



It's time to *have your say!*



Every three years, we carry out a full survey with all our tenants and owners. We want to gain feedback on your customer experience and understand what your preferences are for our services. Surveys will start in April and will be carried out by an independent company, Research Resource.

Turn to Page 2 for more information.

Public Holidays

Our office will be closed on the following dates:

18 & 21 April '25

5, 23 & 26 May '25

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How are we doing?

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

We are required to report our performance to the Scottish Housing Regulator.

Surveys will start in April and will be carried out by an independent company, Research Resource. Interviewers will select tenants at random and interviews will be completely confidential. They will aim to achieve a 40% return rate that is representative across our different areas and age groups.

Most of the surveys will be carried out door-to-door or over the phone,



between 9.30am and 7.30pm during weekdays and weekends. Surveyors will carry ID and a letter from us to verify who they are.

Please contact Research Resource directly if you have any questions, or you want to arrange a suitable time for interview, or to request a particular survey method e.g. a phone survey with a carer present, or a survey in a different language.

If you do not wish to take part in the survey, please contact Research Resource.

Call them on **0800 121 8987** or email **info@researchresource.co.uk**

Your participation in this process is important. Get involved and have your say today!

Have you changed your number?

To help us contact you in an emergency, or to make sure we can send you important information like the rent consultation document or the newsletter, please keep your contact details up to date.

Please tell us if you have a new mobile or landline number (or if you have changed your email address) by calling our office on **0141 638 0999**.

Service Improvement Group

Damp and mould service review update

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

At their last meeting, they reviewed the inspection forms our staff use when visiting homes with damp and mould issues. They compared our form to that of two other Associations and will put forward some recommendations on how our form could be improved to help staff and to improve the service.

To finish off their review they will survey staff who provide the damp and mould repair service to get their feedback on what is working well, and what could be improved.

They are hoping to meet with the Corporate Management Team in the next month to finalise their report before it is presented to the Board.

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

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. 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.

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 how we are meeting our Communication standards.

Provide you with four newsletters a year

Target: Quarterly



April '24-March '25

Spring, Summer, Autumn and Winter editions issued on time.

Provide you with an annual report

Target: Annually before end of October



April '24-March '25

Issued in October 2024

Consult you on any proposed changes to your rent

Target: Annually



April '24-March '25

Commenced June 2024 with tenant priorities survey and repromoted in September. Rent consultation commenced 1 December 2024 and closed 20 December 2024.

Provide you with information on SHR performance report

Target: Annually



April '24-March '25

Autumn 2024 newsletter – link to SHR website

Provide you with information on our Annual Assurance Statement

Target: Annually



April '24-March '25

Winter 2024 newsletter – link to our full statement on website

Consult you before any proposed changes are made to policies that affect you

Target: Ongoing



April '24-March '25

August 2024 'Managing your neighbourhood and environments' policy, 9 responses. Feb'25 'Communication Strategy', 15 responses

Some of the information we share with you is a regulatory requirement or standard, such as our annual report, rent increase consultation or information on the Annual Assurance Statement. We work hard to ensure you receive everything you need on time and in a way that is easy to understand.

We are part of Scotland's Tenant Engagement Network and the cx-feedback user group, which ensures we gain best practice ideas on how to communicate with you effectively.

Our communications such as our Tenant Handbook have been used as an example of best practice for easy-to-understand information.

Our rent consultation process and document included best practice recommendations from across the sector, such as a summary of all the important information at the front.

We have been complimented by cx-feedback on our use of their communication tools, messages and surveys and rank among the top in Scotland for communicating and engaging with our tenants.

Your feedback is important!

97%



of tenants survey said they were happy with the content of the newsletter.

'The recent consultation on the Communication Strategy was excellent, easy to understand, straight to the point and allowed me to give my feedback easily'

'The Newsletter is great and has everything we need to know'

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

Complaint Performance

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

Number of complaints received from October–December 2024

13

(19 last years quarterly average)
Stage 1 complaints received

11

(9 last years quarterly average)
Stage 2 complaints received

24

(29 last year's quarterly average)
Total number of complaints received

Timeliness of response

Stage 1 complaint average response times have reduced to **1.5 days** from 9.4 days last quarter and are well below the 5-day target. **92.3%** of stage 1 complaints were completed within timescale, showing a vast improvement from last quarter. 100% of staff have completed accredited SPSO training to bring back focus into resolving complaints as quickly as possible.

