



NEW SENIOR APPOINTMENT AT GLEN OAKS

Kirsty Wilson takes up role as our Housing Services Director

WE are pleased to announce the appointment of our new Housing Services Director.

Kirsty Wilson took up the role on June 1 and succeeds long-serving predecessor Jean Murray who has retired.

**Turn to page 7
for more
information**



inside this issue...

Alasdair's Intro

Welcome to our 2022 Summer Newsletter!

I am delighted to announce that we have appointed our new Housing Services Director, Kirsty Wilson. Kirsty, has worked with us for 8 years. The Association had an excellent shortlist for the post and Kirsty was the standout candidate. I wish Kirsty every success in her new role. Kirsty succeeds Jean Murray, who recently retired after 23 years of service. Turn to Page 6 & 7 for more information.

At the beginning of the year, we instructed Research Resource to carry out our triannual satisfaction survey. It was lovely to see from the feedback that, although there were so many changes

to our services during the pandemic, satisfaction remained high and even increased in some areas. Thank you to every one of you who took part in the survey. This will allow us to tailor our services going forward, focus on what we learned through the national emergency and still aim to continually improve. You can read more about the survey results on Page 3.

Rising fuel costs continue to be at the forefront of everyone's mind. General living costs are rising and we are here to help support you in any way we can. Our goConnect team, welfare rights and energy advisors are all here to help you make savings and gain funding or benefits, etc. Turn to page 10 for more information.



Kind regards

Alasdair McKee, Chief Executive

Annual General Meeting 2022

We're delighted to let you know that we'll be holding our 31st Annual General Meeting (AGM) in our office on Wednesday 21 September 2022 at 7pm. Our last two AGMs took place via Zoom and, although we really appreciated the support of the shareholders who were able to join us online, it will be great to welcome everyone in person this year.

All shareholding members are invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. The main purpose of the AGM is to present the Association's year-end figures and future plans to shareholding members. There's also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. The evening ends with the very popular prize draw.

We hope you'll be able to come along to the AGM - we've missed you!



Not a shareholding member? It's not too late for you to be invited to the AGM in September - just fill in an application form, pay £1 for your lifetime membership ... and you can have your say at this year's AGM!

Application forms are available from our office and can also be downloaded from our website. If you would like us to post a form out to you, please call Tricia on 0141 620 2726.

Handy Person Service

Due to lack of uptake by tenants in using the Handyperson service, the Association made the decision to withdraw from this service. The service was stopped on 31 March 2022.

The Association had run the Service for several years. It had been available to tenants where all members of the household were aged 65 and over or had a disability or long terms medical condition which affected them daily.

Unfortunately, the cost of the service was not proving to be value for money due to the low usage and therefore could not be sustained.



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

2022 Tenant Satisfaction Results

543

INTERVIEWS

APR

18

MAY

13

Background to the survey

Research Resource spoke to 543 Glen Oaks Housing Association (GOHA) tenants to find out how satisfied they were with the Association and the services provided. This is done to report back to the Scottish Housing Regulator and allows GOHA to improve their services for customers.

Overall service

95%



were satisfied with the **overall service** provided by Glen Oaks Housing Association.

Information and participation

98%



said the Association was good at **keeping tenants informed** about services and decisions.

99%



were satisfied with the **opportunities to participate** in GOHA's decision making process.

Customer contact

97%



prefer to get in touch by phone

97%



were satisfied with the contact they had with GOHA during the pandemic

Communications

The top 3 ways tenants prefer to be kept informed were:



1 By letter



2 By newsletter



3 By text message

Quality of the home

97%



were satisfied with the **quality of their home**.

Repairs service

92%



were satisfied with the **repairs service**.

Value for money

83%



said the rent for their home offered good **value for money**.

The neighbourhood

98%



were satisfied with GOHA's contribution to the **management of the neighbourhood**

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**

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

Annual Return on the Charter

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish on their website a report about each

Registered Social Landlord with key data from the ARC. In October we will give all our tenants a full report on our performance. An extract from the ARC appears below.

