 – 97 (odds) 90 – 92 (evens)
Kilmuir Drive (All)
Kilmuir Road 15-31 (odds) 54-44 (evens)
Kilvaxter Drive (All)



Tuesday

Kilbeg Terrace (All)
Kyleakin Road 25-45 (odds) 34-74 (evens)
Kilmuir Road 3-11 (odds) 4-30 (evens)
Kilmaluag Terrace (All)
124 closes

*Please ensure that there are no items left in the close during cleaning days as the contractor will not uplift or move these items to clean the area.

Arden Community Garden

We received funding to carry out consultation on a proposed community garden in Arden. If you could spare a few hours a week to help us with our community garden, please contact Brenda on Brenda.whitelaw@glenoaks.org.uk



Rent Review Con

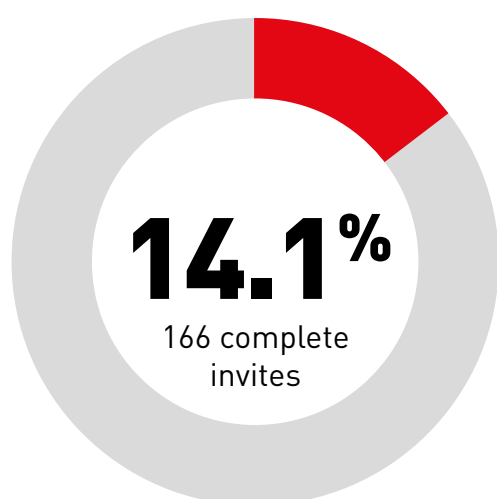
Thank you to all of our tenants and sharing owners who responded to our consultation about the proposals for this year's rent and service charge review.

How did we consult with you?

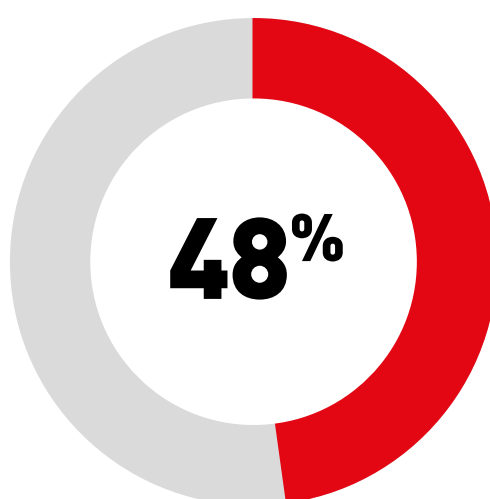
- Our consultation took place between 14 December 2022 and 9 January 2023.
- This year we used CX Feedback to contact tenants by text and e-mail. If you would like to be consulted via email in future, please let us know your email address.
- Those tenants who could not be contacted digitally received a paper survey.
- We received 166 responses, a return rate of 14%.
- An article was published in our Winter Newsletter and information was also made available on our Website and Facebook page.
- 2 consultation drop-in sessions were held on 19 & 20 December 2022.
- We consulted on three options - 6%, 7% and 9%.

What did you say?

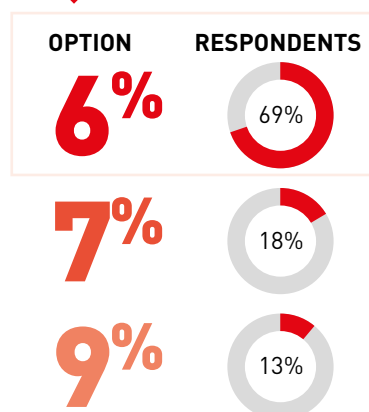
RESPONSE RATE



VALUE FOR MONEY



6% was the preferred choice



When asked about the rent being good value for money, the responses were as follows:

Very Good	Fairly Good	Neither Good/Poor	Fairly Poor	Poor
16%	32%	26%	10%	16%

Overall, many felt that they receive a good service from the Association, as shown by the 48% (50% last year), who told us that they felt that their rent was either very good or fairly good value for money. The chart below gives a breakdown of the positive comments we received:

'Glen oaks staff are friendly, helpful and professional'

'You don't wait long for a repair to be fixed and everyone helpful with advice'

'Whenever I need anything done the service is excellent and quickly done'

Along with the positive comments above, you also gave us feedback about how we could improve the services we provide - some of your comments and our replies are noted on the following page.

consultation 2023/24

What you said we could improve and what action we will take...

31% of comments highlighted delays in cyclical work, particularly windows and kitchen replacements. Some dampness issues were also reported and requests made for renewal of internal fitments like pass doors, radiators, and boilers.