Stage 2 complaint response times were below the 20-day target at **16.8 days**. Number of days taken to deal with complaints continue to remain lower than the start of the year. The percentage resolved within timescale has increased to **90%** from 66.7% last quarter. This shows an improvement and positive progress towards our 100% target. All senior staff have completed the SPSO Investigation Skills training in December and the accredited Good Complaint Handling training to ensure our resolution times reduce.

Complaint trends

This quarter the most common nature of complaints was 'Standard of repair', 33.3%, which is on trend for this year. Secondly, 25% related to the contractor, such as issues with appointments, standard of service etc. 12.5% were dissatisfied with the close cleaning services. 12.5% were dissatisfied with policies, this included dissatisfaction with the Disturbance Policy, Anti-social Behaviour Policy and Right to Repair Policy.

You said,

The close cleaning service is disappointing my close still looks dirty and don't feel its value for money.

we did!

The close cleaning contract is due for re-tender and we are looking at how we can make it represent better value for money and meet expectations. Currently the service charge doesn't allow for a high standard of clean and some tenants aren't doing their part to help keep the closes clean and clear.

We need your view on what this service should look like going forward, email gof@glenoaks.org.uk or phone us on **0141 638 0999** if you are interested in joining a focus group.

How do I complain?

You can complain in person at our office, by phone, in writing, by email, at our reception or via a contact us form on our website.

Our staff are all trained in good complaint handling and will be happy to resolve any issues you have.

Our Complaints Policy is in line with the **Scottish Public Services Ombudsman's (SPSO)** recommendations. The link above will take you to their website which includes a video explaining the process clearly.

We are committed to providing high-quality customer services. We encourage and value complaints. If you are unhappy or dissatisfied with any of our services, we want to know. We have a 2-stage procedure which helps us to resolve any issues as quickly as possible. We use the information from complaints to help us improve our services.

For further details please refer to our **Guide to the Complaints Handling Procedure**.

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

Striving for Customer Service Excellence!

We will soon be assessed against the Customer Service Excellence (CSE) standard. This standard was developed to offer organisations like us 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.

Successes last year!

Last year we were pleased to let you know that we had achieved the CSE standard with 7 compliance plus'. It highlighted the efforts we put into engaging with our tenants via consultations, our high-quality publications like this newsletter and all of the great support services we provide.

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 and aligns with our values, particularly 'Customer First'.

Continuous Improvement

One partial compliance was highlighted, in relation to how we measure that our service standards are being achieved. We have been monitoring our performance better and sharing our results in our Newsletter. Check out Page 3 to read the article 'Meeting our standards'.

We are also looking for more 'Armchair Critics' to do some mystery shopping and test that we respond to a phone call, email or letter within our targets. Contact Laura on 0141 620 2742 or turn to page 6 to find out more.

We will let you know the outcome of this year's assessment in a future newsletter.

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, complete the survey attached to this newsletter's SMS or email link and we will send you more information. You can also call **0141 620 2742**.



Give us a 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. Collect a card from our reception or ask a staff member to take note of your positive experience over the phone or via email. You can also scan the QR code or click on it to complete the short survey.



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

Rent Increase Consultation 2025-26

Thank you to everyone who responded to our consultation about the proposals for this year's rent and service charge review.

How did we consult with you?

We consulted on a 4.5% increase. The feedback received from the BIG Conversation event and the Tenant Priorities Survey issued from June-September, was used to set our plans and budgets for the next year and beyond.

This level of increase makes sure, with the rising costs of services, materials and staffing, that we cover our operating costs and continue to invest in your home and our communities.

- Our consultation took place between 1 and 20 December 2024.
- Consultation drop-in session at our Money Saving Event on 4 December 2024.

- 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.
- Our staff team also encouraged tenants who contacted the Association by telephone to complete the survey while they were on the call.
- An article was published in our Winter Newsletter and information was also made available on our website and Facebook page.

What did you say?

A total of
229
of our tenants
responded to
the survey,
return rate of
19%.