Our performance remained good during the year and the recent triannual satisfaction survey results showed a high

level of tenant satisfaction across the board. There are areas we would like to improve on, so we will continue to work closely with the Service Improvement Group (SIG). They will review our results in more detail and compare them to the previous year. This will help the group with their review into Value for Money.



2021-2022
2.16hours

(2020-21 2.64 hours)

Average time to complete emergency repairs



2021-2022
3.87 days

(2020-21 2.54 working days)

Average time to complete non-emergency repairs



2021-2022
3.82

(2020-21 3.12)

Average number of repairs per property



2021-2022
95.5%

(2020-21 95.9%)

Repairs completed right first time



2021-2022
90

(2020-21 64)

Number of Stage 1 complaints received



2021-2022
77.8%

(2020-21 75%)

% of Stage 1 complaints resolved within timescale (5 days)



2021-2022
13

(2020-21 19)

Number of Stage 2 complaints received



2021-2022
61.5%

(2020-21 89.5%)

% of Stage 2 complaints resolved within timescale (20 days)



2021-2022
84

(2020-21 136)

Number of homes let



2021-2022
56.5

(2020-21 53.7 days)

Average number of days to re-let homes



2021-2022
211

(2020-21 262)

Number of anti-social behaviour cases reported



2021-2022
93.55%

(2020-21 53.62%)

% of tenants who feel their rent is good value for money

Business Plan Summary

Every year our Corporate Management Team and Board review and set our Business Plan Objectives for the next five years. Our Business Plan Summary highlights our main future objectives and strategies for achieving them and is available on our website.

If you have any feedback on our plans for

the future, we would love to hear from you. Email go@glenoaks.org.uk.

By joining our Board you can become involved in setting our objectives. Our 'Getting Involved' booklet provides you with information on the many ways you can participate and be involved with the Association and your local community.



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

Join our Service Improvement Group (SIG)!

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

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

Our next review - Value for money

Our SIG have started their review into Value for money, with the hope of using their findings to create a 'Value for Money Statement'. They are looking at what other Associations have in place, to help them narrow down what would be best to have within ours.

What do we mean by the term 'Value for Money'

'Value for money' (VFM) is a term used to assess whether or not an organisation has obtained the maximum benefit from the goods and services they provide. Through VFM we seek to achieve a balance between cost and performance, meet the key objectives set out in our business plan and have high levels of tenant satisfaction.

2021-2022 year end complaint report

As part of the new 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.

The full report is available on our website at www.glenoaks.org.uk/complaints-performance



Tenant Information Service (TIS) - Capacity building

Earlier this year we were successful in an application to TIS to participate in a capacity building project. Over the next 5 months TIS will work with us to increase awareness of tenant participation and to help us find out more about our tenants' priorities. We hope this might help us to recruit new Board & SIG members. We would also love to encourage more of our young tenants to become engaged with us. Sharon Donohoe from TIS will provide staff with training and help us to create an action plan. We really want more tenants to get involved so that we can make sure we are delivering the services you need and want.



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

Jean Murray retires after 23 years!

We are saddened to share the news that Jean our Housing Services Director of 23 years retired in June.

Throughout her long service Jean led the Housing Services Department in the provision of services to our tenants, including allocations, rent collection, anti-social behaviour and tenancy management. Jean was also instrumental in bringing in many support services for our tenants, including the Welfare Rights Officer role in partnership with Money Matters, and our very successful Starting Out and goConnect projects.

Alasdair McKee, the Association's Chief Executive said that " Jean Murray was an outstanding Housing Services Director who was totally dedicated to her work,

over very many years, to support her staff team and the Association's tenants and Board. On behalf of the Association, Alasdair wished Jean a long, happy, healthy and well deserved retirement"

A graduate of Glasgow Caledonian University, Jean worked for the Association since 1999.

Prior to joining the Association Jean worked for Scottish Homes and Scottish Special Housing Association.

We wish her all the best in her retirement and would like to thank her for everything she achieved during her time with us.



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

NEW SENIOR APPOINTMENT AT GLEN OAKS

Kirsty Wilson takes up role as our Housing Services Director

Welcoming Kirsty to her new role, our Chairperson Simon Gaunt said Kirsty was “the outstanding choice” from an impressive field of candidates.