The recent Stock Condition Survey will assist us in updating our investment works programme. As we explained in our rent consultation document, we may have to adjust the timescales for this programme based on our tenants' preference for the lowest rent increase option and the need to balance our budgets. All tenants who raised issues with their property will have been contacted by our technical team (if you requested this).

15% of tenants said that they felt our rents are already too high in comparisons to others. Affordability was a big concern with several comments about the hardship being faced.

We are sympathetic to the pressures that our tenants are facing in the coming year and with this in mind, our Board was determined to keep the rent increase as low as possible. Our in-house Welfare Rights Advisor and Energy and Financial Inclusion Advisor provided by Money Matters both continue to work to support our tenants and maximise their income where possible.

10% of tenants highlighted that the repair service could be improved.

We understand that close security is a priority to our tenants and there is a cyclical programme in place for the maintenance of the door entry systems. In the meantime, we would ask that you report any issues to us and we can then prioritise repairs. Anyone who highlighted particular issues through the rent consultation feedback will be contacted and inspections will be carried out.

8% of comments raised issues with the condition of the estate.

We've all noticed the reduction in the general cleanliness of our estates over the last two years, along with an increase in fly-tipping. Some of this is due to a reduction in Council services such as bulk uplifts, street cleaning and the maintenance of some landscape areas. It looks unlikely that these services will be reintroduced so we are looking at how we can provide some of these services while also being mindful of the impact this may have on your rent. We have recently created a new role within the organisation and have welcomed our new Estate Management Co-ordinator, Jade Shannon. Jade has been busy carrying out regular estate inspections and has been working closely with cleansing to resolve some long-standing issues. With this newsletter you should have received a copy of the Estate Action Plan for your area which outlines what you as a tenant can do to help keep our estates looking desirable.

5% commented on the need to improve the close cleaning service.

Making sure we get value for money on our contracts is vitally important. Our Service Improvement Group is currently reviewing this service and will put forward recommendations on how it can be improved. The new close cleaning survey will capture your feedback more frequently, so please take the time to complete this. Our newly appointed Estate Co-ordinator will be carrying out more frequent spot checks on the quality of the stair cleaning to ensure that the contractor is meeting the conditions of the contract.

Glasgow University funding

Some of the volunteers from our Active Arden Group attended an event at Glasgow University recently. The event showcased a few local projects that were fortunate to have received £2000 funding from the University, including our goConnect project.

While at the university, we were also lucky to get a tour of the new Research Building. This included interactive demonstrations and the world famous cloisters.



Over 250 young people helped into employment!

Since our partnership with WorkingRite first started in 2013, over 250 young people have been helped into employment or further education. Our local Project Co-ordinator individually matches a young person to a small business in their local community, where they learn valuable skills 'on-the-job',

where it counts. Our 'trainees' are with their work placement provider for up to six months, during which they are guided by an older mentor in the business and supported by our Project Co-ordinator. If they are eligible, they also receive a weekly training allowance and we cover their travel expenses.

The programme bridges the gap between school and work. It gives young people essential work experience, provides good role models, builds their confidence and offers them a quality vocational alternative to academic learning. Turn to page 13 for more information on their recent work and how you can apply.



workingrite

SOUTH GLASGOW

WorkingRite welcomes new Project Coordinator Rachel to work alongside Anne to deliver the Glasgow Communities Fund programme over the next 3 years. Anne has worked helping over 250 local young people in the area since 2013 and will continue to be the main contact for the young people of Glen Oaks Housing Association.

The WorkingRite South Glasgow programme is funded by GCF, a grant from the Charles Hayward Foundation and our three partner Housing Associations: Glen Oaks, Elderpark, New Gorbals – young people who reside in these tenancies will be given priority access to the programme.

At the beginning of March WorkingRite South Glasgow started a new group of 10 young people – this group have been working remotely with Anne & Rachel using Zoom as a medium for learning during lockdown. The young people have embraced this new concept of training as it will aid their progress into a work placement when restrictions are lifted.

The current group are interested in work placements ranging from childcare, warehousing, catering & construction. For young people interested in construction they will get the opportunity to undertake their CSCS Health & Safety Operatives Card.

Here's a snapshot of what the young people have been working on: Induction, Choices, Perceptions, 1st Impressions, Benefits of Working, Planning & Preparing For Work, Key Skills & Qualities, Strengths, CV's – WorkingRite will also deliver an SQA accredited 'Personal Development Award'

**Do you want to
"EARN WHILE YOU LEARN"?**
Whilst on the programme a young person receives a trainee allowance of up to £100.00 + travel expenses when they have progressed onto a work placement.