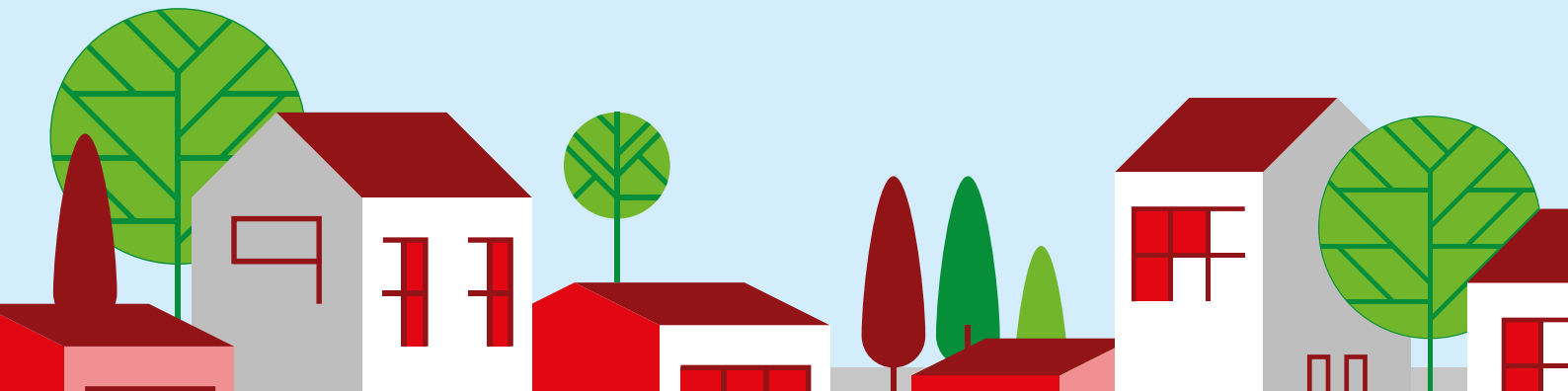
From the responses we received, **45.9% agreed with the increase** and **54.1% were not in agreement with the increase.**

Agreed
45.9%

Not agreed
54.1%

Do you have any comments on your reason for being in agreement/not in agreement with the rent increase?

The cost-of-living crisis has had a significant impact on most of our tenants and the majority were hoping for no increase or the lowest increase possible. However, several tenants commented that they understood the Association's need to continue to be financially viable. Rent increases allow us to invest in our properties and carry on providing the services our tenants need, especially the support services available to the vulnerable people in our community.



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

Thinking of the services we offer, please tell us your top 3 priorities.



Providing a fast repair service –

72.9%



Improving the condition of your home through planned maintenance –

71.2%



Improving our estates and communities –

39.3%

Would you be interested in being part of a local community group in your area to help us improve your estate?

49 tenants (29.4%) were interested in being part of a local community group. They will be contacted to hopefully kick off our tenant-led Estate Action Plans for each community. Look out for more information in the coming months.

Our Gold Service incentive scheme will be coming to an end in December and we want more people to benefit from the £25,000 budget that is set aside each year. What should the Gold Service budget be spent on going forward?

- 52% - reward tenants who complete surveys or consultations etc
- 27.3% - local budgets should be created for community groups
- 16.3% - more targeted events for our different customer groups
- 23.3% selected "other" - their comments have been collated in the word chart below.

Other suggestions for the Gold Service Budget

Community space for everyone to use

Spend it on children in the area

Help those who pay their rent

Use it to do more planned maintenance

Use it to improve local areas

In the last 12 months, have you experienced difficulty paying your rent?

Difficulty paying rent?

YES **65**
(28.4%)

NO **164**
(71.6%)

Are you happy for us to contact you about this and discuss how we may be able to help you?

50 tenants asked us to contact them to talk about the difficulties they were experiencing and explain the support that we can offer, this was twice as many as last year. Everyone received information on the support services available and information on how to contact them directly or make an appointment with our Housing Officers or Welfare Rights Team.

Thank you to everyone who took the time to give us their opinions about our service and the proposed rent increase. We really value your feedback.

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

goConnect Project

– How can we support you



Want to learn how to surf the net, or get online? We can provide free broadband/internet and free tuition to show you how to search online, connect to social media such as Facebook or even make free phone calls or video chats via WhatsApp.

Digital Devices – We currently have a lending library of tablet devices to help you see if you would like to try these out before buying one.

We can also search for cheap deals to help you buy smart phones outright from £45 and offer you a free 6-month SIM card, so you can make free phone calls and access the internet. If you are in a phone contract, check when it's due for renewal and instead you could

get a free SIM and save a lot of money. For further information, please contact **Audrey on 0141 620 2747**

We also have our Welfare Officers available to help you with all money advice, energy and debt. In addition we have partnered with StepChange for all debt advice. They can send you a useful income and expenditure questionnaire via email or your smart phone. We have also partnered with the Wise Group who can help with energy issues. Please contact us and we can arrange appointments or referrals.