Kirsty has been with us for 8 years and previously worked for Lochfield Park Housing Association in Easterhouse.

Her commitment to housing is further demonstrated in a voluntary capacity by serving on the Management Committee of Elderpark Housing Association in Govan.

Impressively, Kirsty gained her *MSc With Merit* in Housing Studies from the University of Glasgow, a higher education learning opportunity which Glen Oaks supported Kirsty in undertaking. She is also member of the Chartered Institute of Housing.

Simon Gaunt said: “We are delighted to have made this senior appointment and welcome Kirsty to what is a pivotal role in the operation of our housing association.

“Kirsty brings significant enthusiasm and experience to the position and understands fully how important it is to deliver on our promise of good housing to the people and the communities we serve.”

Glen Oaks was supported in the appointment by Kim Beattie, Senior Recruitment and Human Resources Adviser at Employers in Voluntary Housing (EVH).

Kirsty said: “I am delighted to have taken up this role and want to pay tribute to Jean who brought great commitment to the role.

“I have always believed in the vital role that the housing association movement plays in communities everywhere - going far beyond our primary task in the delivery of good housing.

“They are the anchors, which in so many cases, hold communities together and I feel very privileged to be part of the Glen Oaks team which puts our communities and the people who live there first.”

Alasdair McKee, our Chief Executive, added: “Kirsty has had a very successful career progression at Glen Oaks and we are delighted she has been appointed Housing Services Director.

“Kirsty can count on the support of all her colleagues – on the staff and on our Board – as she fulfils her new role.”



Pictured: Kirsty Wilson insert thumbnail of front page picture



Like our Facebook page @GlenOaksHousing

Reporting your Repairs

Remember if you need to report a repair please telephone us on 0141 638 0999 and select Option 1 for the Repairs Team. You can also email us at repairs@glenoaks.org.uk or pop into the office to speak to someone in person.

When you are reporting a repair, either by telephone, email or in person at the office, we will require

the following information:-

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, although this is not always possible. Please be aware that

we will not be able to give you a specific time when the contractor will call at your home.

Please ensure that you also sign the contractor's completion slip. The signature that you provide is the proof that the contractor has completed the job.

Emergencies can and do arise which will take precedence over standard repairs and we ask for your understanding in this matter.

Emergency Repairs

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number (0141 638 0999) and choosing the option which transfers your call to Gas Sure (for gas and heating) or City Building (for all other repairs).

This ensures you only ever need to pay for one local call to the office. It also avoids the need to find a pen quickly to note down the number in our recorded message!

Alternatively, you can call the contractors directly on the following numbers:

- **Gas Central Heating/Hot Water Emergencies (GasSure) 01294 468113**
- **All Other Emergency Repairs (City Building) 0800 595595**

Please only use the emergency repair service for genuine emergencies. If you call out a contractor to carry out a repair that is not an emergency, we will charge you for the cost of the repair.

Right to Repair

As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you **may** be entitled to compensation.

These repairs include (maximum time in working days from notification shown in brackets).

- Blocked flue to open fire or boiler (1)
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house (1)
- Blocked sink, bath or basin (1)
- Electric power - loss of power (1) and partial loss of electric power (3)
- Insecure external door, window or lock (1)
- Unsafe access to a path or step (1)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1)
- Loss or partial loss of gas supply (1)
- Loss or partial loss of heating, where no other is available (1)
- Toilet not flushing where there is no other toilet in the house (1)
- Unsafe electrical fittings (1)
- Water supply - loss of water supply (1) and partial loss of water supply (3)
- Loose or detached banister or handrail (3)
- Unsafe flooring or stair treads (3)
- Extractor fan in internal (i.e. no windows) kitchen or bathroom not working (7)

For further information, please refer to the Government leaflet "Right to Repair" available from our office or our website - www.glenoaks.org.uk

Darnley window contract

The Association plans to start replacing windows in Darnley in the current financial year. This will be a two year contract, starting at 56-76 Glen Esk Drive and finishing in Ben Macdui Gardens. Survey work by the appointed consultant is expected to take place in early summer.