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

www.workingrite.co.uk/where-we-work/glasgow/glasgow-south/



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:

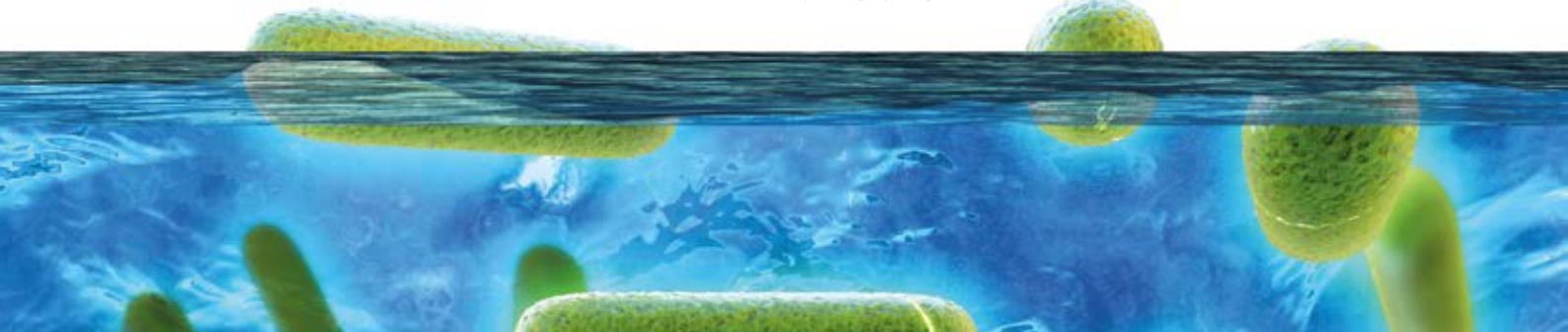
- Prevent the build-up of stagnant water by running all infrequently used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.
- 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.



James Frew / GasSure – Find my engineer

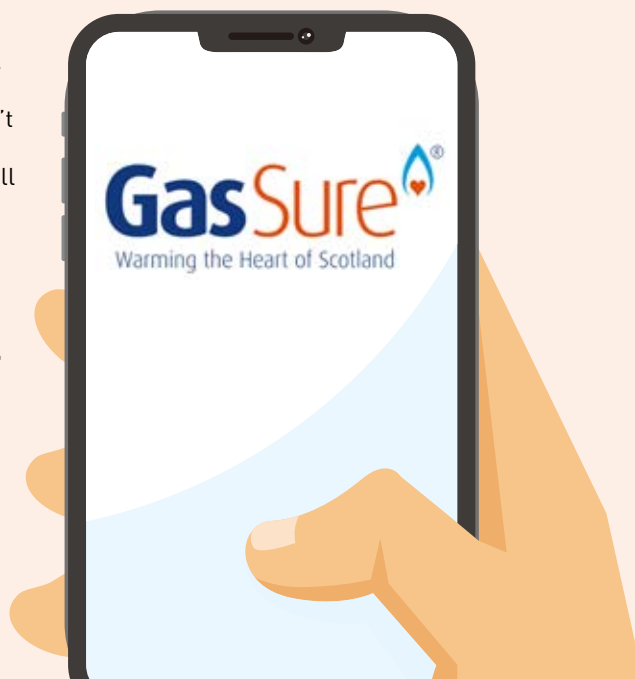
You will be used to receiving text messages from our gas servicing and maintenance contractor GasSure, who carry out your annual gas service and any repairs required to your heating system.

To improve their service GasSure have launched a 'find my engineer' function which will allow you to track the engineer when you have an appointment due. This works in a similar way to tracking services that most parcel delivery services offer and will allow you to see when the engineer is on the way to your property. It will also provide an opportunity to "live" chat with the service centre if you need to let them

know of any access instructions or need to re-arrange your appointment.

This new system will mean you don't necessarily need to wait in for for a whole morning or afternoon as you will be able to see live updates when the engineer is on their way to you.

This new service has been live for a few weeks now so you may already have seen it working. However, if not, you will receive a link via text when you next have an appointment. A demonstration of how the function works is available on YouTube via the link if you would like to see what the messages and system will look like <https://youtu.be/EAALsJx3JKA>



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





Are you struggling financially or emotionally?

We can help. Our goConnect project has staff to give advice and signpost you to other specialist agencies for a range of services including budgeting and debt, increasing your income, and helping you improve your chances of finding employment.

We can also refer you to services for mental and physical health to help improve your wellbeing.

We also provide a range of free classes which we receive funding for – see below for more details.

Our classes are very popular with participants telling us that it helps their mental health having a weekly routine and a reason to get out of the house. Many tell us they enjoy the company

and have made new friends. So what are you waiting for, as the old expression goes... “No point sitting around waiting for something to change. This is your life, and its up to you to make change happen, you are in charge of your own happiness - seize opportunities”.