Classes

We have received funding from the Wellbeing fund and are keen to run some Wellbeing classes between now

and June. If you interested in any of the following classes or would like to suggest one, please contact **Erin on 0141 620 2732**

Possible classes (if there's enough interest) would be: Make-up techniques, bereavement support, football, making curtains, relaxation or your suggestion.

Current classes at Glen Oaks:

Thursday: 10am Mens' Walking Group, followed by tea/coffee

Thursday: 1.00 – 2.30pm Knit and Natter

Friday: 10-10.45am Jo-jingles Baby & Toddler Class

New rent amount and how to pay



The Association recently increased its rents. 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 are in receipt of Universal Credit (UC) Housing Costs, you must make sure that you update your UC Journal so that rent arrears don't accumulate. You can report changes to your rent via your UC Journal, 'Report a Change - Where I live and what it costs', or by calling UC (telephone claimants only) on 0800 328 5644.

Your rent payments are due every four weeks in advance, you will have received a calendar to tell you about the payment days for the year ahead. It is also available via our website - <https://www.glenoaks.org.uk/pay-rent/>

If you wish to pay your rent monthly, or you're struggling to pay your rent, please discuss this with one of our Housing Services Officers call **0141 638 0999** and press option 3.

How can I pay my rent?

We offer a wide variety of payment methods for your convenience:

- Make an online payment to your rent by using allpay. This service is available 24 hours a day, 7 days a week.
- Set up a Direct Debit by contacting our Housing Services Officers. This is the easiest way of ensuring your rent is always paid on time.
- Telephone our office where staff can process a payment by debit or credit card.
- Telephone callpay on **0330 041 6497**
- Post Office or payment point outlet - using your rent payment card.
- Mobile allpay app - available to download from the Apple app store or Google Play.
- In our office by debit card, credit card or cheque.

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

Consultation of our Communication Strategy

Thank you to everyone who gave their feedback on the proposed changes to our Communication Strategy.

Every three years we review and update this strategy. It sets out the different ways we will communicate with our tenants, our staff and stakeholders and how they can communicate with us.

Good communication should be well timed, clear and tailored to your individual needs. The information we share should be easy to understand and give you an opportunity to share your views.

It is important our strategy for communicating reflects what our tenants want.

We have a group of 56 engaged tenants who regularly take part in surveys / consultations. This is now our Armchair Critic Group. They were sent a survey and a link to the proposed changes to the Communication Strategy. The survey was also available to all tenants through a survey link via Facebook and the website.

The main changes proposed were:

1. Including a Newsletter Communication Plan

2. Developing our digital communication methods

3. Preventing digital exclusion by introducing monitoring of engagement levels

4. Preventing communication fatigue by planning more targeted communications

Thank you to everyone who gave their feedback on the proposed changes to our Communication Strategy.

If you want to get involved in giving your feedback via a digital consultation survey – become an Armchair Critic! Contact Laura on **0141 620 2742** or email **laura.strang@glenoaks.org.uk**

SURVEY in the SPOTLIGHT!

We regularly carry out surveys when you have received a service from us. These range from repairs, new tenant experience, close cleaning, complaints and our planned maintenance works. Gaining this feedback is vital. It allows us to ensure you are happy with the service, that 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, therefore in every newsletter we will put a particular survey/service in the spotlight.

Our new tenant experience

Moving home can be a stressful time and we want to make sure moving into a Glen Oaks property is a positive experience and that you want to stay with us long term.

Our Lettable Standard (https://www.glenoaks.org.uk/data/15___lettable_standard_2018_10_03_21_08_32.pdf) sets out the condition your new home should be in when your tenancy starts.

A new tenant visit and satisfaction survey is carried out to ensure our Lettable Standard is being met and that it meets the expectations of our tenants. It is important you provide this feedback to help us improve our services.

Feedback from April 2024-March 2025

Number of tenants surveyed

15

Return rate –

31%

Overall satisfaction with the service

75%

You said,

‘The cleanliness of the property could have been better, there was still some outstanding repairs, and the garden needed tidied.’

we did!

Making sure the service you receive when you first move into one of our properties is really important. We want to improve satisfaction levels and gain a better understanding of what we can do to make things better.