Residents of Darnley will be contacted to arrange access for this. Your co-operation in allowing access for the survey work would be much appreciated. This will form the basis of the specification which will then be put out to tender to interested contractors to carry out the works.

If you would like further information please contact Lynne-Anne on 0141 620 2737



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

Garden Safety



Summer has arrived and lots of us are out enjoying the garden again. Whilst we are all determined to make the most of the good weather, we must remember that during the Summer one in five accidents happen in the garden! Many of these involve children. To make sure that we all remain safe while working in the garden this Summer please take a minute to read these safety tips:

Do ...

- Wear appropriate footwear, steel toe cap boots, gardening gloves, ear defenders and goggles when using the lawnmower, strimmer, hedge trimmer or similar.
- Always place the cable of electrical equipment over your shoulder and keep it behind you at all times. Make sure electrical switches on all garden equipment are switched OFF before plugging them in.
- Wear a face mask if you are using compost and you have a lowered immune system, chest problems etc.
- Work a safe distance away from people and pets when using garden equipment and always watch out for any children in the area.
- Make sure that any electrical equipment or extension cords are designed for outdoor use and are in good condition.
- Make sure ladders are placed on a level surface and are held or secured in place.
- Protect yourself while using electrical equipment outdoors by installing a special socket or a plug-in adaptor if your electricity supply does not have an RCD trip box.
- Cover up, wear a hat and use sunblock.
- Watch out when using adhesives, solvents, weedkiller or pesticides when children or pets are around. Always follow the instructions on the label and store carefully.
- Make sure you know which plants in your garden are poisonous and keep children and pets away from them. To find out more on poisonous plants check the Real Gardeners website www.realgardeners.co.uk
- Have safety nets and pads fitted to trampolines and keep them away from walls, washing lines and hard surfaces.
- Empty paddling pools when not in use.

Don't ...

- Use a barbecue or a fire pit on your veranda. Also make sure you keep barbecues away from trees, buildings, washing lines and fences.
- Use electrical tools in wet or damp conditions or when you are barefoot or wearing sandals.
- Set bonfires - these can quickly get out of hand.
- Leave tools, lawnmowers or other electrical items unattended.
- Try and fix any faulty electrical equipment yourself.
- Overreach when on a ladder or while using a hedge-trimmer. You should never work higher than shoulder level.
- Transfer any substances to alternative containers that could confuse people and lead to poisoning.
- Leave small children unattended. A child can drown in 4cm of water - that is the same as a puddle or a bucket which has filled with rainwater.

We are always delighted when out and about to see how well a number of gardens and verandas are kept, and the effort that many of you put into your gardens and verandas throughout the year.

Don't Get Stung!

It's that time of year when wasps and bees become more noticeable in our gardens and open areas. Most of the time they don't pose any particular concern, but if you discover a wasp or bee nest in your garden this may pose a danger, especially if you have young children.

Glasgow City Council Environmental Health Department usually offers a service for the removal of any wasp nests which are causing a nuisance within your garden or near your property. At present the Council is still offering restricted services and may not attend to remove nests quickly. If you have a particularly problematic or dangerous nest please call the Council on 0141 287 1059 and choose option 4 who will be able to confirm the cost and whether or not they can attend.

The presence of bees within a garden can actually be beneficial for the pollination of plants, but if a nest is present

and this is causing a nuisance they can be removed. However, as bees are a protected species only a qualified beekeeper can remove the nest and transport the bees. Although the Council do not offer a service to remove bees, they will be able to provide you with the name and contact details for a qualified beekeeper in your area.



Do Not Try To Set Nests on Fire!

This is dangerous for you, your family and neighbours. Please contact the Council for help instead. Should you require a wasp's nest to be removed at any point over the summer, please contact the Council's Environmental Health Department on 0141 287 1059 and choose option 4.

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

Worried about the Cost of Living?

How we can help:

With the rising cost of living, it's more important than ever to ensure we are managing our money carefully. We have dedicated staff who can help you in the following ways:

Energy Advice

Our Energy Advisor can provide advice to help keep your gas and electricity costs down – see Tips on Page 11. If you are unsure how to turn thermostats down in unused rooms, or have other concerns about energy usage, please contact our Energy Advisor to arrange a home energy audit.