No-one has to walk into a class on their own, we can get a volunteer to collect you or you could become that volunteer and collect someone on your way. Let's keep connected and start socialising more! For further information about any of our classes, services or how we can help phone Brenda or Erin on 0141 638 0999 option 3. We'd love you to get involved.

Addiction Support Available

Do you feel you need some support with your drink or drug use? Are you concerned about your gambling habits? Do you feel these concerns are affecting your relationships with your family and friends?

There are local organisations who can help you.

Erin and Brenda at the **goConnect** project are here to provide support, and

make referrals to relevant agencies, including:

- The Mungo Foundation
 - South Community Recovery Network (SCRN)
 - Glasgow Council on Alcohol
 - Gamcare
 - Alcoholics Anonymous
 - Narcotics Anonymous
 - Gamblers Anonymous
- The goConnect team can help connect

you to support workers, advisors, and local meetings.

If you feel you would benefit from having a chat, please call the goConnect Project at Glen Oaks (in confidence), on **0141 638 0999, Option 3.**

Further support is available at:
www.rethinkyourdrink.org.uk
www.yoursupportglasgow.org
www.themungofoundation.org.uk
www.glasgowhelps.org

GOCONNECT CLASS SCHEDULE

Coming Soon

Walking Football &
Lingo Flamingo Language
Class.

Call Brenda/Erin for further
information 0141 620 2732

Monday

IT for Beginners
2pm-3pm
Glen Oaks office.

Tuesday

Men's Breakfast
First Tuesday of the month
10am - 11am
Glen Oaks office.

Arts & Crafts
1pm-3pm
Glen Oaks office.

Thursday

Mindfulness
9:15am
Glen Oaks office.

Walking Group
12pm
Outside Glen Oaks Office.

Knit & Natter
1pm-2:30pm
Glen Oaks office.

Friday

FREE Community Lunch
Last Friday of the month
12pm-2pm
Glen Oaks office.

Brunch, Blether & Boogie
3rd Friday of every month,
12pm-2pm, St. Vincent's Church Hall,
Main St, Thornliebank.



Its time to start socialising again! Brunch, Boogie, Blether – our over 50's Get together

We have joined forces with Weekday Wow Factor and are having a monthly event for our over 50's on the third Friday of every month in St. Vincent's Church Hall Thornliebank from 11.30am – 1.30pm.

You will receive a free lunch, music of your choice and some games. This month

the theme was St. Patrick's Day so many of us dressed up and we learned some Irish dancing and had great fun – see the photos below! This is a great way to get out, have a laugh and meet new people.

Free transport is provided and we will ensure that anyone new is looked after so they do not have to walk in or sit alone. This is a free event thanks to funding we

received from Glasgow Community Mental Health and Wellbeing Fund as well as Weekday Wow Factor.

However, funding is limited (as it is for all our classes and events) so we need your support (as a volunteer or participant), so come along and help make it a success. Contact Erin on 01416202732 for information.



Safety Checks in your home – Please let us in!

Glen Oaks takes gas and electrical safety extremely seriously and we are required to carry out safety checks on both the electric and gas systems in your home.

If you have a gas supply it is the law that we carry out an Annual Gas Safety Check. If you have electric heating in your home we need access every year to check the condition of the hot water cylinder. We are also required to carry out an Electrical Installation Condition Report on your home every 5 years.

It is vital that we gain access to your property to carry out these checks and we really appreciate your cooperation to make this happen. Unfortunately, sometimes we find it difficult to contact tenants or get access to properties and this can result in us forcing access and charging you for the cost of trade call outs and materials.

When your gas boiler or electrical

system is due for its safety inspection our contractor will contact you at least twice with appointments for the checks to take place. After this, Glen Oaks staff will try and contact you on at least one more occasion. If we are still unable to gain access or make contact with tenants we have to move to forced access appointments. If we do force access for your gas inspection, your boiler will be disconnected and you will not have access to heating or hot water. We don't want you to be inconvenienced in this way and have additional charges on your account, so please help us avoid this by contacting us to rearrange if you cannot attend the first appointment.



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



Phone: 0141 638 0999

Option 1 – Repairs

Option 2 – Housing

Option 3 – goConnect (tenancy support issues)

Option 4 – General enquiries

Text: 07860 055 293



Email: go@glenoaks.org.uk

Facebook: [@glenoakshousing](https://www.facebook.com/glenoakshousing)

Website: www.glenoaks.org.uk



Tenant Portal:

webaccess.glenoaks.org.uk

If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB241

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