To do this we have:

- ✓ Appointed a new dedicated contractor to our void properties
- ✓ Improved our lettable standard
- ✓ Started to review our new tenant survey questions to gain better feedback on what went well and what we can work on. These will be approved by our Service Improvement Group.

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

Celebrating National Apprenticeship Week

In March, we celebrated National Apprenticeship Week and shared the success of our own three amazing apprentices, Kadie, Katie, and Mia.

In January 2024, the Association recruited three Modern Apprentices, who have gained valuable experience in repairs, maintenance and housing management. In just a year, they have demonstrated great enthusiasm in delivering an excellent service to our tenants and stakeholders.

It is with great pleasure that we report that all three have now completed their formal apprenticeship qualification! As

the girls would agree, working in housing is more than just a job, it's a career where there is opportunity to make a positive change and really help people. There are no two days the same and, although sometimes challenging, our work can be so rewarding.

Their stories were shared by the Scottish Federation of Housing Associations (SFHA), and will hopefully inspire more young people to consider housing as a career.

Congratulations again to each of you, we are certain you can all become future leaders in this amazing sector that is housing!



Are you a responsible dog owner?

We understand that your dog is a valued and much-loved member of your family. However, we are also aware that dog fouling in backcourts and in public areas is a real issue in all of our areas.

Backcourts are not places for your dog to run free or foul. In the interests of public safety, and to keep our communities clean and tidy, we expect tenants to walk their dog on a lead at all times in backcourt areas.

Our tenancy agreement requires tenants to apply for permission to keep a dog in their home. While we usually have no problem with granting permission, we must advise that if we find out that your dog is responsible for fouling then we may remove that permission. So please be a responsible owner!

If dog fouling is an issue in the backcourt area where you live, please contact the Association with as much information as possible.



Health and safety update – why do we check your home annually?

As social landlords, we have many legal requirements that relate to the health and safety of your home.

Every year we need to gain access to your home in order to do vital checks on things like your gas appliances (annual gas safety check), smoke alarms and the electrical system (EICR – Electrical Installation Condition Report).

These checks identify any potential hazards, defects, or non-compliance with electrical, fire or gas safety standards.

You will always receive an appointment in advance – please allow access to help us keep you safe!

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

Shower installations - sign up!

As we shared in the Rent Consultation Booklet, the Association is planning a 3-4 year programme of fitting electric showers over existing baths.

The current kitchen and bathroom programme about to resume will include this but there will be scope to include additional properties for the fitting of

electric showers, water-proof wall board with a curtain and rail.

If you are interested in being involved in the first year's programme, please complete the survey sent to you via SMS or email. If you haven't received this, make sure you update your contact information with us and phone our office on **0141 638 0999 option 1**.

Please note you will not be included in the program if you already have a shower fitted.

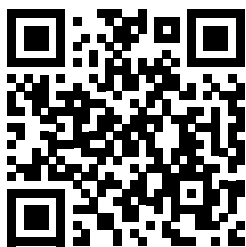
We have capacity to fit around 250 showers this year and inclusion in the programme will be on a first come, first served basis. You will be contacted to confirm if you have been added to this year's programme.

Preventing Legionnaire Disease

Legionnaires' Disease is caused by breathing in legionella bacteria, which can be found in water supply systems and spread, for example in the spray from showers. The likelihood of legionella causing illness in your home is really low and we have systems and monitoring in place, in compliance with the Health and Safety Executive.

However, there are some things you can do regularly, and when returning from more than a week away, to reduce the risk even further, like running your hot taps thoroughly, cleaning shower heads regularly etc. Watch our information video.

<https://youtu.be/hsyHQVszPqI>



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

SAVE THE DATE!

Join

our

BIG

Conversation

Join our BIG Conversation event on 4 June!

You are all invited to join us at this exciting event in Ashpark Primary School from 6pm on Wednesday 4 June 2025. Details have still to be finalised but there will be:

Shopping vouchers for all tenants who attend

Afternoon tea

Team prizes

Interactive discussions and quizzes on the feedback from our Satisfaction Survey, your priorities for 2025 and beyond!

Glen Oaks staff available to discuss any burning issues you might have

More details will follow in May but if you want to book a place now just give us a call on **0141 638 0999 (option 5)** or send an email to **catherine.sloey@glenoaks.org.uk**

Tickets are limited and will be given out on a first come first served basis.

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.