Money Advice

Budgeting, Debt, Welfare Benefits – Most of us can no longer afford the luxury of takeaways, buying breakfast rolls or ready made sandwiches. Often its only when we start writing down what we are spending our money on, that it is easier to see where savings can be made - see our Budget forms in our Money Saving Packs opposite.



Digital Advice

Our Digital Inclusion Assistant can help you with price comparisons on broadband and TV packages, phone contracts, or insurance. If your contract is coming to an end, contact Audrey at our office for an appointment to look into the best deals available.



Audrey can also set up money saving and budget apps on your phone so you don't miss a bargain; can help set up online banking; help you learn and brush up on your digital skills; and can even lend a computer device and show you how to use it. To book an appointment, please call Audrey on **0141 638 0999, Option 3**.



In an **absolute emergency**, if you have no money for food, no money to pay your bill or top up your meter, please contact our goConnect Project on 0141 638 0999, Option 3, who will advise you who to contact for help. The more notice we have [preferably not same day], the more we can try to help. All conversations will be treated in confidence.

We have developed a useful Money Saving Booklet for our residents, which includes useful tips and information including:

- Budgeting
- Eating well for less
- Choosing the right bank account for you
- Using price comparison websites to save money
- Avoiding loan sharks and doorstep lenders
- Credit card debt

These booklets are available at our reception, or we can deliver a booklet to you. If you would like more information or would like to request a booklet, please call Erin on **0141 638 0999, Option 3**.

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

Energy Saving Tips



Simply follow the energy saving tips below to help minimise wasteful use of energy in your home every day:

- ✓ Switch off lights in empty rooms
- ✓ Close curtains at dusk
- ✓ Set thermostats correctly
 - Hot water tank thermostat between 60-65C
 - Room thermostat between 18-21C (or 21-23C if there are older people, very young children, or someone with health difficulties in the home)
- ✓ Turn electrical appliances off at the plug rather than leaving them on standby
- ✓ Choose energy efficient appliances to make savings in the long-term
- ✓ Only fill the kettle with as much water as you need each time you boil it
- ✓ Cook with lids on pans and match ring size to saucepan size
- ✓ Avoid placing furniture in front of a radiator
- ✓ Wait until you have a full load before using a washing machine, and try using a lower temperature (30C)
- ✓ Use a shower instead of a bath if possible
- ✓ Keep windows closed in cold weather - if it is too warm, turn the heating down instead.
- ✓ Conserve your home energy (discuss options and support available with your Money Matters advisor)
 - ✓ draft-proof doors and windows
 - ✓ seal drafts around floors and skirting boards
 - ✓ install loft insulation (ideally 200mm, if less than 100mm, top it up)
 - ✓ install double or secondary glazing
 - ✓ investigate the possibility of installing cavity wall insulation in your property. This is usually the most cost-effective means of reducing heating costs.
 - ✓ fit individual thermostatic radiator valves if you don't have any.



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



Whats on When?...

Classes running currently:-

Monday

Mindfulness and Wellbeing Group - Glen Oaks Office 11am



Tuesday

Tai Chi (Darnley community centre 11:30 (transport can be arranged))



Thursday

Walking Group (Meet outside Glen Oaks office @ 12:00)



Coming Soon

Art Class

Beginners art class for all you budding Rennie MacKintosh's!



Knit & Natter

Our popular group will be returning soon to the Glen Oaks office. We will be crocheting and knitting blankets to keep warm this winter.



BONJOUR!

Craft Class

Come along to make use of our sewing machines and make some curtains and draught excluders under the guidance of our friendly group leader. Be ahead of the game and let's keep those fuel costs down!



Lingo Flamingo

Are you interested in learning a new language – French, Spanish, Polish, Italian, German? Lingo Flamingo have developed textbooks for older adults and those living with dementia. These are the first of their kind in the world and use selected colours, large text, readable fonts and a variety of props, games and activities so you'll be having so much fun, it won't feel like learning and time flies.

Please contact Erin at the GoConnect Team to register your interest for any of the activities on 0141 620 2732.

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.

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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.

